

## Appendix G – Process flows for Controlled Parking Zone (CPZ) consultation and implementation

The informal consultation is normally carried out in two stages:

- Stage One – “in principle” informal consultation on Controlled Parking Zone
- Stage Two – informal consultation on the draft design for the Controlled Parking Zone

Formal consultation for a CPZ will be carried out after the informal consultation has been completed. A Traffic Management Order will be made subject to any objections raised as part of the statutory consultation process.

### Typical costs:

There is no standard schedule of costs for the development and implementation of a CPZ since the size and complexity varies on a case by case basis. However, using a recent example (Hither Green East CPZ with 1,500 properties and 4.1km of roads), typical costs are illustrated below:

£10,000 – consultation leaflets (design, printing, distribution and postage), CPZ maps, exhibition venues etc.

£35,600 – CPZ signs and posts

£1,500 – CPZ line markings

£27,280 – pay and display machines

£4,000 – Traffic Management Orders

£10,000 – Changes at first review stage (including any associated Traffic Management Orders)

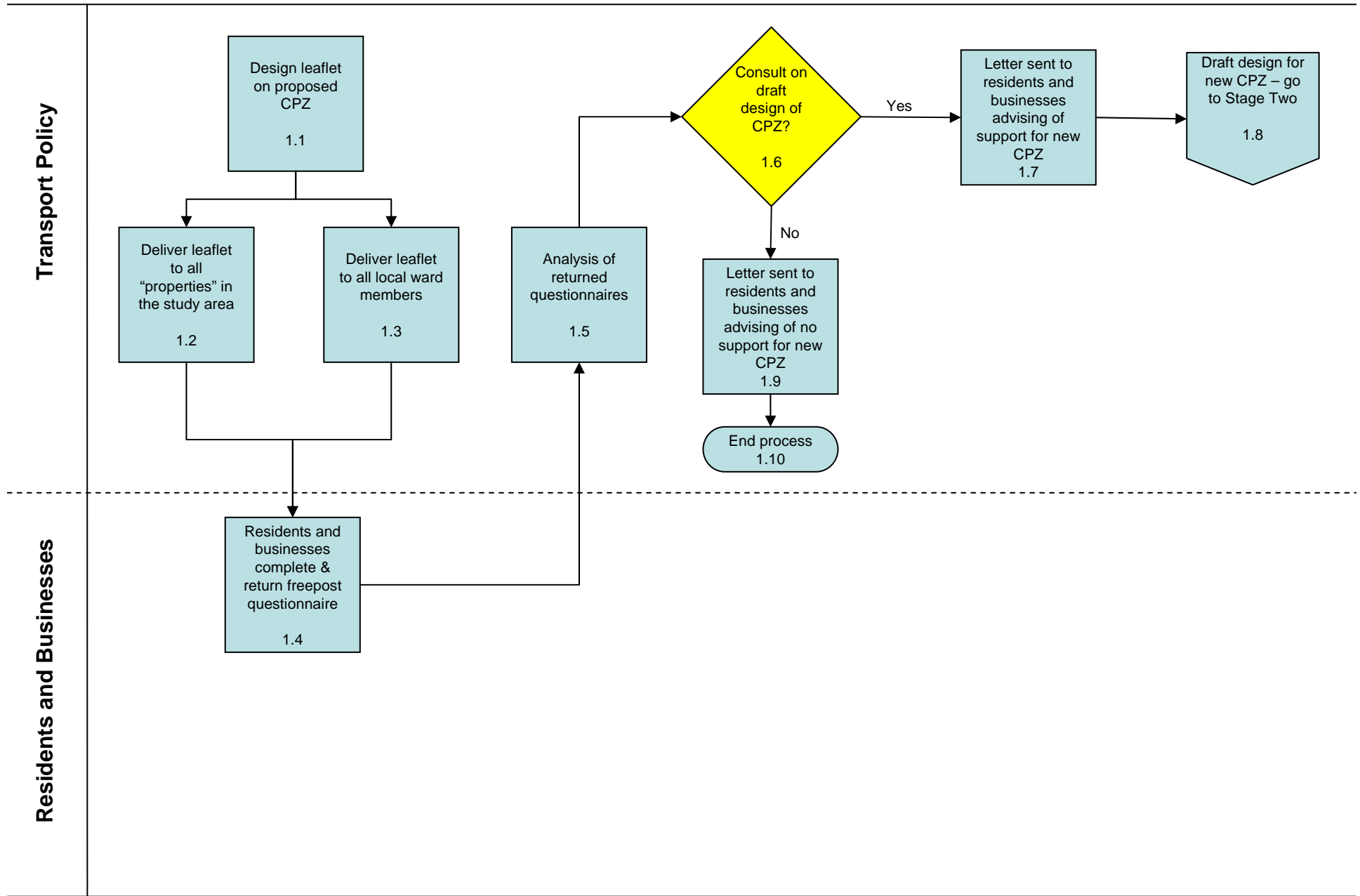
£71,760 – Staffing costs (Initial CPZ process)

