



# Management and enforcement of delivery spaces – London

Train the trainer - Session II

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# Who are the decision makers associated with loading ?

Freight Operator & Driver



Enforcement Authority



Planning/Traffic Authority



Customer/Businesses





# Courier / Small Package





# Supermarket





# Cash in transit



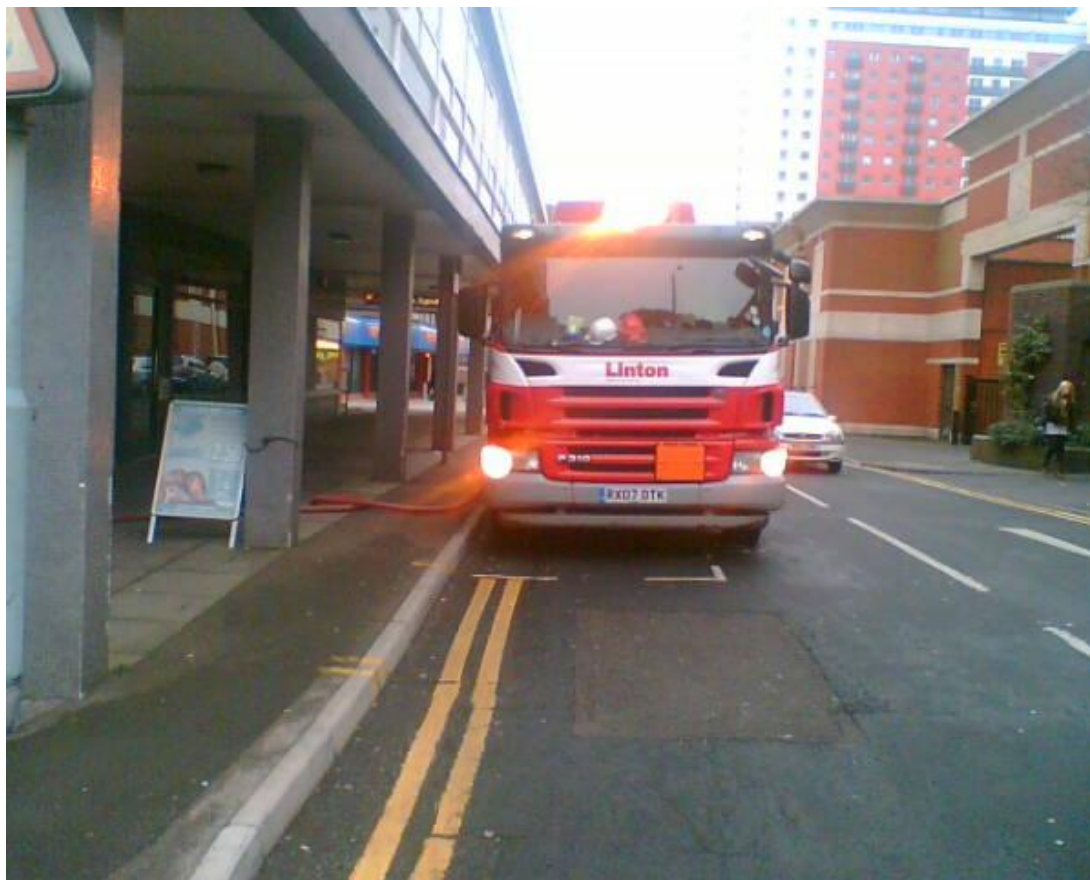


# Brewery





# Fuel





# Solutions

- **The 3 E's**
  - Engineering
  - Enforcement
  - Education
- **High tech - CVIS**



# Engineering





## Infrastructure / delivery bays

Solution	Considerations
Off Street	Swept path, size of loading bay
On Street - Side Road	Swept path - HGV access, residents – noise, distance from delivery point, enforcement
On Street - On Highway	Timings of loading bay, attracts other users, enforcement
On Street – On footway/Inset	Pedestrian numbers, footway width, strength of service, utility diversion cost, enforcement
Shared facilities (e.g loading bus, taxi)	Complimentary uses – location specific, enforcement

