



# **Medway Council Parking Enforcement Policy**

**(MPEP)**

**September 2011**

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## 1.2 **Glossary of Terms**

CEO	Civil Enforcement Officer
CPZ	Controlled Parking Zone
DYL	Double Yellow Lines
P&D	Pay and Display
PCN	Penalty Charge Notice
SYL	Single Yellow Lines
TRO	Traffic Regulation Order
TMA 2004	Traffic Management Act 2004
VRM	Vehicle Registration Mark
TPT	Traffic Penalty Tribunal
MPEP	Medway Parking Enforcement Plan

## 1.3 **Introduction to the Parking Enforcement Policy**

Medway Council prioritises its on-street enforcement around four key areas of road safety, reducing congestion, ensuring the road network is moving and managing kerbside parking provisions.

The Parking Enforcement Policy is a tool to help manage parking by guiding the Council's Civil Enforcement Officers and camera operators and providing a clear framework for effective parking management activities throughout the authority.

The policy is based upon prioritising clearly identified community and environmental needs, such as the needs of people with disabilities, residents, visitors and businesses and will help to manage parking on a fair and consistent basis.

Medway's policy helps support a better and safer environment and generally improves parking conditions by:

- Delivering a high quality parking service to all road users in a fair and consistent manner.
- Ensure there is clarity of the enforcement requirements and policy for all Parking Service Officers, Civil Enforcement Officers and camera Operators.
- Have a single point in which enforcement policy is documented and can be easily updated when change occurs.
- Meeting the needs of all road users;
- Supporting effective parking management;
- Seeking to improve sustainable access;
- Meeting environmental objectives;
- Co-ordinating and being compatible with neighbouring authorities;
- Ensuring that the needs of disabled people, motorcycles, buses, coaches and local business are taken into account.

The policy aims to support the Council's wider objectives, e.g. improve traffic management, assist public transport, assist passage of emergency vehicles, improve road safety, and enhance the general street scene.

The policy seeks to meet the needs of all road users and to clearly prioritise different parking enforcement needs in Medway. The aim is to manage parking in Medway on a fair and consistent basis.

## **1.4 Document Control**

This document is owned by the Parking Services, Medway Council.

Any changes will be communicated via formal instructions that will refer to the section of the Enforcement Plan that is being altered. The full document will then be reissued when appropriate.

Temporary or trial changes will not be listed in this document.

## **1.5 Definitions**

### **Waiting, Parking & Stopping**

Parking Contraventions are contraventions of the relevant Traffic Regulation Order. As described in the Road Traffic Regulation Act 1984, parking and waiting are synonymous. Waiting consists of stopping a vehicle where restrictions apply and can be described as occurring 'where the vehicle has been permitted to remain at rest'.

### **Loading/Unloading**

This activity needs to be visible and the process (i.e. the delivery/collection and obtaining any necessary signature etc) needs to be continuous in order to satisfy the concessions for loading and unloading. It is only permitted in certain bays and on yellow lines where no loading restrictions apply.

### **Picking Up/Dropping Passengers Off**

The definition of picking up/setting down is stopping at the kerbside in order to allow a passenger(s) to board or alight the vehicle. Waiting at the kerbside for passengers to arrive, or after passengers have left the vehicle, is not part of either of these processes.

## **1.6 Exemptions to the Enforcement Plan**

Exemptions and Observations listed in this document do not apply to private or commercial vehicles if it appears to the CEO or Camera Operator that the vehicle is not being used in accordance with the exemption. For example, an observation period may not be given to a commercial vehicle parked on a yellow line if it is evident that the crew are carrying out activities other than loading or unloading. Full notes are to be made by the CEO or operator in these instances. The MPEP may also not apply to PCN persistent evaders.

## **1.7 Parking Enforcement by CCTV**

For parking contraventions enforced by CCTV the same exemptions apply, however the observation periods may differ and will be listed separately.

This document will highlight which parts apply to both CEO and camera enforcement and which parts refer to CEO enforcement only.

## 2.0 PARKING

### 2.1 Parking Management

Parking management includes the enforcement of on and off-street parking regulations. Vehicles parked inconsiderately and in contravention of traffic orders can be dangerous. Inconsiderate parking on yellow lines and footways can cause a serious road safety hazard and inconsiderate obstruction for wheel chair users and pushchairs.

The policy supports effective parking management by:

- Coordinating on- and off-street parking enforcement management to ensure a comprehensive and consistent approach;
- Allocating parking permits/waivers with clear conditions of use based on transparent and consistent principles, which give priority in accordance with the defined hierarchy of parking enforcement; and
- Maximising the potential of the Council's information technology (IT) to support an effective and efficient parking management operation.

### 2.2 Parking Enforcement

The aim of enforcement is to maximise motorist compliance with regulations to make our streets safer for all road users, to prevent obstruction and delays (especially for buses and emergency vehicles) to ensure that parking bays are available for their intended use and to improve the general street scene.

Clear and consistent parking enforcement strategies allow for: -

- **Safer environment for drivers and pedestrians** as the focus on enforcement means clearer roads and pavements;
- **Fewer illegally parked vehicles amount to fewer accidents, better traffic flow and accessibility,**
- **Emergency and service vehicles will be able to operate more effectively** along roads as the emergency corridors and public transport routes will have fewer inconsiderately parked vehicles
- **The general environment will improve** by providing a more environmentally efficient transport system in terms of reducing congestion,

The basis for this enforcement plan is fair, consistent, transparent, policy-driven and quality-led operational enforcement. Enforcement will be targeted to tackle problem areas. The MPEP specification provides a schedule and prescribes the frequency of patrol visits, dependent upon the location type. This will ensure a good parking enforcement regime that is both consistent and transparent.

