Tandridge parking review 2023: Statement of reasons

A document explaining our parking proposals and reasons for introducing them

This document sets out our proposals for new parking controls and restrictions across the district as part of our Tandridge parking review 2023. The proposals are listed in electoral county division and then by town.

At this stage, we are intending to introduce the controls and restrictions described in this document and shown in the associated drawings but are inviting representations (both for and against) to be made by the public before the final decisions are taken.

Once we have considered any representations, we can introduce the proposals unchanged, make minor modifications to them before introducing them, or cancel them entirely. Any comments that lead to a requirement for major changes would usually mean cancellation of the proposal and subsequent reconsideration of it in a future parking review. This approach means that we can progress the parking review in the most efficient way thereby maximising value for our residents.

If you wish to comment on, object to or express support for any of the proposals you must do so either online or by letter by the date given. This information is available on our <u>Parking news and updates in Tandridge webpage</u>.

If you are unsure of the meaning or effect of a parking restriction or control that we have proposed, please refer to <u>Annex 1 – Explanation of restriction types</u>, found towards the back of this document.

<u>Annex 2 – Legal and policy information</u> provides some background information about the legal and policy aspects of our work in this area.

Please do not make any comments that are not directly in response to these proposals. See <u>Annex 3 – General enquiries</u> for guidance.

If you would like to know the existing parking restrictions in a given area, please refer to our online <u>parking restrictions maps</u>.



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Caterham Hill division proposals

The county councillor for this division is Mr Jeremy Webster.

Caterham

Burntwood Lane

Install double yellow lines at both ends of the existing school keep clear on Burntwood Lane outside the entrance of 'de Stafford School' to stop vehicles from parking too close to the pedestrian crossing and also to improve sightlines for pedestrians crossing the road. Also, introduce a length of double yellow line across the road directly opposite these new restrictions and the school keep clear to stop vehicles from parking opposite the entrance as parked vehicles during school pick and drop rush forces the traffic to the middle of the road causing an obstruction for the pedestrians as well as impacting the flow of traffic.

This proposal is shown in drawing 2390.

Buxton Lane / Portley Lane

Introduce double yellow lines on both sides of Buxton Lane and on the junctions with Portley Lane and William Sellars Close; starting from the boundary of number 48 and 50 up to the drive of number 58 to prevent vehicles from parking close to the junctions and the newly constructed pedestrian crossing. There have been several complaints of inconsiderate parking since this new build out was built which prompted a Stage 3 Road Safety Audit. As a result of this audit, we are proposing double yellow lines on Buxton Lane as described above to deter vehicles from parking near the build out and obstructing sight lines for pedestrians as well as vehicles coming out of the junction.

This proposal is shown in drawing 2399.

Georges Terrace

Introduce double yellow lines on both sides of bend i.e., at the rear of no.167 and in front of 8-9 Georges Terrace to prevent obstructive parking on this narrow bend and to enable refuse lorries, fire engines etc. to manoeuvre around this tight bend and improve the traffic flow.

This proposal is shown in drawing 2319.

Park Avenue / Stanstead Road

Introduce double yellow lines on both sides of Park Avenue junction with Stanstead Road to improve sightlines and road safety on the junction.

This proposal is shown in drawing 23148.

Rook Lane / Chaldon Common Road

Introduce double yellow lines on both sides of Rook Lane junction with Chaldon Common Road up to the drive of number 2 on the west and number 1 on the east to improve sightlines and road safety.

This proposal is shown in drawing 23147.

Salmons Lane

Introduce double yellow lines on both sides of Salmons Lane starting from the junction with Whyteleafe Hill up to the junction with Torwood Lane on north and up to the Salmons Lodge

(no. 125) on south. This is to prevent obstructive parking on this narrow road, improve sightlines for vehicles coming out of the drives and to improve traffic flow, in general.

These proposals are shown in drawing 23127 & 23146.

Stanstead Road

Convert 5m of single yellow line into double yellow lines on Stanstead Road outside number 146-144 to improve sightlines for vehicles coming out of the drive and to prevent vehicles from parking in front or close to the drives during school rush hours.

This proposal is shown in drawing 2383.

Caterham on the hill

Money Avenue

Extend the existing double yellow lines on the northern side of Money Avenue near the junction with Money Road up to the eastern boundary of number 55. This is to prevent cars from parking obstructively on both sides of the road and to promote road safety in general.

