

European standard on-street parking award

Auditor’s feedback document

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| **Local authority** |
| Name: |  |
| Telephone: |   |
| Fax: |   |
| Email: |   |
| Web page: |   |
| **Operator (optional)** |
| Name:  |  |
| Telephone:  |   |
| Fax:  |   |
| Email:  |   |
| Web page:  |  |

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|  |  | **General description of the area***Please give a brief description of the city/ area submitted relating to on-street parking, regulation policies… Attach maps which clearly identify the area submitted.* |
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|  | **Mandatory minimum conditions** |
| M.1 | **Number of Spaces***Please attach a map with the spaces submitted identified.* |
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| **1** | **System efficiency** |
| 1.1 | **Occupancy***Please justify the procedure and results provided to obtain the average occupancy in the applicant area.* |
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| 1.2 | **Compliance levels** |
| *Please justify the procedure and results provided to obtain the Prohibited vehicle % rate: double lane, pedestrian lanes, in the kerb…* |
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| *Please justify the procedure and results provided to obtain the Non-payment users rate (%)* |
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| **2** | **Parking spaces** |
| 2.3 | **Electric recharging spots***Please attach photos of the electric recharging spots in the CPZ* |
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| **3** | **User service** |
| 3.1 | **The existence of a parking regulation system is clearly identifiable at the moment of parking.** *Please attach a few photos of random places within the controlled parking zone* |
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| 3.2 | **Painting in good conditions** *Please attach a few photos of random parking space painting within the controlled parking zone* |
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| 3.3 | **Vertical signals***Please attach a few photos of random vertical signals within the controlled parking zone* |
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| 3.4 | **Signs and parking meters (or App) have the minimum information required to use the system***Attach a description of the information given in order to use the system (parking meters/app)* |
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| 3.6 | **Free space information system***Attach a description of the system and the locations of it* |
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| 3.7 | **Appeals***Attach a description of the appeal channels available* |
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| **4** | **Payment/ Access** |
| 4.1 | **More than one payment channel***Please attach a description of the payment channels available* |
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| 4.2 | **Parking meters are in proper conditions***Please attach a photo (or a few) of the parking meters* |
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| 4.3 | **Prices***a)Please give a justification of figures* |
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| 4.3 | **Prices***b)Please attach an explanation of the reduction in the price* |
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| **5** | **Enforcement** |
| 5.1 a | **Properly uniformed. The staff are easily identifiable by the users.***Please attach a photo (or a few) of the uniform* |
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| 5.1 b | **Staff uniform***Please attach a photo (or a few) of the staff badge*  |
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| 5.2 | **Penalty ticket***Please attach an example of a penalty ticket* |
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| 5.3 | **Clamping***Please attach a policy document for clamping* |
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| 5.4 | **Towing away***Please attach a policy document for towing away* |
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