The MPEP focuses on Customer needs by:

- Ensuring an efficient, robust and customer-friendly parking system.
- Ensuring an effective, fair and consistent enforcement operation to maximise compliance with Medway's parking regulations.
- Consulting and communicating with both internal and external stakeholders to inform parking management issues.

## **2.3 Parking Enforcement Priority**

There is a need for effective and defined on-street parking management protocols as there is an element of conflict and controversy surrounding the industry. The parking enforcement priorities shall be generally as follows:

### **Highway Safety**

Preventing dangers due to parking:

- Near Accident locations such as junctions
- Near Pedestrian Crossings
- Dangerously parked vehicles i.e. double parking

### **Aid to Movement**

Preventing obstruction and congestion on:

- Main access roads into Medway (Principal Roads)
- Town Centre shopping areas
- Public Transport routes
- Main traffic routes within Medway (Non-principal Road)
- Other busy streets (Access Roads to Residential Areas/Local Shopping Parades)

### **Obstruction & Nuisance**

Preventing hindrance to road users at:

- Bus stops
- Vehicle accesses
- Pedestrian access routes
- Taxi Ranks
- Special entertainment events

### **Deliveries & Servicing**

Control and enable the conveyance of goods at:

- Servicing yards
- Permitted loading areas

### **Parking Bays**

Control effective use of permitted parking areas in:

- Medway Council Car parks
- Disabled Badge Holder Bays
- On-street Pay & Display
- Residents parking
- Limited waiting

2.3.1 Residents parking permits are issued by the Council's Parking Service for the use of designated parking places in resident parking zones.

2.3.2 Medway Council administers Blue Badges for disabled people under the Blue Badge Scheme, this allows disabled badge holders considerable flexibility in where they can park on street and in our car parks. Badge holders can park free in many areas provided a valid

Blue Badge is displayed, the bay has not been suspended and the vehicle is being used to transport the Blue Badge holder. Blue Badge holders are also allowed to park for a maximum of 3 hours on single and double yellow lines, except where there is a loading ban or where a bus or cycle lane is in operation where it is safe to do so.



2.3.3 The hours of Medway Council's parking enforcement operation is from 7am to 10pm Mondays to Sundays, we have 3 shifts per day, 7am to 3pm – 10am to 6pm - 2pm to 10pm to ensure there is a Civil Enforcement Officer presence throughout the authority during the hours of operation.

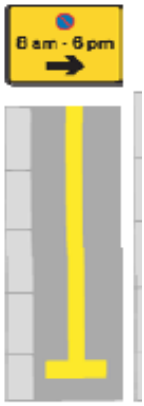
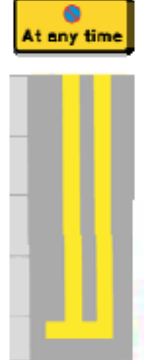
2.3.4 Medway's parking operation consists of foot patrol officers, mobile patrols and CCTV enforcement.

### 3.0 Enforcement Protocols



Separate sections cover each main area of enforcement, e.g. Section 1 sets out yellow line enforcement protocols. An amendment history is included to track changes to individual sections. However,

### 3.1 YELLOW LINES



Restrictions	Class of Vehicle	Enforcement Protocols
<p><b>Loading Restrictions Apply</b></p> <p><b>Contravention Code 02 / 25 / 20</b></p> <div data-bbox="196 1323 387 1406" style="border: 1px solid black; padding: 2px; width: fit-content;"> <p>No loading Mon - Sat 8.30 am - 6.30 pm</p> </div>  <div data-bbox="209 1615 379 1697" style="border: 1px solid black; padding: 2px; width: fit-content;"> <p>No loading at any time</p> </div> 	<p>All</p>	<p>Enforcement carried out by CEO and CCTV</p> <p>Instant PCN (vehicles should initially be moved on if driver present) unless exemption below applies issue a PCN.</p> <p>Give five minutes observation to vehicles displaying a disabled badge to ascertain whether picking/up setting down is occurring. CCTV vehicle to give 2 minutes observation.</p> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>1. Evidence of picking up or settling down passengers and their luggage observed. Sufficient time must be allowed for this activity, two minutes observation is required and driver should be with vehicle.</li> <li>2. Royal Mail vehicles delivering/collecting postal packets. Give 20 minutes casual observation except near sorting office, where 5 minutes constant observation should be given.</li> <li>3. Cleansing and refuse vehicles collecting rubbish from the side of the road. (NB: This applies to Medway refuse vehicles and commercial refuse company vehicles).</li> </ol>

