

CITY OF
YORK
COUNCIL

**PARKING
SERVICES**

**SERVICE
SPECIFICATION**

NETWORK MANAGEMENT SECTION
CITY DEVELOPMENT AND
TRANSPORT



FOREWARD

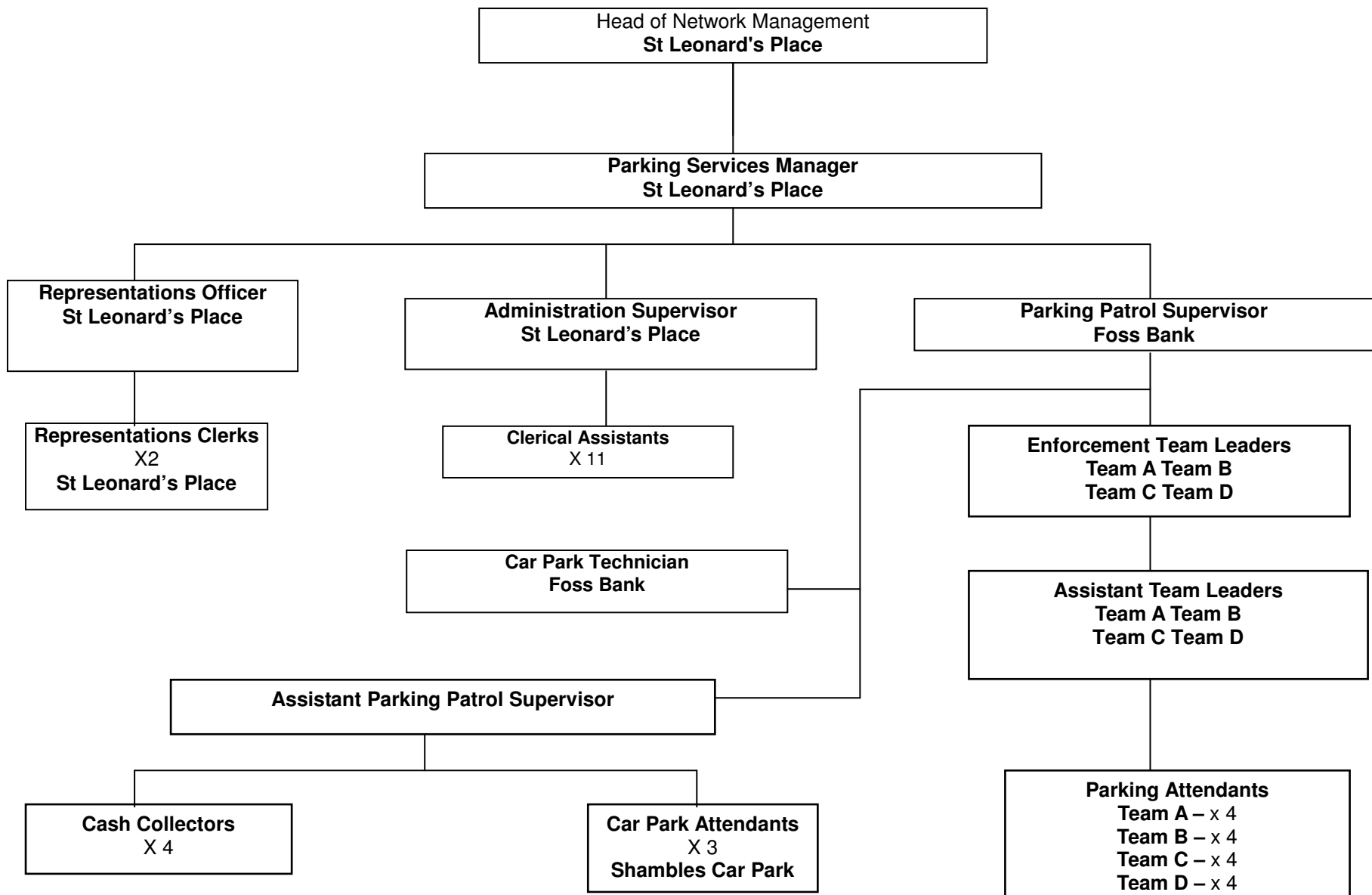
This document sets out the level of service that Parking Services is funded to deliver. It covers the :

- establishment of the service
- hours that the service is available to undertake enforcement
- working hours of the 'Parking shop'
- times of opening and closing the various locked car parks
- patrol frequencies operated in respect of the various different parking regulations
- frequency of emptying Pay and Display ticket machines

The document also contains:

- Procedures to be followed in connection with
the temporary suspension of parking
the clamping and removal of vehicles
- Working arrangements for enforcement of the Footstreets
- The Working Practices agreement between the council and Unison.

