



STUDY ON SAFE AND
SECURE PARKING
PLACES FOR TRUCKS
MOVE/C1/2017-500



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MANUAL FOR OPERATORS AND USERS OF SAFE AND SECURE TRUCK PARKING AREAS



Short edition



FOREWORD

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Director-General for Mobility and Transport
European Commission

Safe and secure parking areas are essential to the improved conditions for drivers when taking their rest. Beyond safety and security, this should include basic services such as showers and toilets, washing facilities, internet and food/beverage purchase options to provide standard comfort. Through better rest for drivers, such parkings will contribute to improved working conditions and could improve road safety. Through higher security, they will diminish cargo theft and tackle the increasingly frequent issue of trucks being illegally boarded. The Commission is funding safe and secure parking areas via the Connecting Europe Facility and it is our ambition that the prepared manual will provide promoters – both public and private – with the information and guidance needed to deliver the necessary safe and secure parkings, as requested by drivers and the sector at large.



HOW TO READ THIS MANUAL?

This manual will lead you through the concept of safe and secure truck parking areas.

A short and a long version are available. The short version provides an overview. The long version delivers information for professionals who focus on the deployment and the operation of safe and secure truck parking areas.



WHY IS SECURITY FOR TRUCK PARKING AREAS NEEDED?

Transport asset security and road safety are pivotal for the logistics and transport sector that employs 10 million people and accounts for 5% of Europe's GDP. Safe and secure truck parking areas are needed to tackle the increasing issues of cargo theft, stowaways on board of trucks and attacks on drivers. They also ensure that truck drivers have a good and safe quality rest. Safe and secure truck parking areas are thus a crucial contributor to safety and security.

WHO IS THIS MANUAL FOR?