Restrictions	Class of Vehicle	Enforcement Protocols
		<ol style="list-style-type: none"> <li>4. Emergency service vehicles carrying out their duties (Fire Service, Police, London Ambulance).</li> <li>5. Vehicles used for Fire Service, ambulance or police purposes.</li> <li>6. Vehicle being used for building demolition, excavation or construction; scaffolding lorries and glaziers carrying out work in or adjacent to street displaying a dispensation.</li> </ol>
<p><b>Loading Restrictions Do Not Apply</b></p> <p><b>Restricted Street Contravention Code 01</b></p>  	<p>Private cars; Estate vehicles; Non Livered Solo Motorcycles</p>	<p>Enforcement carried out by CEO and CCTV (<u>in sensitive streets only</u>)</p> <p>Instant PCN (vehicles should initially be moved on if driver present) unless exemption below applies. Full notes to be made by Civil Enforcement Officers.</p> <p>CEO and CCTV to give 5-minute observation to vehicles to ascertain whether loading/unloading is occurring. Give 3 hours casual observation to vehicles displaying a valid blue badge and clock.</p> <p>CCTV operators to check the front of vehicles for disabled badge or other valid dispensation. CCTV operators may issue a PCN on foot using their handheld in areas that are not considered to be sensitive or difficult to enforce. Full notes must be made.</p> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>1. There is evidence of loading/unloading bulky or heavy items. Take logging then give 20 minutes casual observation, if no loading is observed after first 20 minutes, give five minutes constant observation before issuing PCN if loading not observed during this period issue PCN.</li> <li>2. Any vehicle - do not issue for the first and last 5 minutes of controlled hours (does not apply to double yellow lines which are enforced at any time).</li> <li>3. Multi-drops that may take longer than 20 minutes are permitted as long as the vehicle is moved in the process. A fresh 20 minutes casual observation should be given if vehicle moved.</li> <li>4. The back of vehicle should be checked to see if driver in attendance and or evidence of loading activity. Full notes to be made by CEO's.</li> </ol>

Restrictions	Class of Vehicle	Enforcement Protocols
		<ol style="list-style-type: none"> <li>5. Notification has been received from Parking Services that special permission has been given to load or unload, as operation cannot be completed within regulation time limits.</li> <li>6. Vehicle is displaying a valid single/double yellow line dispensation issued by parking services.</li> <li>7. Royal Mail vehicles delivering/collecting postal packets. Give 20 minutes casual observation except near sorting office, where 5 minutes constant observation should be given.</li> <li>8. Evidence of delivering mail or postal packets by couriers in which case 20 minutes should be allowed before issuing a PCN.</li> <li>9. Cleansing and refuse vehicles collecting rubbish from the side of the road. (NB: This applies to Medway refuse vehicles and commercial refuse company vehicles).</li> <li>10. Domestic and office removal vehicles with special permission from parking services.</li> <li>11. Vehicle being used for building demolition, excavation or construction; scaffolding lorries and glaziers carrying out work in or adjacent to street displaying a dispensation.</li> <li>12. Visible signs of unavoidable vehicle breakdown or if recovery service in attendance.</li> </ol> <p><b>Note:</b> Traffic Regulation Order allows continuous loading activity for as long as necessary within the prescribed hours. There is no restriction on the nature of goods for commercial loading activity.</p>
<p><b>Loading Restrictions Do Not Apply</b></p> <p><b>Restricted Street Contravention Code 01</b></p>	<p>Commercial Vehicles (i.e. Vans, Heavy Goods Vehicles, Lorries etc) – Liveried or Unliveried.</p> <p>Royal Mail Vehicles</p> <p>Liveried Solo Motorcycles</p>	<p>Enforcement carried out by CEO and CCTV (<u>in sensitive streets only</u>)</p> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>1. Any vehicles – do not issue PCN's for the first and last 5 minutes of controlled hours.</li> <li>2. Between prescribed hour's 20 minutes casual observation then additional five minutes constant observation. If loading is observed, repeat process. If no evidence of loading/unloading after 25 minutes a PCN may be issued.</li> </ol> <p>Multi-drops that may take longer than 20 minutes are permitted as long as the vehicle is moved in the process. A</p>


Restrictions	Class of Vehicle	Enforcement Protocols
 		<p>fresh 20 minutes casual observation should be given if vehicle moved.</p> <p>The back of vehicle should be checked to see if driver in attendance and or evidence of loading activity. Full notes to be made by Civil Enforcement Officers.</p> <ol style="list-style-type: none"> <li>3. Observe same protocol on double yellow lines between prescribed hours as applies in point (2).</li> <li>4. Notification has been received from Parking Operations that special permission has been given to load or unload, as operation cannot be completed within regulation time limits as shown in (2) above.</li> <li>5. Vehicle is displaying a valid single/double yellow line dispensation issued by parking services.</li> <li>6. Royal Mail vehicles delivering/collecting postal packets. Give 20 minutes casual observation except near sorting office, where 5 minutes constant observation should be given.</li> <li>7. Evidence of delivering mail or postal packets by couriers in which case 20 minutes should be allowed before issuing a PCN.</li> <li>8. Cleansing and refuse vehicles collecting rubbish from the side of the road. (NB: This applies to Medway refuse vehicles and commercial refuse company vehicles).</li> <li>9. Domestic and office removal vehicles with special permission from Parking Services.</li> <li>10. Vehicle being used for building demolition, excavation or construction; scaffolding lorries and glaziers carrying out work in or adjacent to street displaying a dispensation.</li> <li>11. Visible signs of unavoidable vehicle breakdown or if recovery service in attendance.</li> </ol> <p>A 20 minute casual observation period should be given to Heavy Goods Vehicles followed by an additional 5 five minutes constant observation to establish if the vehicle is in process of being loaded/unloaded. If no evidence of loading activity observed, then issue instant PCN. If loading is observed, repeat the process. This does not apply to coaches - Details of the timeplate is to be recorded.</p> <p>Check the back of the vehicle to see if vehicle attended before commencing enforcement.</p>