£40,000 – Staffing costs (First CPZ review process after approx 1 year of operation)

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**£200,140 Total**

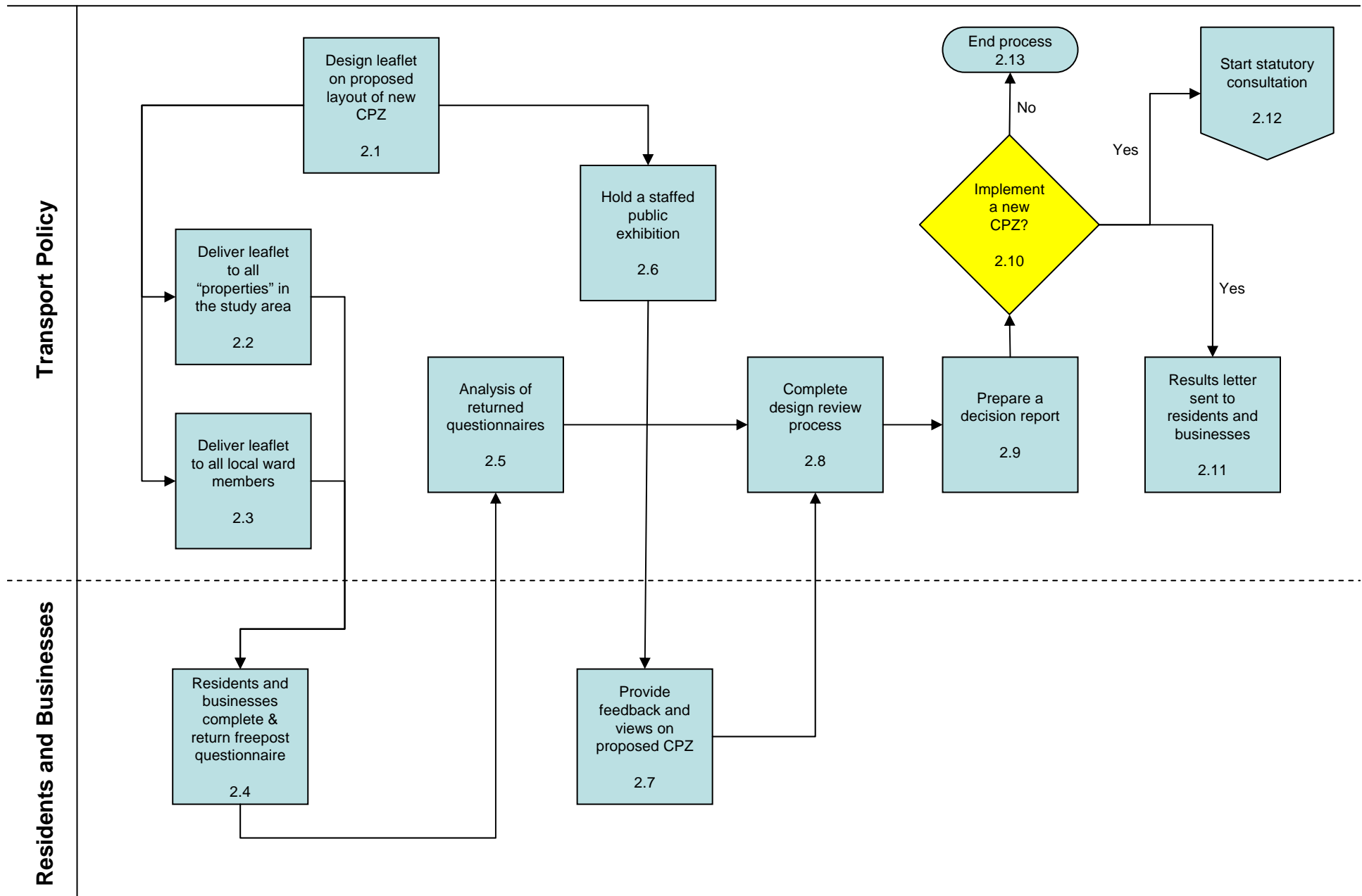
# Stage One – “in principle” informal consultation on Controlled Parking Zone (CPZ)



## Stage One – “in principle” informal consultation on Controlled Parking Zone (CPZ)

Step	Process Step Name	Process Step Description	Owner
1.1	Design leaflet on proposed CPZ	The leaflet will outline the reasons for and purpose of creating a controlled parking zone. It will also give basic information on the proposed days/times of operation and the costs associated with parking in the proposed CPZ. No specific detailed proposals shall be put forward at this stage. The leaflet will contain a questionnaire where residents can indicate whether or not they support the development of the proposed CPZ.	Transport Policy
1.2	Deliver questionnaire to all properties in the study area	The stage one informal consultation on the CPZ “in principle”, will start with a leaflet drop to all properties in the proposed area, this will include both local residents and businesses.	Transport Policy
1.3	Deliver questionnaire to all local ward members	Leaflets are all delivered to all local ward members.	Transport Policy
1.4	Residents and businesses complete and return freepost questionnaire	Residents voluntarily complete the questionnaire on the “in principle” CPZ, and return it to the Council free of charge in a pre-paid envelope.	Residents and Businesses
1.5	Analysis of returned questionnaires	All questionnaires that are returned are analysed. This analysis will be used to gauge whether enough support exists to continue development of the CPZ and over what area it should be developed.	Transport Policy
1.6	Consult on draft design of CPZ	Decisions on whether to proceed with CPZ are normally made by officers based on agreed Council policy, delegated through Mayor and Cabinet. Once the decision is made, letters are sent to all properties and copied to local ward members.	Transport Policy
1.7	Letter sent to residents and businesses advising of support for new CPZ	If properties in study area are in favour of a new CPZ, then a letter will be sent out to all residents and businesses in this area, advising that a further detailed consultation on the design of the CPZ will be required.	Transport Policy
1.8	Draft design for new CPZ – go to Stage Two	A suitable CPZ design will be prepared based on the perceived local needs and any feedback received during earlier consultations or correspondence. The new draft design for a CPZ will form the basis of Stage Two of the consultation. In large consultation areas there may be the need for more than one detailed design, and this will need to be prioritised.	Transport Policy
1.9	Letter sent to residents and businesses advising of no support for new CPZ	If properties in the study area are not in favour of a new CPZ, then a letter will be sent out to all residents and businesses in this area advising that no further action will be undertaken.	Transport Policy
1.10	End process	If it is decided not to consult on a draft design for a CPZ, then the Stage One consultation will conclude the overall process and no further action will be required.	Transport Policy

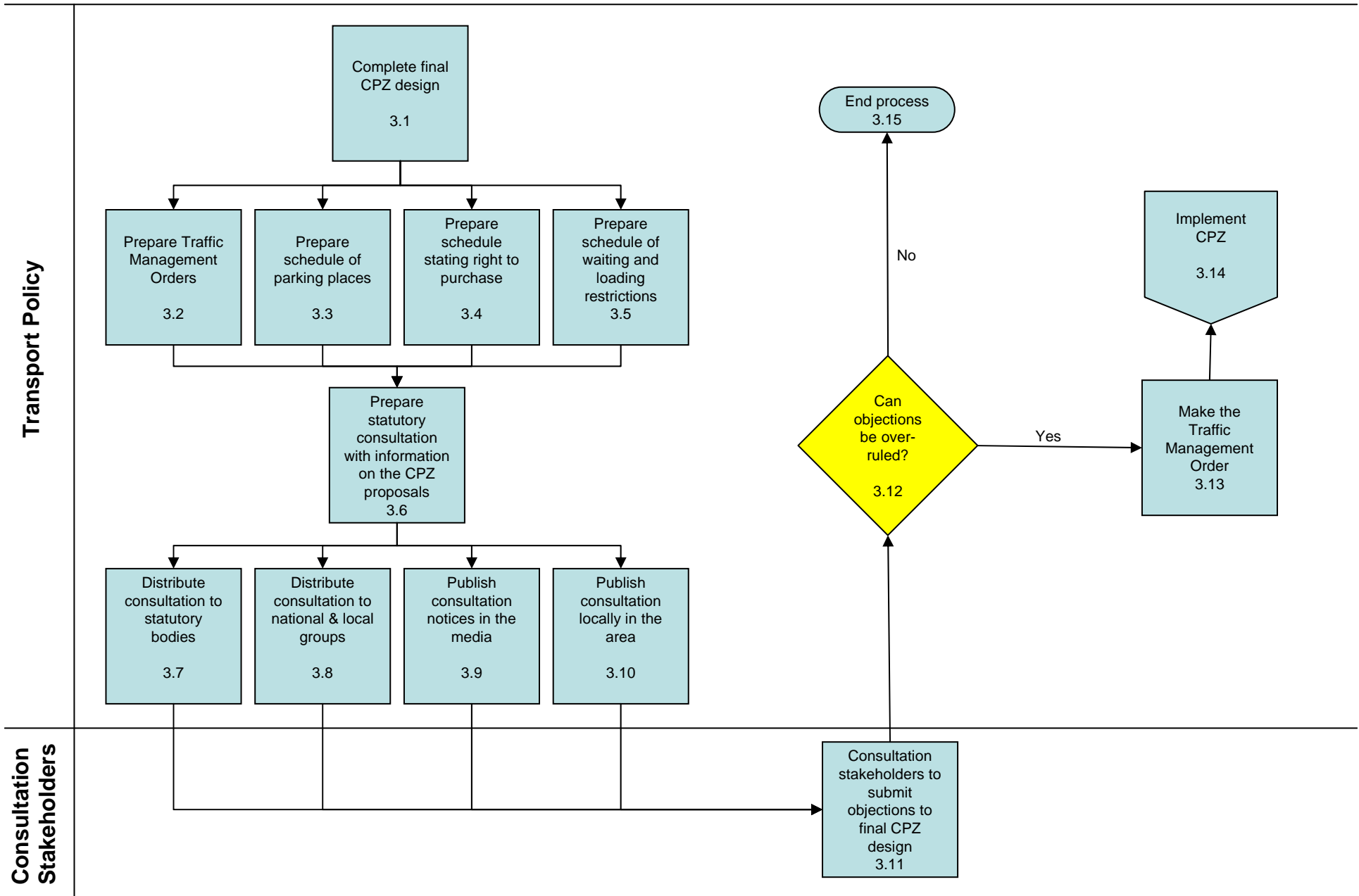
## Stage Two – Informal consultation on the draft design for the Controlled Parking Zone (CPZ)



## Stage Two – Informal consultation on the draft design for the Controlled Parking Zone (CPZ)

Step	Process Step Name	Process Step Description	Owner
2.1	Design leaflet and maps on proposed layout of new CPZ	The leaflet will contain a plan indicating the proposed layout of the CPZ. The plan should show in outline the extent of residents bays, pay and display bays. It will also contain details of the costs of permits and dates/times of the zone etc.	Transport Policy
2.2	Deliver leaflet to all properties in the study area	A leaflet drop to all properties in the proposed area will be undertaken, this will include both local residents and businesses.	Transport Policy
2.3	Deliver leaflet to all local ward members	Leaflets are all delivered to all local ward members.	Transport Policy
2.4	Residents and businesses complete questionnaire	Residents voluntarily complete the questionnaire on the draft CPZ design, and return it to the Council free of charge in a pre-paid envelope.	Residents & Businesses
2.5	Analysis of returned questionnaires	All questionnaires that are returned are analysed and feed into the design review process.	Transport Policy
2.6	Hold a staffed public exhibition	A public exhibition will be held in or close to the area proposed for the new CPZ. In addition to the consultation leaflet, the exhibition will normally have large scale maps detailing the proposed layout of the CPZ. Throughout the exhibition suitably qualified and experienced engineers shall be available to speak to visitors about the scheme.	Transport Policy
2.7	Provide feedback and views on proposed CPZ	Staff at the exhibition shall seek public views on the suitability of the draft CPZ design, and also provide a focus for visitors to raise other types of problems in the area e.g. maintenance etc. All comments are fed into the design review process.	Residents & Businesses
2.8	Complete design review process	The feedback and analysis from either the completed questionnaires or the public exhibition is used to undertake a design review process.	Transport Policy
2.9	Prepare a decision report	A decision report will be prepared containing the consultation results and recommendations.	Transport Policy
2.10	Implement a new CPZ?	The Head of Transport will make a decision on the new CPZ.	Head of Transport
2.11	Results letter sent to residents and businesses	Letters will be sent to all local residents, businesses etc. in the consulted area giving them the results of the consultation and any proposed future actions. These letters will be copied to local members, the Mayor of Lewisham, and the Lead Cabinet Member.	Transport Policy
2.12	Start statutory consultation	If the decision is taken to implement a CPZ, then a statutory consultation will be required. This will form the final stage of the consultation process.	Transport Policy
2.13	End process	If the decision is taken not to implement the CPZ, then the consultation process will end at this point.	Transport Policy

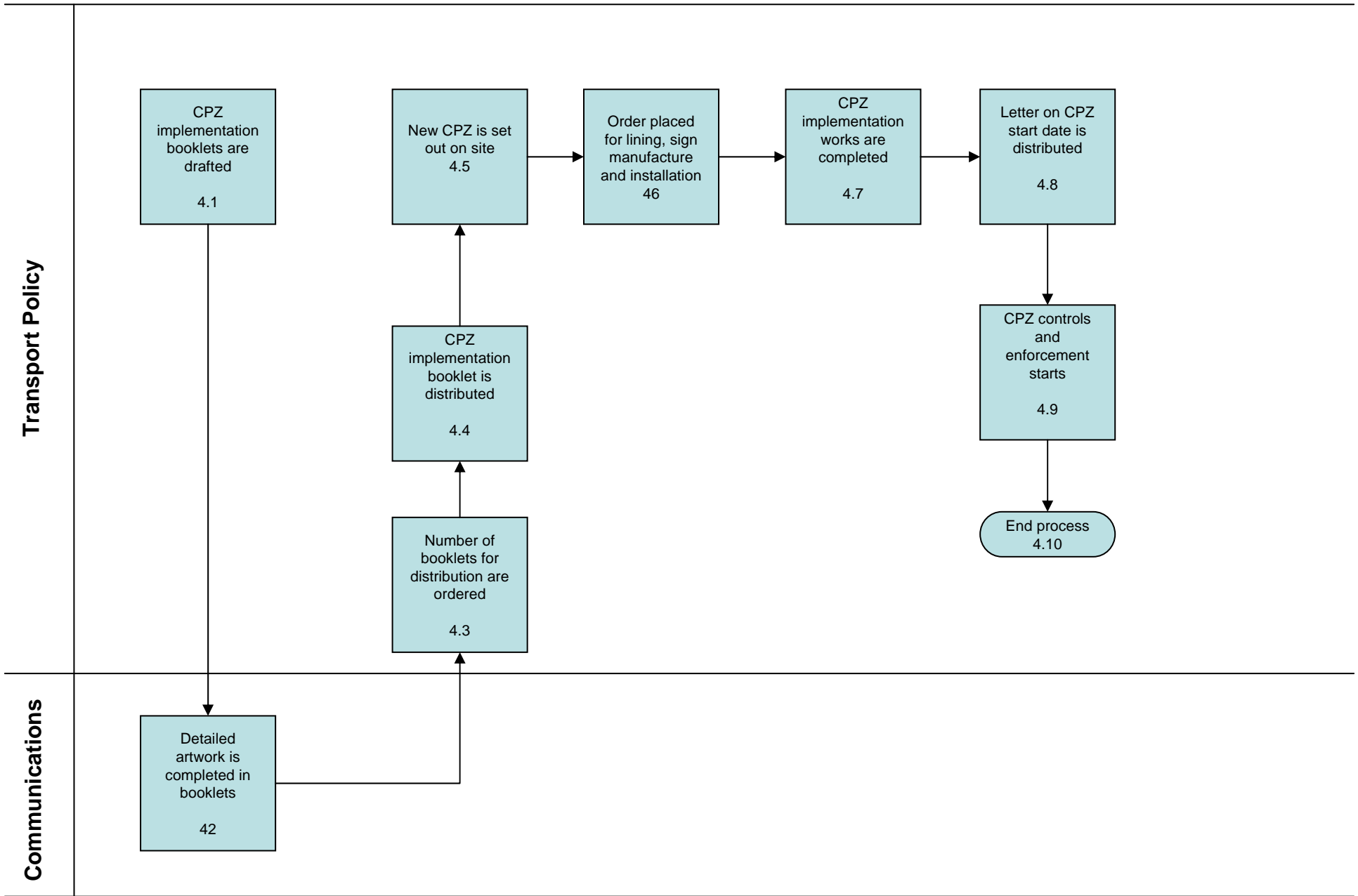
# Statutory consultation on the final CPZ design



