* Required answer

M1: Parking Policy

Question 1: What is the typical status of car parking in the city at the current time (not in policies that have not necessarily yet been implemented)? *

Level 0	☐ **Cars are the central element in urban mobility. There is sufficient density and number of parking spaces provided so that it is easy access all locations at all times by car.**
Level 1	☐ **Cars are the main element in urban mobility.** ☐ Restriction of car parking spaces are only implemented occasionally when unavoidable. Action is only taken if a problem appears and is communicated to the city, such as poorly managed parking spaces resulting in traffic disruptions.
Level 2	☐ **Some car user groups face parking restrictions, mostly to accommodate the needs of other car user groups.** ☐ e.g. Car user groups such as commuters, residents and shoppers are regulated by either restricting commuter parking through use of resident parking zones or short-term parking zones to guarantee the interest of residents and shoppers.
Level 3	☐ **All transport modes are treated equally. The city works to ensure that locations are highly accessible by car, public transport, bicycle and walking. Constraints such as availability of space are negotiated to keep the balance between all transport modes.** ☐ Transport networks including parking are developed for all transport modes including multi-modal options. User needs and usage figures are monitored so that space can be reallocated between modes/users as necessary. Some limited parking and/or access restrictions for private motor vehicles exist.
Level 4	☐ **Cars take a secondary and complementary role in the urban transport network. Access is designed around sustainable modes which may be at the expense of car users**. ☐ Walking and cycling networks as well as PT service provision are consistently and regularly developed. The space needed for networks and services extensions are taken from roads and car parking spaces. ☐ Car parking space is removed from central and critical locations and relocated to P & R facilities at the edge of the city with good bike sharing and public transport services connections. ☐ Car access to high-use, sensitive and other critical areas of the city is reduced by using access regulations and the removal of parking spaces which triggers sustainable transport choices. ☐ Urban space, originally used for motorised transport, is redesigned to accommodate non-motorised transport modes and to create better places.

Comment:	**Possible improvements:**

M1: Parking Policy

Question 2: How is parking anchored in transport policies (or city's development policy) at the current time (not in policies that have not yet been implemented)? *

Level 0	☐ **We don't have any parking policy.**
Level 1	☐ **Parking policy is subject to regulations applied only where parking has become a problem. There is no dedicated unit working with parking, it is simply done by transport, road construction or other departments in a reactive way.** ☐ There is consultation between the municipality and other actors, when problems occur (for example when construction sites block parking options temporarily to the disadvantage of inter-municipal commuters).
Level 2	☐ **Parking is part of the overall transport policy of the city and the department responsible for transport planning and policies is also responsible for parking. Parking is used to maximise accessibility by car to the main land uses in different city areas.** ☐ e.g. Parking policies in central business areas promote short-term parking to facilitate the arrival of potential clients and customers at their destination by car. In mixed residential and commercial areas, parking policies safeguard resident parking spaces by using resident's parking zones.
Level 3	☐ **Parking policies form a distinct part of the city's transport policy that works together with other transport sections following a push and pull (carrot and stick) approach. All transport related aspects are dealt with by the same (part of the) city organization; most commonly the transport planning department.** ☐ The elements of parking policy support pushing people towards sustainable transport mode choices by using pricing, short-term parking and parking restrictions in conjunction with provision of on-street and off-street parking. ☐ e.g., On-street parking close to large employers and business areas, as well as retail and shopping areas, is covered by paid short-stay parking schemes with exceptions for residents and/or company owners only. However, both need to pay for the privilege.
Level 4	☐ **Parking policy is a key characteristic of overall transport policy forming the push element in the objective to increase shared mobility options, PT, bicycle and walking modal shares (these being pull elements) making use of revenue from parking to help pay for sustainable transport measures.** ☐ e.g., The Ghent Mobility Department (see case study and Park4SUMP Video Clip at https://www.youtube.com/watch?v=Aszri10h0T8&feature=youtu.be). This refers to regulations, supply, paid parking and the respective push measures on the one hand but also to using revenues from parking for the development of the pull measures on the other hand. All responsibilities for transport planning, revenues from parking and budget decisions are housed within one part of the city organisation that can decide on the use of resources independently.

Comment:	**Possible improvements:**

M1: Parking Policy

Question 3: How much cooperation exists internally or with external organisations (i.e., neighbouring municipalities, province, etc.)? *