### 3.2 DOUBLE PARKED & DROPPED KERBS

Restrictions	Class of Vehicle	Enforcement Protocol
<p><b>Double Parked</b></p> <p><b>(Parked more than 50cm away from the carriageway)</b></p> <p><b>Contravention Code 26</b></p> 	<p><b>All</b></p>	<p>Enforcement carried out by CEO and CCTV.</p> <p>A 5-minute observation period must be given and noted on handheld. Photographs to be taken when the vehicle is first seen and when the PCN is issued. Do not issue if there is any movement around the vehicle.</p> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>1. Vehicles that are parked wholly within a designated parking place or any other part of the carriageway where parking is specifically authorized.</li> <li>2. Vehicles used by the fire, ambulance or police services.</li> <li>3. Where loading or unloading is taking place.</li> <li>4. Vehicles used for waste collection, building works or road works.</li> </ol>
<p><b>Dropped Kerb</b></p> <p><b>Contravention Code 27</b></p> 	<p><b>All</b></p>	<p>Enforcement carried out by CEO and CCTV.</p> <p>CEO's may issue an Instant PCN unless exemption below applies. CCTV operators to give a 2-minute observation period.</p> <p>PCN's can only be issued here at the request of the owner / resident of the property, when vehicles are parked on /adjacent to the drop kerb outside places of business or residents. Those details have to be logged and filed in the "Caller log – 27 offence code" (folder that can be found in the supervisors Office)</p> <p>The log must be completed in full details: for example, name &amp; number of caller, address, vehicle details and how long the vehicle has been parked there.</p> <ul style="list-style-type: none"> <li>• Pedestrian Dropped Kerbs – PCN's to be enforced when a vehicle is parked adjacent to a dropped footway anywhere within a Special parking area (SPA), Including the Controlled Parking Zone (CPZ) – either random or requested patrol.</li> </ul>


		<ul style="list-style-type: none"> <li>• Multi-vehicle access points, for example, entrance to block of garages – treated as above.</li> <li>• Single vehicle dropped Kerb at a place of business or residents – Telephone call to Parking Services requesting enforcement; the caller is to provide full details of their name, address, telephone number and the details of the vehicle in contravention.</li> <li>• Please note that if the vehicle is parked on a yellow line or parking place during prescribed hours, a PCN can only be issued for the contravention relevant to the yellow line or parking Space. A 27-offence code can only be issued outside of the operational hours of the yellow line or parking space.</li> <li>• There is no observation period required for a CEO to this PCN, However full notes are to be recorded and photographs are to be taken by Civil Enforcement Officers.</li> <li>• Vehicles displaying disabled badges are <b>NOT</b> exempt and can be issued for a 27-offence code.</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>1. Evidence of picking up or setting down passengers and their luggage observed. Sufficient time must be allowed for this activity (2 min. of casual observation. Driver should be with vehicle.</li> <li>2. Cleansing and refuse vehicles collecting rubbish from the side of the road. (NB: This applies to Medway refuse vehicles and commercial refuse company vehicles).</li> <li>3. Vehicles used for Fire Service, ambulance or police purposes.</li> <li>4. Vehicles parked outside a driveway to residential premises with the occupier's consent.</li> <li>5. Vehicles parked outside a shared driveway to residential premises by, or with the consent of, residents at those premises.</li> </ol>
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### 3.3 RESIDENTS PARKING BAYS

Restrictions	Class of Vehicles	Enforcement Protocol
<p><b>Resident Parking Bays</b></p> <p><b>No Permit, Voucher, P&amp;D (On St) Cont. Code 12</b></p> <p><b>Invalid Permit, Voucher, P&amp;D (On St) Cont. Code 19</b></p> <p><b>No Valid Permit Cont. Code 16</b></p> 	<p><b>All</b></p>	<p>Enforcement carried out by CEO only.</p> <p>5 minutes observation if no resident permit for appropriate zone is on display, appropriate resident permit, valid blue disabled badge, special permit or business permit all have unlimited time.</p> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>1. All vehicles – do not issue for the first and last 5 minutes of controlled hours.</li> <li>2. Vehicle is displaying valid residents parking permit for the appropriate zone.</li> <li>3. Vehicle is displaying valid visitors permit for zone.</li> <li>4. If evidence of picking up or setting down passengers and their luggage is observed, a maximum of two minutes is allowed. Driver should be with vehicle.</li> <li>5. Royal Mail vehicles delivering/collecting postal packets. Give 20 minutes casual observation except near sorting office, where 5 minutes constant observation should be given.</li> <li>6. Commercial vehicles (Including long wheel based vehicles) give 20 minutes casual observation as above, and then repeat process.</li> <li>7. Private vehicles – if evidence of loading/unloading observed, give 5 minutes constant observation. If no evidence of loading activity seen, issue PCN after 5 minutes observation.</li> <li>8. Notification has been received from the Parking Services that special permission has been given to load or unload at particular location.</li> <li>9. If vehicle is displaying valid special permit.</li> <li>10. If vehicle is displaying a valid blue badge.</li> <li>11. If vehicle is displaying a valid business permit</li> <li>12. Cleansing and refuse vehicles collecting rubbish</li> </ol>