- NB – don't forget 'soft' measures !!**



# Enforcement





# Legal Framework

- **Signs and lines**
  - yellow lines – single and double
  - Kerbside pips
  - Red Routes
  - Signage
- **Traffic Management Act 2004**
  - Civil Parking Enforcement
  - Observation period
  - Penalty Charge Notices (PCN)
  - 21 days to pay at reduced rate



£120 / occasion

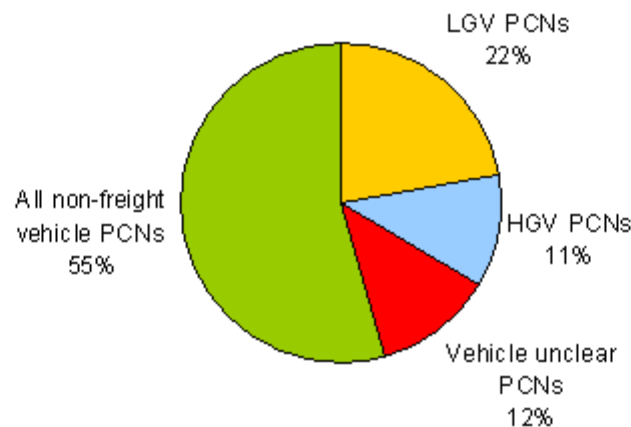
- CODES RELATING TO PENALTY CHARGE NOTICES
- Parked in a restricted street during prescribed hours
  - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force
  - Parked in a meter bay when penalty time is indicated
  - Parked after the expiry of paid for time
  - Parked without clearly displaying a valid pay and display ticket
  - Parked with payment made to extend the stay beyond initial time ('feeding the meter')
  - Parked at an out-of-order meter during controlled hours (electronic meters only)
  - Parked displaying multiple pay and display tickets where prohibited (certain boroughs)
  - Parked without clearly displaying two\*\*\*\*valid pay and display tickets when required
  - Parked without payment of the parking charge
  - Parked in a residents' parking space without clearly displaying a valid residents' parking permit
  - Parked in a permit space without displaying a valid permit
  - Using a vehicle in a parking place in connection with selling/offering or exposing goods for sale when prohibited
  - Parked in a parking place without clearly displaying the required permit or pay and display ticket
  - Parked in a loading gap marked by a yellow line
  - Parked in a suspended bay/space or part of bay/space
  - Re-parked in the same parking place within one hour of leaving
  - Parked in a parking place or area not designated for that class of vehicle
  - Not parked correctly within the markings of the bay or space
  - Parked in a loading place during restricted hours without loading (on street loading bays)
  - Vehicle parked more than 50cm from the edge of the carriageway and not within a designated parking place
  - Parked adjacent to a dropped footway (London only)
  - Parked for longer than permitted
  - Entering and stopping in a box junction when prohibited (London only)
  - Failing to drive in the direction shown by the arrow on a blue sign (London only – Code specific)
  - Using a route restricted to certain vehicles (London only – Code specific)
  - Being in a bus lane
  - Parked in a disc parking place without clearly displaying a valid disc
  - Parked in a disc parking place for longer than permitted
  - Failing to comply with a give way to oncoming vehicles sign (London only)
  - Parked in a designated disabled persons' parking place without clearly displaying a valid disabled person badge
  - Parked in a parking place designated for diplomatic vehicles
  - Parked in a parking place designated for police vehicles
  - Parked on a taxi rank
  - Stopped where prohibited (on a red route or clearway)
  - Stopped on a restricted bus stop/stand
  - Stopped in a restricted area outside a school (during term time)
  - Parked wholly or partly on cycle track