OWNERS AND DEVELOPERS OF
TRUCK PARKING AREAS



PUBLIC AUTHORITIES RESPONSIBLE
FOR TRUCK PARKING AREAS



TRANSPORT, SHIPPING AND
INSURANCE COMPANIES

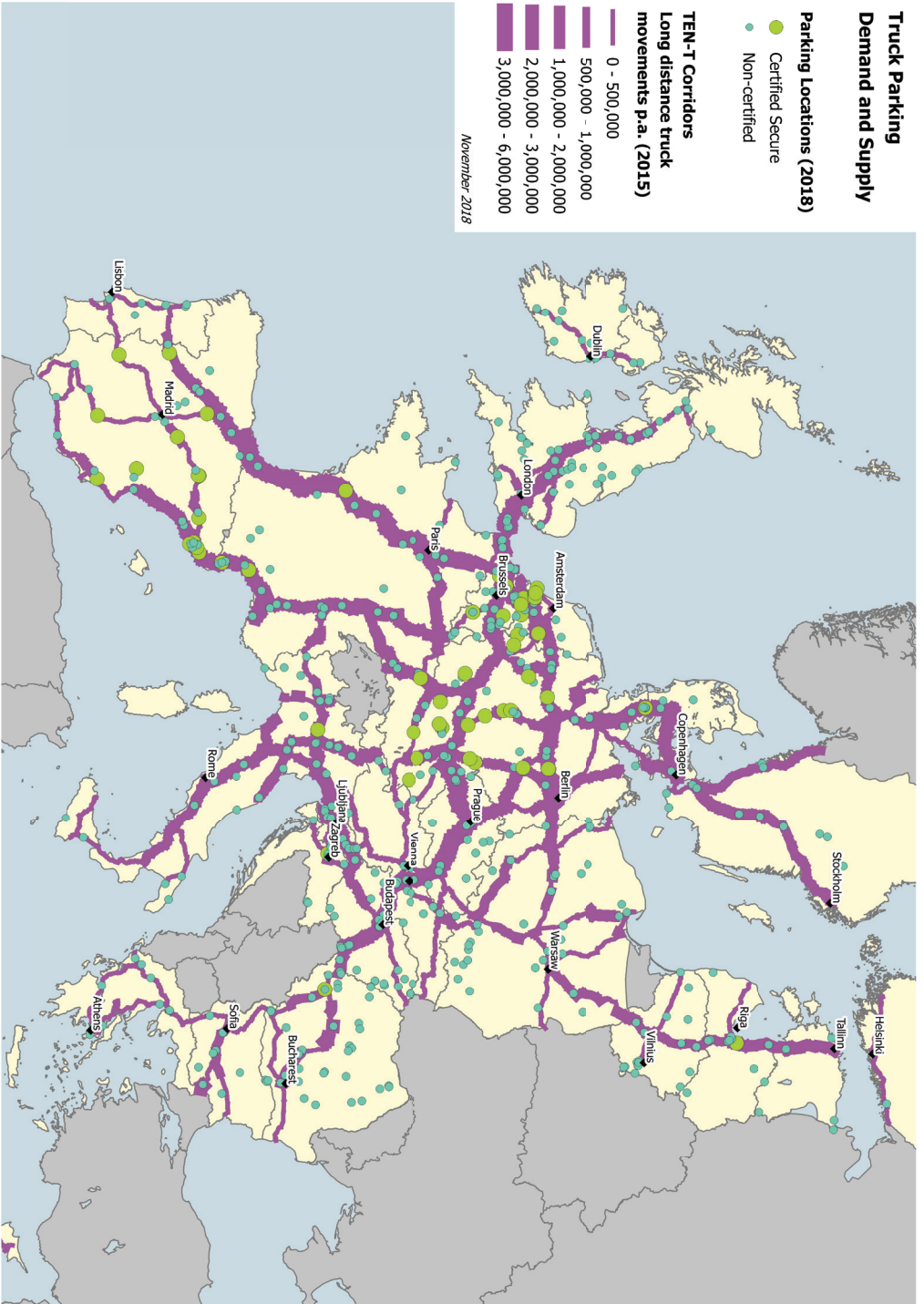


TRUCK DRIVER ORGANIZATIONS

WHERE ARE SAFE AND SECURE TRUCK PARKING AREAS NEEDED?

The mapping report displayed *on the study website* shows the need for safe and secure truck parking areas across the European Union.

This map illustrates the gap analysis regarding safe and secure truck parking areas in the EU.



HOW ARE SAFE AND SECURE PARKING AREAS FOR TRUCKS RATED?

- **PLATINUM**
SECURITY LEVEL
- **GOLD**
SECURITY LEVEL
- **SILVER**
SECURITY LEVEL
- **BRONZE**
SECURITY LEVEL

The European standard for safe and secure truck parking areas consists of 4 security levels. These levels build on one another. The security level is shown by indicating if the parking area has a Bronze, a Silver, a Gold or a Platinum level.

All security levels must be combined with a uniform common set of basic service requirements.



The security and the service requirements are audited by accredited independent third-party audit bodies. This ensures reliability and trustworthiness for the transport sector.

Security is assessed through security features and measures at the perimeter, the parking area, the entry/exit and through staff and management procedures.

Any EU or national legal provision takes precedence over the criteria in this standard. If any of the criteria of this standard is deemed invalid in this context, a criterion will be applied that will achieve the invalidated criterion's objective to the most suitable extent.

	BRONZE LEVEL	SILVER ADDITIONAL TO BRONZE	GOLD ADDITIONAL TO SILVER	PLATINUM ADDITIONAL TO GOLD
PERIMETER	<ul style="list-style-type: none"> ■ Visual deterrent to recognize the secure parking area ■ Lighting at 15 Lux ■ Vegetation trimmed, good visibility 	<ul style="list-style-type: none"> ■ Physical deterrent to prevent unauthorised access (e.g. ditch, rocks, fence) or continuous video monitoring and recording by trained staff ■ Lighting at 20 Lux 	<ul style="list-style-type: none"> ■ > 1.8 m physical barrier (height) ■ Lighting at 25 Lux ■ CCTV covering perimeter ■ Measures to prevent unintentional damage to barriers ■ Clear zone of 1 meter between barrier and parking area 	<ul style="list-style-type: none"> ■ Add-on for physical barrier: Deterrents to climb over
PARKING AREA	<ul style="list-style-type: none"> ■ Only freight vehicles and authorized vehicles allowed as indicated by signage ■ Physical or remote surveillance checks / inspection at minimum once in 24 h ■ Lanes must be lit at 15 Lux ■ Vegetation trimmed, good visibility 	<ul style="list-style-type: none"> ■ Physical or remote surveillance checks/ inspection at minimum twice in 24 h (one at daytime, one at night) ■ If pedestrian lanes exist, they must be lit at 15 Lux 	<ul style="list-style-type: none"> ■ Onsite or remote staff contact can be contacted 24/7 ■ Marked vehicle and pedestrian lanes 	<ul style="list-style-type: none"> ■ Site manned or video-controlled 24/7
ENTRY / EXIT	<ul style="list-style-type: none"> ■ Lighting at 25 Lux ■ CCTV (good image quality) 	<ul style="list-style-type: none"> ■ Barriers ■ CCTV (records of entering vehicles) 	<ul style="list-style-type: none"> ■ Barrier with under-climbing and over-climbing protection ■ Intrusion prevention/ detection, e.g. turnstile for pedestrians ■ License plate recognition 	<ul style="list-style-type: none"> ■ Gates must be installed ■ License plate must match ticket ■ Real time monitoring of entry/exit, including pedestrian entry/exit ■ If there is a gatehouse, it must be able to withstand an external attack (door closed)
STAFF PROCEDURES	<ul style="list-style-type: none"> ■ Fix unauthorized vehicles so that they cannot drive away or ■ Removal of unauthorized vehicles if legally permitted ■ Risk Assessment Plan in place 	<ul style="list-style-type: none"> ■ Staff trained by an accredited training provider is available 24/7 onsite or in a control centre ■ Appointment of formally responsible person for staff procedures in case of incidents ■ Documented staff training once a year in view of incident prevention ■ Incident and crime reporting to staff and police must be enabled 	<ul style="list-style-type: none"> ■ All security staff must be certified guards under national/European legislation ■ The formally responsible person for staff procedures will schedule compliance checks, communication, recertification ■ A technical user manual must be used ■ Alarm response procedures ■ The parking area management system should be prepared for DATEX II data transfer ■ Business Continuity Plan in place 	<ul style="list-style-type: none"> ■ Any remote staff also trained/certified ■ Staff has personal communication system ■ Security training of site manager ■ Measures against power failure ■ Local risk assessment once a year ■ Pre-booking available. If the pre-booking is offered via an app or similar systems, data transmission must be real time.

