

POLICY ON MANAGEMENT OF AUTHORIZED PARKING AT THE METRO STATIONS

1.0 INTRODUCTION

With a view to facilitate metro commuters, PARK AND RIDE facilities have been provided by DMRC, since inception of revenue services, at the metro stations wherever space is available for the purpose. Management of PARK AND RIDE facilities at the metro stations is being done by way of outsourcing the services to various individuals / agencies. The same is done with a view to facilitate / encourage usage of public transport by general public.

However, due to low parking rates for parking in metro parking lots, the facility, in general, is being utilized by local residents resulting in non-availability of parking space to the genuine metro passengers.

At present, there is no differentiation in the rates for metro passengers or general public. As a result, parking lots are being used for dumping of vehicles by vehicle owners and leaving it there perpetually. This is resulting in permanent occupation of costly space.

2.0 VARIOUS POLICIES ON CREATION AND MANAGEMENT OF PARKING LOTS

While framing the present policy, some important guidelines & provisions for parking issued by Govt. of India (in the form of NUTP i.e. National Urban Transport Policy), Unified Traffic and Transportation Infrastructure (Planning & Engineering) Centre, and others have been examined and relevant extracts are reproduced / stated hereunder: -

2.1 The National Urban Transport Policy (NUTP) 2006 of the Government of India states -

- 2.1.1 High parking fees should be charged, that truly represents the value of the land occupied, in order to make the use of public transport attractive.
- 2.1.2 Preference in the allocation of parking space for public transport vehicles and non-motorized modes.
- 2.1.3 Park and ride facilities for bicycle users, with convenient inter-change.
- 2.1.4 Adopt graded scale of parking fee, that recovers the economic cost of the land used in such parking with the objective to persuade people to use public transport to reach city centre(s).
- 2.1.5 Multi-level parking complexes should be made a mandatory requirement in city centre(s) that have several high rise commercial complexes and these can come up through public-private partnerships.
- 2.1.6 All parking complexes would be encouraged to go in for electronic metering so that there is better realization of parking fees to make the investments viable and also a better recovery of the cost of using valuable urban space in the parking of personal motor vehicles.

2.2 The Unified Traffic and Transportation Infrastructure (Planning & Engineering) Centre

One of the AIMS and Objectives of UTIPEC (under DDA) is to evolve a parking policy and evolve parking solutions. The principles of UTIPEC Parking Management Policy, relevant to the present context, are enumerated hereunder: -

- i) Parking is a consumer commodity, not a legal right. No subsidized parking is to be provided in public spaces. User must pay full cost of parking facility based on land opportunity cost, capital cost, O&M cost and temporal demand.
- ii) Spaces already designated for parking must be utilized to highest efficiency and financial viability.
- iii) To ensure accessibility to max. number of people, parking for para-transport / feeder modes is to be prioritized and subsidized. In areas designated for private parking, short-term parkers must be prioritized over long-term parkers, in order to maximize turnover and enable economic vibrancy.

In order to encourage more efficient use of existing parking facilities, reduce parking demand and shift travel to high occupancy vehicle modes, a three tier parking management framework is proposed including the following: -

TIER-I : Design-based Parking Management with the following features: -

- Proper markings / signage
- Provision of parking meters
- Display of total & real time availability of parking space
- CCTV coverage
- Parking help-booth

It is also suggested to have Park and Ride facility only at terminal MRTS stations.

TIER-II : Pricing-based Parking Management with the following features: -

- True price of parking based on market demand
- Variable-time based parking

TIER-III : TOD-based Parking Management

- Provide parking caps in TOD zones based on Public Transport Accessibility Levels

2.3 Recommendations of Environment Pollution Control Authority (EPCA)

The Environment Pollution Control Authority (EPCA) has submitted its report (July-2006) before the Hon'ble Supreme Court. Excerpts from the EPCA report is reproduced as under: -

"Land is limited and there is a limit to the additional parking space that can be created in the city. Therefore, the available parking space will have to be managed efficiently to meet the parking demand. This will also require demand side management through a well thought out pricing policy to control the demand for parking.

The provision of parking for personal motorised vehicles cannot be considered as a matter of public good. Individual user of personal vehicle should pay for the use of the space for parking and user pay principle should be applied. Parking facilities underground, surface & multilevel parking are provided at an enormous cost. This uses up a lot of public money and cheap / free lands.

