



# **European Standard On-street Parking Award**

**MANUAL**



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## 1. INTRODUCTION

### 1.1. ESPA On-street Award

The European Parking Association has established award schemes to set standards, demonstrate the high quality of parking structures and services throughout Europe.

As done with the ESPA award for off-street parking, EPA has developed an award for excellence for on-street parking regulation systems to improve the quality of service, provided by the parking industry to its customers.

The European Standard Parking Award (ESPA) ensures the quality of service in regulated on-street controlled parking zones by establishing a set of minimum standards for a good basic quality in structure and services accessible for all types of regulation systems, so as to encourage on-street parking operators to provide good services.

### 1.2. Basics

The proposal has to be submitted by the public authority where the regulation takes place and, optionally, also by the operator.

A candidate system must operate in one single municipality and be managed by a single operator. All other systems must apply separately.

EPA will reward those systems that regulate one or more types of spaces, for each type, a minimum number of spaces regulated is required, being not mandatory the regulation of all spaces from this type.

Only one assessment form will be used for the evaluation of a candidate. This assessment form will be separated into the different mentioned typologies plus one for general information. Thus, a candidate can reach / pass the standard for none, one, or more categories. The award is granted if a candidate passes the requirements for at least the “general public use” or the “resident only” typologies. All other typologies can get the award only by complementing one of the two above.

## 2. HOW TO APPLY

### 2.1. Documentation

To formally submit a proposal, the participant will download and fill in the following documents:

- Assessment Form: document where the participant will evaluate itself the requirements needed to get the ESPA award. Just one general file per participant. (*Assessment\_Form.xlsx*)
- Complementary Documentation: document in which the participant will attach extra documentation asked in some sections of the assessment form. It will include a brief description of the city context related to parking (parking pressure, regulation policies...) and other extra information (maps, photos...). It will be mandatory to fill one file per each category submitted. (*Complementary\_Documentation.doc*)
- Parking/mobility official report: Optionally the participant will be able to include a document summarizing basic or detailed data about mobility or/and parking related to the municipality and the regulated system. This document will give the participant two extra points to the total score of the proposal. No templates are given to this purpose, therefore different formats are accepted.

If Parking/mobility official report is included in the proposal, be sure to mark the corresponding field in the assessment form (included in the categories sheet, see picture below).



**ESPA ON-STREET AWARD**

GENERAL PUBLIC USE    Parking/mobility official report attached? Yes No

**To be filled by the participant**

Evaluation Category	# KPI	KPI	Specification	Options	Value	Score
andatory conditions		Minimum				

## **2.2. Audition**

Once the documentation is filled by the participant, the proposal will be evaluated through an external auditor appointed by the National Parking Association of each country.

Therefore, participants will deliver all the documentation required to the assigned auditor so as to validate that all requirements are accomplished.

## **2.3. Delivery and resolution**

External auditors will submit formally the proposal to EPA through the National Parking Association of each country, once requirements are fulfilled, verified and accomplished by the proposal submitted.

EPA Secretariat: [epa@europeanparking.eu](mailto:epa@europeanparking.eu)

The European Parking Association has delegated the judgement and presentation of the ESPA to its full members, the national parking associations. Therefore, the national associations are requested to order the signs at the Secretariat and to inform the Secretariat about the name and address of the awarded car park.

### 3. GENERAL CONCEPTS AND DEFINITIONS

#### 3.1. The Controlled Parking Zone (CPZ)

An area within which regulated spaces submitted are placed. It must contain all the parking spaces that are to be awarded. The CPZ doesn't have to involve the whole municipality, neither have a specific size. Every typology in the same proposal must be contained in the CPZ.

A minimum number of spaces has been fixed for every typology on account of having a minimum impact on the audited controlled parking zone.