1 SERVICE ESTABLISHMENT



2 SPECIFIC SPECIFICATIONS

Hours of enforcement

Days of enforcement: ALL
 Weeks of Enforcement: ALL
 Hours of Enforcement:: 07.45 to 21.10 inclusive

Application: The above applicable to all On Street and Off Street regulations

Exemptions: No enforcement required on Christmas Day and New Year's Day or after 4pm on Christmas Eve or New Year's Eve

Hours of availability of the Parking shop

Days of availability: Monday to Saturday inclusive
 Weeks of availability: ALL
 Hours of availability:: 08.45 to 17.00 hrs inclusive Mon to Fri
 09.00 to 12.00 and 13.00 to 16.00 inclusive on Saturdays.

Exemptions: the shop is closed on all Bank Holidays and on each Saturday preceding a Bank Holiday The shop will close at 4pm on Christmas Eve or New Year's Eve if these do not occur on a Sunday.

Car park operation

All car parks, other than those listed below are to be open for public use 24 hours a day, 7 days a week unless otherwise notified by the Head of Network Management.

Car park	Hours of opening
Castle Mills	Open – 08.00hrs Closed – 20.00hrs Locked – 20:30hrs
Foss Bank	Open – 08.00hrs Closed – 18.00hrs Locked – 18.30hrs
Shambles	<u>Monday to Saturday</u> Open – 08.00hrs Closed – 18.00hrs Locked – 18.30hrs <u>Sunday</u> Open – 10.00hrs Closed – 18.00hrs

	Locked – 18.30hrs
Piccadilly	Open – 08.00hrs Closed – 18.00hrs Locked – 18.30hrs
Union Terrace Coach Park	Open – 08.00hrs Closed – 20.30hrs

Enforcement visits

The table below gives the minimum number of enforcement visits required to be made by various categories of enforcement requirement.

Enforcement Requirement	Minimum number of visits
Residents Parking areas	3 per week per street
Prohibited waiting (Inner York- within 1 mile of Centre)	3 per week per street
Prohibited waiting (Outer York – remainder of City)	2 per week per street
Loading bans	6 per week per street
On Street Specific Marked Bays e.g. Disabled, Taxi, Police, & Bus Stop Clearways	4 per week per bay
School No Stopping Areas	2 Schools per week during term time.
Limited waiting On Street	2 per week per street
Clearways	1 per week per street
On Street Pay and Display	5 per week per street
Off Street Pay and Display	7 per week per car park (at least one visit per day)

Hotline calls

These are to be attended as required so as to respond to any call received, within a maximum of 30 minutes, in the period 07.45 to 20.30 hrs.

Cash Collection

All Pay and Display and Pay on foot machines are to be emptied so that they are not unavailable for use by reason of their cash boxes being full and as a general rule as follows:

Location of Machine	Minimum number of visits
Car Parks	
Shambles, Monkbar, Union Terrace, Bootham Row, Marygate, Kent Street, St George's Field, Nunnery Lane, Piccadilly, Castle.	As required but at least once per day per machine
Haymarket, Foss Bank, Esplanade,	As required but at least three times a week per machine.
Peel Street, Castle Mills, Bishopthorpe Road, Rowntree Park	As required but at least twice per week per machine
St Leonards Place	As required but at least once per week.
Union Terrace Coach Park	As required but at least once per fortnight.
East Parade	As required but at least once per month.
University	As required but at least three times per week per machine
On Street	
Marygate, Piccadilly, Lead Mill Lane, Micklegate, The Crescent, Dundas Street, Carmelite Street, Tanner's Moat, North Street, Toft Green, Lord Mayor's Walk	As required but at least once per week per machine.
Priory Street, Cumberland Street, Lower Friargate	At least once per fortnight per machine.
All other machines	As required.

At the time of emptying the ticket machine an audit ticket is to be obtained from each machine. This, together with the full cash box is to be taken to the council's Treasury between the hours of 09.30 and 14.00 Monday to Friday. Full cash boxes recovered and unable to be taken to the Treasury between these times are to be securely stored and then taken at the next available opportunity.

Ticket stocks

Ticket stocks are to be replenished as necessary so as to avoid any machine going out of use due to lack of tickets.

Machine Faults

Machine faults are to be attended within 1 hour of a call notifying of a possible malfunction. Any fault found is to be repaired as soon as possible but in any event within 1 calendar day from the time that the fault was identified (subject to spares being available).