■ SERVICE LEVEL (MANDATORY)

In order to be awarded an audit certificate for any of the four above-mentioned security levels, the mandatory service level must be met.

- Toilets for men and women available and working
- Showers for men and women available and working
- Toilets are cleaned and checked at regular intervals (*with cleaning schedule*)
- Washing facilities are cleaned and checked at regular intervals (*with cleaning schedule*)
- Water taps available and working
- Waste bins available onsite
- Clear signs that promote safe traffic at the TPA
- Emergency contacts displayed at the TPA
- Snacks and drinks are available for purchase 24/7
- Internet connection possibility
- Electricity connection possibility for personal use

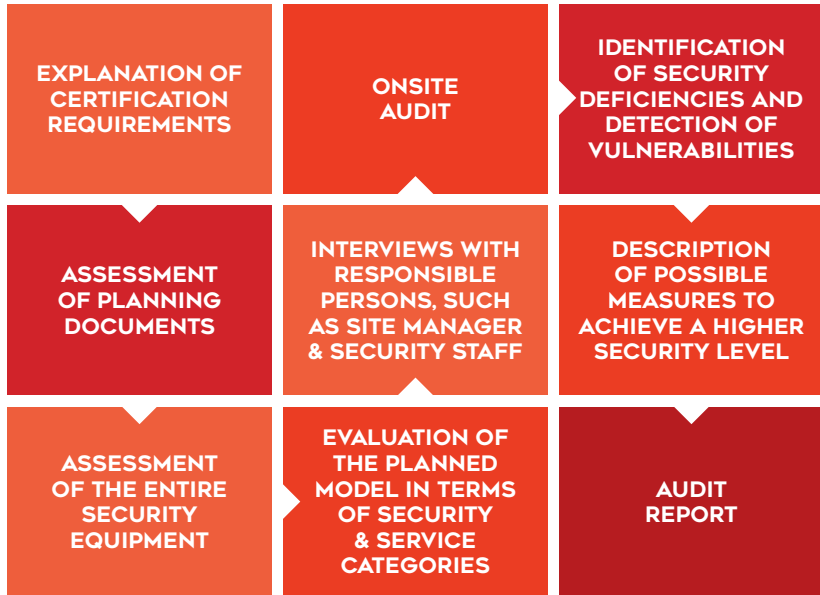
■ SERVICE LEVEL (OPTIONAL)

The following optional services may be audited to ensure reliable information but will not determine the level of the parking area.