		<p>from the side of the road. (NB: This applies to Medway refuse vehicles and commercial refuse company vehicles).</p> <p>13. Domestic and office removal vehicles with special permission from Parking Services.</p> <p>14. Vehicle being used for building demolition, excavation or construction; scaffolding lorries and glaziers carrying out work in or adjacent to street where a suspension is in place.</p> <p>15. Emergency service vehicles carrying out their duties (Fire Service, Police, London Ambulance).</p> <p>16. Vehicles used for Fire Service, ambulance or police purposes.</p>
<p><b>Out of Bay (On St)</b></p> <p><b>Contravention Code 24</b></p> 	<p><b>All</b></p>	<p>Enforcement carried out by CEO only.</p> <p>Instant PCN - Log details when at least 1/3 of the vehicle is parked out of bay, a photo of the vehicle and Bay Markings is required.</p> <p>Instant PCN to private cars when parked on loading goods parking place. Delivery vehicles give 20 minutes casual observation. (Vehicles should be initially moved on if driver present). All details of the timeplate to be recorded.</p> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>1. If evidence of picking up or setting down passengers and their luggage is observed, a maximum of two minutes is allowed. Driver should be with vehicle.</li> <li>2. All vehicles – do not issue for the first and last 5 minutes of controlled hours.</li> <li>3. Cleansing and refuse vehicles collecting rubbish from the side of the road. (NB: This applies to Medway refuse vehicles and commercial refuse company vehicles).</li> <li>4. Vehicle being used for building demolition, excavation or construction; scaffolding lorries and glaziers carrying out work in or adjacent to street where suspension is in place.</li> <li>5. Emergency service vehicles carrying out their duties (Fire Service, Police, London Ambulance).</li> <li>6. Notification has been received from Parking Services that special permission has been given to load or unload.</li> </ol>

### 3.4 PAID FOR PARKING FACILITIES (Including Car Parks)

Restrictions	Class of Vehicle	Enforcement Protocols
<p>Pay &amp; Display</p> <p>Expired P&amp;D (Off St) Cont. Code 82</p> <p>No Valid P&amp;D (Off St) Cont. Code 83</p> <p>No Valid Permit (Off St) Cont. Code 85</p> <p>No Dis. Badge (Off St) Cont. Code 87</p> <p>Expired P&amp;D (On St) Cont. Code 05</p> <p>No Valid P&amp;D (On St) Cont Code 06</p> 	<p>All</p>	<p>Enforcement carried out by CEO only.</p> <p>5-minute obs. and follow same protocol as 05 Cont. code.</p> <p>5-minute obs. and follow same protocol as 06 Cont. code.</p> <p>5-minute obs. and follow same protocol as 16 Cont. code.</p> <p>Instant PCN to vehicle's parked here without displaying a valid disable badge.</p> <p>Five minutes observation - Unless exemption to enforcement below applies:</p> <p><b>05</b> – Instant PCN if P&amp;D ticket expired by 5 mins. Or more.</p> <p><b>06</b> – 5 mins constant observation then issue a PCN.</p> <p><b>Note:</b> If vehicle displaying obscured Pay &amp; Display ticket or ticket is face down, issue PCN after 5 minutes observation. Issue if Pay &amp; Display ticket is upside down but details can still be read – check ticket for validity. Serial number must be recorded if face down. Photo and details are essential.</p> <p><b>Exemptions to Enforcement</b></p> <ol style="list-style-type: none"> <li>1. All vehicles – do not issue a PCN during the first and last 5 minutes of controlled hours.</li> <li>2. Displaying valid residents permit for the zone, a valid All Zones permit, a valid resident, valid permit for Zone.</li> <li>3. If no ticket is displayed, or if penalty time incurred, do not issue for first or last 5 minutes of controlled hours.</li> <li>4. A Pay &amp; Display ticket purchased from a nearby machine is acceptable providing the tariff and 'maximum stay' period are identical.</li> <li>5. In general, a Pay and Display ticket purchased from machine in the immediate vicinity (e.g. opposite side of the road), providing tariff and maximum stay are identical.</li> <li>6. Evidence of private vehicle loading or unloading observed in which case 20minutes casual observation must be given before PCN issued. Give 5 minutes constant observation to commercial vehicles even if no loading activity is seen. Long wheel-based vehicles that do not fit into one bay are still permitted to load/unload.</li> </ol>



Restrictions	Class of Vehicle	Enforcement Protocols
<p><b>Parked to Extend Stay Cont. Code 07 (On St)</b></p> <p><b>Parked to Extend Stay Cont. Code 84 (Off St)</b></p>	All	<p>To be enforced by CEO only.</p> <p>Instant PCN (vehicles should initially be moved on if driver present).</p> <p>All details of both pay and display tickets seen, including serial numbers, are recorded including valve positions of the offending vehicle and pay and display machine number/numbers from where the tickets were purchased, photographs are required of pay and display tickets.</p> <p><b><u>Exemptions to Enforcement</u></b></p> <ul style="list-style-type: none"> <li>Evidence of picking up or setting down passengers and their luggage observed. Sufficient time must be allowed for this activity (2 min. of casual observation).</li> </ul>
<p><b>Out of Bay Cont. Code 86</b></p>	All	<p>To be enforced by CEO only.</p> <p>Instant PCN - Log details when at least 1/3 of the vehicle is parked out of bay, a photo of the vehicle and Bay Markings is required.</p>
<p><b>Re-parked at same location within 1hr of leaving (On Street) Cont. Code 22 (A, B, C)</b></p>	All	<p>To be enforced by CEO only.</p> <p>Instant PCN (vehicles should initially be moved on if driver present).</p> <p>Details of the timeplate and valve positions should be recorded by the Civil Enforcement Officer.</p>
<p><b>Parked for longer than permitted (On St) Cont. Code 30</b></p> <p><b>Parked for longer than permitted (Off St) Cont. Code 80</b></p>		<p>To be enforced by CEO only.</p> <p>Follow the same procedure for Cont. Code 22</p> <p>CEO's to give a 5-minute observation period before PCN issued.</p>