This proposal is shown in drawing 2320.

Banstead Road / Oak Road

Extend the double yellow lines on Banstead Road at the junction with Oak Road on both sides; up to the boundary of number 31 and 31a on the east and up to the western boundary of number 33 on the west. Also, extend the double yellow lines moving south on the eastern side of Oak Road. This is to further enhance the sightlines on the junction for the vehicles joining Banstead Road from Oak Road and to prevent cars from parking on both sides near the junction on Oak Road.

This proposal is shown in drawing 2320.

Kenley

Buxton Lane / Halton Road

Introduce double yellow lines on the junction of Buxton Lane with Halton Road to prevent parking near the junction and to maintain sightlines for the vehicles joining Buxton Lane from Halton Road and vice versa.

This proposal is shown in drawing 23141.

Caterham Valley division proposals

The county councillor for this division is <u>Mr Jeffrey Gray</u>.

Caterham

Croydon Road

Install double yellow lines in the unrestricted gap on Croydon Road between the existing double yellow lines near the junction with Greenhill Avenue and up to the existing double yellow lines outside number 280 to stop vehicles from parking in this gap which forces the moving traffic to the middle of the road at this pinch point, so compromising traffic flow and safety.

This proposal is shown in drawing 2312.

Croydon Road (Orbital House)

'Install 'Mon-Sat 8.30am-6pm 1hrs only- No return within 3hrs, Display ticket' parking restriction on the parking bay outside Orbital House on Croydon Road which is currently showing 'Mon-Sat 8.30am-6pm 1hr No Return 1hr' on the signs erected on the ground as well as the traffic regulation order. However, the ticket machine installed on the ground shows a different time restriction and doesn't match the traffic order or the signage. Therefore, this new restriction is being introduced in order to match the restriction stated on the ticket machine with the traffic regulation order.

This proposal is shown in drawing 2328.

Whyteleafe

Godstone Road

Convert 6.6m of the existing parking bay outside number 211-213 into an enforceable disabled bay 'BLUE BADGE HOLDERS DISABLED PARKING ONLY 3hrs - no return within 1hr' to provide parking for disabled users.

This proposal is shown in drawing 2306.

Station Approach

Install 2x 6.6m long enforceable disabled bays 'BLUE BADGE HOLDERS DISABLED PARKING ONLY AT ALL TIMES' on the north-eastern end of Station Approach near the junction with Hillbury Road to provide disabled parking for disabled residents living in the area. Please note this includes converting the existing advisory disabled bay into an enforceable disabled bay and installing one additional disabled bay next to it. This is following receipt of a disabled bay application submitted by a local resident.

This proposal is shown in drawing 2306.

Godstone division proposals

The county councillor for this division is <u>Mr Chris Farr</u>.

Bletchingley

Eastbourne Road (A22)

Install double yellow lines on the western side of Eastbourne Road (A22) starting from the entrance to Bannisters Croft and going southwards stopping in line with the northern building line of 'Rose Cottage' to prevent vehicles and lorries from parking on a stretch of tarmacked surface adjacent to boundary of Bannisters Croft and improve the traffic flow in general. Vehicles parked here cause major sightlines issues to the vehicles exiting from Bannisters Croft on this busy 'A road' with fast moving traffic. Also, there is a layby not far from this location which is available and is an ideal spot for HGV's and other vehicles to park.

This proposal is shown in drawing 23151.

Stychens Close

Introduce double yellow lines on both sides of Stychens Close at the junction with Stychens Lane going up to entrance to the flats on the west and round to the junction with Castle Street (A25) to prevent obstructive parking opposite the entrance to the flats and close to the junction. Restrictions are proposed to go on both sides of the Stychens Close as the road is quite narrow and parked cars cause obstruction to the moving traffic and also, interfere with the sightlines for drivers.

These proposals are shown in drawing 23149.

Bakers Mead

Extend double yellow line on the eastern side of Bakers Mead up to the drive of number 4 to prevent vehicles parking opposite the parking layby and close to the drives causing sightlines difficulty to the vehicles coming out of these drives and also to improve the flow of traffic in general as parked cars force the traffic to the middle of the road.

This proposal is shown in drawing 23134.

Lingfield division proposals

The county councillor for this division is <u>Ms Lesley Steeds</u>.

