

SMART PARKING ENFORCEMENT STEP BY STEP APPROACH

Prepared by:



UNITED TRAFFIC & PARKING ASSOCIATION

In Collaboration with:



Parking
Control
Management (UK) Ltd

**PARKING CONTROL
MANAGEMENT (UK) LTD**

&



**City &
Guilds**

manipalglobal

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PVT LTD**

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CURRENT SCENARIO

The tragedy of any metropolitan city in India is that the addition of any parking or traffic infrastructure intended to improve traffic flow and/or parking ends up being used for every purpose other than the one for which it was intended:



- Pedestrian pathways are crammed with parked vehicles,
- Public spaces outside the boundary walls of private houses are claimed for the parking of house-owners' cars
- Left Lanes of the Road are blocked from moving traffic by parked vehicles
- On specific days of the week, whole roads in some areas are blocked to hold bazars or festivities.

The tremors from this chaotic situation erupt in parking squabbles that often end in broken limbs, smashed vehicles or even loss of life. Physical assaults capture media attention momentarily, but the underlying reasons are not thoughtfully analysed to provide a workable solution for decongesting the city of Parking chaos.



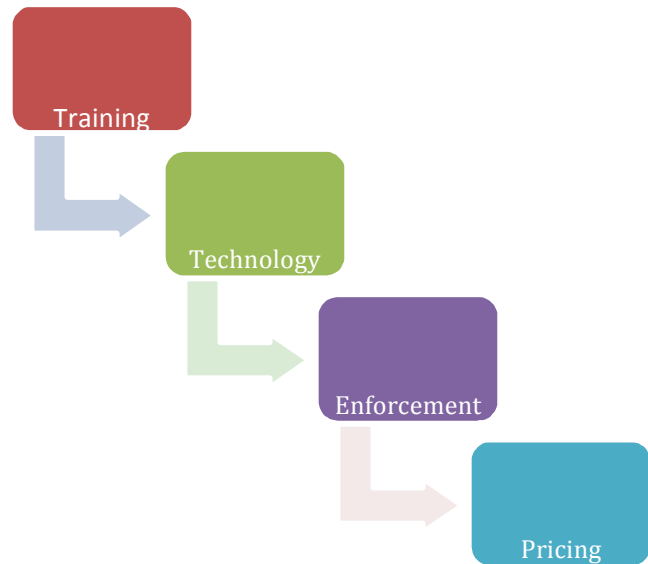
The problem as a whole points to some basic facts mentioned below which have been pointed out time and again by various experts:

- 1) Improper & Illegal Parking
- 2) On- Street Parking Fees being very low or free.
- 3) Unskilled & untrained people involved in Parking Operation

STEP BY STEP APPROACH

The administration have to take a tough stance and implement best practices and standards that have been tried and tested by many world class cities to tackle and solve this problem of Parking chaos by applying a 4 point **STEPPED** approach of proper Training, Technology , Enforcement, & Pricing.

- 1) **Training** :Providing Skills Training to the people currently involved in parking operation & management as per International Parking Code of Practice
- 2) **Technology** : Using Integrated & Centralized Smart parking solution having Smart Payment solution, Central Management System, Parking Space Availability Solution
- 3) **Enforcement** : Carrying out Enforcement of Parking Violations including Penalty Challan Notices, Wheel Clamping, Towing for improper & Illegal Parking
- 4) **Pricing** : On-street Parking to be priced in relation to the circle rate of the area and minimum surface area required for the car .



Enforcement : The Major Challenge in India

The Major Challenge that comes up in the STEPPED approach in India is implementing key element of Enforcement for Parking Violation.

In Indian context, it is the Traffic Police which shoulders the responsibility of Enforcement of Parking Violation along with other Traffic Violations such as:

- Traffic Signal Violation
- Entry Restriction Violation
- Dangerous Driving,
- Drunk Driving
- Yellow Line Violation
- Driving on the wrong side
- Overtaking Violation, etc ...

Hence parking violation enforcement, even though being important, loses out to other Major Traffic Violation enforcement by the Traffic Police.

International Best Practices & Solution

Internationally, Traffic Police have been discharged of the duty of carrying out Parking Violation Enforcement and focus on more important issues of Maintaining Law & Order on the Roads and enforcement of major related Traffic Violations.

The Parking Violation Enforcement should be carried out by specialized Parking Enforcement agencies hired by Civic authorities to work on their behalf.

These Specialized Parking Enforcement Agencies are accountable to the Civic authorities and work on and defined Service Level Agreement.

They are required to have a Centralized, Auditable & Transparent solution along with a Grievance Redress systems and Structured Legal Recourse Process. The Revenue generated by Parking Violation fines are shared between the Civic Authorities and the Parking Enforcement Agency.

