



Statement of the 14th EPA Congress

This Congress recognises that fundamental changes are under way in how we manage our cities and how we use cars and other vehicles. At the same time, parking policies remain critical to the success of urban policies, economic and mobility policies. Parking policies are particularly sensitive because they lie at the interface between public and community aspirations, individual choices and market driven forces. Cities which have recognised the importance of parking policies, invested wisely in parking and implemented the right policies effectively have seen many benefits in terms of improving accessibility and mobility, improving economics and improving the environment. These benefits, though, are often accompanied by some hard choices. Cities which do not consider parking policies at all, or who do not see these as part of their overall transport policies can make choices which may be superficially attractive but in the longer run can cause increasing problems for mobility, business, the community and the overall well-being of the city.

This congress calls on all governments – at local, regional and national level

- to give full attention to parking policies,
- use parking policies to help regulate mobility in cities, and
- to pay attention to the experiences of other cities and countries throughout Europe in developing their policies and strategies.

At the same time, this Congress recognises that if the parking industry wishes to be respected and seen as a key part of city solutions, it must, in turn, accept that it has responsibilities to our communities. The parking industry is a service industry as parking is a means to an end not an end in itself. Like other service industries, the parking industry must pay the greatest attention to the needs of its customers, whether these are involved in parking garages or parking on the street or those involved in enforcement activities. Because the parking industry needs to improve its public image, the industry must become more professional and recognise its responsibilities in addressing regional and local policies and strategies.

This congress, therefore, calls upon the parking industry to:

- recognise that it is part of a service industry
- communicate better and more openly with its customers and stakeholders, even where the message is difficult, explaining fully why every decision is made
- improve the quality of service given to its customers, even where they may have little choice in practice but to use that parking space
- invest in better training for all those working in the industry
- demonstrate a higher standard of professionalism in all its activities