

Appendix A

West Sussex County Council

Controlled Parking Zone (CPZ) Framework

The framework for considering, implementing, amending and removing CPZs in West Sussex

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Introduction

The strategic management of on-street parking remains important for the County Council as the level of development and number of vehicles in West Sussex continues to increase. Good parking and traffic management contributes towards its wider objectives for delivering better road network management, reduced road danger, less motor traffic and pollution, encouraging more sustainable modes of travel by improving conditions for walking, cycling and public transport use as well as raising the quality of amenity in public spaces.

Traditionally, most of the parking issues raised with the County Council concern either a lack of available parking space for particular users or inconsiderate and dangerous parking, or a combination of the two. Even with recent significant changes in attitudes towards car ownership (such as zero/low emission vehicles, use of car clubs, low traffic neighbourhoods and reducing the number of vehicles per household) this may not necessarily reduce the number of vehicles needing to park on-street. Increasing the amount of on-street parking space is rarely possible or financially viable and so the County Council has to try and find ways to make the best use of the limited existing space, providing parking for those that most need it while not ignoring the broader requirements of all road users e.g. access and safety.

In addition to the progression of Traffic Regulation Orders (TROs) Controlled Parking Zones (CPZs) are a vital component of the County Council's approach to on-street parking management and are a key demand management tool, in that they can control and manage parking over a wide area. CPZs are designed to prevent or manage all day on-street parking by non-residents, make it easier for residents, shoppers and visitors to park, enhance road safety and reduce congestion and pollution. CPZs have already been established in Billingshurst, Bognor Regis, Chichester, Crawley, East Grinstead, Horsham and Worthing.

This framework sets out rules for the consideration, implementation, review and removal of CPZs and an outline on how decisions will be made by the County Council.

How the County Council Considers New CPZs

It is appreciated that in many cases, parking on the highway may best be managed informally by local communities and/or by small scale TROs, such as yellow lines on bends and junctions, and therefore it does not and will not actively seek out areas where new CPZs can be introduced. Many roads in West Sussex will generally remain unrestricted, so that the available on-street parking can serve a range of needs for residents, visitors and other community service providers.

The County Council will maintain a responsive position to parking problems and will be driven by complaints and expressions of interest before committing to undertaking CPZ investigations. The consideration of new CPZs will therefore only be favoured in situations where there is clear evidence of residents and other road users experiencing difficulties in parking and where any intervention on the part of the County Council, namely the use of on-street parking permits, has the initial support of the local community.

It is often the case that CPZs actually reduce overall parking space in an area, as well as requiring residents etc to pay to park, so the County Council is keen to ensure that by its approach, it is not seen to be imposing such schemes upon local communities.

In this case, a 'new CPZ investigation' is defined as one taking place in a locality where there is no existing CPZ or where an existing CPZ is located a considerable distance away i.e. so displacement from that scheme is not the prime motivation for an investigation. A separate process exists for amendments and extensions to existing CPZs – see How the County Council Amends CPZs on Page 11.

The consideration of new CPZs in West Sussex will consist of three stages:

1. The Trigger Stage

As the County Council practice is to investigate new CPZs only upon request, the initial trigger for an investigation into the viability of a scheme will be a substantive submission from a representative resident's group/association, a community group or stakeholder association or a valid petition submitted under the Council's published [Petition Scheme](#). The more representations that can be obtained at this stage, the better likelihood of an investigation being undertaken.

Evidence of initial support from the relevant County Councillor(s) and representative(s) of a 'Local Council', including a District, Borough, Parish, Town, City or Neighbourhood Council, will also be required as part of a submission.

It is also preferable that a submission refers to an area comprised of at least 5 roads, all of which must be public highway, that are either adjoining or in close proximity. In the majority of cases, it would be inefficient for the County Council to consider taking action in a smaller number of isolated roads as such schemes could ultimately have a disproportionate cost in terms of enforcement and administration, may create expectations that the Council is unable to meet and have limited traffic or parking management value for the surrounding area.

Operational guidance issued to Local Authorities via the Traffic Management Act (2004) states that a typical CPZ (sub-zone) should not exceed 12 roads so a submission that refers to an area comprised of between 5 and 12 roads would be considered most appropriate.

Submissions comprised of less than 5 roads may still be considered in exceptional circumstances but a submission from an individual household or road will not trigger an investigation.

A typical submission might highlight the following issues:

- Particular groups of road users experiencing parking problems
- Shortage of parking space for particular groups
- Existing space not being used in the most effective ways
- Existing controls not being properly enforced
- Existing controls not being appropriate
- Undesirable/excessive use of roads (congestion, road safety and access problems)

The need for a CPZ investigation in a particular locality may also be highlighted by a Local Council via a local transport strategy, Master Plan or policy document such as a Neighbourhood Plan.

In cases where a request for a CPZ has been submitted by an individual household or road, has no initial County Councillor and Local Council support, or has not been considered an exceptional circumstance, representatives will be advised to obtain further evidence and support from residents in surrounding roads in order to submit another request.

Alternatively, they may be referred to the County Council’s [Community TRO](#) or [Community Highways Scheme](#) application process if it is considered that access and/or safety in a single road or small number of roads could be improved by the introduction of a physical measure, such as build outs, or waiting restrictions such as yellow lines or another type of restriction that does not involve the use of on-street permits.

2. The Assessment Stage

The following section sets out how the County Council will carry out an initial assessment of whether CPZ proposals would be viable in a locality but it should be acknowledged that this process may often be supplemented by local knowledge obtained over a period of time. For example, consideration may be given to the impact of displacement arising from the potential implementation of any new parking measures and this will always vary between localities.

The assessment is intended to give the County Council an insight of the initial demand for a CPZ within a locality and whether such a scheme will offer an improvement over the existing on-street parking arrangements. The data collected will also assist with the potential outline design of a scheme and ensure that it reflects the wider objectives of the County Council’s Integrated Parking Strategy.

Each assessment will be based on an overarching list of eligibility criteria, each of which contains a sub-set of key indicators. This is set out in the table below:

Eligibility Criteria	Key Indicators
Safety	<ul style="list-style-type: none"> • A statutory body such as the Fire and Rescue Service, Sussex Police, Ambulance Service or Local Authority has highlighted significant safety or access issues caused by parking • A number of road traffic accidents have been reported within a specified area, where parked vehicles are a contributory factor • There is clear evidence of indiscriminate and dangerous parking e.g. pavement parking • Formalisation of on-street parking would not lead to obvious access or safety issues • Alternative measures such as small-scale TROs would not solve the identified problem or could make matters worse by displacing vehicles

Congestion	<ul style="list-style-type: none"> • A body such as a bus company has provided evidence of congestion in the area which has an impact on traffic flow and journey times • A large trip attractor (e.g. football stadium, hospital, industrial estate, school) results in regular significant traffic congestion and/or non-resident parking over a wide area; • Displacement parking caused by nearby CPZ's is already taking place (Amending Existing CPZs Only)
Economy	<ul style="list-style-type: none"> • The area in question either contains or is in close proximity to shops and businesses • Where local shops and businesses have reported that their trade/operation (e.g. deliveries) has been negatively affected by on-street parking • Where an associated strategy/plan has identified a need to improve the economic vitality and viability of an area • Whether the ongoing management and enforcement of a CPZ could be self-funded e.g. via permit charges
Air Quality	<ul style="list-style-type: none"> • Where there is evidence that the level of air pollution due to emissions is excessive in an area and as such impacts on air quality and the health of citizens • If the specified area already falls within an Air Quality Management Area (AQMA)
Streetscape	<ul style="list-style-type: none"> • Whether the majority of roads affected are adopted highway • That the locality experiencing parking problems is somewhere between 5 and 30 roads (typical size per CPZ sub-zone) • A significant number of properties in the locality (at least 50%) do not have off-street parking provision (classed as either a garage or driveway with a minimum dimension of 5.0 metres long by 2.5 metres wide) • There is sufficient on-street capacity for a CPZ to be practical • It can be demonstrated that non-residents are parking in the area in excessive numbers and are doing so for extended periods – typically not less than 80% of the available kerbside space will be occupied for more than six hours between 8am and 6pm on five or more days a week from Monday to Saturday inclusive • The area in question either contains or is in close proximity to transport hubs i.e. train stations, bus terminals • The area in question either contains or is in close proximity to off-street car parks
Level of Support	<ul style="list-style-type: none"> • Significant support for the proposal has been demonstrated before investigations are carried out e.g. representations from at least 5 roads • The support of county councillors affected by the proposal has been demonstrated