..... The full cost of providing parking in public places that includes the land cost, capital cost and the O&M costs should be recovered from the user of the parking."

As can be seen from above, the above guidelines and policies aim at maximizing the potential of parking spaces and to realize the true price of parking.

3.0 OBJECTIVE OF DMRC's PARKING POLICY

- 3.1 The primary objective is to ensure that the PARK & RIDE facility at the metro stations is patronized by metro passengers. This will also encourage intended commuters to use metro services since parking facility is also more accessible to them.
- 3.2 To curb the use of parking lots by other than metro passengers, the rates of DMRC parking lots is to be kept at par with the parking rates of nearest parking lot run by the local civic body. This will discourage practice of dumping of vehicles.
- 3.3 Parking rates to be collected progressively using electronic mode i.e. Contact-less Smart Cards (progressively being implemented) and whenever charges are paid through CSC the same will be discounted subject to usage of MRTS system by the CSC user.
- 3.4 Goods vehicles shall not be allowed in the parking lot(s) during the revenue hours (06:00–23:00 hours).
- 3.5 Similarly, Bulk parking of vehicles (belonging to car showrooms, etc.) shall not be allowed in the parking lot(s) during the revenue hours.

- 3.6 Earmarked mechanized facilities to be made available progressively in the metro parking lots. The facilities include civil infrastructure (porta cabin, Automatic Boom Barriers, etc.) provision of CCTV, passenger's conveniences, etc.
- 3.7 Metro parking lots should have earmarked areas for 4-Wheelars, 2-Wheelars and Cycle users, with some element of overlap. The earmarked areas should have designated blocks to ensure orderly parking.
- 3.8 One or more ECS space to be earmarked for differently-able passenger with signage. The identified space shall be near the entry gate of the parking lot and / or any other convenient location within the parking lot from where ramp for accessing station entrance / lift is nearest.
- 3.9 For parking of Cycles, proper cycle stand shall be provided as per DMRC's approved specifications / design.

4.0 Parking Area

- 4.1 Allotment of parking space shall be done on Super Area concept.
- 4.2 A variation of 25% in parking area (increase / decrease) shall be allowed at a particular station. For variation beyond 25% in parking area, allotment / reduction shall be done on mutually agreed terms & conditions.
- 4.3 The parking area shall not be permitted for commercial exploitation by the parking contractor by way of display of advertisement, sale of articles by any means including by vendors / hawkers, etc.
- 4.4 The area shall not be permitted for use as residential purpose by the parking staff.

4.5 Parking facility for on duty DMRC officials

DMRC will demarcate at least 5 ECS (Equivalent Car Space) for parking by DMRC staff which shall require to be managed by the parking contractor. At certain stations, the area for parking by DMRC officials may be higher which shall be based on DMRC's assessment / requirements duly indicated in the tender document. In the demarcated space vehicle of DMRC staff shall only be allowed.

5.0 Allotment of Parking Lot

- 5.1 Allotment shall preferably be made through Open tenders.
- 5.2 For the purpose of allotment of parking lot(s), a number of metro stations may be clubbed.

6.0 Parking Charges

- 6.1 The maximum parking rates for non-commuters shall be in sync with the rates of the concerned municipal / Civic authority. Revision, if any, shall be effected within 45th day of any such revision made by the concerned civic authority.
- 6.2 A maximum discount of 20% (10% like Metro journey) shall be considered on the parking charges to such commuters who will make an exit with their vehicles from the parking lot within 60 minutes from the time of exit through AFC gates of their last journey undertaken via the metro.
- 6.3 Till such time the functionality of collection of parking charges via Contactless Smart Cards is implemented, a parking receipt is required to be issued to all the customers for every entry / exit of vehicle from the parking lot. At the time of entry, the parking receipt should display the name of the station, name of the contractor, vehicle number, class of vehicle and date & time of entry. At the time of exit, a parking receipt should also reflect the time of exit and parking charges collected from the customer.
- 6.4 In order to promote electric / hybrid vehicles, 10% additional discount over and above as mentioned in Para 6.2 above, if applicable, on the parking charges shall be considered.
- 6.5 In order to increase the capacity utilization of certain parking lots wherever usage is low, DMRC may do the following: -
 - 6.5.1 DMRC may authorize / permit the contractor to give further discounts on the parking rates to increase the usage and maximize the revenue.
 - 6.5.2 DMRC reserves the right to utilize the spare area for other purposes deemed fit by DMRC.