Dormansland

Dormans High Street

Extend the existing double yellow Lines on the south of the build out outside the post office on Dormans High Street to meet the existing double yellow lines outside the entrance to Mulberry Mews so that vehicles cannot park close to the build out impeding the sightlines for pedestrians crossing the road and also to improve the flow of traffic as parked cars move the traffic to the wrong side of the road obstructing the road for oncoming traffic.

This proposal is shown in drawing 2364.

West Street

Replace the existing old H-bar with double yellow lines on West Street outside number 69 covering the narrow entrance to the properties round the back to prevent obstructive parking and improve sightlines for drivers of vehicles coming out.

This proposal is shown in drawing 2364.

Lingfield

Church Road

Install double yellow lines on the east side of Church Road opposite Church House/Star Cottages to prevent people from parking on the outer side of this bend as it forces vehicles approaching the bend on to the wrong side of the road and so will improve safety and the flow of traffic in general.

This proposal is shown in drawing 23153.

Drivers Mead

Install double yellow lines in Drivers Mead on and opposite the junction leading to the culde-sac (no. 60-75) and on the inside of the bend outside number 53-56. These two proposals were advertised and approved in the Tandridge Parking Review 2015 and consequently the restrictions were added to the traffic regulation order, but the lines were never installed on the ground. As they have not been installed for so long since they were last advertised, we are including them to notify the residents of our intention to actually put them in on the ground in this review.

This proposal is shown in drawing 2361.

Mount Pleasant Road / Newchapel Road

Install double yellow lines on the junction of Mount Pleasant Road with Newchapel Road to prevent vehicles from parking close to the junction and to maintain sightlines for drivers of vehicles using the junction.

This proposal is shown in drawing 23152.

Felbridge

Copthorne Road

Extend the double yellow lines on Copthorne Road at the junction with Crawley Down Road by 12m westwards to improve sightlines and prevent vehicles from parking close to the junction. This is part of a new layout of the junction and the lines needs to be extended to prevent vehicles from parking near the junction.

This proposal is shown in drawing 2368.

Oxted division proposals

The county councillor for this division is Mr Cameron McIntosh.

Limpsfield

Detillens Lane

Convert the existing single yellow lines on the southern side of Detillens Lane into double yellow lines starting from in front of the garage of Palmers and going westwards to outside number 36 to prevent obstructive parking and encourage parking on one side of the road only. Also, extend the double yellow lines on both sides of the entrance to the tennis club by 5m each side to extend the sightlines for vehicles exiting the tennis club.

This proposal is shown in drawing 2396.

High Street

- Fill the gap between the existing double yellow lines on the west side of the High Street, outside Detillens and opposite Vine Bank Cottage as vehicles parked in this gap force vehicles driving northwards into the middle of the road, obstructing the flow of traffic and also, forcing the oncoming traffic from north to drive over the pavement leaving no room for pedestrians. This will improve the flow of traffic and road safety.
- Install double yellow lines on the eastern side of the High Street starting from the northern boundary of 'Fern Cottage' going northwards (along the front of 'The Blue Goblin') for 15m to create a passing place between the parked cars, as parked cars here force the traffic to the wrong side of the road and impede the flow of traffic. There is already a small H-bar in place on the ground which will be replaced with the double yellow lines, but this gap needs to extend further to be at least 15m long to be used as a passing place, so the vehicles can pull in to give way to oncoming traffic.
- Install double yellow line on the western side of High Street starting from in line with the southern boundary of Linden Cottage on the opposite side going up to the existing parking bay outside 'Post office/Memorial Stores'. Vehicles parking at this location where the road is narrow force the vehicles coming from south to the middle of the road, obstructing the flow of traffic and also, forcing the oncoming traffic from north to drive over the pavement, which is relatively low, leaving no room for pedestrians. This will improve the flow of traffic and promote road safety.

These proposals are shown in drawing 2396.

Tally Road

Install double yellow lines on Tally Road across the junction with Post Office Row to prevent cars from parking close to the junction blocking sightlines for vehicles coming out of this junction.

This proposal is shown in drawing 23150.

Old Oxted

High Street

Convert the existing single yellow line into double yellow lines from the parking bay outside number 10 on the north-western side of the High Street eastwards up to the western boundary of number 2. This will help to maintain access to the foot path leading to the underpass clear at all times. Remove the remaining bit of single yellow line outside number 2 and 2A to allow extra parking.