Level 0	☐ **We do not communicate with other organisations on parking policies.**
Level 1	☐ **Information on parking policies, and directly connected transport topics, is shared between us and our neighbouring municipalities on an ad-hoc basis.** ☐ Updates and news on parking policy and its implementation is sent to the responsible bodies of neighbouring municipalities when judged necessary. ☐ Updates and news on parking policy and its implementation is sent to the responsible bodies of neighbouring municipalities when judged necessary.
Level 2	☐ **Authorities and politicians from different municipalities and authorities meet and collaborate occasionally on parking policies and related transport areas.** ☐ e.g., A potential P & R facility located in one municipality but serving trips to another might be discussed and planned jointly.
Level 3	☐ **Authorities and politicians from different municipalities undertake planning for region-level parking measures and related transport topics regularly. In almost all cases this planning is done jointly, with the exception of areas that do not mutually influence other authorities.** ☐ There is a working group composed of both officials and politicians from different municipalities and authorities which meets several times a year. ☐ Projects, background information and policy decisions are communicated to the other municipalities and authorities on a regular basis. ☐ The central city and the peripheral municipalities coordinate their activities regularly (e.g. Implementation of P&R facilities at main access roads to central city).
Level 4	☐ **Parking policies and the overall transport strategy are set up and implemented jointly in a permanent group of interconnected municipalities that also may include the upper regional / national level.** ☐ There is a permanent transport policy committee, which prepares and advises on policy decisions on transport policy, composed of different politicians and high level officials from different municipalities and authorities. ☐ An overview of new projects and results of research and policy decisions are disseminated to other municipalities and authorities in the urban agglomeration in a structured way (e.g. Common databases and sites where the latest information and decisions can be consulted and updated). ☐ There is effective joint decision making and joint working between the municipalities in the urban agglomeration on region level parking policy and measures.

Comment:	**Possible improvements:**

M1: Parking Policy

Question 4: Plans for core changes in current parking policies

Level 0	☐ No changes needed
Level 1	☐ **Implementation of new / extension of simple on street parking controls to new areas** ☐ Areas without any current regulation are defined as parking areas and but without time limit or paid parking status. Parking is banned all day or part of the day in sensitive areas such as in front of schools, around junctions, on some narrow roads and/or in loading zones etc.
Level 2	☐ **Implementation of new / extension of existing controlled parking zones AND changes of time limits.** ☐ Areas without any regulation are now defined as parking areas and other areas (marking, sign posting) including time limits (e.g. maximum duration for parking is 3 hours). ☐ Areas that are already regulated (as mentioned in level 1) are receiving time limitations.
Level 3	☐ **Implementation of new / extension of existing controlled parking zones with time limits AND increase of parking rates** ☐ Areas without any or with regulation are now defined as paid parking areas (e.g. 1 Euro per hour) and in some or all cases there is a maximum length of stay permitted ☐ Areas that are already regulated as paid parking areas increase the rates (e.g. 1,5 Euro per hour instead of formerly 1 Euro). ☐ Residents have preferential access to the controlled parking zone closest to their home
Level 4	☐ **All three (regulated and controlled, time limited and paid)** ☐ E.g. the city makes use of the major parking instruments, paid parking AND time limits in combination. ☐ Differentiated charging for different vehicle types and/or second and subsequent permits ☐ Permits for different user groups e.g. tradespeople (plumbers, electricians) as well as residents

M1: Parking Policy

Question 5: How do you ensure efficient use of public space through parking space management and access regulations for motorised traffic at the current time (not in future policies and plans)? *

Level 0	☐ **No activities**
Level 1	☐ **Public space used for car parking is only changed occasionally.** ☐ Parking spaces are reallocated when constructing major project like a tram line where it uses space previously allocated to car parking. ☐ Access to internal building block areas necessitates the removal of a parking space
Level 2	☐ **Public space used for parking is optimised to accommodate more car parking in the same area.** ☐ Construction of (underground) garages instead of former surface car parking areas ☐ Mixed use parking that shares the available car parking spaces according to the time of day requirements i.e., residents (evenings) and commuters (daytime).
Level 3	☐ **Reduced public space used for parking is allocated to provide more public space for other transport modes.** ☐ Setting regulation for each new car parking space provided in a garage the same number of surface parking spaces must be abandoned (e.g., this approach is the basis of the so-called "historical compromise" in Zurich). ☐ Planning for improved walking, cycling or PT conditions draws on public space currently allocated to car parking. ☐ Efficient public space use for transport follows the strategy to allocate public space to more space efficient transport modes.
Level 4	☐ **There is a comprehensive strategy for the city which is executed jointly.** ☐ e.g. Regularly reducing on-street parking in central city areas to convert to other uses ☐ e.g. Minimum instead of maximum parking standards ☐ e.g. Re-use former parking spaces for higher value use (housing, play grounds)

Comment:	Possible improvements:

M1: Parking Policy

Question 6: How are paid parking fees used? *

Level 0	☐ **There is no paid parking**
Level 1	☐ **Fees go directly to regional / national level** ☐ Regulations set out that income from paid parking is a form of regional or national funds and thus these are directly transferred to the respective higher level.
Level 2	☐ **Fees are collected at local level but there is no specific requirement or decision for their use** ☐ Paid parking is used to contribute to the city expenses in general without any specific purpose
Level 3	☐ **Partial funds generated by fees are earmarked to the city budget for transport projects** ☐ Parts of the fees surplus are spent on transport projects but are depending on available resources and annual financial needs of the city. There is no fixed amount or guaranteed regular contribution. ☐ e.g., City of Edinburgh uses its parking fee surplus to fund a selection of transport projects, but differently each year.
Level 4	☐ **Fees from paid parking are completely fixed and earmarked for sustainable transport projects in the long-term and can be used by the responsible administrative transport body freely within this framework.**