6.6 An escrow account will be opened by the parking contractor so as to enable DMRC to credit the parking charges, so collected via Contactless Smart Cards, on weekly / monthly basis.

7.0 Period of Parking Contract

7.1 Parking lots have been categorized in 4 categories viz. A, B, C & D. Earmarked facilities as applicable for the category of parking lot shall be provided by the contractor or DMRC. For establishing state-of-the-art parking facilities, the period of parking contract shall be kept as under: -

- i) Category-A Parking Lot - Maximum period of 10 Years
- ii) Category-B Parking Lot - Maximum period of 07 Years
- iii) Category-C & D Parking Lots - Maximum period of 05 Years

7.2 For parking lots to be developed on TOD basis, license period shall be 25 years with revenue-share by the contractor.

8.0 Facilities in the parking lot(s)

The following facilities shall / may (wherever indicated) be provided in all the parking lots as per the Category of parking lot: -

S/N	Facility	Category-A & B	Category-C & D
1.	Surface	Pucca Concrete surface shall be provided by the contractor as per DMRC's requirements.	Pucca bitumen / interlocking tiles type surface shall be provided by the contractor as per DMRC's requirements.
2.	Boundary wall	6 Feet in height boundary wall shall be provided by the contractor as per DMRC's requirement.	3 Feet in height boundary wall shall be provided by the contractor as per DMRC's requirement.
3.	Automatic boom barrier	Automatic boom barrier at all entry & exit points shall be provided by the contractor, as per model specifications provided by DMRC.	
4.	CCTV's	Shall be provided by the contractor with CCTV storage capacity of at least 07 days & specifications as approved by DMRC at -	
		(i) entry and exit points (ii) All corners so that 1 CCTV camera is there for 500 sqm area	(i) At entry and exit (ii) All corners so that 1 CCTV camera is there for 1,000 sqm area
5.	Parking Attendant Room	3 m x 6 m size porta cabin shall be provided by the contractor.	3 m x 3 m size porta cabin shall be provided by the contractor.
6.	Toilets	Shall have toilet facilities (to be provided by DMRC through 3 rd party)	May have toilet facilities (to be provided by DMRC through 3 rd party)
7.	Space for persons with disabilities	02 ECS shall be earmarked by the parking contractor.	01 ECS shall be earmarked by the parking contractor.
8.	Lighting Arrangements	Sufficient lighting arrangements shall be provided by DMRC at its own cost.	
9.	Helpline No.	Parking Helpline number shall be displayed by the parking contractor on all sides of the Parking Attendant Room.	
10.	Display of Parking Rates	Parking agency will have to exhibit parking rates, name of agency and phone number painted on steel board with reflective paint.	
11.	Computer along with UPS	Shall be installed in the parking attendant room by the contractor to maintain proper parking records.	

12.	Electronic equipment for collection of parking charges	Sufficient number of automated devices at both entry and exit points shall be procured by the Parking Contractor. All entry points shall have automated device (either manned or through system enabled) and all exits should have manned posts / prota cabin for collection of parking charges. Shall be at contractor's cost.
13.	Cleaning arrangements	Sufficient number of mechanized cleaning equipments shall be provided by the contractor at its own cost as per DMRC's assessment.
14.	Safety & Security Arrangements	Inverted mirror at all the entry points, safety cones & chains, sufficient fire extinguishers shall be provided by the contractor at its own cost.
15.	Parking Occupancy Status	At all entry points of the parking lot(s), provision shall be made by the parking contractor to display (electronic boards) occupancy status of parking vis-à-vis 4-Wheeler, 2-Wheeler and Cycles. Efforts shall be made to display LIVE OCCUPANCY STATUS of parking lots at various metro stations on Delhi Metro website and on mobile APP.

9.0 Dumping of Vehicles in the parking lot

9.1 Once parked, customers will be required to collect their vehicles within 48 hours from the parking lot otherwise the vehicle may be transferred to dumping yard of DMRC for further disposal of vehicle. In case the customer wants to retrieve the vehicle then the customer shall be required to complete the required formalities, including payment of fine of Rs.500/- + actual towing charges incurred by DMRC + actual cost of parking for the number of days for which the vehicle is left by the customer.