### 3.6 SUSPENDED PARKING PLACES

Restrictions	Class of Vehicle	Enforcement Protocols
<p><b>Suspended Res. Bay Contravention Code 21</b></p>	<p>All</p>	<p>To be enforced by CEO only.</p> <p>Instant PCN (vehicles should initially be moved on if driver present).</p> <p>Civil Enforcement Officers needs to check sign relative to bay for days and times that suspension is in force. And record all details.</p> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>1. If vehicles displaying Waiver for that Bay.</li> <li>2. Emergency Service Vehicles during the course of their duties (Fire Service, Police, London Ambulance Service).</li> </ol>
<p><b>Pay &amp; Display (On St) Contravention Code 21</b></p>	<p>All</p>	<p>To be enforced by CEO only.</p> <p><b>Whole bay</b> - Instant PCN (vehicles should initially be moved on if driver present).</p> <p><b>Part bay</b> - affected bays only. Instant PCN (vehicles should initially be moved on if driver present).</p> <p><b>Vehicle displaying a valid Blue Badge</b> - issue PCN</p> <p>Civil Enforcement Officers needs to check sign relative to bay for days and times that suspension is in force. Position of sign(s) to be recorded. Also record location of vehicle relative to machine and suspension sign.</p> <p>Includes Post Office Vehicles – no exemption applies</p>
<p><b>Free Parking Bays Contravention Code 21</b></p>	<p>All</p>	<p>To be enforced by CEO only.</p> <p>Instant PCN (vehicles should initially be moved on if driver present)</p> <p>Includes Post Office Vehicles – no exemption applies.</p> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>1. Special events permit displayed. <b>(Waivers)</b></li> </ol>

### 3.7 BUS STOP AND SCHOOL ZIG ZAGS

Restrictions	Class of Vehicle	Enforcement Protocols
<p><b>Restricted Bus Stop/Stand</b> <b>Contravention Code 47</b></p> 	All	<p>To be enforced by CEOs and CCTV.</p> <p>CEOs to issue an instant PCN to vehicles stopped on a restricted bus stop/stand. CCTV to give a 2-minute observation period.</p> <p>CEOs to issue an instant PCN to vehicles parked on Zig-Zag Lines outside schools during prescribed hours. CCTV to give a 2-minute observation period. Must contain footage of the time plate and road markings.</p>
<p><b>School Keep Clears</b> <b>Contravention Code 48</b></p> 	All	<p>If a vehicle is seen to stop on school keep clear marking or within a bus stop, and then move away within the 2-minute observation period, a contravention will still be deemed to have occurred.</p> <p><b><u>Exemptions to Enforcement:</u></b></p> <ol style="list-style-type: none"> <li>1. Police, Ambulance and Fire Brigade Vehicles.</li> <li>2. Where the person in control of the vehicle is required by law to stop, or is obliged to do so in order to avoid an accident.</li> <li>2. To anything done with the permission or at the direction of a police constable in uniform.</li> </ol>

### 3.8 BUS LANES

Restrictions	Class of Vehicle	Enforcement Protocols
<p><b>Being in a Bus Lane</b> <b>Contravention Code 34j</b></p> 	All	<p>To be enforced by static and mobile CCTV only. Enforcement Officers to refer to Traffic Regulation Order for full exemptions.</p> <p><b><u>Locations:</u></b></p> <p><b>The Brook, Chatham.</b> <b>High St, Chatham</b> <b>Waterfront Way, Chatham</b> <b>Globe Lane, Chatham (North)</b> <b>Globe Lane, Chatham (South)</b> <b>Riverside, Strood</b></p>



Restrictions	Class of Vehicle	Enforcement Protocols
		<p><b><u>Exemption to Enforcement:</u></b></p> <p>1) Police, Ambulance and Fire Brigade Vehicles.</p> <p>2) Vehicles when used in the service of the local authority in pursuance of statutory powers/duties.</p> <p>3) A vehicle in connections with the maintenance of the road.</p> <p>4) A vehicle being used for the purpose of collecting refuse.</p> <p>5) Royal Mail Vehicles.</p> <p>6) Military Vehicles</p> <p><b><u>Straddling</u></b></p> <p>Do not enforce against vehicles temporarily straddling the bus lanes prior to turning left, unless one of the following applies;</p> <p>Vehicle has blocked the bus lane in doing so.</p> <p>Vehicle has travelled more than 4 car lengths.</p> <p>Vehicle has gained advantage over other vehicles.</p>

### 3.9 **FOOTWAY & VERGE PARKING**

Restrictions	Class of Vehicle	Enforcement Protocols
<p><b>Contravention Code 61</b></p> <p><b>Contravention Code 62</b></p>	<p><b>All</b></p> <p><b>All</b></p>	<p><i>“A heavy commercial vehicle wholly or partially parked on a footway, verge or land between two carriageways”</i></p> <p><i>“Parked with one or more wheels on or over a footpath or any part of the road other than a carriageway”</i></p> <p>Restriction applies at any time. Vehicles should initially be moved on if vehicle present. 2-minute observation period to be given.</p> <p>To be enforced by CEO and CCTV.</p> <p><b><u>Exemptions to Enforcement</u></b></p> <p>1) To enable a person to board or alight from the vehicle or for goods to be loaded on or unloaded from the vehicle.</p>