The following scoring system will form part of the assessment:

Confirmation that one of the following eligibility criteria	Negative (-1)	Neutral (0)	Positive (+1)	Positive (+2)
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has been identified and prioritised				
Safety	None of the key indicators identified	One of the key indicators identified but further supportive evidence required	One of the key indicators identified and prioritised	Two or more of the key indicators identified and prioritised
Congestion	None of the key indicators identified	One of the key indicators identified but further supportive evidence required	One of the key indicators identified and prioritised	Two or more of the key indicators identified and prioritised
Economy	None of the key indicators identified	One of the key indicators identified but further supportive evidence required	One of the key indicators identified and prioritised	Two or more of the key indicators identified and prioritised
Air Quality	None of the key indicators identified	One of the key indicators identified but further supportive evidence required	One of the key indicators identified and prioritised	Two or more of the key indicators identified and prioritised
Streetscape	None of the key indicators identified	One of the key indicators identified but further supportive evidence required	One of the key indicators identified and prioritised	Two or more of the key indicators identified and prioritised
Level of Support (Resident/Stakeholder)	Less than 10% of the total households form part of the initial submission	10-20% of the total households form part of the initial submission	20-50% of the total households form part of the initial submission and/or identified in local policy	Over 50% of the total households form part of the initial submission and/or identified in local policy
Level of Support (County Councillors)	No Councillors in support	Councillors neither support or object	One Councillor in support	Support from two or more Councillors

Score	Result	Action
Between -7 and 0	No Go	Director, Councillors and Cabinet Member informed that the investigation should not proceed further at this time, unless there are exceptional circumstances.
Between 1 and 7	Go/No Go	Decision and recommendation referred to Director (who may choose to consult with Cabinet Member) Councillor support preferable.
Between 8 and 14	Go	Put forward for inclusion on a programme which is regularly reviewed by Director. Councillor support preferable.

3. The Prioritisation Stage

Assessments that score between 8 and 14 will automatically be put forward for inclusion on a CPZ implementation programme and will be prioritised according to the date they were received. Those assessments scoring between 1 and 7 may also, in exceptional circumstances, be included on the programme after the Director for Highways, Transport and Planning has consulted the Cabinet Member for Highways and Transport as well as County Councillors whose electoral division(s) are directly affected.

In order to manage expectations as well as its own resources, the County Council will maintain a three-year CPZ programme, as part of which no more than three projects will be actively progressed during that period. These projects will be known as 'Tier 1'.

The programme will also consist of three 'Tier 2' projects. Again, these will have scored accordingly (1 or over) but will not be progressed until such time as a space becomes available in Tier 1. A Tier 1 project may be removed** from the programme at any time during that three-year period, for example if an initial consultation highlights a lack of support, and the next valid 'Tier 2' project may be promoted to Tier 1 and progressed if resources permit. Any remaining projects that score accordingly will form part of Tier 3 and may be promoted to Tier 2 when a project moves into Tier 1.

*** A project removed from Tier 1 may be moved into Tier 3 if it is considered that carrying out further design work and consultation in the future would be appropriate.*

The implementation programme will be regularly reviewed by the Director of Highways, Transport and Planning, in consultation with the Cabinet Member for Highways and Transport and the relevant County Councillors.

How the County Council Implements New CPZs

Any project on the CPZ implementation programme will typically undergo up to four stages:

4. Initial Consultation

A study area will first be devised. This will not only include the area outlined in the original submission but a surrounding area giving due consideration to local geography as well as the impact of displacement that may arise should any proposals progress. The relevant County Councillors will be consulted on the extent of the study area, and their support required, before further work proceeds.

A letter drop survey will then be undertaken of all properties (residential and businesses) within the study area as well as other interested parties (e.g. tourism representatives, educational establishments, health and medical centres, religious institutions, emergency services) in order to;

- Inform all affected parties of project background/progress as well as introduce the concept of a CPZ. For example, ensure they are aware of any permit charges that would apply, prospective permit entitlement and conditions that would apply to any future scheme;
- Confirm that there is a convincing and sustainable percentage in favour of the project moving forward to outline design, taking into account people's preferences as well as the letter drop response rate;
- Help to shape the potential scheme design to meet the balance of needs of residents, community services and any appropriate local business needs (e.g. short stay parking for customers).