- Failing to comply with a sign indicating a prohibited turn (London only – Code specific)
- Failing to comply with a no entry sign (London only)
- Failing to comply with a sign indicating a prohibition on certain types of vehicle (London only – Code specific)
- Failing to comply with a sign indicating a restriction on vehicles entering and waiting in a pedestrian zone
- A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban
- Parking in contravention of a commercial vehicle waiting restriction
- Parking in contravention of a coach ban
- Using a vehicle on a restricted street during prescribed hours without a valid permit (London Lorry Ban only)
- Using a vehicle on a restricted street during prescribed hours in breach of permit conditions
- A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways
- Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)
- Parked with engine running where prohibited (contravention likely in certain coach bays)
- Police removal following an accident (Met police use only)
- Police removal – illegally parked – red route (Met police use only)
- Police removal – illegally parked – non red route (Met police use only)
- Parked in a loading area during restricted hours without reasonable excuse (off street loading areas)
- Parked without payment of the parking charge (off street car parks)
- Using a vehicle in a parking space in connection with the sale or offering or exposing for sale of goods when prohibited (off street car parks)
- Parking for longer than the maximum period permitted (off street car parks)
- Parked in a restricted area in a car park (off street car parks)
- Parked after the expiry of paid for time (off street car parks)
- Parked in a car park without clearly displaying a valid pay and display ticket (off street car parks)
- Parked with additional payment made to extend the stay beyond time first purchased (off street car parks)
- Parked in a permit bay without clearly displaying a valid permit (off street car parks)
- Parked beyond the bay markings (off street car parks)
- Parked in a disabled persons' parking space without clearly displaying a valid disabled persons' badge (off street car parks)
- Vehicle parked exceeds maximum weight and/or height and/or length permitted in the area (off street car parks)
- Re-parked within one hour of leaving a bay or space in a car park
- Parked in a car park or area not designated for that class of vehicle
- Parked causing an obstruction (off street car parks)
- Parked in car park when closed
- Parked in a pay and display car park without clearly displaying two\*\*\*\* valid pay and display tickets when required (off street car parks)
- Parked in a parking space for a purpose other than the designated purpose for the parking place (off street car parks)
- Parked with engine running where prohibited (off street car parks)
- Stopped on a pedestrian crossing and/or crossing area marked by zig-zag lines (pedestrian crossing in London only)



# What does this mean?

- **2006/07 over 5 million PCNs issued in London**
- **Costs to operators and enforcement agencies**
  - Freight operators with over £1m fines
  - Cost to employ Civil Enforcement Officers
  - High number of appeals
- **Actions:**
  - TfL PCN Flag
  - Refocus on Education