Restrictions	Class of Vehicle	Enforcement Protocols
		<p>2) A vehicle used in the connection with the removal of the obstruction to traffic, the maintenance of the road, the laying or repair of the lane adjacent to the said sides of the roads.</p> <p>3) A vehicle used in the service of a local authority or a water authority in pursuance of statutory powers or duties.</p> <p>4) A vehicle used for the purposes of delivering or collecting postal packets.</p> <p>5) The vehicle is being used for Fire Brigades, Ambulance or Police Purposes.</p>

### 3.10 RESTRICTED AREAS

Restrictions	Class of Vehicle	Enforcement Protocols
<p><b>Stopped on a Pedestrian Crossing Contravention Code 99</b></p> 	All	<p>To be enforced by CEO and CCTV.</p> <p>Instant PCN. CCTV to provide a 2-minute observation period if vehicle seen to be parked.</p> <p>If a vehicle is seen to stop on a pedestrian crossing and then move away within the 2-minute observation period, a contravention will still be deemed to have occurred.</p> <p><b><u>Exemptions to Enforcement</u></b></p> <p>1) The vehicle is being used for Fire Brigades, Ambulance or Police Purposes.</p> <p>2) Vehicles parked on the instruction of a uniformed police officer.</p>
<p><b>Parked on a Taxi Rank Contravention Code 45</b></p> 	All	<p>To be enforced by CEO and CCTV.</p> <p>Instant PCN. CCTV to provide a 2 minute observation period if vehicle seen to be parked.</p> <p><b><u>Exemption to Enforcement</u></b></p> <p>1) The vehicle is a hackney Carriage.</p> <p>2) The vehicle is required to stop by law.</p> <p>3) The vehicle is obliged to stop so as to avoid an accident.</p>

Restrictions	Class of Vehicle	Enforcement Protocols
		<ul style="list-style-type: none"> <li>4) The vehicle is prevented from proceeding by circumstances beyond the person's control.</li> <li>5) The person is getting or giving help in consequence of an accident or emergency.</li> <li>6) The person is opening or closing a gate or other barrier at the entrance to premises to which the vehicle is being driven or has emerged.</li> <li>7) The vehicle is being used for the fire brigade, ambulance or police purposes.</li> <li>8) The vehicle is being used in connection with the removal of any obstruction to traffic.</li> <li>9) The vehicle is being used in connection with the maintenance, improvement or reconstruction of any length or road specified.</li> <li>10) The vehicle is displaying a disabled persons badge in the relevant position to enable a disabled person to get on or off the vehicle.</li> <li>11) To anything done with the permission or at the direction of a police constable in uniform or a parking attendant.</li> </ul>
<p><b>Parked in contravention of a Coach Ban Contravention Code 57</b></p>	<p style="text-align: center;"><b>All</b></p>	<p>To be enforced by CEO only. Instant PCN (vehicles should initially be moved on if driver present).</p> <p><b><u>Exemptions to Enforcement</u></b></p> <p>1) Do not issue to coaches during the first and last 5 minutes of controlled hours.</p>
<p><b>Parked wholly or partly on a cycle track of lane Contravention Code 49</b></p>	<p style="text-align: center;"><b>All</b></p>	<p>Instant PCN to be enforced by CEO and CCTV.</p> <p><b><u>Exemptions to Enforcement</u></b></p> <p>1) The vehicle is being used for Fire Brigades, Ambulance or Police Purposes</p>
<p><b>A Commercial vehicle parked in a restricted street in cont. of the Overnight Waiting Ban. Contravention Code 55</b></p> <p><b>Parked in contravention of a commercial vehicle waiting restriction (No overnight restriction) Contravention Code 56</b></p>	<p style="text-align: center;"><b>All</b></p>	<p>Instant PCN to be enforced by CEO only</p> <p><b><u>Exemptions to Enforcement</u></b></p> <p>1) The vehicle is being used for Fire Brigades, Ambulance or Police Purposes.</p>

## **4.0 Suspension of Parking Places in Controlled Parking Zones**

This guidance applies where there is a need to take away the ordinary parking rights within residential parking bays in CPZ'S for special purposes over a defined period.

### **WHY AND HOW WE SUSPEND PARKING SPACES**

Medway Council can suspend parking spaces for the following purposes:

- For street works - maintenance of the highway, sewers, and drains, and repairs and alterations to utility apparatus by or on behalf of the electricity, gas, telecoms, and water supplies.
- For building works - construction, maintenance, or demolition of properties adjacent to the public highway.
- For operations by the emergency services
- For clearance for scaffolding, hoardings, hoists, cranes and other plant
- For household removals, weddings, and funerals
- For film and television production
- For special events

The bay will need to be signed and a notice attached to a traffic or parking signpost or street lighting column alongside the section of parking space that is to be under suspension. The notice will state the section to be suspended (normally by reference to the street numbers of properties at the front of the parking space), the start and the end of the suspension period, and the days and times over which the suspension applies.

There should be as much notice as possible given to the local residents by advance notices and if possible, warning leaflets should be distributed in the immediate area of suspension.

Although we will do our best to overcome any problem, if your vehicle is parked in a parking space when the suspension is in operation it is liable to attract a penalty charge notice (parking ticket)

### **4.1 How to Arrange For a Suspension**

If a suspension is needed for one of the purposes listed above the Parking Service's should be contacted on **01634 332266** as early as possible. An application form will have to be completed giving full details and a map of the area to be suspended. We request at least seven days' notice and the suspension fee is £17 per bay, per day. We may have to make some further enquiries before making a decision so as to identify the most acceptable arrangement. The Council reserves the right to refuse or modify a suspension or to attach conditions to it depending on the circumstances in each case. We will give reasons for a

refusal or for partial or conditional consent. The Council reserves the right to cancel the suspension if cleared payment is not received by the start of the suspension period.

The period of a suspension will be kept as short as possible. The Council must be informed immediately if the suspension is no longer needed or can be ended before it expires. The Council must be given at least five days notice if the suspension needs to be extended in duration.

#### **4.2 House Removals**

Suspensions may not always be required depending on the time of day and the availability of parking space in the road. We will discuss the situation with the customer. We will suspend bays for 24 hours on the day of your move.

#### **4.3 Weddings And Funerals**

Suspensions may not always be required depending on the time of day and the availability of parking space in the road. We will discuss the situation with the customer when an enquiry is made. We will suspend up to three spaces for up to three hours only on the day of the services. This will allow for free parking close to the residence for the bridal car or the hearse and for two limousines. If a horse drawn carriage or hearse is to be used, we can suspend one additional parking space.

There will be no parking concessions for wedding guests' or mourners' private cars but visitor permits or pay-&-display parking may be possible.

#### **4.4 Private Building Work**

Residents, builders, or developers can apply for the suspension of parking spaces. The number of spaces that can be suspended will depend on the scale of works. During the times when the parking space is under suspension, only trade vehicle involved in or required for the building work will be permitted to use the space. Saloon cars will not be allowed to use the suspended parking space.

If the suspension is for the purpose of providing clearance scaffolding or a hoarding then a protected footway extension may need to be provided and no parking will be allowed in the suspended parking space at any time. If the suspension is for the purpose of enabling a host, crane, disposal chute, or other plant [e.g. compressor, cement mixer] to be positioned close to the property then no vehicle may occupy the suspended parking space.

Please ensure that you apply for any other consent that may be required. The parking space suspension may be conditional on approval for any of the following:

- a. Skip licence
- b. Licence for deposit of building materials on the highway
- c. Scaffolding licence
- d. Hoarding licence
- e. Footway diversion
- f. Temporary footway crossing
- g. Footway or carriageway excavation
- h. Temporary alteration to street furniture
- i. Temporary road closure

## **4.5 Special Events**

If a special event is planned that could involve the alteration of parking arrangements, plans need to be discussed with the Council at the earliest opportunity. Special events could include a street party, community festival, neighbourhood activity [e.g. fair, market or show], or road race/marathon/fun run.

The Council may need to suspend parking places in connexion with a special event taking place on land adjacent to the public highway in order to protect public safety, to ensure unrestricted public access and egress, and to enable emergency services. This may be for major public events such as sports ma match, circus, funfair, concert, exhibition, or festival or for a private event likely to attract a large attendants or where the police or licensing authorities otherwise require it. Where such an event is a regular and programmed activity special area-wide parking arrangements are likely to apply and semi-permanent restriction notices will be revealed as appropriate.

## **5.0 Dispensations from Waiting and/or Loading Restrictions**

This guidance applies where there is a need to allow waiting or loading/unloading special purposes over a defined period in paces where there are waiting or loading restrictions.

### **WHY AND HOW WE GIVE DISPENSATIONS**

The Council can issue dispensation from the waiting and loading restrictions for the following purposes:

- a. For building works [construction, maintenance, or demolition of properties adjacent to the public highway].
- b. For household removals.
- c. For the delivery of exceptional loads.
- d. For film and television production.
- e. For special activities.

We will issue an official notice to be displayed in the front of the vehicle where it can be clearly seen from the kerb. The notice will give details of the vehicle permitted to occupy the restricted place, state the location where the dispensation applies and the end of the dispensation period.

Dispensations only apply where waiting or unloading is already restricted either for part or the whole of the day or for certain lengths of time. The dispensation gives exemption from those restrictions. No assurance can be given that the designated location will not be occupied at the time covered by the dispensation but the Council will assist with enforcement whenever possible.

Dispensations will not normally be given for use in a bus lane, or on the opposite side of the road to a bus lane, during its operation hours.

## **5.1 How to Obtain a Dispensation**

If a dispensation is required for one of the purposes listed above, the customer will need to contact Parking Services on 01634 332266 as early as possible. We will require documentation on company headed paper relating to the works being carried out, location of works, date of start & completion of works and full vehicle details. Dispensation forms must be completed and collected from the Parking Office at Annexe B, Strood. There will be a dispensation fee of £3.50 per vehicle per day. We might have to make a site visit before making a decision so as to identify the most acceptable arrangement and the Council reserves the right to refuse or modify a dispensation or to attach conditions to it depending on the circumstances in each case. We will give reasons for a refusal or for conditional consent.

The period of a dispensation will be kept as short as possible. The Council must be informed immediately if the dispensation is no longer needed or can be ended before it expires.

## **5.2 Removals**

Dispensations may not be required depending on the time of day and the availability of parking space in the road. We will discuss the situation with the customer. We will issue dispensations for up to two removal vehicles for up to four hours each for both the outgoing and incoming removals.