Comment:	**Possible improvements:**

M1: Parking Policy

Question 7: What happens to parking violation fines? *

Level 0	☐ **We have no enforcement and thus no fines income**
Level 1	☐ **Fines go directly to regional / national level** ☐ Regulations set out that income from fines is a form of regional or national funds and thus these are directly transferred to the respective higher level.
Level 2	☐ **Fines are collected at local level but there is no specific requirement or decision for their use** ☐ Fines are used to contribute to the city expenses in general without any specific purpose.
Level 3	☐ **Partial funds generated from fines are earmarked to the city budget for transport project** ☐ Parts of fines are spent on transport projects depending on available resources and annual financial needs of the city. There is no fixed amount or guaranteed regular contribution.
Level 4	☐ **Parking fines are completely fixed and earmarked for sustainable transport projects in the long-term and can be used by the responsible administrative transport body freely within this framework.**

Comment:	**Possible improvements:**

M1: Parking Policy

Question 8: What parking standards for new buildings do you apply in your city (defining the amount of parking that must be built off-street with a new building)? *

Level 0	☐ **We have no standards at all**
Level 1	☐ **We have minimum standards all over the city – developers have to provide the minimum but can build more**
Level 2	☐ **We have different minimum standards depending on availability of alternative means of transport – the minimums are higher where alternative transport is less good**
Level 3	☐ **We have maximum standards in areas with good alternative means of transport and minimum standards elsewhere**
Level 4	☐ **We have maximum standards all over the city**

Comment:	**Possible improvements:**

M1: Parking Policy

Question 9: Which of the following best describes your bicycle parking policy? *

Level 0	☐ **No bicycle parking policy at all**
Level 1	☐ **We check possible locations for bicycle parking facilities when there is money available but we have no strategy**
Level 2	☐ **Our strategy is to place bicycle racks at the most important destinations**
Level 3	☐ **A municipal level cycle parking plan and policy is available, based on a detailed analysis, yearly increase of number of parking facilities and quality improvement (whether protected, theft-proof)**
Level 4	☐ **A municipal level cycle parking plan and policy has been developed, based on a detailed analysis, yearly increase of number of parking facilities and quality improvement (whether protected, theft-proof). A maximum accepted distance between living places and bicycle parking facilities is defined and the plan includes improved residential bike parking. It also includes a shift of space currently used for car parks or car traffic into bike parking areas. Larger areas bike parking have intermodal links.**

Comment:	**Possible improvements:**

M1: Parking Policy

Question 10: What is the current status of bicycle parking policy implementation? *

Level 0	☐ **No bicycle parking policy at all**
Level 1	☐ **Our intention is to check possible locations for bicycle parking facilities when there is money available but no strategy is in operation**
Level 2	☐ **Bicycle racks are placed at the most important destinations**
Level 3	☐ **The municipal level cycle parking plan and policy is put into effect, based on detailed analysis, yearly increase of number of parking facilities and quality improvement (whether protected, theft-proof)**
Level 4	☐ **The municipal level cycle parking plan and policy is put into effect, based on detailed analysis, yearly increase of number of parking facilities and quality improvement (whether protected, theft-proof). A maximum accepted distance between living places and bicycle parking facilities is defined and the plan includes improved residential bike parking. It also includes a shift of space currently used for car parks or car traffic into bike parking areas. Larger areas bike parking have intermodal links.**

Comment:	**Possible improvements:**

M1: Parking Policy

Question 11: What is being done to improve the knowledge and skills of the staff (not enforcers) dealing with parking – training and professional development? *

Level 0	☐ **No activities**
Level 1	☐ **Sometimes employees take part in general training. Further education about parking is not a priority (e.g. Computer training, communication, project management etc.).**
Level 2	☐ **Occasionally employees take part in general training events on parking, such as regional update or workshops on parking, if they put enough pressure on their superiors.** ☐ The staff have time resources available for education on a self-help basis (e.g., via Internet, manuals, journals etc.).
Level 3	☐ **There is a separate regular budget for staff training and professional development.**
Level 4	☐ **There is a tailor-made training and development programme for all staff members including participation in (inter)national events related to parking (e.g. trainings for junior staff and new colleagues).** ☐ Discussions with other municipalities, other authorities, and (potential) actors are held on a regular basis (i.e. expert exchange of experience).

Comment:	**Possible improvements:**

M2: Parking operations

Question 12: What is the size of the zones where on-street parking is paid or regulated? *

Level 0	☐ **No area of the city has paid parking or time regulated parking**
Level 1	☐ **One or more area(s) of the city (e.g., City Centre) is regulated with time restrictions only**
Level 2	☐ **One or more area(s) of the city is time regulated and paid parking**
Level 3	☐ **Several areas of the city have paid parking and are time regulated in different zones, and the different zones have special conditions for residents.**
Level 4	☐ **The city is divided into several zones which differentiate time of day being in force, paid parking and time restrictions, and the different zones have special conditions for residents.** ☐ Zones might also include dynamic pricing for duration of stay and/or different hourly payments depending on the vehicle's emission characteristics.