Example : United Kingdom

In 2000 the responsibility of Enforcement of Parking Violation was passed on from the Traffic Police to the Local Civic Authority.

Further, The Road Traffic Management Act 2004 permitted local civil authority to enforce Parking Violations by way of hiring Specialized agencies having a pool of Civil Enforcement Officers who are trained & certified for carrying out Parking Violation Enforcement on Public & Private land with help of Centralized, Auditable & Transparent Technology Solution.

This has helped the Civic authorities in achieving their goal of reduction in Traffic Congestion & Pollution and achieve Best value & Financial Sustainability.

INDIAN SCENARIO: PROPOSED SOLUTION

In order to ensure that the Roads are not congested due to Illegal & Improper parking , the administration have to give due attention to enforcement of Parking Violation which could be carried out either by :

- a) Increasing the Traffic Police Strength and segregating a section out of it for Parking Violation or,
- b) Engaging a Specialized Agency to work as extended arm of Traffic police to carry out Parking Violation Enforcement with Centralized, Auditable & Transparent Solution.

Both the options, Increasing of Traffic Police Strength or Engaging a Specialized Agency as an extended arm of Traffic Police, will certainly help in easing out of the traffic congestion on the roads.

However, Increasing the Traffic Police Strength would lead to an added load on the State exchequer in terms of Hiring, Training etc. along with Parking Violation Enforcement Operational Expenditure whereas Engaging a Specialized Agency on similar terms as followed in United Kingdom will not add extra burden on the State exchequer in terms of the same.

CONCLUSION

Hence, the option of Hiring a Specialized Agency as extended arm of the Local Authority as per the model followed in United Kingdom seems to be a better, more reliable & Scalable solution which will serve the goal of achieving decongestion from the roads due to Illegal & Improper parking as well adding to the revenue stream of the local authority for Civic infrastructure Development and reduction on the pollution.

ABOUT US

United Traffic and Parking Association (U.T.P.A) is a not for profit initiative, headquartered out of New Delhi, with a pledge to work with Central Government, Traffic Police, Local Government and Other Municipal Bodies throughout India to encourage joint-thinking on Traffic flow and Parking Services and its allied services.

U.T.P.A is working closely with skills development and capacity partner Manipal City & Guilds (MC&G) and their global knowledge / technical partner Parking Control Management (PCM) UK/India to implement pilot training qualifications for those working in parking enforcement and management and pilot parking schemes aimed at bringing an international standard to the parking sector in India.

Through this exciting new joint initiative its partners hope to both regenerate and regulate on and off street parking in India, revolutionizing the industry to provide training and employment, stimulate revenue, encourage investment, improve carbon footprints and, most importantly, ensure the best possible service and access for Businesses, Motorists, Residents(B.M.R) alike.

Key Strategies, Priorities & Commitments

U.T.P.A's key strategies, priorities & commitment are:

- Provide training and education as per its **Parking Code of Practice & Training Vision (PCP&TV)** based on International Standards of British Parking Industry to persons, companies, contractors and all other bodies or associations working in the traffic and parking industries
- Making Faster, Easier & Better (F.E.B) Parking.
- Providing Better Service to Business, Motorist & Residents (B.M.R)
- Leveraging International Expertise & technical knowhow for self-funding traffic & parking solutions.
- Reduce Traffic Congestion, Carbon Emission & Pollution
- Increase Transportation Diversity & Choices.
- Increasing Parking Turnover, Revenue & Space.

Parking Code of Practice & Training Vision (PCP & TV)

AIM

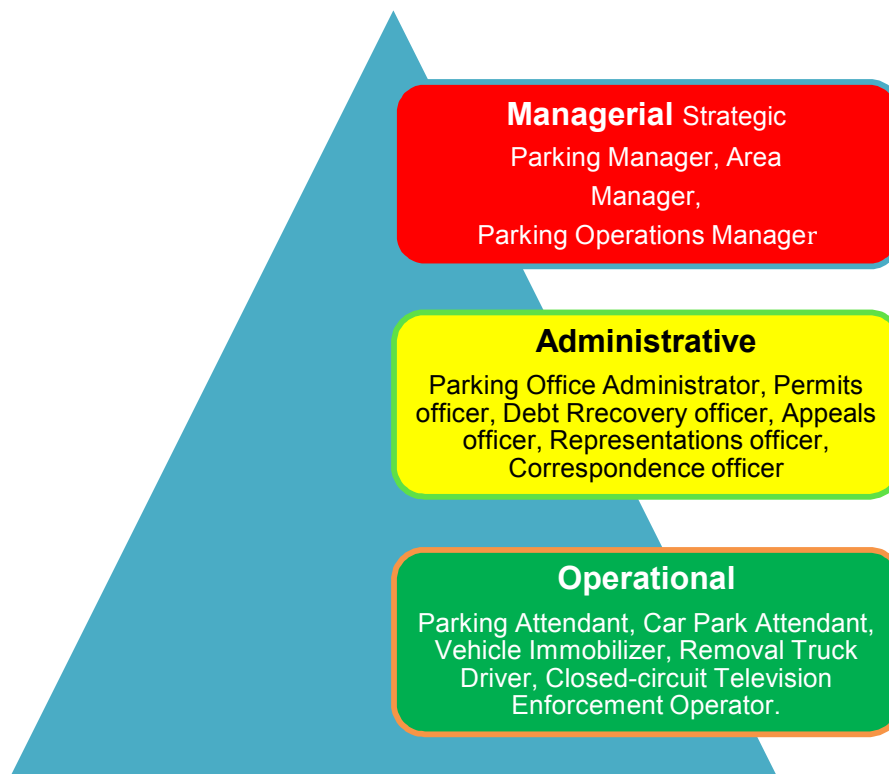
- Aims to ensure “**Best Practice & Standards**” are followed by fully trained operatives and Organizations that carry out Parking control & Enforcement on Public & Private land.

OBJECTIVE

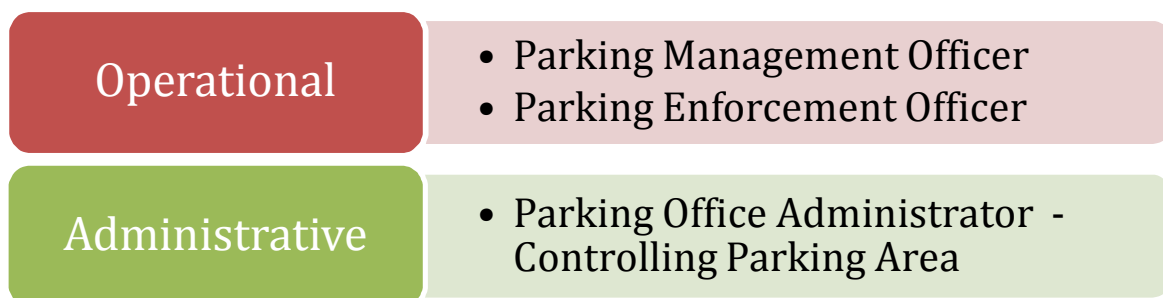
- Objective is to ensure that **Parking Operators** act responsibly, effectively and efficiently and treat **Parking Consumers** fairly.
- Works on the understanding that the **Parking Consumers** will:
 - ✓ Accept that the landowner has the right to set out terms on which the **Parking Consumer** can enter their land.
 - ✓ Accept that an authorized **Parking Operator** has the right to manage parking on behalf of land owner.
 - ✓ Take reasonable steps to read signs at site.
 - ✓ Drive safely and act responsibly while using parking facilities.
 - ✓ Act responsibly towards the staff managing the parking facilities.
 - ✓ Give the **Parking Operator** opportunity to answer any query.
 - ✓ Use any appeal service provided by the **Parking Operator** in and honest & fair way.

Pilot Training Qualification

The following Major Roles within the Parking industry are accepted worldwide across the Parking Service Management Sector:



U.T.P.A have developed Pilot qualification for Parking Service Management Sector relevant for India from Operational & Administrative Occupation of Parking Service Management Sector based on the International Standards of British Parking Industry



Pilot Training Qualification Details

The Details of the Pilot Training qualifications are as follows :

Parking Management Officer

- Manage conflict within parking management environment.
- Roles and responsibilities of parking management Officers carrying out parking management on Public Land
- Roles and responsibilities of parking management officers carrying out parking management on Private Land
- Use hand Held Mobile & Computer Equipment for parking Management.
- Behavioural & Soft Skills Training

Parking Office Administrator

- Recognise and manage conflict within the parking management environment
- Give customers a positive impression of yourself and your organisation
- Reduce risks to health and safety in the workplace
- Monitor parking areas
- Operate a car park manual pay station
- Collect and process parking payments at the point of service
- Operate computer-controlled barrier parking systems
- Monitor area using CCTV Systems
- Behavioural & Soft Skills Training

Parking Enforcement Officer

- Apply and remove vehicle immobilisation devices
- Give customers a positive impression of yourself and your organisation
- Reduce risks to health and safety in the workplace
- Deal with information relating to controlling parking areas
- Identify parking or traffic contraventions
- Issue parking charge notices relating to parking or traffic contraventions
- Complete documents for immobilising and de-immobilising vehicles
- Carry out vehicle removal operations
- Complete documents for the removal of vehicles
- Carry out parking and traffic enforcement using CCTV
- Maintain CCTV recording media libraries and preserve potential evidence
- Behavioural & Soft Skills Training