## Statutory consultation on the final CPZ design

Step	Process Step Name	Process Step Description	Owner
3.1	Complete final CPZ design	If a decision is made to implement a CPZ, then a statutory consultation will be required. Prior to this, any minor changes to the consulted draft design emanating from the informal consultation will be made and the final design for the CPZ prepared.	Transport Policy
3.2	Prepare Traffic Management Orders	General Traffic Management Orders (TMOs) need to be prepared for “parking bays” and waiting and loading restrictions (yellow lines). Both of which should refer to the controlling legislation and give general information about the operation of the CPZ.	Transport Policy
3.3	Prepare schedule of parking places	A schedule of parking places with geographical references to their position, size and purpose (resident permit, disabled bay, Pay and Display etc.) must be prepared.	Transport Policy
3.4	Prepare schedule stating right to purchase	A schedule stating who (what streets and addresses) have the right to purchase permits for the CPZ must be prepared.	Transport Policy
3.5	Prepare waiting and loading restrictions	Schedules of waiting and loading restrictions in the proposed CPZ must be prepared, with any necessary geographical references.	Transport Policy
3.6	Prepare statutory consultation on CPZ	The statutory consultation on the proposed CPZ can be carried out, including information on the final design.	Transport Policy
3.7	Distribute consultation to statutory bodies	Statutory consultation should be distributed to a large number of statutory bodies such as emergency services, and other local authorities.	Transport Policy
3.8	Distribute consultation to national and local groups	Statutory consultation should be distributed to national and local groups that are deemed to have an interest in, or may be affected by, the proposed works.	Transport Policy
3.9	Publish consultation notices in the media	Statutory consultation notices are published in both a local newspaper (i.e. The South London Press) and also The London Gazette.	Transport Policy
3.10	Publish consultation locally in the area	Statutory consultation is published locally in the area concerned by notices on lamp columns and sign posts etc.	Transport Policy
3.11	Consultation stakeholders to submit objections	If any consultation stakeholders have objections to the final design of the CPZ (e.g. on health and safety grounds) these will need to be communicated to the Council.	Consultation Stakeholders
3.12	Can objections be over-ruled?	Any objections received by the Council as part of the statutory consultation must be considered, and a determination made as to whether these can be over-ruled.	Transport Policy
3.13	Make the Traffic Management Order	If there are no objections, or objections received can be over-ruled, then the necessary TMOs will be made including a start date when the new controls can be introduced.	Transport Policy
3.14	Implement CPZ	The necessary steps to implement the new CPZ can now commence, and any necessary design changes resulting from the consultation will be made.	Transport Policy
3.15	End process	If objections to the CPZ are received as part of the statutory consultation and these cannot be over-ruled then the CPZ will not be implemented in its final design.	Transport Policy

# Implementation of CPZ





## Implementation of CPZ

Step	Process Step Name	Process Step Description	Owner
4.1	CPZ implementation booklets are drafted	Implementation booklets (containing all of the information on permits and permit application forms etc.) will be drafted.	Transport Policy
4.2	Detailed artwork is completed in booklets	Booklet design and detailed artwork is completed.	Communications
4.3	Number of booklets for distribution are ordered	Based on the size of the new CPZ, the necessary number of booklets will be ordered.	Transport Policy
4.4	CPZ implementation booklet is distributed	The implementation booklets will be distributed with a covering letter to all residents, businesses etc. The booklets/letters will be copied to local ward members, the Mayor of Lewisham and the Lead Cabinet Member.	Transport Policy
4.5	New CPZ is set out on site	The engineer will set out the new CPZ on site, including markings on all new bays and the position for signage. Where practicable signs will be placed on existing posts/lamps.	Transport Policy
4.6	Order placed for lining, sign manufacture and installation	The necessary lining, sign manufacture and sign placing works will be ordered – normally from the Council's highways contractor.	Transport Policy
4.7	CPZ implementation works are completed	The necessary signs etc. will be installed once they have been delivered by the highways contractor.	Transport Policy
4.8	Letter on CPZ start date is distributed	Once the implementation works are complete, a letter will be distributed to all residents giving them the start date for enforcement. The letter will be distributed at least two weeks before the start date for enforcement. The letter will be copied to local ward members, the Mayor of Lewisham and the Lead Cabinet Member.	Transport Policy
4.9	CPZ controls and enforcement starts	The specified days and times of operation for parking restrictions come into effect within the CPZ, and are enforced by officers.	Transport Policy
4.10	End process	The new CPZ begins operation, and the implementation process is concluded.	Transport Policy