Comment:	**Possible improvements:**

M2: Parking operations

Question 13: Which payment options do you offer for on-street parking? *

Level 0	☐ **We don't have paid parking**
Level 1	☐ **Different options such as** ☐ Payment in cash at a ticket machine ☐ Payment to a member of staff on the street ☐ Purchase (a book of) tickets from the municipality
Level 2	☐ **Ticket machines issue paper tickets with payment by cash and/or credit / debit card**
Level 3	☐ **Payment in cash and/or credit/debit card for paper tickets issued by a ticket machine, or payment by mobile phone / app without ticket being issued.**
Level 4	☐ **As level 3 and city smart card (payment for different public services on a single card)**

M2: Parking operations

Question 14: How is the city dealing with residential permits? *

Level 0	☐ **There are no special permits for residents**
Level 1	☐ **Residents can apply for as many permits as they wish**
Level 2	☐ **There is a limit to the total number of residential permits per household and permits are to be paid. Costs of permits are increasing occasionally or regularly.**
Level 3	☐ **There is a limit to the total number of permits per household, and the first permit per household costs less than the second and so on. Costs of permits are increasing regularly.** ☐ Residential permits are cheaper for clean and/or smaller vehicles
Level 4	☐ Households are limited to **one permit per household.** ☐ Residential permits are cheaper for clean and/or smaller vehicles. ☐ Costs of permits are increasing regularly**.** ☐ Households living in car-free housing (housing where no parking is provided and occupants accept this when they move in) are not allowed to apply for an on-street permit. ☐ The cost of a residential permit is (at least) half the price of other use of public space permits (e.g., A permit for a terrace café).

Comment:	**Possible improvements:**

M2: Parking operations

Question 15: How are business parking permits allocated? *

Level 0	☐ **There are no special permits for businesses**
Level 1	☐ **Businesses can apply for and buy as many permits as they wish**
Level 2	☐ **There is a limit to the total number of permits for each business**
Level 3	☐ **The first business permit costs less than the second and third** ☐ Business permits are cheaper for clean and/or smaller vehicles
Level 4	☐ **The charge for a business permit varies in different areas of the city** ☐ Business permits are cheaper for clean and/or smaller vehicles. ☐ Businesses are limited to one permit per business ☐ The cost of a business permit is (at least) half the price of other use of public space permits (e.g., A permit for a terrace café)

Comment:	**Possible improvements:**

M2: Parking operations

Question 16: What information and guidance do you offer about off-street parking (spaces/routing)? *

Level 0	☐	**No information provided about off-street parking**
Level 1	☐	**Information about prices and number of spaces available on paper and the internet** ☐ Static road signs indicate off-street parking however, it is only posted at the parking location (i.e., city wide guidance is not provided)
Level 2	☐	**Signs include information about parking spaces and number at the parking zone in a static way, real time information is not provided.** ☐ Car drivers receive information on the direction of parking spaces and the direct location by signposting as part of the regular traffic signs ☐ Information about prices and number of spaces available on paper and the internet.
Level 3	☐	**Real time off-street parking occupancy information provided online** ☐ Signs with static information and guidance are supplemented with real time information about parking spaces available at each location. ☐ Car drivers get the information about the number of unoccupied parking spaces at the parking space directly ☐ Information about prices and number of spaces available on paper and the internet/app.
Level 4	☐	**Dynamic guidance systems give direction and information on available parking spaces in real time when the driver is on the road** ☐ APPs and other online tools give information about unoccupied parking spaces, the best route to take based on real-time data traffic volumes and parking space availability before or at the start of the trip ☐ Car drivers receive information about the best routes to and the best locations for parking availability before choosing their route and parking space ☐ Guidance to unoccupied spaces provided online and/or via app

Comment:	**Possible improvements:**

M2: Parking operations

Question 17: How is parking and loading for freight and deliveries planned and managed on-street?

Level 0	☐ Freight vehicles have to find free car parking space or double park (in the traffic lane, causing congestion) – there is no dedicated space for them.
Level 1	☐ In the city centre there are some lengths of kerbspace reserved for loading at certain times of day but these have been in place for many years and have not been reviewed in relation to demand. There is no enforcement, so in practice much of the time the space is used for parking.
Level 2	☐ In the city centre there are some lengths of kerbspace reserved for loading at certain times of day and access is permitted to the pedestrian zone (if there is one) but only at certain times of day. Neither is well enforced but it is difficult to park a car for many hours in loading zones. The restrictions have been in place for many years and have not been reviewed in relation to demand
Level 3	☐ Demand for loading space is monitored regularly and restrictions and space modified according to this and in consultation with freight companies. Restrictions on kerbspace and access to pedestrian zones are well enforced. The city has at least begun to think about parking and loading space for cargobikes.
Level 4	☐ Dynamic kerbspace management in real time is used to allocate kerbspace between competing demands in the most efficient way, and sophisticated methods are used to manage freight traffic in access-controlled zones by, for example, granting greater access to smaller cleaner vehicles. The city has at least experimented with distribution hubs to reduce the volume of large vehicles coming into and trying to load/unload in the city centre. There is a parking and loading policy for cargobikes.