This proposal is shown in drawing 2347.

Oxted

East Hill (A25) / Old Lane

Install double yellow lines across the parking layby/entrance on the southern side of the East Hill (A25) leading to Old Lane to stop vehicles from parking in this layby causing obstruction to the vehicles driving in and out of Old Lane and also, causing obstruction to fast moving traffic on A25, in general. This area is often heavily parked by rail commuters and cars are often parked dangerously close to the carriageway and the entrance. There is an H-bar that was installed a few years back to secure the entrance to the Old Lane, but this marking being only an advisory marking has been ignored by motorists.

This proposal is shown in drawing 2345.

Mill Shaw

Install double yellow lines on the southern side of Mill Shaw up to the drive of number 7 to prevent obstructive parking carried out by people accessing the local school, tennis court and recreation ground. The restriction is being proposed to encourage drivers to park on only one side of the road and so improve access.

This proposal is shown in drawing 2397.

Silkham Road

Extend the existing double yellow line on the western side of Silkham Road outside number 15 up to the southern boundary of number 21 to stop vehicles from parking opposite the junction with Field Court as parked cars force the moving traffic to the wrong side of the road.

Change the traffic regulation order to extend the existing school keep clear restriction operational during Mon-Fri 8.15am-9.15am and 2.30pm-4pm on the eastern side of Sikham Road up to the junction with Chichele Road to match what is already on the ground. **(TRO AMENDMENT)**

These proposals are shown on drawing 23112.

Station Road East

Fill the gap between the existing double yellow lines on the southern side of Station Road East starting from outside number 15 (near the build out) up to the existing double yellow lines near the junction with Johnsdale to prevent obstructive parking near the build out and the bus stop and encourage road safety.

Replace the single yellow line on the northern side of the Station Road East station spur at its junction with the main part of Station Road East with double yellow lines in order to ensure that the corner is kept clear of parked cars at all times. These new double yellow lines will link up with the double yellow lines that are due to be installed in place of the parking bays alongside 129 to 131 (Lorimers), which were agreed in the previous parking review in order to facilitate the relocation of the taxi rank. The taxi rank is not now moving, but we think the bays should still be replaced with double yellow lines in order to improve traffic flow and sightlines for pedestrians and people wanting to board taxis.

These proposals are shown in drawing 2344 and 2345.

Warlingham division proposals

The county councillor for this division is <u>Ms Becky Rush</u>.

Tatsfield

Paynesfield Road

Install double yellow lines outside 'Tatsfield Hall' (number 29) to prevent obstructive parking opposite the junction at the southern entrance to The Square.

This proposal is shown in drawing 23131.

Chapel Road / Leas Road

Install double yellow lines on the junction of Chapel Road with Leas Road to prevent vehicles from parking near the junction and to maintain sightlines and promote road safety.

This proposal is shown in drawing 2377.

Redvers Road / Leas Road

Install double yellow lines on the junction of Redvers Road with Leas Road to prevent vehicles from parking near the junction and to maintain sightlines and promote road safety.

This proposal is shown in drawing 2377.

Warlingham

The Green

Remove 15m of parking bay opposite the Co-op and replace it with double yellow lines to keep the pedestrian access and dropped kerb access to The Green clear of parked vehicles.

This proposal is shown in drawing 2313.

Annex 1 – Explanation of restriction types

No waiting at any time

This means that parking is not allowed at any time. This restriction is nearly always indicated by double yellow lines marked on the ground; no signs are needed (or indeed permitted) in this case. The only exception to this would be a restriction that applied within a 'restricted parking zone', or 'pedestrian / pedestrian or cycle zone', in which no road markings are needed but upright signs are required.

There are standard exemptions for loading and unloading, picking up and dropping off of passengers, and parking by blue badge holders for up to three hours (provided it's safe).

No waiting (at a time non-continuous throughout the year)

An example may be 'No waiting Monday – Friday 8am – 6pm'. These restrictions are the same as those above, with the same exemptions, the only difference is the times at which they operate. This restriction is usually indicated by a single yellow line marked on the road, which must be accompanied by upright signing showing the times of operation. The only exemption to this would be within a controlled parking zone (see below).

No loading

A loading restriction is indicated through small yellow marks on the kerb at right angles to the road and repeated approximately every 3 metres. A single kerb blip means that loading is prohibited at specific times/days, a double kerb blip means loading is prohibited at any time. They are always accompanied by an upright sign showing the times of operation.