- Restaurant 24/7 at or near the site
- Dangerous goods accepted or not
- Separate dangerous goods parking
- Electricity installation for truck cooling available
- For countries with relevant weather conditions: equipment for snow & ice removal from the truck
- Toiletry articles for purchase
- Basic work equipment for purchase at or near the site
- Technical emergency procedures available (*e.g. repair service nearby*)
- Laundry at the site or nearby
- Shelter against rain and sun for persons
- Leisure facilities for drivers
- Truck wash at the site or nearby
- Picnic tables
- Shops nearby
- Snack bar with simple meals nearby
- Fuel station at the site or nearby
- Vending machines
- Spare part shop at the site or nearby
- Specific dietary food available
- Capacity of the truck parking area (*number of places*)
- Medical assistance nearby
- Hotel at the site or nearby
- Pharmacy nearby
- Police station nearby
- Toll collect system vending machine available

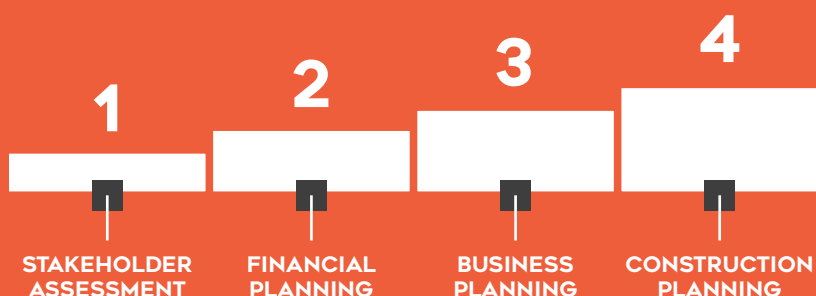
The detailed technical specifications of the standard and the audit guidelines are available **on the study website**.

The scope of an audit covers the following elements.



BUSINESS PLANNING FOR SAFE AND SECURE TRUCK PARKING AREAS

The operators of safe and secure truck parking areas should follow these steps one-by-one.



The following stakeholders should be involved.

SETUP AND CONSTRUCTION	FINANCING	BUSINESS DEVELOPMENT
<ul style="list-style-type: none"> Architects Road engineers Network planners Construction companies Technology providers Legal advisors Municipal authorities Regional authorities National authorities 	<ul style="list-style-type: none"> Private finance Equity investors Public authorities Public private partnerships Ancillary businesses Concession holders 	<ul style="list-style-type: none"> Business planners experts Financial experts Market researchers Sector associations

The following analyses should be conducted before starting the construction planning.



The study website contains a business and financial planning tool, which will help you find useful information for your business and financial planning process.

HOW TO BUILD A SAFE AND SECURE PARKING AREA?

The following steps are needed in the pre-planning phase.

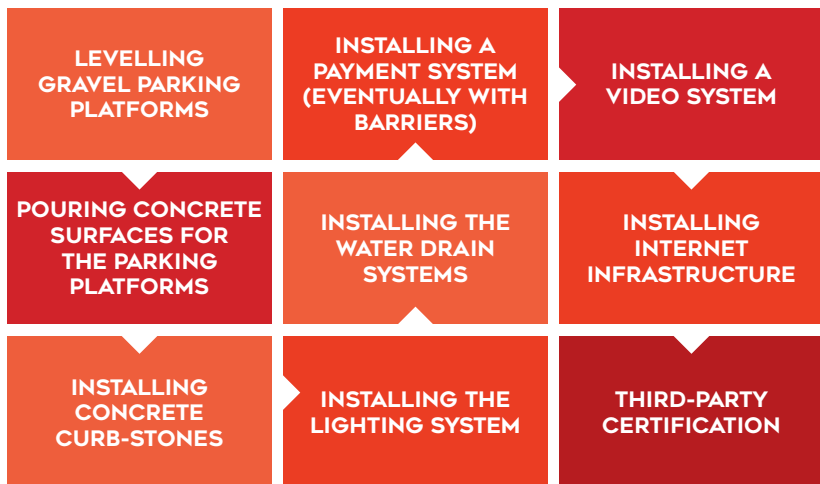


In order to ensure an efficient oversight over all construction works the operator should rely on a **core team** of architects, infrastructure engineers, business developers and one project leader overseeing the entire operation.

Practical experience shows that it is crucial to guarantee *a priori* that hardware and software components are able to communicate with one another effectively. This is of particular importance for entry and exit controls, cameras, lighting and backend systems. Therefore, the parking operator should impose specifications to the suppliers in order to ensure the adequate integration of components.

The upgrade of existing parking areas differs from new constructions. While the cost of an upgrade may usually be lower than to the cost of setting up a parking area on a greenfield, the design process is more challenging due to the need to cope with the existing plot setup that was often not designed to accommodate the applicable security requirements.

The construction phase is likely to include at least the following elements.



The study website contains a standard plot and exemplifies the planning process of the construction of a safe and secure truck parking area.

HOW TO CONNECT A SAFE AND SECURE PARKING AREA TO THE LOGISTICS CHAIN?