The County Council will consider the utilisation of all available methods of publicising the letter drop consultation such as use of its website, community noticeboards and other websites and the erection of street notices. Responses will be welcomed either in writing or online via the County Council's website. Consideration may also be given to a separate online survey, whereby those road users who travel in/out of the study area (e.g. to work) can also submit comments.

Although letters will be sent to residential/business addresses rather than to individuals, multiple responses from individuals within those properties will be accepted and treated as stand-alone representations.

To ensure that the results accurately reflect the wishes of those who own a property/business within the study area and have no alternative but to park on the road and who are directly affected by parking controls, a healthy response rate will be encouraged. Accepting that unanimity is extremely unlikely, a response rate of 50% will therefore be the aspiration for any study area consultation exercise.

Of those parties who respond, it is also hoped that 50% would be in support of the project, including it progressing to outline design. This can be either across the entire study area or in a group of roads (five or more) within that area.

Representations from outside of the study area (from other interested parties and road users) will be considered and reported separately. Accordingly, there will be no aspiration for a particular response rate or level of support.

Where there is the necessary support for a new CPZ in an area, it is appreciated that residents in particular roads may not support this individually. Despite this, some of these roads may still be considered for inclusion in an outline design where it would not be feasible to leave them unrestricted and/or where there is a high likelihood of displacement parking occurring.

Where the initial response rate is lower than 50% or where less than 50% of those who responded supported the idea of a CPZ and its progression, the responses may be judged on their own merits and the Director of Highways, Transport and Planning will decide whether to make an exception and allow a project to progress. The Director will consult with the Cabinet Member and relevant County Councillors as part of this decision making process.

Such exceptions may be considered where the progression of a project to outline design is considered necessary for strategic or policy reasons (i.e. where the need for a scheme has been identified in a local transport strategy) or where additional factors merit attention. An example of this includes where a new housing/commercial development is likely to have a negative impact on parking in a surrounding area. In addition to considering the initial letter drop results, the County Council is required to meet the obligations of the Road Traffic Regulation Act 1984 (see paragraphs 8.1 to 8.3) and this includes making its own assessment about whether a new CPZ is warranted.

While approval to proceed with an outline CPZ design is not required at this stage, the support of the Director of Highways, Transport and Planning as well as County Councillors whose divisions are directly affected will be sought and documented prior to commencing any design work.

5. Outline Design and Consultation

Once an initial level of support has been established, further site visits to understand the nature of that area will be undertaken. Photographic surveys may be taken for example to ascertain any evidence of parking stress, illegal parking activities or any other specific issues that may require special attention. Note may also be made of land use characteristics e.g. identification of retail centres, car parks, leisure centres and hospitals. Parking related assets may also be recorded via an inventory survey, including existing restrictions and signage, locations of crossovers (dropped kerbs), build outs and other features that may inhibit the introduction of kerbside controls or moreover, formally marked parking bays. Optionally, an assessment of available off-street parking may also be made which should include private non-residential (PNR) spaces for businesses/shops etc.

In order to justify and complete a preliminary or 'outline' CPZ design, surveys to quantify the parking activity currently taking place will be arranged. These surveys seek to understand the parking capacity as well as current level of demand for parking by residents/visitors/long-stay commuters in every road (or the majority of roads) within the study area. These surveys may be purely observational but will normally be beat and/or accumulation surveys that include: numbers of vehicles parked by hour/day and by areas, duration of parking acts (using registration number matching surveys) and extent of yellow line abuse etc.

The outline design shall establish key principles such as possible zone boundaries, hours of control, use of charging, use of permit controls, compliance levels sought as well as an off-street strategy for any long stay requirements. Where possible a CPZ design will not comprise less than five roads or more than 12 roads per individual sub-zone, as recommended in national guidance.

While approval to proceed with an outline CPZ design consultation is not required at this stage, the support of the Director of Highways, Transport and Planning as well as County Councillors whose divisions are directly affected will be sought prior to putting CPZ plans out into the public domain.

An outline design consultation with the public as well as stakeholders, businesses/interest groups will then be undertaken. A targeted letter drop survey will again be undertaken of all properties (residents and businesses) within the design area. As before, multiple representations from individuals within properties will be accepted. Information will also be sent to other interested parties who are not necessarily located within the affected area.

A number of exhibitions will also be held. For larger schemes, the exhibitions will normally take place over at least 3 days (including one evening and one weekend day) and County Council staff will be in attendance. For smaller schemes, the exhibitions may be unmanned or not considered necessary.

A press release will also be issued and copies of the proposals made available for viewing at various locations. Informative site notices will also be erected in each road affected and details of the proposals, including an electronic response form for comments, will also be posted on the County Council website.

As before, a response rate of 50% or higher will be the aspiration (based on the number of properties within the affected area) and of those who respond, at least 50% will generally be expected to be in support for the outline design to be considered for progression to detailed design and formal advertisement.

Representations from properties/individuals outside of the affected area will again be considered and reported separately. Accordingly, there will be no aspiration for a particular response rate or level of support.

The overall consultation results will be shared with County Councillors and their subsequent views, alongside the results, will then be reported to the Director for Highways, Transport and Planning.

There may again be circumstances where an outline design is progressed to the next stage where there is less than a 50% response/support rate. This might include where design changes can mitigate a number of the concerns raised. The decision on whether to proceed with a statutory advertisement of detailed proposals. will be taken by the Director for Highways, Transport and Planning. As part of this decision making process the Director will consult with the Cabinet Member for Highways and Transport and relevant County Councillors.

Statutory Advertisement

Provided approval to advertise detailed proposals is granted, full details of parking controls and restrictions proposed, including a draft Traffic Regulation Order, shall be publicised through wider consultation, which may include exhibitions/displays and public meetings but must include a 21-day statutory advertisement. During this advertisement, statutory consultees (e.g. District/Borough Council, Road Haulage Association, Sussex Police) and other stakeholders will be formally notified of the proposals, plans of the proposals left on display at various locations, a release issued in the local press and site notices erected in each road affected by the proposals. Details of the proposals, including an electronic response form for formal responses, will also be posted on the County Council website.

The final design will then be reported to the relevant County Councillors alongside any formal representations and they will be invited to submit their views. All 'formal' comments will then be reported to the Director for Highways, Transport and Planning, who, subject to consultation with the Cabinet Member for Highways and Transport, will make a decision on whether to implement the CPZ (in the light of unresolved objections) or to modify and re-advertise it, in which case there shall be a further 21-day period for possible representations. The procedures for modifying a parking plan shall include some or all of the activities described above.

As part of the statutory advertisement, there is no expected response rate or a required level of support in order for the Director of Highways, Transport and Planning to make a decision to implement a CPZ. This is because the main dialogue and opportunity for public engagement takes place at the informal and outline design consultation stages and therefore, it is reasonable to assume that at this stage, those in support or who are neutral have no further comments to make. A statutory advertisement is designed to inform the public of the County Council's intended scheme of traffic regulation and to invite any objections.

6. Implementation

Once final approval is obtained, the County Council will undertake the necessary implementation work in order for the CPZ to become operational. All parties directly affected by the CPZ will be notified in writing, in advance of the start of works. Details will be provided on a potential go live date and where/how to apply for permits.

The CPZ shall become operational once the works have been completed and the approved Traffic Regulation Order has been sealed and advertised. A two week 'period of grace', with regard to enforcement, will normally ensue after the Order has been sealed. During this period, warning notices will be issued by the Civil Enforcement Officers for any parking contraventions.

7. How the County Council Amends CPZs

New CPZs will be reviewed, as standard, 6-12 months after they have been implemented, thereby ensuring that they meet their outlined objectives. This review will seek to establish how well a CPZ has worked since its introduction and if any amendments, such as changes to the days/hours of control or to specific restrictions, are warranted.

The review will also consider small scale extensions if there is evidence of displacement in roads surrounding the new CPZ. Ideally, the trigger should again be in the form of a submission from residents, businesses or stakeholders and have County Councillor support, but under these circumstances, submissions will be accepted from single roads (rather than 5 as a minimum). In these cases, it is expected that over 50% of residents in a particular road support the introduction of further parking restrictions.

Depending on the nature/scale of any amendments, the initial views of residents, businesses and stakeholders may first be sought via a letter drop/online survey. The same process, as outlined in 'How the County Council Implements New CPZs', would then apply.

Alternatively, in cases where there are very few or small-scale amendments, the process may be streamlined and determined by a 'fast-track' TRO advertisement. In these circumstances, approval may be sought from The Director for Highways, Transport and Planning, the relevant County Councillor(s) and Sussex Police, to proceed directly with a statutory advertisement of proposals.

Access Protection Lines will also be installed free of charge as part of a six-month CPZ review if evidence can be provided to the County Council of any access difficulties within the first six months of operation. After this review, requests for new or refreshed Access Protection Lines within a CPZ will be considered via a separate process and will be chargeable.

As demographics and local attractions change over the longer term, the County Council will ensure that it is adapting to these changes and carry out reviews of established CPZs. These will not be cyclical but will typically be prioritised based on resident, business and stakeholder requests, changes to existing infrastructure as well as any significant developments in an area. They will also consider small scale extensions in surrounding roads if there is evidence of displacement. Ideally, the trigger should again be in the form of a submission from residents, businesses or stakeholders and have County Councillor support, but under these circumstances, submissions will be accepted from single roads. In these cases, it is expected that over 50% of residents in a particular road support the introduction of further parking restrictions.

There may also be outstanding TRO priorities in the area surrounding a new or established CPZ and so every effort will be made to incorporate these TROs into CPZ reviews, provided they have all scored accordingly.

8. How the County Council Removes CPZs

The following stages shall be followed:

1. Determine why the removal of the CPZ is being proposed

A County Councillor(s) must put forward a case for the removal of the entire CPZ or part thereof to the Director of Highways, Transport and Planning. This may be based on one or more of the following reasons:

- Residents within the CPZ feel that it is unnecessary and that paying for permits is not worthwhile as there is no benefit to them.
- That the CPZ is not working, either because of problems with enforcement or there being too many cars for the space available.
- That the existence of the CPZ is hindering the local economy.
- That changes within the urban landscape (new housing schemes, new road layouts, regeneration projects, houses of multiple occupation) have rendered the CPZ unworkable.
- External influences (off-street car parking policy and charges)
- Other issues e.g. sign clutter

2. Decision by the Director on whether to support the principle of removing the CPZ

In addition to considering the reasons identified by the County Councillor(s), the Director, in consultation with the Cabinet Member for Highway and Transport, will also examine any changes to CPZ revenue or expenditure brought about by the potential removal of a CPZ to ensure it is affordable and achievable.

The Director will then consider the wider case for the removal of the CPZ, or part thereof, and if need be, commission a business case. This will include the likely costs of CPZ removal (actual and on-going), together with any future savings. The business case must also take into account the operational impact of removing a CPZ, including enforcement resources, the traffic management and safety impacts as well as any potential mitigation measures required (e.g. waiting restrictions).

The Director, in consultation with the Cabinet Member, will examine the business case and make a decision on whether to advertise proposals for the removal of the CPZ. As part of this, it will be determined how the work will be funded, be it fully or in part through the On-Street Parking Account or via other means.

3. Decision by the Director on the level of consultation

The Director will determine the appropriate level of consultation, be it a minimum legal consultation or a full design consultation.

The minimum legal consultation for a change to a TRO consists of a notice in the local press together with the erection of site notices in a number of roads, for a period of at least three weeks. The Director may decide to increase the amount of consultation in order to get a more reliable view on what local residents and businesses want. In this case, this could consist of a full design consultation, with plans/questionnaires/surveys being sent out to all affected parties. A decision may be made to broaden the scope of the consultation and also send materials to residents/businesses in roads outside of the CPZ.

For a full design consultation, a response rate of 50% or higher will be expected and for those parties who respond, over 50% will be required to support the removal of the CPZ.

4. Director decision on whether to remove the CPZ.

The Director will consider a decision report, based on the analysis of the consultation results and including recommendations for the next steps.

5. Implementation and review.

If a decision is made to remove a CPZ, any impacts will be monitored over the first 12 months. At the end of this period, consideration will be given to whether further changes to the parking arrangements are required e.g. additional waiting restrictions