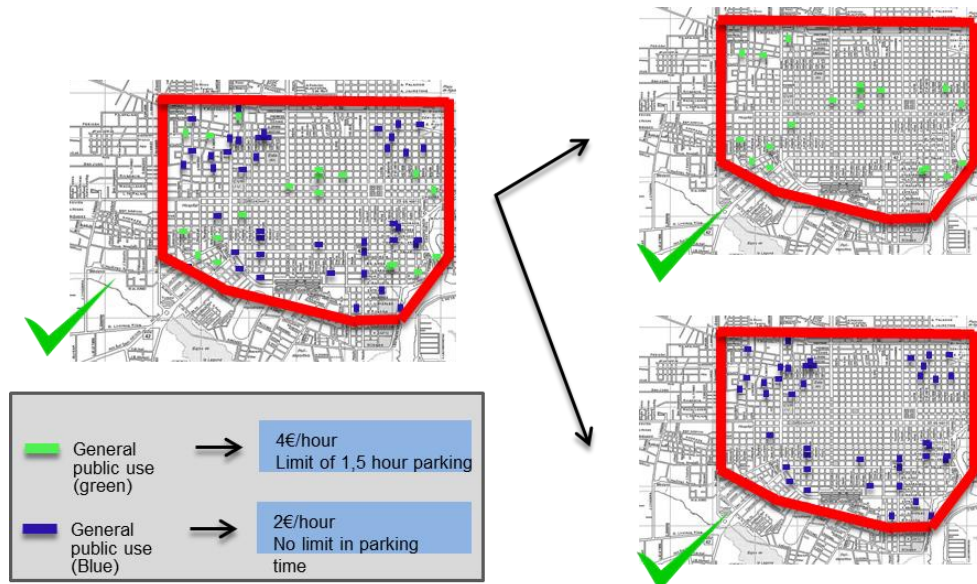
In order to represent the whole typology controlled parking zone, all the parking spaces pertaining to the same controlled parking zone and same regulated typology have to be submitted in the proposal.



- a. The scope of the Controlled Parking Zone submitted can be related to the whole municipality or a part of it, as long as the requirement about the minimum number of spaces is satisfied. In this manner, it is not mandatory to certify all the regulated spaces within the municipality.



- b. A proposal can have two equal system typologies related to the same Controlled Parking Zone due to differences in the access/payment conditions of the regulation systems. In this case, a candidate can submit a proposal with two specifics sheets of the same use in the assessment form (specifying the name of the CPZ) or a single specific sheet containing both systems.



### 3.2. Regulated system

It is a regulated on-street system under the ESPA award when the system:

- Its usage is dedicated to on-street parking in certain period of time.
- It has a specific signalling (horizontal signals, vertical signals, painting)
- It has a specific enforcement, whether it is shared with other services/functions or not.
- It has an information system so as to the user understands the regulation rules.
- It has a specific way to access to the system, and/or pay for using it.

### 3.3. Local authority

The municipality (for instance, the city council, city...) where the regulation takes place, and who submits the proposal.

### 3.4. Operator

Public or private entity who manages the whole submitted on-street regulation system.





### **3.5. Typology/category**

Type of spaces, related to the specific usage/user of the parking spots.

For instance; general for public use, resident only, motorbikes and other reserved spaces.

### **3.6. Section**

Set of near regulated spaces within the controlled parking zone and easily recognizable.

### **3.7. Parking/mobility official report**

Document that summarizes basic or detailed data about mobility or/and parking related to the municipality.

## 4. AWARD TYPOLOGIES

Taking as a reference the EPA's document "Scope of parking in Europe - Data Collection", typologies of parking spaces are classified as follows:

### 4.1. General public use

Regulated for general public use where private vehicles can park there for a limited period of time, usually paying an amount of money (e.g. 2 €/h for 2 hours as maximum).

This is the more common typology, since all cars and uses can be here.

- a. All regulated spaces that are not within the other typologies will go here
- b. Regulated spaces that can be used for different purposes during the regulated hours will go here

The minimum number of parking spaces submitted required in this typology is 500.

### 4.2. Resident only

On street parking spaces used exclusively for authorized residents within the controlled parking zone.

- a. If spaces are dedicated to residents in part of the time, apply to this typology for this time.
- b. There can be exceptions.

The minimum number of parking spaces submitted required in this typology is 500.

### 4.3. Loading and unloading

Regulated controlled parking zones reserved for vehicles (vans, lorries, etc.) that need to load or unload goods close to their destination.