IT-infrastructure plays an increasingly important role for the management of truck parking areas and the bidirectional communication of data between the parking area, its users and authorities, including:



THE TRANSMISSION OF DATA TO PUBLIC AUTHORITIES



THE COMMUNICATION OF DATA WITH RESERVATION AND PAYMENT PLATFORMS



THE INTEGRATED EXCHANGE OF DATA WITH STRUCTURES AND ELECTRONIC INFORMATION SYSTEMS, SUCH AS SMART TACHOGRAPHS

Operators of safe and secure parking areas should ensure that the display of information on the parking area is depicted uniformly and sustainably across the European Union, with a recognizable signage and visual identity.







Recommendations on an API for safe and secure parking areas are available **on the study website**. These may serve as a valuable basis for developers of the IT-platforms that connect different IT and mobile applications to the safe and secure truck parking areas.

BOOKING AND RESERVATION

Reservation options include the following:

- ✓ **RESERVATION BY PHONE**
- ✓ **RESERVATION VIA AN ONLINE CONTACT FORM**
- ✓ **RESERVATION VIA ONLINE RESERVATION PLATFORMS (REAL-TIME)**
- ✓ **RESERVATION VIA APPS (REAL-TIME)**
- ✓ **RESERVATION VIA INTEGRATED ON-BOARD OR DISPATCHING SYSTEMS (REAL-TIME)**
- ✓ **RESERVATION BASED ON FRAMEWORK CONTRACTS WITH THE PARKING AREA**

Payment options include the following:

-  **ONLINE BY CREDIT CARD PAYMENT OR ONLINE BANK TRANSFERS (PER USE)**
-  **VIA MOBILE APPLICATIONS BY CREDIT CARD PAYMENTS OR ONLINE BANK TRANSFERS (PER USE)**
-  **VIA INTEGRATED SYSTEMS, SUCH AS TOLL PAYMENT SYSTEMS (PER USE)**
-  **USING A SUBSCRIPTION MODEL (PER USE, FLAT RATE OR COMBINED)**
-  **CROSS-SELLING OPTIONS (E.G. FEE REDUCTION BASED ON FUEL PURCHASE)**
-  **CASH PAYMENT ONSITE**

Mobile applications allowing users to book parking places are starting to be available on the market. In 2018 the most relevant are "Snap Account", "Truck Parking Europe", "Reststop", "Kopilot" and "Secure Truck Parking".

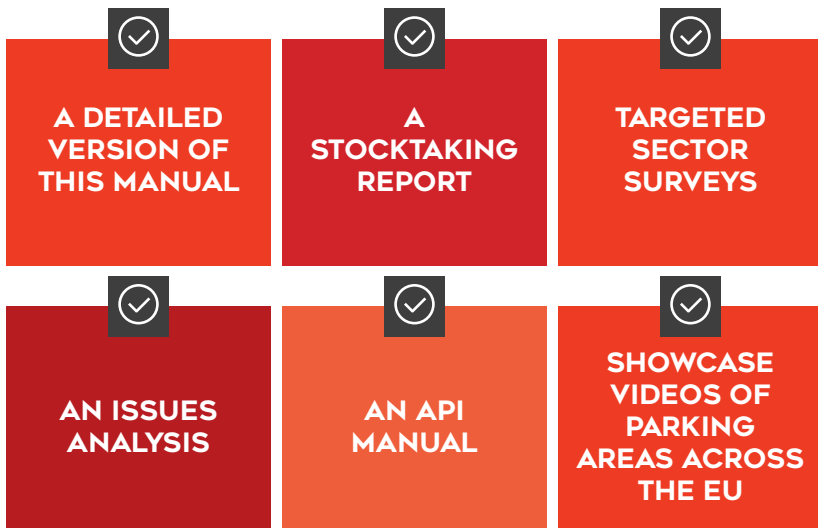
WHERE CAN I FIND SHOWCASES OF SUCCESSFUL PARKING AREAS?

On the study website you can see good practices of operators based in different regions of the European Union that operate safe and secure parking areas successfully.



FURTHER READING

On the study website you will find useful information regarding SSTPAs, including the following reports:



A grid of six red boxes, each containing a checkmark icon and a title for a report available on the study website. The boxes are arranged in two rows of three.

- A DETAILED VERSION OF THIS MANUAL**
- A STOCKTAKING REPORT**
- TARGETED SECTOR SURVEYS**
- AN ISSUES ANALYSIS**
- AN API MANUAL**
- SHOWCASE VIDEOS OF PARKING AREAS ACROSS THE EU**



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