3 SUSPENSION OF PARKING RULES

OFF STREET

Short term

1. The temporary suspension of parking bays within any of the city council's car parks for a period not exceeding 1 day is delegated by the Head of Network Management to the Parking Services Manager. In his/her absence that delegation may be exercised by the Parking Patrol Supervisor or the Divisional Head (Traffic) only.
2. Bays that are suspended must be physically obstructed in a manner suitable to the circumstances so that it is clear to the motorist that the bay is not available for use.
3. When a bay is suspended all enforcement staff are to be advised.
4. Enforcement staff are not to issue a Penalty Charge Notice in a suspended bay without authority from the Parking Services Manager or the Parking Patrol Supervisor or the Assistant Parking Patrol Supervisor.

Longer term

5. The temporary suspension of parking bays within any of the city council's car parks for a period exceeding 1 day may only be undertaken with the specific authorisation of the Head of Network Management. In his/her absence authorisation may be given by the Parking Services Manager. In his/her absence authorisation may be given by the Divisional Head (Traffic).
6. Bays that are suspended must be physically obstructed in a manner suitable to the circumstances so that it is clear to the motorist that the bay is not available for use.
7. When a bay is suspended all enforcement staff are to be advised.
8. Enforcement staff are not to issue a Penalty Charge Notice in a suspended bay without authority from the Parking Services Manager or the Parking Patrol Supervisor or the Assistant Parking Patrol Supervisor.
9. The code to use when issuing PCN's to vehicles parked in suspended bays in car parks is Code 81 – Parked in a restricted area in a car park.

ON STREET

General

10. Irrespective of the duration of the required suspension any temporary suspension of On Street parking shall not be undertaken unless there is a valid temporary Traffic Regulation Order in place. The Head of Network Management will advise if such an Order has been made.
11. ALL temporary suspensions of On Street parking (other than in an emergency situation) must have the following in place as a minimum:
 - A CyC Standard A3 Advisory Notice erected at suitable points either side of the site of the temporary suspension a minimum of 7 days prior to the first commencement of the suspension. These notices are to be arranged such that they are clearly visible to motorists entering the section to be covered by the temporary suspension of parking. At least one yellow A3 sign must be erected in each street affected and at either end of the street.
 - At least one statutory notice erected in a suitably prominent position every 20 m
 - Temporary No Waiting cones spaced not further apart than every 10 m

The CyC Standard Advisory Notice is to be customised with the details of what is being suspended, for how long and when.

The statutory notice is to be printed on YELLOW paper

12. In addition, (other than in an emergency situation), every residence and business directly affected by the suspension of the parking bay(s) shall be individually notified in writing a minimum of 7 days prior to the suspension taking effect (i.e. all residents and businesses whose properties front onto the suspended street).
13. For any temporary suspension of On Street Parking a copy of the relevant temporary Traffic Regulation Order shall be lodged with the Administration Officer within Parking Services.
14. The Administration Supervisor within Parking Services shall also be provided with:
 - A certificate of erection of Advisory Notices

- A certificate of erection of the Notice of making the Temporary Traffic Regulation Order.
- A certificate of notifying adjacent residents/businesses
- A certificate of placing temporary No Waiting Cones within the length of road covered by the temporary authority to suspend on street parking.

Certificates

Advisory Notices

This certificate is to record;

- The name of the street
- The location of Advisory notices
- The time and date of placement
- The name of the person erecting the notices
- The dates and time when the notices were checked recording any replacements or alterations made

Statutory Notices

This certificate is to record;

- The name of the street
- The location of Statutory notices
- The time and date of placement
- The name of the person erecting the notices
- The dates and time when the notices were checked recording any replacements or alterations made

Cones

This certificate is to record;

- The name of the street
- The length covered by the placement of cones
- The time of placement
- The name of the person placing the cones
- If the duration is longer than a day, the dates and time when the cones were checked recording any replacements or alterations made

Authorisation of temporary suspension

For suspension to deal with an emergency situation

- The Head of Network Management or the Duty Network Management Officer only

For suspensions not exceeding 1 day

- The Parking Services Manager after consultation with the Traffic Engineer. In his/her absence that

delegation may be exercised by the Parking Patrol Supervisor or the Divisional Head (Traffic)

For suspensions exceeding 1 day

- The Head of Network Management. In his/her absence authorisation may be given by the Divisional Head (Traffic) after consultation with the Traffic Engineer. In his/her absence authorisation may be given by the Parking Services Manager.

Gully and Street Cleaning

- An Annual Traffic Regulation Order will be made however the suspension of On Street parking under this Order on a day to day basis will be exercised by the Council's Director of Neighbourhood Services.
- Prior approval to suspend any specific length of On Street parking is to be sought from the Traffic Engineer a minimum of 14 days ahead of the intended date of suspension.