The minimum number of parking spaces submitted required in this typology is 100.

\* To achieve the award, the proposal requires to be complemented by one of the typologies: general public use or resident use.

### 4.4. Motorbikes

Regulated controlled parking zones allocated to parking motorbikes, two and three-wheeled scooters (exclusively signalled controlled parking zones).

The minimum number of parking spaces submitted required in this typology is 100.

\*To achieve the award, the proposal requires to be complemented by one of the typologies: general public use or resident use.

#### **4.5. Other types of spaces**

Regulated controlled parking zones reserved for other kind of users/usage, for instance; handicapped users, police, hotels, taxis, etc.

The minimum number of parking spaces submitted required in this typology is 50.

\*To achieve the award, the proposal requires to be complemented by one of the typologies: general public use or resident use.

## 5. THE AWARD

### 5.1. ESPA On-street Award

The awarded proposals will receive:

- A PDF file to be reproduced by the awarded local authority and posted by itself in the elements of its choice (on the asphalt at every space, the signs, the P&D machines, the Website ...).  
(\* ) It is important to be aware that EPA's design cannot be edited or changed.
- A Signal made from acryl glass, similar to ESPA Off street award. Measurements are 39,5 cm by 29,5 cm by 1 cm with four circular holes including four stainless steel mounting parts.

EPA will charge a fee, similarly to what is done in the Off- street ESPA award. The price (value 2017) for one sign and the digital award is 200,00 EUR incl. shipping costs for national parking associations that are full members in the EPA. Every extra sign will cost 200.00 EUR/piece.

### 5.2. The Golden Award

Golden ESPA award is a granted of quality for on-street parking controlled parking zones.

To obtain the ESPA on-street golden award the candidate should apply and pass a minimum of 3 different categories passed. For instance: general public use, resident use, and loading&unloading.



## 6. ASSESMENT FORM

### 6.1. Introduction


This document evaluates whether the proposal accomplishes the requirements to achieve ESPA On-street Award.

Just one single document needs to be send, by filling “General information” sheet, and the corresponding specific typology sheet or sheets, if more than one regulation system are submitted.

### 6.2. User guide

#### 6.2.1. General information sheet

The applicants have to fill the contact information of the public authority where the regulation takes place and, optionally, about the operator.

	<b>ESPA ON-STREET AWARD</b>	
<b>GENERAL INFORMATION</b>		
Date		
Country		
Municipality		
<b>LOCAL AUTHORITY</b>	Name:	
	Telephone:	
	Fax:	
	Email:	
	Web page:	
<b>OPERATOR (OPTIONAL)</b>	Name:	
	Telephone:	
	Fax:	
	Email:	
	Web page:	

After that, fill the information about the controlled parking zone/s. In the next fields the applicants have to indicate clearly for which controlled parking zones they want to apply. Until eight different regulation systems can be submitted in the same proposal.

CONTROLLED PARKING ZONE	
<b>First CPZ</b>	
Typology 1:	<div> <div></div> <div>Resident only</div> <div>General public use</div> <div>Motorbikes</div> <div>Loading and unloading</div> <div>Other types of spaces</div> </div>
Number of parking spaces:	
Regulation schedule:	
Regulation period of the year:	
<b>Second CPZ</b>	
Typology 2:	
Number of parking spaces:	
Regulation schedule:	
Regulation period of the year:	

#### Description of fields:

- *Typology 1*: Resident only / general public use / motorbikes / loading and unloading / other types of spaces.
- *Number of applicant parking spaces*: Number of parking spaces within the CPZ submitted.
- *Regulation schedule*: schedule where the regulation system is applied in the CPZ (hours, days of week). For instance: From 9:00h to 20:00h, Monday to Saturday.
- *Regulation period of the year*: period of the year where the regulation system is applied. For instance: From January to July and from September to November / the whole year.

#### 6.2.2. Specific typology sheet

After filling in the general information sheet, the participant will go to the specific typology sheet of the document so as to evaluate the proposal.

The sheet consists in:

#### To be filled by the participant:


Requirements grouped in five categories related to system efficiency, parking spaces, user experience, payment/access and enforcement plus minimum mandatory conditions.