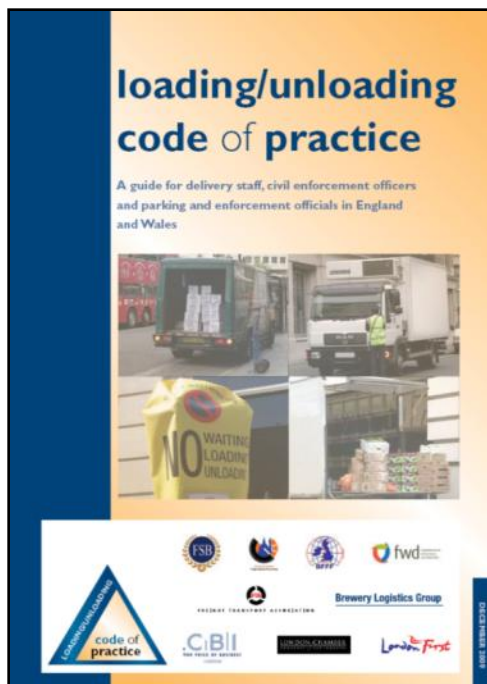
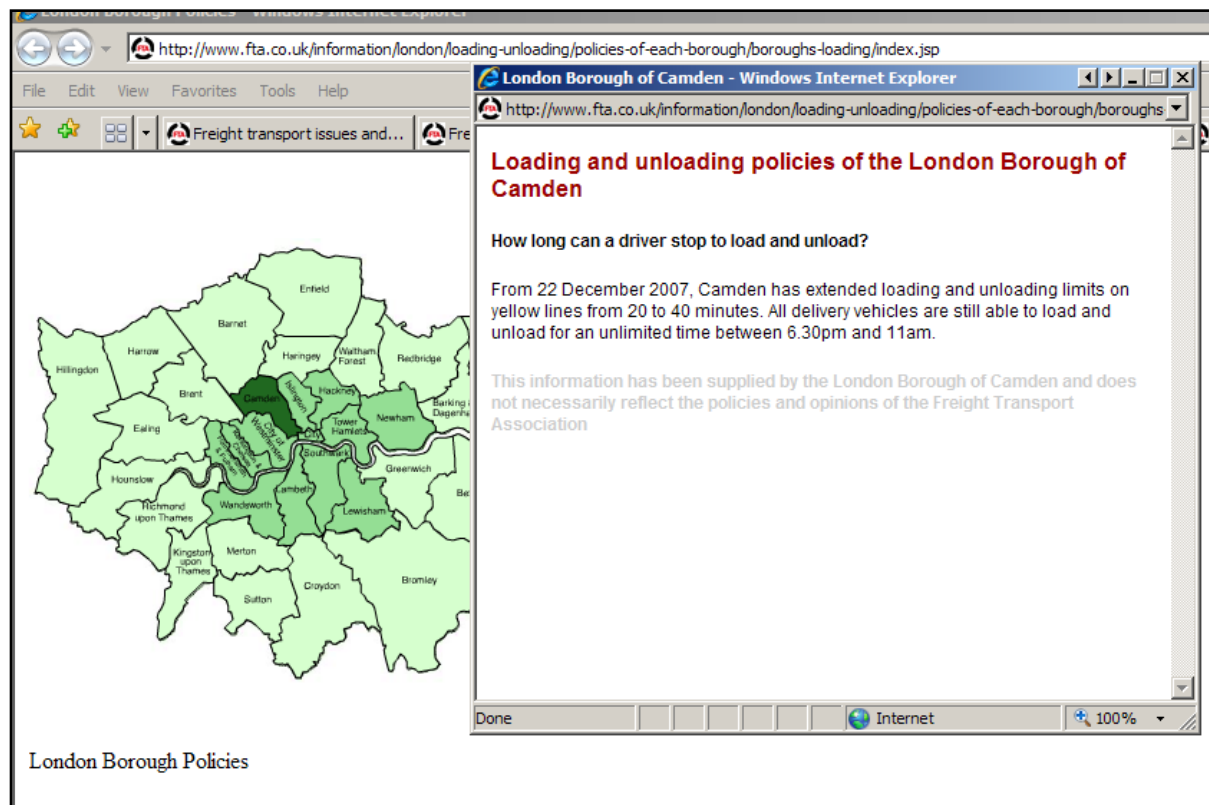


# Education





# Existing advice available

http://www.fta.co.uk/information/london/loading-unloading/policies-of-each-borough/boroughs-loading/index.jsp

London Borough of Camden - Windows Internet Explorer

http://www.fta.co.uk/information/london/loading-unloading/policies-of-each-borough/boroughs-loading/index.jsp

## Loading and unloading policies of the London Borough of Camden

**How long can a driver stop to load and unload?**

From 22 December 2007, Camden has extended loading and unloading limits on yellow lines from 20 to 40 minutes. All delivery vehicles are still able to load and unload for an unlimited time between 6.30pm and 11am.

This information has been supplied by the London Borough of Camden and does not necessarily reflect the policies and opinions of the Freight Transport Association

London Borough Policies



# **FORS PCN Advice Programme**

## **Number of Benefits including:**

- advice to help reduce the number of PCNs companies receive
- PCN toolkits including a data collection tool, PCN factsheets and standard templates
- Informative workshops offering guidance on how to deal with PCNs and how to minimise the impact they have on companies
- Guidance on effectively challenging disputed PCNs
- *[www.fleetwave.co.uk/tfl](http://www.fleetwave.co.uk/tfl)*