M3: Parking innovation

Question 18: (How) do we prepare for technical innovations (e.g., New mobility services, full electrification or autonomous vehicles)? *

Level 0	☐ **No activities**
Level 1	☐ **We keep up to date with development in transport innovations such as autonomous driving** ☐ City staff follows the topic through literature, conferences and workshops but to date no action has been taken to deal with innovations once they become imminent.
Level 2	☐ **We have allocated city administration responsibilities; we are working on how to make use of transport innovations and how to deal with them.** ☐ City administration has a responsible person / unit with a fixed mandate and resources. ☐ Current developments are not only followed up but are integrated into the city's general transport strategy and action plan
Level 3	☐ **We have a clear plan for the urban transport system as transport and it includes implementing mobility innovations** ☐ Visions and objectives for the city's transport system, with respect to possible transport innovations, have been created. ☐ Scenarios exploring the effects of policies and actions and the use of autonomous driving, large scale MaaS / sharing economy etc. have been developed and discussed. ☐ Actions and means for steering transport innovations according to visions and objectives have been developed.
Level 4	☐ **Plans to employ or react to transport innovations exist and have been used where feasible** ☐ Decisions about the allocation of car parking spaces are taken in the light of future needs that may arise from shared self-driving vehicles ☐ Large scale transport infrastructure investments are reviewed against the likely impact of future will have on demand ☐ Car access restrictions are implemented to safeguard continued and future focus on sustainable urban transport modes today

Comment:	**Possible improvements:**

M3: Parking innovation

Question 19: How do we deal with existing technical innovations (e.g., different tariff systems, license plate recognition systems, scan cars, etc.)? *

Level 0	☐ **We do not really think about how we could make our parking management system more technically innovative**
Level 1	☐ **We react to suggestions from external technology firms, consultants and universities about which new innovations to deploy and we have already implemented some.**
Level 2	☐ **Technological innovation is a high priority and we use such innovations to manage our parking operations (e.g., the use of mobile phone payment or camera number plate recognition).**
Level 3	☐ **As 2, but we see technological innovation as a way to achieve our parking policy objectives and we use it in this way. It is not an end in itself.**
Level 4	☐ **We are a leader of technical innovations.** ☐ We pilot the latest technologies before ready for market / proof of concept ☐ We develop new technical solutions ourselves ☐ At the same time, we ensure that technological innovations are used only when they improve achievement of our parking policy objectives. Technology is not an end in itself. We ensure that the use of technology does not exclude people, nor do we allow it to de-democratise the use of data.

Comment:

M3: Parking innovation

Question 20: Parking regulations for new modes / micromobility (free floating bike, scooter and electric scooter schemes, and for new taxi modes like Uber)

Level 0	☐ We have not regulated for this area at all. There is a free for all.
Level 1	☐ Uber type vehicles are not allowed to use taxi ranks (pick up points for normal taxis) but their parking, pick up and drop off of passengers is otherwise unregulated and there is no limit on the number of licences granted. Micromobility is not regulated.
Level 2	☐ Uber vehicles are not allowed to use taxi ranks (pick up points for normal taxis), there is a limit on the total number of Uber type vehicles licenced in the city, and the users of micromobility modes are fined if they park their bike or scooter where it is not allowed – and we advertise restrictions widely.
Level 3	☐ There are specific restrictions on when and where Uber type vehicles can pick up and drop off passengers. Micromobility operators have to obtain a licence to operate and this can be revoked if they do not keep their bikes or scooters well-parked. We advertise restrictions and licencing requirements widely and discuss them with the operating companies on a regular basis.
Level 4	☐ Dynamic management in real time is used to allocate kerbspace and public space between competing demands in the most efficient way, using techniques such as geofencing and digitization of loading restrictions.

M4: Parking information and promotion

Question 21: How does the city government receive information concerning parking needs and cooperation between municipality and citizens / stakeholders organised? *

Level 0	☐ **No activities**
Level 1	☐ **User needs are mapped only when a problem needs to be solved** ☐ Existing information on user needs (e.g., design manuals, guidelines etc.) is drawn on in an unstructured way
Level 2	☐ **Local user needs are examined occasionally when specific projects have to be carried out.** ☐ *e.g., A few inquiries are conducted on an ad-hoc basis by the municipality as the need arises* ☐ *On an ad-hoc basis the municipality offers an opportunity for citizens / stakeholders to make suggestions, complaints and feedback about new and existing parking measures*
Level 3	☐ **Research about (potential) target users is carried out regularly to give parking policy a solid grounding** ☐ General knowledge about user needs is enriched by more specific information on the needs of local users taken from a local database of complaints and proposals. ☐ The analysis of user needs follows the steps that are proposed in existing design manuals or guidelines. ☐ There is a dialogue between the municipality and the citizens / stakeholders on location-based suggestions, complaints and feedback.
Level 4	☐ **Meetings with representatives from specific target user groups are held on a regular basis and data is gathered regularly to determine user needs.** **(*e.g. Those who have specific or general parking needs, local businesses, NGOs.)*** ☐ Questionnaires and surveys are used to gather information on user needs. ☐ Issues such as gender, age and ethnicity are always considered when user needs are considered. ☐ New methods are developed to ascertain particular target user needs (e.g., Employers let their employees fill in questionnaires about their commute travel and this data is then made directly available to the municipal traffic planners). ☐ Membership in networks of local authorities is an important source of information on user needs and methods used for analysis. ☐ Experiments, studies and pilot projects are carried out and evaluated to obtain information about user needs in specific fields (e.g., Cooperation with universities or research institutions). ☐ There is a co-creation process regarding parking policy development between municipality and citizens / stakeholders (of which ParkPAD is one example).