Loading restrictions would always be in addition to waiting restrictions. Stopping to allow passengers to board and alight is allowed even where loading restrictions apply. There are no exemptions for parking by blue badge holders.

'Loading / unloading' generally refers to items too large or bulky to be easily moved very far, such as a refrigerator.

Controlled Parking Zone

This is simply an alternative way of signing waiting restrictions. In a controlled parking zone, the times at which the single yellow lines are in operation (i.e. when parking is prohibited), are displayed on zone entry signs (unless signed otherwise locally). The main benefit of a controlled parking zone is to reduce sign clutter within the zone. Any type of parking bays – signed and marked in the normal way - may or may not be provided within the zone.

Further information about controlled parking zones is available on our website.

Restricted Parking Zone

This is where waiting restrictions (and loading restrictions if applicable) are indicated on zone entry signs, and on frequent upright repeater signs within the zone. There are no road markings to indicate the restriction. Any type of parking bays may be provided within the zone, which would need to be individually marked and signed.

Permit parking schemes

Permit parking may be provided as 'normal' marked parking bays with accompanying upright signing. These may or may not comprise part of a controlled parking zone or a restricted parking zone.

Permit parking areas are schemes where there are no road markings to indicate the parking controls, only signs which read, "Permit holders only past this point", at the entry points to the area. Repeater signs are provided within the area. Waiting restrictions (single or double yellow lines) can be included within a permit parking area.

Further information about permit parking schemes is available on our website.

Traffic signs and road markings

Further background information on common road markings and traffic signs may be found on the Department for Transport webpage <u>Know your traffic signs</u>.

On-street electric vehicle chargepoint

Further information on the introduction of electric vehicle chargepoints in Surrey can be found on our <u>webpage</u>.

Annex 2 – Legal and policy information

Policy and Strategy

There is a framework of policies and strategies which help steer our decisions around parking schemes.

Surrey Transport Plan

The <u>Surrey Transport Plan</u> is a statutory document that sets out our strategy to help people to meet their transport and travel needs effectively, reliably, safely and sustainably within Surrey, in order to promote economic vibrancy, protect and enhance the environment, improve the quality of life, and reduce carbon emissions.

Based on this vision there are four objectives for the Surrey Transport Plan:

- Effective transport to facilitate end-to-end journeys for residents, business and visitors by maintaining the road network, delivering public transport services and, where appropriate, providing enhancements.
- **Reliable transport** to improve the journey time reliability of travel in Surrey.
- **Safe transport** to improve road safety and the security of the travelling public in Surrey.
- **Sustainable transport** to provide an integrated transport system that protects the environment, keeps people healthy and provides for lower carbon transport choices.

There are 13 strategies that form the Surrey Transport Plan, one of which is the Parking Strategy.

Parking Strategy

The <u>Parking Strategy</u> is designed to help shape, manage and deliver the county council's vision for parking, "Provide parking where appropriate, control parking where necessary".

The objectives of the Parking Strategy are:

- Reduce congestion caused by parked vehicles
- Help enable greener and more sustainable travel choices
- Make best use of the parking space available
- Enforce parking regulations fairly and efficiently
- Provide appropriate parking where needed

To achieve these objectives and realise the vision for parking, work will be channelled through three main areas:

- Manage on street parking space to ensure optimum use through our parking review process.
- Operation of civil parking enforcement fair and cost effective with greater use of technology to achieve compliance.
- Promotion of parking controls that can help improve sustainable and greener transport and communities. At the same time, the policies are intended to help achieve other objectives of the council, such as improving journey times, sustaining and enhancing the vitality of town centres and contributing to a reduction in carbon emissions.

Parking Reviews

We receive hundreds of requests for new parking restrictions within our boroughs and districts every year. We use the <u>parking review process</u> to efficiently prioritise requests and manage the implementation of those requests following prioritisation and approval. Engineers consider a number of factors when assessing those requests, including, but not limited to:

- road safety
- accessibility
- congestion
- the possibility of just displacing a problem, and
- how many people support the request.

Legislation

The list below provides the most relevant pieces of legislation to our work around parking restrictions and controls. It is not an exhaustive list.

- <u>Highways Act 1980</u> this is the primary legislation that governs local authorities' powers and duties relating to the public highway.
- <u>Road Traffic Regulation Act 1984</u> this is the legislation that provides the power for local authorities to regulate or restrict traffic on the public highway.
- <u>The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations</u> <u>1996</u> – this dictates the procedures which authorities must follow in order to lawfully make a traffic regulation order.
- <u>Traffic Management Act 2004</u> this legislation provides powers and duties in relation to managing traffic on the public highway network, and provides the power for enforcement of a number of parking related contraventions.
- <u>The Traffic Signs Regulations and General Directions 2016</u> this is a Statutory Instrument that provides instruction to authorities as to the road markings and traffic signs that may / must be installed on the public highway.

As defined by the Road Traffic Regulation Act 1984, the reasons for which authorities may introduce a traffic order for waiting, loading and stopping restrictions are:

- Avoiding danger to persons or other traffic using the road or any other road or for preventing the likelihood of any such danger arising.
- Preventing damage to the road or to any building on or near the road.
- Facilitating the passage on the road or any other road of any class of traffic (including pedestrians).
- Preventing the use of the road by vehicular traffic of a kind which, or its use by vehicular traffic in a manner which, is unsuitable having regard to the existing character of the road or adjoining property.
- Preserving the character of the road in a case where it is especially suitable for use by persons on horseback or on foot.
- Preserving or improving the amenities of the area through which the road runs.
- Any of the purposes specified in paragraphs (a) to (c) of subsection (1) of section 87 of the Environment Act 1995, relating to air quality.

No such explicit list exists for the creation of parking controls, e.g. parking bays, permit schemes etc.

Annex 3 – General enquiries

This annex contains information about topics that are quite often raised by people when making comments in response to parking proposals but are generally things that are not considered within a parking review, or not possible to consider at that time.

Speed limits, traffic calming, and speed enforcement

Speed limits are introduced by the county council provided Surrey Police agree with the limit proposed. Further information about speed limits can be found on our website at: <u>Speed limits</u>

Speed limits and traffic calming measures are considered by our local area highway team, and you can raise queries regarding these subjects using the contact details below on the next page. The police are the only authority with powers to enforce speed limits.

Road safety and sustainable travel for schools

Surrey County Council provides a range of services to help schools on this matter, more information can be found at: <u>Road safety and sustainable travel for schools</u>

Creation of additional parking space on verges or grassed areas

This is not something that is considered by the parking team or within a parking review. Unfortunately, the council has little to no funding to carry out this type of work at the current time, but any requests for these types of schemes would need to be considered by the local area highway team, who can be reached via the contact details on the next page.

Requests for permit parking schemes

We can consider introducing permit parking schemes under appropriate circumstances. However, such significant changes cannot be considered based on only one or two requests. Anyone wanting to find out more about permit parking should first look at our webpage which explains where, why, and how a scheme could be introduced, and how they work, at: <u>Permit parking schemes</u>

Having read that information, any customers interested in pursuing the idea of permit parking further, should consider raising a parking scheme request form (petition), as explained online at: <u>The parking review process</u>

Requests for additional parking controls

Due to the legal processes involved, we cannot generally consider further parking restrictions over and above those already 'advertised'. The best way to put forward any ideas for new parking controls is to raise them to be considered as part of the next parking review in the area. Information about parking reviews, including how and why we do them, and how to raise any further requests, is available on our website at: <u>The parking review</u> process

Enforcement

Since 1 April 2023, on street parking enforcement in Surrey has been carried out by NSL, working on our behalf (Surrey County Council). Prior to that date it was carried out by the borough and district councils, on our behalf, and they continue to carry out parking enforcement in their car parks. If you have any queries about this, you may reach them by visiting their webpage.

General enquiries

Any other enquiries regarding highways can be raised via the electronic forms on our website: <u>Contact our roads and transport service</u>

Or, for emergencies or there is not a suitable online form, using the contact details below:

- Email: contact.centre@surreycc.gov.uk
- Textphone (via Text Relay): 18001 0300 200 1003
- **SMS**: 07860 053 465
- Fax: 020 8541 9575
- Address: Contact Centre, 1st Floor, Fairmount House, Bull Hill, Leatherhead, Surrey, KT22 7AH
- **Telephone**: 0300 200 1003 (9am to 5pm, Monday to Friday, excluding bank holidays. Emergencies only at all other times).

END