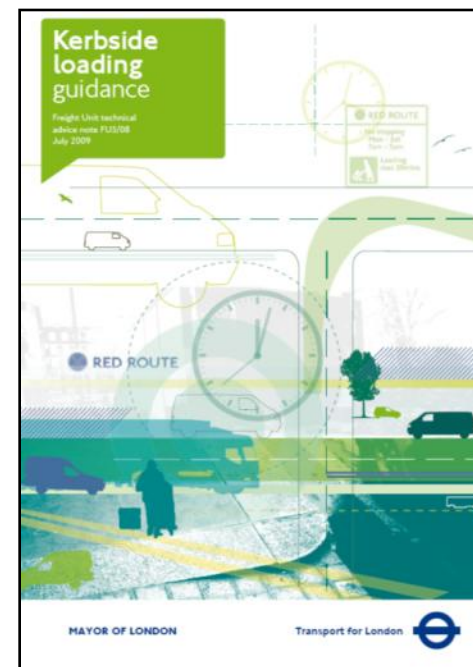
### **FORS PCN Toolkit**

1. PCN Administration Tool
2. FORS PCN Issue and Appeals Flowchart
3. FORS PCN Letter of Appeal Template
4. PCN Driver Education Factsheet
5. PCN Route Planning & Scheduling Factsheet
6. PCN Report Form for Drivers
7. PCN Site Assessment Tool
8. Loading / Unloading Code of Practice



# Officer help and guidance

- Kerbside Loading Guidance
- Freight Environment Review System (FERS)
- Freight planning guidance
- Officer training - TBC





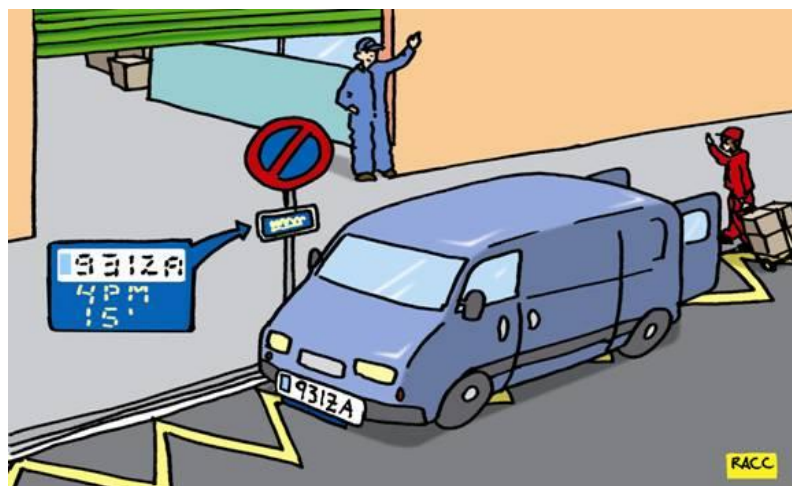
# Use of Technology - CVIS





# CVIS (Co-operative Vehicle Infrastructure Systems)

- London Trial of CVIS aims to establish whether innovative roadside to vehicle communications can be used to facilitate freight operation.





# Test site

CVIS Trial Bay Location



Digital Map Data © Corina Bartholomew Ltd (2006)  
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# Equipment



- A - Infrared Unit
- B - Touch Screen
- C - On Board Unit
- D - Back up battery



# Outputs

- **Trial: September – December 2009**
  - 8 operators, including Coca Cola & 3663



- **Issues**
  - Technology
  - Effectiveness
  - Enforcement
  - Scalability



# Summary: What is TfL doing to assist ?

## • Engineering / Enforcement / Education

Who	Issue	Examples of Reduction Activity
Transport Operator	<ul style="list-style-type: none"> <li>• Knowledge of rules and regulations</li> <li>• Knowledge and ways to tackle the problem</li> </ul>	FORS PCN toolkit and audits include : <ul style="list-style-type: none"> <li>• Driver Training</li> <li>• Site assessment</li> <li>• Company procedures</li> </ul>
Traffic Authority	<ul style="list-style-type: none"> <li>• Understanding freight activity</li> <li>• Providing loading facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Kerbside Loading Guidance</li> <li>• Freight Environment Review System (FERS)</li> <li>• PCN Hotspot reduction</li> <li>• Engagement</li> </ul>
Enforcement Authority	<ul style="list-style-type: none"> <li>• How to differentiate loading from parking</li> <li>• Workable dispensation schemes</li> </ul>	<ul style="list-style-type: none"> <li>• Lighter Approach</li> <li>• Dispensation process</li> <li>• Training</li> <li>• PCN data capture</li> </ul>