Comment:

M4: Parking information and promotion

Question 22: What initiatives are taken to encourage people to use off-street parking facilities? *

Level 0	☐ **No activities**
Level 1	☐ **General information is provided about location, prices and services of existing off-street parking facilities**
Level 2	☐ **As 1. In addition, vehicle security is promoted using positive points such as camera surveillance, staff availability and access restrictions in off-street parks compared to on-street parking particularly at night.** ☐ Increased personal security offered by high quality off-street parking is also emphasised
Level 3	☐ **As 2. In addition, off-street parking is offered at the same or at lower prices than on-street parking** ☐ Customer information and guidance recommends the lower priced off-street parking facilities to the public first
Level 4	☐ **As 3. In addition, our policy and practice is to reduce on-street parking options close to off-street parking (i.e., reduced number of spaces and/or time restrictions).** ☐ Innovative off-street parking use such as opening off-street parking at shopping centres, supermarkets and/or large employers to public outside of business hours.

Comment:	**Possible improvements:**

M4: Parking information and promotion

Question 23: What initiatives are taken to encourage people to use P&R facilities? *

Level 0	☐ **No activities**
Level 1	☐ **Car park locations are ad-hoc, usually placed at rail or bus stations, tram and metro stops without considering likely supply and demand required. Quality is low.** ☐ Information brochures on availability of car parks are distributed.
Level 2	☐ Car parks are placed at the most important railway stations and/or bus and tram terminuses (final stop) in the region which serves your city, or in your city. Quality, information and pricing are inconsistent – there is no P&R system.
Level 3	☐ P&R facilities, at major station(s) or purpose built at the terminus of tram or bus routes, are built to meet actual user needs in terms of capacity, location, technical standard, comfort and services. ☐ Attractive combination tickets (i.e., parking and using PT) are available ☐ A cooperation with employers and shop owners is established with the aim to encourage P&R
Level 4	☐ As 3. In addition, there is a strategy for deciding on the location, number and capacity of P&R locations in your city and/or region, focused on minimizing the distance driven by private car, and this strategy is implemented as well as being regularly updated.

Comment:	**Possible improvements:**

M4: Parking information and promotion

Question 24: What initiatives are taken to encourage people to use B&R facilities? *

Level 0	☐ **No activities**
Level 1	☐ **Bicycle racks locations are chosen at random rail and bus stations and at tram and metro stops.** ☐ Information brochures are distributed about bicycle racks availability
Level 2	☐ **Bicycle racks and/or lockers are placed at the most important public transport stops**
Level 3	☐ **The existing bicycle parking facilities (both bicycle racks and guarded parks) at major station(s) meet the actual needs of users (by using programmes) in terms of capacity, location, technical standard and comfort.** ☐ In addition, railway station(s) and major bus, tram, metro stops can be accessed easily by bicycle. ☐ Trains and metros allow bicycles on board at certain hours (outside of peak hours).
Level 4	☐ **At all station(s) or major public transport hubs, bicycle parking facilities (both bicycle racks and guarded parks) meet actual user needs in terms of capacity, location, technical standard and comfort.** ☐ There are formal agreements with public transport operators to allow bicycles on board of regional/local trains, buses, trams, and metros subject to vehicle capacity. ☐ In addition, railway station(s) and major bus, tram, metro stops can be accessed easily by bicycle. ☐ At public transport destination points bicycle use from the station to destination is stimulated by (automated) bicycle rental.

Comment:	**Possible improvements:**

M4: Parking information and promotion

Question 25: What initiatives are taken to encourage employers to influence parking / travel behavior? *

Level 0	☐ **No activities**
Level 1	☐ **Provide information to employers about approaches to company mobility management and related issues** ☐ e.g., Via website, newsletter, newspaper and via stakeholders such as the chamber of commerce
Level 2	☐ **Provide consultancy services to advise companies about mobility management options such as highlighting a Push & Pull approach to parking management and investments for transport modes** ☐ Workshops about mobility management elements directed at different company groups ☐ One-to-one talks with companies on their needs and options ☐ Online consultation tool for initial self-service advice for companies ☐ Cooperation with employer oriented and trusted bodies such as Chamber of Commerce with consultancy services
Level 3	☐ **Information and consultancy services are supplemented by supporting mechanisms to install parking management schemes and foster sustainable mobility choices** ☐ Company based bicycle parking facilities, parts of public transport tickets (e.g., Job tickets), restricted access to company car parking facilities and paid parking systems co-financed by the city. ☐ Reduce on-street parking close to a company location, reduce the number of parking spaces and implement paid parking schemes
Level 4	☐ **Regulations that require companies to invest in their own mobility management plans and actions** ☐ Een parkeerheffing invoeren zodat een bedrijf verplicht is aan de lokale overheid een belasting te betalen voor elke plek dat het voorziet voor het personeel. ☐ Wanneer een bedrijf uitbreidt en dit naar alle waarschijnlijkheid de parkeervraag doet toenemen, moeten ze bijdragen aan de kost om parkeerregulering in te voeren in de daar omliggende straten. ☐ Wanneer een bedrijf niet kan voorzien in hun parkeernood op hun eigen buiten de openbare weg gelegen parkeerfaciliteiten, zijn ze verplicht om de parkeerplaatsen die ze nodig hebben te voorzien in een andere nabijgelegen parking.