- To complete the document, the participant will have just to select one of the different options marked in **green** for each requirement in all the sections.
- Be aware that if mandatory conditions are not accomplished, the proposal will not achieve the award.
- All sections need to be filled to get the final result (no blank fields).

#### Description of fields:

- **Evaluation Category**: name of the category where the requirement have been grouped.
- **# KPI**: code of the specific requirement within the category.
- **KPI**: Name of the requirement.

- Specification: detail of the requirement and method of measuring if corresponds.
- Options: shows the different options that the participant will be able to select.
- Value: options to be selected per each requirement of the different categories.
- Score: points given per each requirement.



## ESPA ON-STREET AWARD

**GENERAL PUBLIC USE**
Parking/mobility official report attached?

**To be filled by the participant**

Evaluation Category	# KPI	KPI	Specification	Options	Value	Score
<b>M. Mandatory minimum conditions</b>	<b>M.1</b>	<b>Minimum number of parking spaces applicant</b>	At least 500 general public use parking spaces	• Yes : applicable • No : no applicable		-
<b>V</b>	<b>1.1</b>	<b>Occupancy</b>	Occupancy average in the controlled parking zone Occupancy measured as the annual average of the occupied regulated hours in the whole controlled parking zone.	• ≤ 50% : 0 points • From 50 to 60% : 4 points • From 60 to 80% : 6 points • From 80 to 90% : 10 points • From 90 to 95% : 4 points • ≥ 95% : 0 points	<div style="border: 1px solid black; padding: 2px;">             Yes No           </div>	

»

General information
**General public use**
Resident only
Loading & unloading
Motorbikes
Other types of spa

\* Not applicable: In case the standard is not applicable or defined for the corresponding regulation system choose not applicable option. In this manner, the standard will not be evaluated, as this points are not taken into account in the evaluation.

### Complementary documentation:

This column indicates the participant which information has to be included in the *Complementary Documentation* document.


- Maps, photos, descriptions...
- Justification of figures asks the participant to justify the procedure and/or results provided to obtain the value/option selected in the corresponding section of the assessment form.




 <b>ESPA ON-STREET AWARD</b>						
GENERAL PUBLIC USE    Parking/mobility official report attached? <span style="background-color: #92d050; padding: 2px 10px;"></span>						
To be filled by the participant						Documentation
Evaluation Category	# KPI	KPI	Specification	Options	Value	Score
<b>M. Mandatory minimum conditions</b>	M.1	Minimum number of parking spaces applicant	At least 500 general public use parking spaces	• Yes : applicable • No : no applicable	-	Please fill in the box
1.1	Occupancy	Occupancy average in the controlled parking zone Occupancy measured as the annual average of the occupied regulated hours in the whole controlled parking zone.	• ≤ 50% : 0 points • From 50 to 60% : 4 points • From 60 to 80% : 6 points • From 80 to 90% : 10 points • From 90 to 95% : 4 points • ≥ 95% : 0 points	-	Please fill in the box	Justification of the figures

To be filled by the auditor:

External auditor will validate each specific typology sheet to be sure that requirements are accomplished and values/options selected correspond to the regulation system submitted.



 <b>ESPA ON-STREET AWARD</b>						
GENERAL PUBLIC USE    Parking/mobility official report attached? <span style="background-color: #92d050; padding: 2px 10px;"></span>						
To be filled by the participant						Documentation
Evaluation Category	# KPI	KPI	Specification	Options	Value	Score
<b>M. Mandatory minimum conditions</b>	M.1	Minimum number of parking spaces applicant	At least 500 general public use parking spaces	• Yes : applicable • No : no applicable	-	Please fill in the box
1.1	Occupancy	Occupancy average in the controlled parking zone Occupancy measured as the annual average of the occupied regulated hours in the whole controlled parking zone.	• ≤ 50% : 0 points • From 50 to 60% : 4 points • From 60 to 80% : 6 points • From 80 to 90% : 10 points • From 90 to 95% : 4 points • ≥ 95% : 0 points	-	Please fill in the box	Justification of the figures

To be filled by the Auditor	
EPA's recommended	Auditor comments
-	
Check the figures by evaluating the real occupancy in different times and sections within the CPZ. At least 20 measures of 10 sections	

In order to assist the auditor, EPA recommends an evaluation method for those requirements that have to be audited. The auditor can change the value selected by the participant.

Final result:

At the end of each specific category sheet the participant/auditor will find a summary of the score achieved in each section and a preliminary result based in the score achieved.



Applicant CPZ	Section	Score	Min. Required/ section	Max. Possible Punctuation	Section result	Total Min. Required	Total score	Final Result
General public use	M	-	-	-	Passed	41,5	61	APPLICANT CPZ PASSED
	1	6	6	16	Passed			
	2	9	4	13	Passed			
	3	28	11	27	Passed			
	4	4	2	11	Passed			
	5	14	5	16	Passed			
	R	0	Extra points Parking/mobility official report					
	GENERAL PUBLIC USE AWARD ACHIEVED!!							

### 6.3. Standard achievement

The assessment form is prepared to show the final result of each proposal automatically by taking into account a set of conditions:

- Minimum mandatory conditions need to be accomplished to get the award (min. number of parking spaces).
- Per each section or category a minimum number of points are required so as to pass the section.
- All sections need to be the passed to get the award.

To get the award, the total score has to be greater or equal to the total minimum score required.

## 7. COMPLEMENTARY DOCUMENTATION

### 7.1. Introduction

In this paper it must be included all the requirements asked in the assessment form, in the *Complimentary Documentation* column.

Moreover, one file should be sent per each regulation system submitted in case of submitting more than one typology in the same proposal.

### 7.2. User guide

The Complementary Documentation will consist on:

- A brief description of the city context related to on-street parking, regulation policies.
- Assessment form details (documents, calculations, photos, maps...)

#### 7.2.1. Description of the city context


This part consists on a brief description of the city context related to on-street parking, and regulation policies of the regulation system within the controlled parking zone.

Moreover it is asked to attach a map/s which clearly identify the controlled parking zone submitted.

#### 7.2.2. Assessment form details

In this part of the document, the participant will have to follow what the “*complementary documentation*” column of the assessment form asks and fill it in this file, attaching photos, maps, descriptions...

The number indicates the KPI code corresponding to the assessment form.



1	System efficiency
1.1	<b>Occupancy</b> <i>Please give a brief description of the procedure and results provided to obtain the average occupancy in the applicant area.</i>

## **8. FREQUENTLY ASKED QUESTIONS (FAQ'S)**

### **8.1.The same space have different users depending on the time slot of the day**

In that case, both systems have to submit separately in the corresponding typologies.

Example: A controlled parking zone with spaces dedicated for rotation (shopping, etc...) from 8 to 20 and exclusive for residents from 20 to 8. The same spaces can apply for both typologies, the general and the exclusive for residents use.

### **8.2.The space is used for different purposes during the same regulated hours**

In that case, this space must apply in one single general typology proposal.

Example: A controlled parking zone containing spaces dedicated from 8 to 18 h. for residents and also for loading, and the rest of the hours is free. Since the use is mixt, it must apply only for the general typology.

If from 18h to 8 was regulated and dedicated only to residents, it could apply also in the exclusive for residents typology (if this typology is desired to be certified).

### **8.3.Electric vehicles or handicapped vehicles are often allowed to park everywhere, does it changes the typology of the space?**

Those exemptions must not change the typology criteria.

Example: A controlled parking zone dedicated for residents where electric vehicles and handicapped drivers may park: it is still an exclusive controlled parking zone for residents.

### **8.4.The same CPZ have a number of parking spaces variable depending on the season of the year**

In that case, the spaces submitted in the proposal will be those awarded. If after achieving the award the system offers more spaces, those won't be certified automatically, a new proposal including the resting spaces has to be submitted.

Example: A controlled parking zone offers 700 spaces during Oct-Mar and 1.300 spaces during the rest of the year. If the proposal is submitted during Oct- Mar, only the 700 spaces will be awarded, not the 1.300 spaces.