Enforcement

15. Parking bays that are suspended must be physically marked by the use of No Waiting cones so that it is clear to the motorist that the bay is not available for use.
16. No on-street enforcement of a temporary parking suspension is to take place unless all the measures detailed above have been completed.
17. Parking Attendants must check, before commencing enforcement, that there are sufficient correctly completed A3 signs, and traffic cones in position, and should take photographs of the nearest signs and cones when issuing a PCN to a vehicle.
18. Any Parking meters within the suspended length are to be hooded
19. When a bay is suspended all enforcement staff are to be advised.

Contravention Codes

20. If the suspension relates to an area of on-street pay and display or resident parking bays, then any PCN's must be issued using Code 21 (Parked in a suspended bay/space or part of bay/space)
21. If the suspension relates to a street where there are not normally any parking restrictions in place, then any PCN's must be issued using

either Code 01 (if the suspension imposes waiting restrictions only) or Code 02 (if the suspension imposes waiting and stopping restrictions).

4 ENFORCEMENT IN THE FOOTSTREETS

General

22. The City of York has two areas within its boundaries that are commonly referred to as Footstreets. These are streets which are largely pedestrianised during the major part of the day. Of these Front Street, Acomb is treated as any other street in so far as enforcement of waiting restrictions are concerned.
23. The Enforcement section of Parking Services however has an important role to play in the management of the Acomb Footstreets in that Front Street needs to be physically closed off to vehicles during the pedestrian hours. This is achieved by the use of gates which have been closed and opened by the enforcement team.
24. The main Footstreets, however are the sole responsibility of the City Centre Manager who also has his own enforcement staff able to issue Penalty Charge Notices to vehicles which contravene waiting restrictions.

The City Centre Footstreets

25. Plan 1 shows the area administered by the City Centre Manager. Within this area and during the Footstreet hours, all enforcement of waiting restrictions is the sole responsibility of the City Centre staff. These individuals wear identical uniforms to those of Parking Attendants and have the same powers. They operate the same technical equipment and any Penalty Charge Notices issued are issued in accordance with the same Protocols as followed by Parking Attendants. The issued Penalty Charge Notices are processed as all others by Parking administration staff.
26. To avoid problems of overlap Parking Services Parking Attendants are under instructions **not** to undertake any enforcement within the area shown on Plan 1 during the Footstreet hours.
27. The City Centre Parking Attendants (who undertake additional duties relative to the enforcement of various regulations within the city centre) are instructed **not** to undertake enforcement within the area shown on Plan 1 outside the Footstreet hours. With the specific agreement of the City Centre Manager and the Head of Network Management this arrangement can be varied to deal with particular issues that need extra resources.
28. In the event that both City Centre Parking Attendants are not available for duty volunteers are sought to provide cover from off duty Parking

Services Parking Attendants. This is on the basis that [a] priority for any volunteers willing to work is always to be given to any Parking Services duties and [b] that any individual working on city centre duties does not breach the Working Time Directive.

29. The Footstreet hours are given in the table below:

Days	Footstreet hours
Monday to Friday inclusive	11.00 am to 4.00 pm
Saturdays	10.30 am to 4.30 pm
Sundays	Noon to 4.00 pm

5 CLAMPING AND REMOVAL

30. Authority to clamp or remove a vehicle will only be issued by the Head of Network Management or in his absence the Parking Services Manager.
31. No vehicle will be considered for clamping unless it has a minimum of three outstanding PCN's in the last six months and the driver has committed a contravention for which a current PCN has been issued and no objection correspondence has been received for the previous PCN's.
32. Authority to remove a vehicle will not normally be given unless the vehicle concerned has been clamped and is causing an obstruction or appears to have been abandoned. Other than in exceptional cases approval to remove will not be issued until 24 hours after the vehicle has been clamped.
33. Attendants wishing to request authority to clamp should contact the Parking Patrol Supervisor who will pass the request to the Parking Representations Officer with full details of the vehicle. The Representations Officer will check the number of outstanding PCN's and be responsible for ensuring that the vehicle concerned has a minimum of three outstanding PCN's with no ongoing appeal correspondence. Subject to being satisfied that the vehicle complies with these criteria, the Representations Officer, or in her absence, another member of the parking team, will forward the request to the Head of Network Management or, in his absence, the Parking Services Manager with details of the number of PCN's outstanding and vehicle location.
34. Any authority to clamp will be issued to the Representations Officer who will record that fact in the log kept for this purpose and inform the Parking Patrol Supervisor.
35. A request to remove a clamped vehicle will be made by the Parking Patrol Supervisor to the Parking Representations Officer who will check that authority to clamp has been issued. That officer will forward the request to the Head of Network Management, or in his absence the Parking Services Manager, and, if approval is issued, record the issuing of authority in the log kept for this purpose before advising the Parking Patrol Supervisor. Only in exceptional circumstances, for example if the vehicle is causing an obstruction to traffic, may a vehicle be removed without first being clamped.