Comment:	**Possible improvements:**

M4: Parking information and promotion

Question 26: What initiatives are used to encourage shop owners to influence parking / travel behavior? *

Level 0	☐ **No activities**
Level 1	☐ **Provision of information about the advantages to "non-car" customers and ways to encourage customers to come to the shop by sustainable transport means** ☐ Information on integrated PT tickets, bonus for cyclists and pedestrians, good delivery services to any location ☐ Statistics about the purchasing strength of cyclists, PT users and cars users as well as the comparative cost of car parking spaces to other transport options.
Level 2	☐ **Consultancy services advising shop owners on mobility management options highlighting a Push & Pull approach to parking management and investments in sustainable transport modes** ☐ Workshops on mobility management elements directed at different shop owners or retail groups ☐ One-to-one talks about their needs and options ☐ Online consultation tool for initial self-service advice for shop owners ☐ Cooperation with retailer oriented and trusted entities such as Retailers Associations or Chamber of Commerce in the consultancy services
Level 3	☐ **Use infrastructure and subsidy to create favourable conditions at shop locations** ☐ Locate a PT stop and/or bicycle parking facilities close to or directly adjacent to shop locations ☐ Reduce on-street parking attractiveness by controlling the no. of parking spaces, duration of parking and parking fees ☐ Offer subsidies to shop owners who provide good quality bicycle racks or where purchase/buying products/services are linking PT tickets, etc
Level 4	☐ **Regulations focused at shop owners / retailers that directly impact the cost of staff and/or customer modal choices** ☐ Levy for provision of parking spaces by shop owners / retailers ☐ Contracts with objectives that promote customers / employees to use alternatives to car trips i.e., indicating a maximum number of car trips to a destination (e.g., Sihl City).

Comment:	**Possible improvements:**

M4: Parking information and promotion

Question 27: What initiatives are used to encourage event organisers to influence the parking / travel behaviour of visitors? *

Level 0	☐ **No activities**
Level 1	☐ **Provide mobility management information about the event to manage /avoiding car parking chaos and congestion due to travelling to event.** ☐ Direct mailing, online information, communication at the time of event registration ☐ Information on possible partners for the event organisers to talk to such as PT providers
Level 2	☐ **Provision of consultancy services advice to event organisers about mobility management options highlighting a Push & Pull approach to parking management and investment in sustainable transport modes** ☐ Workshops on mobility management directed at event organisers and event location managers ☐ One-to-one talks about their needs and options and on needs and objectives of the city ☐ Online consultation tool for initial self-service advice to event organisers ☐ Continuous communication with event location managers to optimise their mobility management schemes
Level 3	☐ **Offer or implement measures that support future sustainable mode choices** ☐ Integration of PT ticket / Free Park and Ride free to event tickets ☐ Subsidy for ticket holders travelling by bike or using shuttle services ☐ Provision of "movable" bicycle racks
Level 4	☐ **Regulation of accessibility and transport mode option designs used in contracts or regulations between city and the developer** ☐ Provision of shuttle services and park and ride facilities ☐ Paid parking at parking locations close to the event site ☐ Maximum number of parking spaces offered for events

Comment:	**Possible improvements:**

M4: Parking information and promotion

Question 28: What initiatives are taken to encourage property developers and investors to influence parking / travel behaviour? *

Level 0	☐ **No activities**
Level 1	☐ **Provision of information on approaches to site-based mobility management and related aspects** ☐ e.g., Via website, newsletter, newspaper and also through real estate and architect related stakeholders such as the association for engineers or architects ☐ e.g., By providing guidelines for new construction and developments related to provision and use of sustainable mobility options (example City of Graz).
Level 2	☐ **Consultancy services to provide advice about mobility management options, highlighting a Push & Pull approach to parking management and investments in sustainable transport modes.** ☐ Workshops on provision of infrastructure and services directed at influencing the future modal choices of residents and tenants ☐ One-to-one talks regarding the needs and options for real estate developers and administration in general terms as well as advice applying for construction licenses on specific sites. ☐ Online consultation tools for initial self-service advice on how to provide facilities for car and bicycle parking, access to public transport and further elements
Level 3	☐ **Offer or implement measures that support future sustainable mode choices** ☐ Provide public transport stops at the development sites or providing good quality bicycle connections to the site ☐ Subsidy for the provision of good quality connectivity (e.g., Internal walking and cycling routes connected to PT stop, high standard bicycle parking facilities above minimum required, ensuring that parking spaces and PT stops are an equal distance from buildings). ☐ Permit exemptions to minimum car parking per building unit requirements if supportive soft mobility options are provided to justify the reduction
Level 4	☐ **Regulation of accessibility and transport mode option designs used in contracts or regulations between city and the developer** ☐ Setting up mobility contracts clearly stating the provision of facilities, their location and service offers at both sides, real estate developer and city. ☐ Permitting a case-by-case based exemption approach to parking space provision from the generally applicable standards ☐ On-street parking regulation in the direct proximity of a development in terms of pricing, spaces, resident parking rules, etc

Comment:	**Possible improvements:**

M5: Parking Enforcement

Question 29: Who is responsible for parking enforcement? *

Level 0	☐ Enforcement doesn't exist
Level 1	☐ The national traffic police
Level 2	☐ The City police or the local traffic police for certain parking violations, national traffic police and/or municipal staff for other parking violations (mixed enforcement responsibilities)
Level 3	☐ The City police or the local traffic police, for all parking violations
Level 4	☐ Municipality staff, or staff employed by a private company on behalf of the municipality, for all parking violations

Comment:	**Possible improvements:**

M5: Parking Enforcement

Question 30: Which aspects and areas does enforcement cover? *

Level 0	☐ Enforcement doesn't exist
Level 1	☐ Enforcement is used only if parked cars hinder traffic flow or where parked vehicle create a risk or danger to others
Level 2	☐ As 1, but in addition, enforcement is used in paid parking areas and/or time regulated areas.
Level 3	☐ As 1, but in addition, enforcement is used in paid parking areas, time regulated areas and loading zones
Level 4	☐ As 1, but in addition, enforcement is used in paid parking areas, time regulated areas, loading zones and all other city areas and is also linked to overall public space management

Comment:	**Possible improvements:**

M5: Parking Enforcement

Question 31: What methods of enforcement do you use? *

Level 0	☐ Enforcement doesn't exist
Level 1	☐ Enforcement is completely manual
Level 2	☐ Enforcement staff use cameras and electronic ticket machines
Level 3	☐ Enforcement staff use all available technologies and they are assisted by cars or motorbikes with number plate reading technology.
Level 4	☐ Enforcement staff use all available technologies including new technologies like ground sensors

Comment:	**Possible improvements:**

M5: Parking Enforcement

Question 32: How efficient and effective is enforcement of parking violations not related to paying for parking (such as parking on a sidewalk, or in a bus-only lane) in the city? *

Level 0	☐ Enforcement doesn't exist
Level 1	☐ In reality enforcement of parking violation exists only on paper. There are no regular activities.
Level 2	☐ Enforcement of parking violation is done but the risk of being caught is low.
Level 3	☐ Enforcement of parking violations works well when it concerns areas that might cause safety problems (e.g. zebra crossings) but in other areas, such as loading zones or bus only lanes, enforcement is not addressed as a high priority.
Level 4	☐ On-street enforcement regarding parking violation works well. The risk of being caught is almost 100%.

Comment:	**Possible improvements:**

M5: Parking Enforcement

Question 33: How efficient and effective is enforcement of (non-) payment for parking in the paid parking areas (such as overstaying the time you have paid for, or not paying for parking at all in a paid parking zone) in the city? *

Level 0	☐ Enforcement doesn't exist
Level 1	☐ In reality enforcement of paid parking areas exists only on paper. There are no regular activities.
Level 2	☐ Enforcement of paid parking areas is done but the risk of being caught is low.
Level 3	☐ Enforcement in paid parking areas works well but it is known that there are possibilities to negotiate with enforcement staff to avoid or reduce a fine.
Level 4	☐ Enforcement of on-street paid parking areas works well. The risk of being caught is almost 100%.

Comment:	**Possible improvements:**

M5: Parking Enforcement

Question 34: How are the subject-related knowledge and skills of the parking enforcement staff improved? *

Level 0	☐ **No activities**
Level 1	☐ **Whenever tariffs change and when new tools or devices etc. are introduced enforcement staff are informed via memos, leaflets and other written information etc.**
Level 2	☐ **Enforcement staff take part in general training. If there are changes in tariffs or if new tools and devices are introduced then further education about parking is not priority (e.g., Computer training, communication, complaint management etc.).** ☐ The enforcement staff has time resources available for education on a self-help basis (via Internet, manuals, journals etc.).
Level 3	☐ **There is a separate budget for further education.**
Level 4	☐ **There is a tailor-made education and training programmes for tasks / services upgrades for all enforcement staff. It includes participation in (inter)national events related to parking** ☐ e.g., Up-grade to train staff to give mobility advice on different options for different means of transport in addition to parking enforcement. e.g., Up-grade to train staff to also give tourist information

Comment:	Possible improvements:

M6: Parking data

Question 35: How is parking data collected and used *

Level 0	☐ **No activities**
Level 1	☐ **Data is collected at the problem location when problems occur (e.g., Safety or lack of spaces).**
Level 2	☐ **Surveys related to parking (both, car and bike) are carried out, using count surveys etc., in central areas and used to increase the quantity of parking**
Level 3	☐ **Systematic surveys provide data for the whole city area, including fixed days, times and places, and are used to improve the parking situation and to distinguish between different types of parking demand at a neighbourhood level.** ☐ Representative mobility surveys at a household level are carried out at least every ten years and are used to formulate the main strands of a parking plan. ☐ Pre- and post project monitoring takes place in some bigger projects.
Level 4	☐ **As 3, but in addition, permanent (automatic) counts are carried out continuously to get data for all parking (both, car and bike) across the city.** ☐ Representative mobility surveys at household level are carried out regularly. Profiles of car / bike users are derived (i.e., demographic, functional, recreational etc.).

Comment:	Possible improvements: