



STUDY ON SAFE AND  
SECURE PARKING  
PLACES FOR TRUCKS  
MOVE/PC1/2017-500



CERTH  
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RESEARCH & TECHNOLOGY  
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## Manual for operators and users of Safe and Secure Truck Parking Areas

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Long edition

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## Foreword

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This manual was elaborated in 2018 by the EU-funded study “MOVE/C1/2017-500 – Safe and secure parking places for trucks”.

Safe and secure parking areas for trucks are needed to ensure socially fair conditions for professional drivers when taking rests. They are also needed to tackle issues such as cargo crime and unintended transport of illegal immigrants. However, safe and secure parking places remain scarce and the services provided by existing facilities are not always clearly identifiable.

This study defines an action plan for safe and secure parking places. Its objective is to create the appropriate framework for authorities and private developers

who wish to establish safe and secure parking areas. This includes accurate information regarding planning, operation and standardization processes and best practices. It serves as a practical guide to safe and secure truck parking area operators, covering topics such as security and comfort levels as well as architectural, financial and technological aspects.

This manual is available in a short and in a long version. The short version provides general information in a condensed way, whereas the long version delivers a detailed presentation targeted at professionals who focus on the deployment and the operation of safe and secure truck parking areas.

For more information please consult <http://sstpa.eu-study.eu>

## Glossary

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CCTV	Closed-circuit television (video surveillance)
ESPORG	European Secure Parking Organisation
HGV	Heavy Good Vehicle
ITS	Intelligent Transport Systems
LPR	License Plate Recognition
Safe and secure parking area (SSTPA)	Safe and secure parking area for Heavy Goods Vehicles according to the SSTPA Standard
SSTPA Standard	The Standard described in Chapter 4 of this Manual
TAPA	Transported Asset Protection Association
UNECE	United Nations Economic Commission for Europe

## 1. How to read this manual

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This manual will lead you through the process of understanding the concept of safe and secure truck parking areas. It is destined to both experts and persons interested in transport-related truck parking issues. While reading this manual you will receive information on the road transport sector and on the role of safe and secure truck parking areas therein.

The manual addresses the information needs of the following target groups.

### Developers of parking areas

- Understand the purpose of SSTPAs
- Guidance on the implementation of SSTPAs
- How to operate an SSTPA

### Owners and operators of parking areas

- Understand the value of security & service levels
- Learn about requirements, needs and trends
- Guidance on implementation of SSTPAs
- Specificities on the operation of SSTPAs

### Public authorities

- Input for transport policy
- How to monitor and control SSTPAs
- Improving transport asset security & road safety
- Showcases

### Transport, shipping & insurance

- Understand the value of SSTPAs for logistics security
- Understand the benefit of a network of SSTPAs
- Understand the business model of SSTPAs

### Drivers

- Obtain reliable information
- Understanding how to use SSTPAs and their intelligent components

### Additional stakeholders

- Learn about SSTPAs and how they function
- Understand how SSTPAs contribute to a decrease in incidents
- Improve security and road safety

The abovementioned stakeholders will derive the following benefits from this manual.

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### Truck parking area developers

The truck parking area developers can be owners of the parking area or external entities developing single or multiple parking areas. The manual helps them assimilate the principles of SSTPAs and roll them out into concrete infrastructure projects. In order to fulfil this task, the developers need to be aware of the standards applicable to SSTPAs. This manual will therefore inform developers on how the certification of an SSTPA is operated based on the standard that is explained in detail in this manual. To benefit from showcases and appropriate tools, developers should take on an active role in a network of stakeholders involved in safe and secured parking areas. This manual will help developers identify appropriate stakeholders and showcases and formulate business cases.

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### Truck parking area owners

For safe and secure parking areas to be implemented across the European Union it is crucial that the existing and future owners of truck parking areas have a complete picture of the concept and the status of SSTPAs. This requires elaborate networking in order to learn about best practices and expand their business and future planning in line with sector trends. They should understand the needs of drivers, transport companies, shippers and public authorities since these stakeholders are requesting safe and secure truck parking areas as shown in Chapter 2. Adaptation, upgrading and maintenance should rely on suitable technologies and materials as well as sound financing models in order to abide by the current security and service standards.

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### Public authorities responsible for truck parking areas

At EU-level truck parking areas should be suitable in order to accommodate the needs of truck drivers in terms of social and labour legislation. This goes hand in hand with security and service in order to ensure security for the truck and the cargo as well as safety and adequate services for drivers. This manual shows public authorities, that are responsible for checking and enforcing social and labour legislation, how these levels of security and service are defined, so that they can execute their tasks in accordance with the security and service standards for SSTPAs. Authorities at any level should consider these standards in their regulatory decisions on road planning, transport asset security and road safety. This will enable the enforcement authorities to carry out their mission while meeting the regulatory provisions on SSTPAs. The analysis conducted in the EU-funded study Safe and Secure Parking Places for Trucks shows that the required investment for the setup and upgrade of SSTPAs will mainly be provided by the private sector.

## Transport, shipping and insurance companies

This manual helps transport, shipping and insurance companies understand the standard and the certification system in order to take the right decision when selecting the parking area for the trucks to stop, when planning the route for the trucks, when assessing the security of the parking area and when instructing the truck drivers. The mapping displayed in Chapter 2 shows where safe and secure parking areas should be developed in Europe. This is based on an assessment of the transport flows, which determine the activity of transport companies and the incident hotspots. Moreover, the manual shows how the secure parking areas provide solutions in compliance with social and labour legislation that transport companies have to consider. Increased security and services also improve the attractiveness of the profession of truck drivers and will help the transport companies recruit qualified drivers. This manual also recommends the availability of booking and payment solutions that will give the transport and shipping companies the opportunity to track and trace the entire process, which may be operated by them directly.

## Drivers

Truck drivers are the direct users of safe and secure parking areas and those who are affected by cargo theft, unsafe and poor conditions as well as general lack of security and services during their stops and breaks. This manual informs drivers about the characteristics of safe and secure parking areas, so that they understand the concept and how to include the features of SSTPAs in their daily work, which enables them to make informed decisions. If they are the ones choosing the parking areas, they will be aware of the levels of security and service. The manual shows drivers the specifications of safe, secure and comfortable parking areas, which will increase the attractiveness of the profession, including for female drivers.

## Additional stakeholders

Additional stakeholders will benefit from this manual in the following way.



Technology providers are able to adapt their product portfolio to safe and secure parking areas



Non-road transport operators will be aware of the security levels of the standard when engaging with parking areas



Onsite service providers will understand the concept of SSTPAs and how to adapt their service offering accordingly



The financial sector will understand the business model behind SSTPAs and their financial and revenue models



IT-platform operators will understand the concept of SSTPAs and incorporate it in their service portfolios



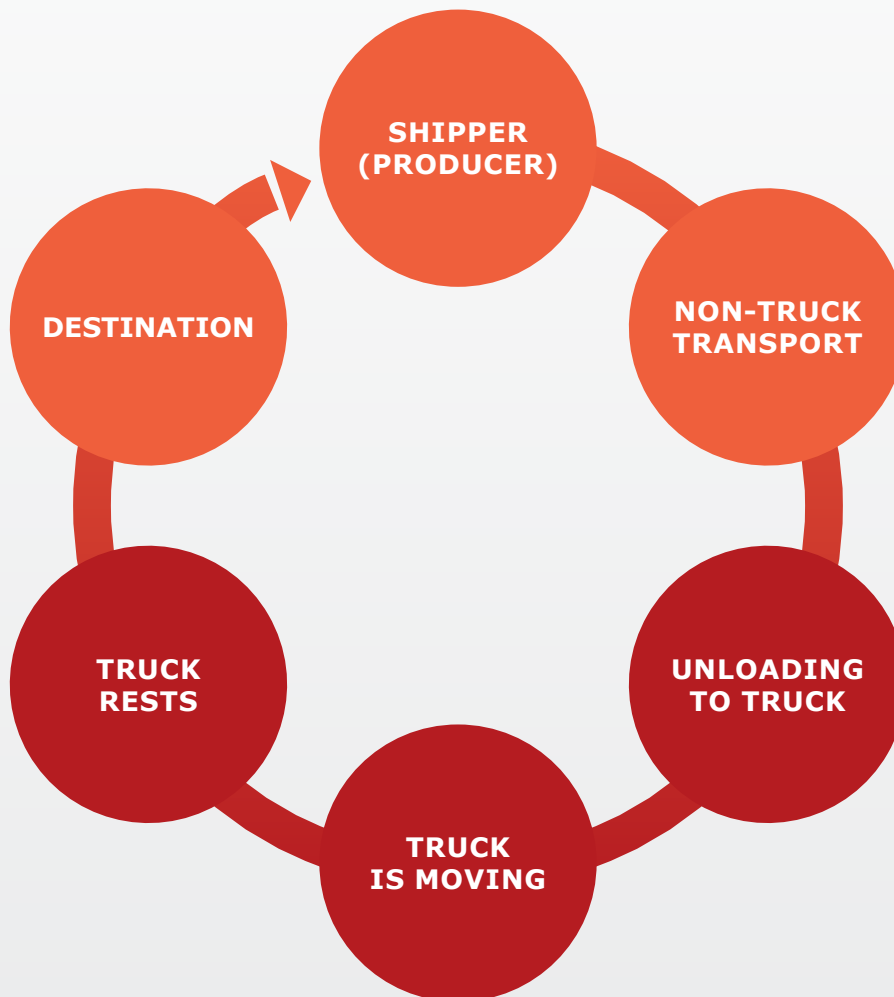
The general public will understand the need for SSTPAs and their value for transport asset security and road safety

The manual is divided into a series of chapters providing technical and financial insights and guidance as well as further sources of information, so that the reader will obtain a full picture of the concept of safe and secure parking areas.

## 2. Need for Safe and Secure Truck Parking Areas in the EU

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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<sup>2</sup>. Over the past few years, warehouses, storage facilities and vehicles (trucks and trailers) have become more safe and secure. Security-wise trucks at rest outside controlled warehouses or depots are a weak link in the supply chain as the following diagram illustrates.



In addition to security issues, policy-makers, transport stakeholders and the general public are increasingly focused on the importance for professional drivers to have sufficient comfort and decent working conditions to be able to do their job in a safe manner, as different surveys, including in the Study on Safe and Secure Parking Places for Trucks, have shown.

Safe and secure parking areas are seen by the various stakeholders as appropriate locations that can provide adequate levels of comfort, security and related quality rest since they allow drivers to have access to sanitary facilities, food supplies and a secure area where they can rest in the truck or leave the truck while not having to worry about security of the cargo, the security of the truck or their own safety.

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<sup>2</sup> Data from the EU Science Hub's "Transport sector economic analysis" (2016).



## 2.1. Legal and regulatory provisions

Legal and regulatory obligations and incentives stem from rules set at EU and national level. This comprises provisions by road directorates, enforcement rules (police controls, roadside checks) as well as social legislation and working rules.

The following EU-wide rules apply to operators and users of safe and secure truck parking areas.

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### Road Safety Management

Directive 2008/96/EC on road infrastructure safety management recognises that a sufficient number of secure rest areas is important for crime prevention and road safety. Through road safety impact assessments and audits the Directive also ensures that, when new road sections are built, adequate and secure parking areas are foreseen.

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### Driving and Resting Times of Truck Drivers

Regulation 561/2006/EU on the harmonisation of certain social legislation relating to road transport defines the mandatory rest periods for drivers along with the related liability of transport companies as well as controls and sanctions.

SSTPAs – preferably with a common availability and reservation system – provide a suitable solution to ensure that drivers can comply with the driving and resting times without parking illegally or dangerously.

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### Intelligent Truck Parking

Directive 2010/40/EU requests the Commission to define specifications for the provision of information and reservation services for safe and secure parking places for trucks and commercial vehicles (Intelligent Truck Parking).

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### Driver Training and Qualifications

Directive 2003/59/EC on the initial qualification and periodic training of drivers of certain road vehicles for the carriage of goods or passengers determines requirements for the qualification of truck drivers. Several SSTPAs provide training facilities for truck drivers (e.g. in the Romanian showcase in Chapter 10).

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### Tachographs

Regulation 165/2014/EU on tachographs in road transport sets out obligations and requirements in relation to the construction, installation, use, testing and control of tachographs used to record driving and rest times in road transport. SSTPAs with a reservation and information system directly connected to the tachographs provide a suitable solution to plan the journey ahead and ensure compliance with the driving and resting times.

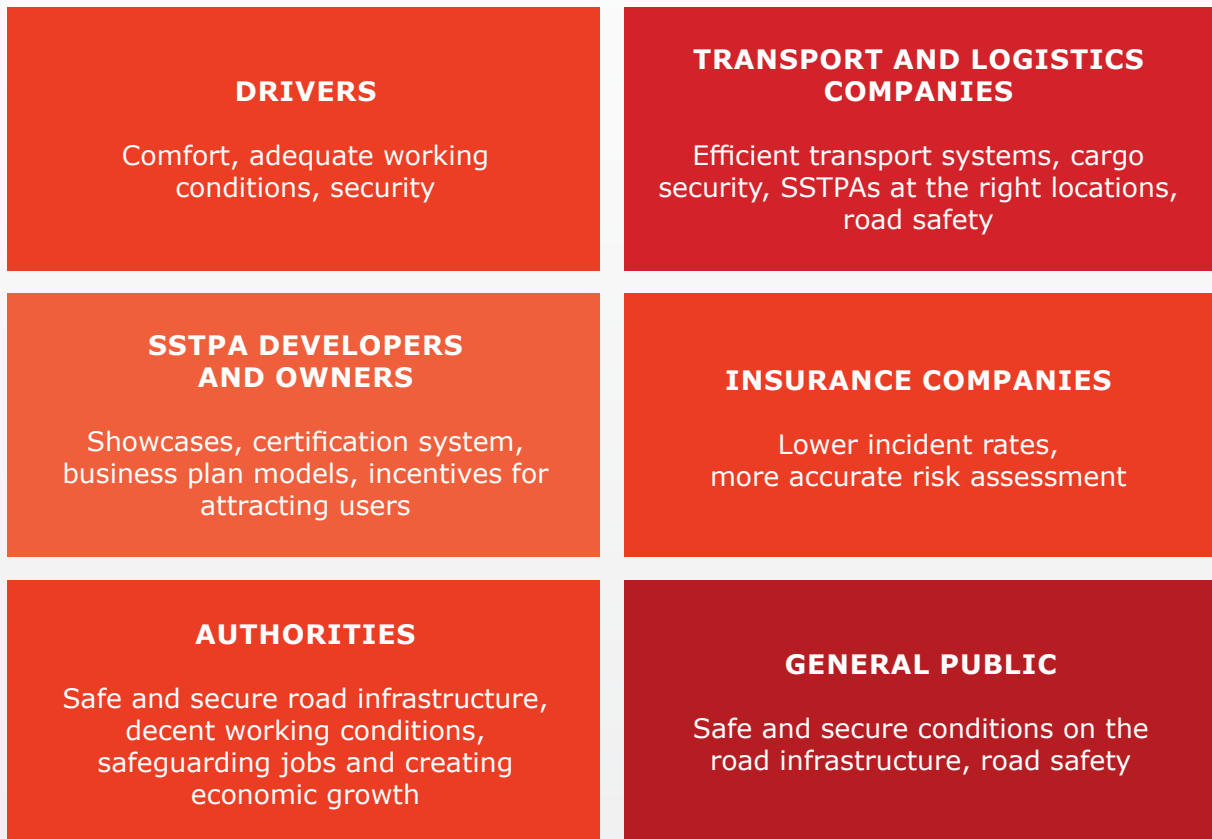
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### Provision of Information Services for Safe and Secure Parking Places for Trucks and Commercial Vehicles

On the basis of Directive 2010/40/EU, the Commission has adopted its Delegated Regulation 885/2013 on the provision of information services for safe and secure parking places for trucks and commercial vehicles.

## 2.2. Transport sector interests

The interests of transport stakeholders are shown in the diagram below.



## 2.3. Map-based illustration of needed SSTPA locations

The Study on Safe and Secure Parking Places for Trucks has made a thorough analysis to identify where currently the need of SSTPAs is the highest in the EU. The analysis considers current and projected transport flows as well as known past incidents (security hotspots). The mapping report displayed at <http://sstpa.eu-study.eu/mapping> shows that there is a need of SSTPAs across the European Union.

The map on the following page illustrates the demand and supply for truck parking.

# Truck Parking Demand and Supply

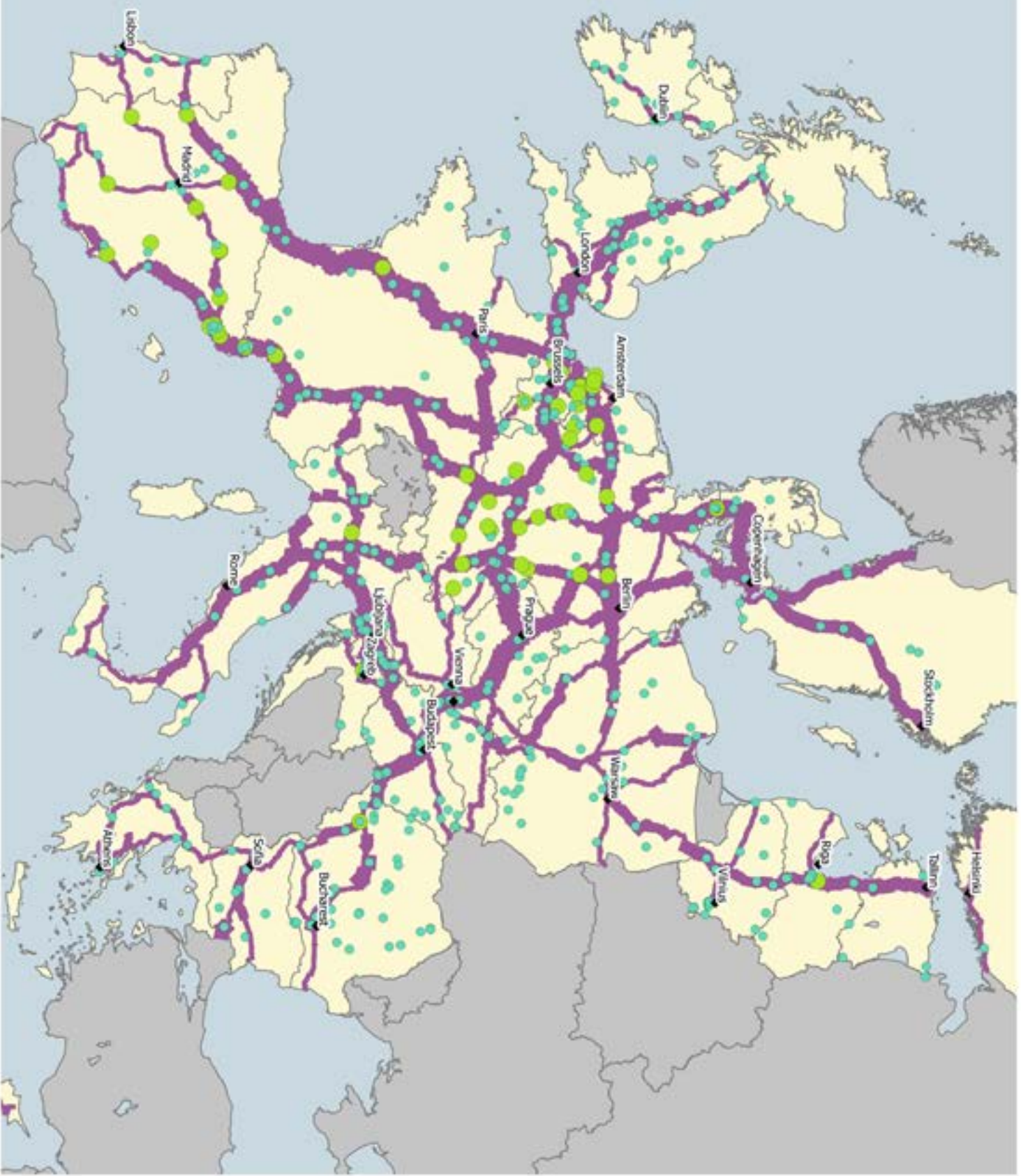
## Parking Locations (2018)

- Certified Secure
- Non-certified

## TEN-T Corridors Long distance truck movements p.a. (2015)

- 0 - 500,000
- 500,000 - 1,000,000
- 1,000,000 - 2,000,000
- 2,000,000 - 3,000,000
- 3,000,000 - 6,000,000

November 2018



### 3. Definition of Safe and Secure Parking Areas

This chapter defines what is understood by Safe and Secure Parking Areas. There are two defining characteristics of SSTPAs, namely security and services offered to truck drivers and transport companies.

#### 3.1. Security

Security of SSTPAs builds on the following elements.

PHYSICAL INFRASTRUCTURE	TECHNOLOGY	PROCEDURES
<ul style="list-style-type: none"> <li>▪ Installations are in place</li> <li>▪ Equipment is in place</li> <li>▪ Installations and equipment function</li> <li>▪ Equipment is maintained regularly</li> </ul>	<ul style="list-style-type: none"> <li>▪ Technology is reliable</li> <li>▪ Technology works flawlessly</li> <li>▪ As little disruption as possible</li> <li>▪ Equipment is maintained regularly</li> </ul>	<ul style="list-style-type: none"> <li>▪ Security procedures are followed</li> <li>▪ Staff is trained</li> <li>▪ Assistance is available</li> <li>▪ Explanations are provided</li> </ul>

#### 3.2. Services

Services build on the following comfort elements for drivers, including a focus on the needs of female drivers.

<b>PERSONAL HYGIENE</b>			
Toilets	Showers	Waste bins	Laundry
<b>FOOD SERVICE</b>			
Snacks and drinks		Food points	
<b>COMMUNICATION</b>			
WIFI or alternative Internet connection		Electricity connection possibility for personal use	
<b>SAFETY</b>			
Clear signs promoting safe traffic	Separate parking for trucks and other vehicles	Emergency procedures	
<b>MULTILINGUAL INFORMATION</b>			
Information in at least the national language and English			
<b>OTHER SERVICES</b>			
Basic equipment for truck drivers		Additional services specific to the location	

### 3.3. Differentiation from non-secure parking areas

While non-secure parking areas may offer services as well, they do not offer sufficient security features. Only SSTPAs, that combine security and service components, enable an appropriate level of effective incident prevention and adequate social conditions for drivers taking longer rests. The following table illustrates the difference between secure and non-secure parking areas.

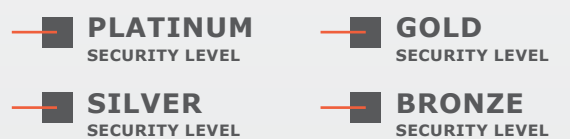
SAFE AND SECURE PARKING AREA	NON-SECURE PARKING AREA
Prevention of theft	-
Prevention of clandestines boarding trucks	-
Prevention of unauthorized access	-
Access to clean sanitary facilities and food services	?
Drivers can rest safely	?

## 4. The Safe and Secure Parking Areas Standard

This standard creates transparency, builds trust and facilitates private sector investment by truck parking area operators and financial investors based on the following principles.

- ✓ **TRANSPARENCY**
- ✓ **LEGAL CONFORMITY**
- ✓ **NON-DISCRIMINATION**
- ✓ **REPEATABILITY, RELIABILITY, AND CONSISTENCY**
- ✓ **INDEPENDENCE AND COMPETENCE**
- ✓ **CLAIMS, DESIGN GUIDELINES AND PROCESSES**
- ✓ **CONTINUAL IMPROVEMENT**

Both security and services are audited. The common standard consists of 4 security levels, building on one another (Bronze, Silver, Gold and Platinum, from low to high). To reach these security levels, the basic service level must always be attained. Optional services are also audited.



Basic service level  
(mandatory for all security levels)





This standard is governed by an expert group assembling experts from public authorities, sector associations and the transport industry.

The prevention of **threats to the security of drivers and cargo** is one reason to operate safe and secure parking areas. These threats may vary from opportunistic, simple crime to highly organised criminal gangs that have access to the latest technologies. To meet user needs in order to cope with these threats, four different security levels have been defined.



The standard relies on compliance with the following **principles**.

#### Precedence

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.

#### Demarcation

The protection of the surrounding areas is the major perceptible factor of a safe and secure parking area. A physical barrier coupled with appropriate procedures is an effective way to prevent unauthorized persons to enter the parking area.

This protection can differ according to the security level. It can be a simple demarcation to the surrounding area, a continuous perimeter fence, which can vary in terms of height and quality, or an additional barrier that prevents unauthorized vehicles passing through.

#### Lighting and visibility

Lighting and visibility through low vegetation enable social control. The lighting of a safe and secure parking area enables surveillance during the night as well as subjective perception of safety for the customers. It is the basis for security.

The perimeter should be lighted at any time. Traffic lanes and walkways, exits and entrances as well as the area around automated payment terminals must be well lighted. Other areas may use low-energy lighting triggered by sensors.

The amount and size of plants and trees must be reduced to the extent that individuals are adequately visible.

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## Entrances and exits

The process of assessing who enters and exits the parking area is a crucial feature of an adequately secured parking area. The following conditions should be met:

- An entrance and exit surveillance system must be installed for all kinds of vehicles and persons.
- The entrance and exit process should be taped by a video system.
- Clear signage must be in place.

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## Video surveillance

All entrances and exits for vehicles and individuals as well as automated payment terminals should be under video-surveillance at all times.

HD quality should be in place. The recordings should be stored for reasonable periods to trace incidents as permissible by national legislation. Access to the recordings should be strictly limited to authorized staff.

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## Staff

The staff (operating onsite or via remote monitoring) must be trained and qualified.

In case external security staff is employed, a professional security company complying with national rules for the sector should be mandated.

In case own security staff is employed, background checks must be carried out as permissible under national legislation.

Location monitoring should be performed through regular security checks, i.e. by security staff or via virtual tours through video surveillance.

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## Organisation

Organisational structures and processes must be predefined as well as applied by the staff at all times.

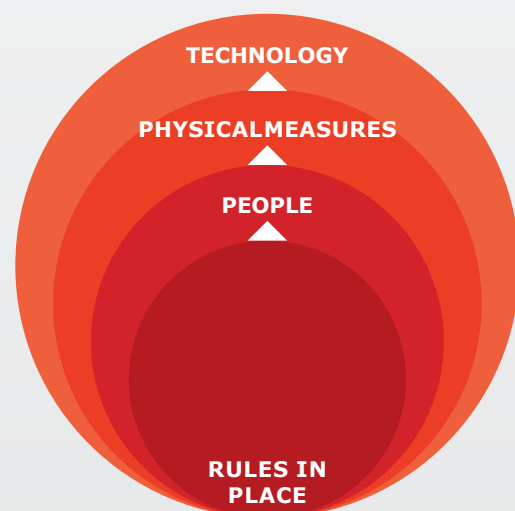
It is essential that only authorized users and authorised staff have access to the parking area. Clear signage should point out that there is no admission for unauthorised persons as well as an emergency number.

Responsibilities and competencies must be clearly defined for the staff. Rules for substitute staff members must be in place.

The performance of inspections and controls must be documented at all times.

All incidents on the parking area must be reported to the police by the parking operator. An alarm system should be implemented. Processes and measures for the maintenance of security measures should be in place in case of power failure or similar incidents (Risk Assessment Plans or Business Continuity Plans according to the security levels).

The four security levels follow a layered approach.



The following table lists the security criteria per level. The levels build on one another in a layered approach.

## 4.1. Security criteria

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

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



## 4.2. Service criteria

In order to be awarded an audit certificate for any of the four abovementioned security levels, the **mandatory** service level must be met. The **optional** services are audited to ensure reliable information but will not determine the level of the parking area.

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### 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

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### 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

## 4.3. Technical specifications

The technical specifications of the standard are available at <http://sstpa.eu-study.eu/specifications>

## 5. Performance of a financial feasibility assessment for SSTPAs

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This chapter analyses the financial considerations related to the setup or upgrade of a safe and secure parking area. It answers three preoccupations.

Which stakeholders should be typically involved in the planning?

How to map out financial projections adapted to SSTPAs?

How to establish a profitable business case for SSTPAs?

While this chapter does not issue mandatory guidance on financial and business modelling, it gives insights on how to proceed when planning and assessing the financial structure of SSTPAs.

### 5.1. Stakeholder Guide

The following steps determine the selection of the stakeholders involved in the planning of a safe and secure parking area from a financial point of view.

#### SETUP AND CONSTRUCTION

- Architects
- Infrastructure/road engineers
- Network planners
- Construction companies
- Technology providers
- Legal and regulatory advisors
- Municipal authorities
- Regional authorities
- National authorities

#### FINANCING

- Private finance
- Equity investors
- Funding by public authorities (grants and loans)
- Public private partnerships
- Ancillary businesses benefiting from the existence of the SSTPA
- Concession holders

#### BUSINESS DEVELOPMENT

- Advisors for business modeling and cost benefit analyses
- Market research consultancies
- Sector associations

## 5.2. Financial Guide

The reference period for a cost benefit analysis for an SSTPA is typically 30 years. Depending on the location, the construction of an SSTPA on a greenfield takes between 6 and 18 months, on average, after having received all construction-related permits.

A cost benefit analysis should be formulated as part of the business plan to show private and public investors the benefits of setting up the SSTPA in question. Such an analysis should focus on the following parameters at minimum.

CLIENT ANALYSIS	FINANCIAL ANALYSIS	ECONOMIC ANALYSIS
<ul style="list-style-type: none"> <li>▪ User needs based on market research</li> <li>▪ Ex-ante analysis based on private and public consultations</li> <li>▪ Support by competent authorities</li> <li>▪ Network planning analysis with traffic modeling</li> <li>▪ Combination potential with other transport modes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Parking fee revenues</li> <li>▪ Other revenues</li> <li>▪ Construction-related costs</li> <li>▪ Operational costs</li> <li>▪ Maintenance costs</li> <li>▪ Financial modeling (Net Present Value, Internal Rate of Return)</li> <li>▪ Financing gap</li> <li>▪ Need for private capital</li> <li>▪ Need for public support and identification of public funding sources</li> </ul>	<ul style="list-style-type: none"> <li>▪ Theft avoidance valuation</li> <li>▪ Road safety benefits, including lives saved and injuries avoided</li> <li>▪ Congestion avoidance</li> <li>▪ Multimodal interconnectivity benefits</li> <li>▪ Noise-related benefits</li> <li>▪ Environmental benefits</li> </ul>

A detailed guide for investment appraisal has been developed by the European Commission<sup>2</sup>, and can be used by SSTPA developers and operators in conjunction with the present Financial Guide, especially in cases when public funding is to be requested.

The definition of high, medium and low security can be perceived differently by transport operators and thereby affect the willingness to pay. Analyses conducted in the Study MOVE/C1/2017-500 on Safe and Secure Parking Places for Trucks shows that certain organizations strive for maximum security at high costs, while other desire minimum security at little cost. An infrastructure investment can hardly meet the needs of both, since equivalent investments in infrastructure would need to be equally internalized in prices offered to operators.

Thus, the parking operators need to determine which is the best security level that will maximize usage and generate a fast and reasonable return on investment. On the other hand, the transport companies need to be offered a fair pricing based on the security level that they require depending on the shipment and type of cargo. Hence, it is imperative to use a standardized certification system to obtain reliable information.

The website <http://sstpa.eu-study.eu/business> contains a Financial and Economic Guide on modelling a financial case for a Safe and Secure Truck Parking Area.

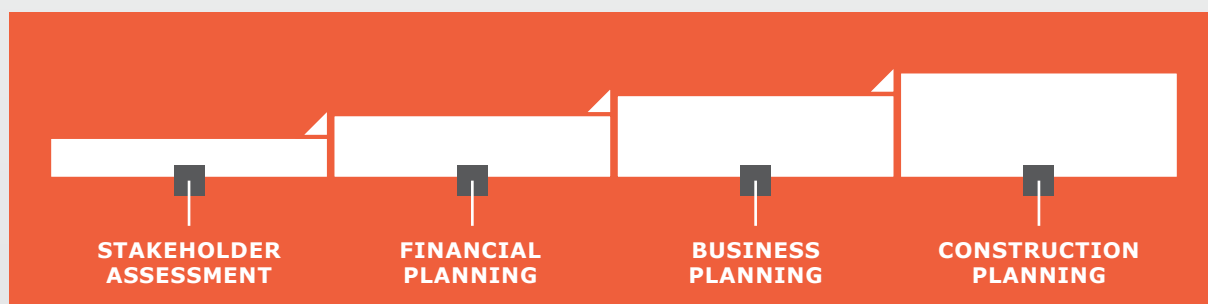
<sup>2</sup> Available at [http://ec.europa.eu/regional\\_policy/sources/docgener/studies/pdf/cba\\_guide.pdf](http://ec.europa.eu/regional_policy/sources/docgener/studies/pdf/cba_guide.pdf).

### 5.3. Business Planning Guide

The business plan of a safe and secure truck parking area differs from the one applied to a normal parking area due to the prevalence of security elements, procedures and human resources that are often costly.



The business plan should be synchronized with the stakeholder analysis (Chapter 5.1.) and the financial plan (Chapter 5.2.).



## 6. Design and construction of an SSTPA

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This chapter analyses the steps to take when designing and building SSTPAs.

This includes the design concept and technical options – a process, in which a multitude of experts are typically involved, such as infrastructure engineers, architects, security experts and technical suppliers. A well-designed concept will steer the investment efficiently and reduce undesirable consequences down the road.

This chapter differentiates between new SSTPAs and the upgrade of SSTPAs, which have slightly different requirements.

### 6.1. New SSTPAs

Before starting the design and development phase, SSTPA investors and operators should analyse the business case as stipulated in Chapter 5.3.

#### 6.1.1. Design concept and technical options

The design of the parking area needs to take into consideration the following parameters.

#### GOAL

- Security level based on the business case?
- Services based on the business case?

#### ARCHITECTURE

- Architectural design of the entry and exit (traffic flow, size of existing and future trucks and heavy-loads transports, lane capacity)

#### PLOT

- Design of the plot ensuring generous manoeuvring of trucks of any size
- Design of the plot enabling safe crossing by pedestrians

#### LIGHTING

- Design of lighting systems ensuring security without overly disturbing drivers

#### 6.1.2. Tendering of equipment and supplier selection

The parking operator has to specify clearly which types of equipment are required for the parking area. The tendering of material and services as well as the selection of suppliers should be organized coherently to meet these specifications.

It is recommended to issue a tender including detailed specifications for materials and software programmes. In order to do this properly, the architects, engineers and business developers involved in the design of the site should be associated closely in the tendering and selection process to guarantee that subcontractors deliver services specifically suited to the levels of the standard.

### 6.1.3. Planning consent

Planning consent is a time-consuming prerequisite. It includes building permits and environmental authorizations, usually based on urbanistic planning and national Transport Master Plans. Planning also needs to consider the road safety audit requirements of Directive 2008/96/EC on road infrastructure safety management. In order to manage the planning consent requests efficiently, it is recommended to carry out a thorough ex-ante analysis as suggested in Chapter 5.2.

### 6.1.4. Pre-audit

A non-binding pre-audit with the certifier based on the architectural design shall ensure that the parking area is likely to meet the targeted security and service level. In the course of the pre-audit, the auditor will assess the parking design based on the plans, from which the operator of the parking area can derive insights and recommendations. Chapter 7 contains additional information on the certification process.

### 6.1.5. Construction planning

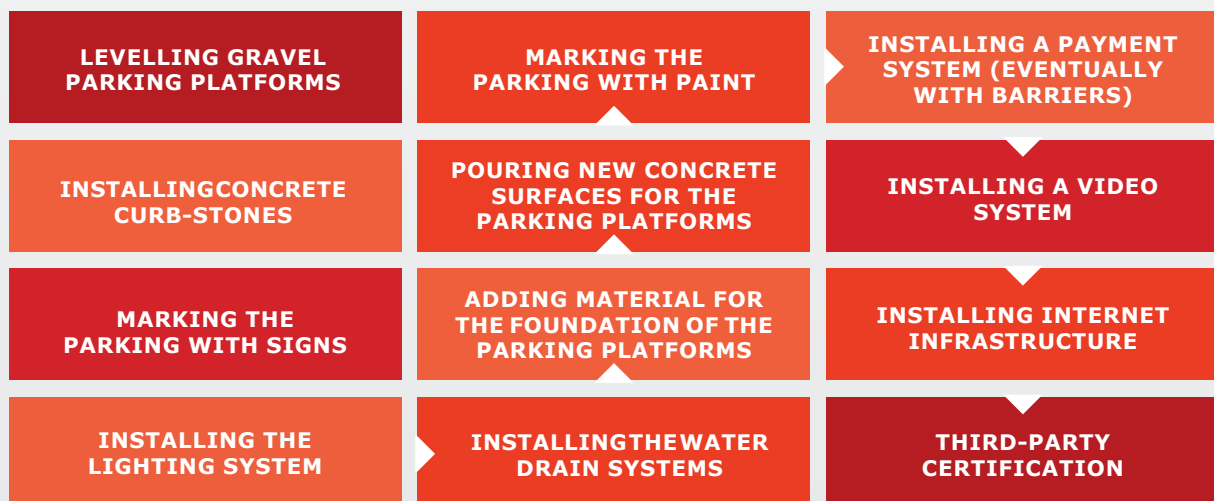
In order to ensure an efficient oversight over all construction works the operator should rely on a core team of architects, infrastructure engineers, business developers and one project leader overseeing the entire operation. This core team needs to be in contact daily and operate in an agile environment.

### 6.1.6. IT-infrastructure planning

Practical experience shows that it is crucial to guarantee a priori that hardware and software components are able to communicate with each other effectively. This is of particular importance for entry and exit controls, cameras, lighting and backend systems. Therefore, the parking operator should integrate stringent specifications to ensure the adequate integration of components.

### 6.1.7. Construction phase

The construction phase is likely to include the following elements.



Due to the specific nature of SSTPAs with interdependent security elements, trial and error assessments should be carried out during all security-related phases of the construction.

## 6.2. Upgrading SSTPAs

The upgrading of SSTPAs differs from new constructions as it builds on an existing plot and infrastructure. While the cost of an upgrade may usually be inferior to the cost of setting up SSTPAs on a greenfield, the design process often turns out to be challenging due to the need to keep the existing plot setup, which was often not designed for the security requirements of the standard.

### 6.2.1. Design concept and technical options

The architectural and technological design of the parking area should make the greatest possible use of the existing plot and infrastructures. Experience shows that the costliest elements of an upgrade usually include the purchase of new security equipment and IT-infrastructure as well as works to set up structural elements such as fences and barriers.

### 6.2.2. Pre-audit

A non-binding pre-audit with the certifier based on the architectural design shall ensure that the parking area upgrade is likely to meet the targeted security and service level. In the course of the pre-audit, the auditor will assess the parking design based on the existing plot and the plans for the upgrade, from which the operator of the parking area can derive insights and recommendations. For planned upgrades of parking areas towards a certified SSTPA the results of the pre-audit process may also serve as a test case in terms of the viability and the profitability of the planned investment.

Chapter 7 contains additional information on the certification process.

### 6.2.3. Construction planning and construction phase

In case of an SSTPA upgrade the construction phase should be planned so as to be carried out in the shortest possible timeframe or in several separate steps to avoid service disruption on the existing parking area as much as possible. On larger plots it is recommended to complete different batches of secure parking places if possible (e.g. with parking areas on two sides of the road). Trial and error processes should be accelerated to prevent discontinuation of services to existing customers.

## 6.3. Visualization of the planning process

The website <http://sstpa.eu-study.eu/planning> contains a standard plot and exemplifies the planning process of the construction of a safe and secure truck parking area.

## 7. Organization of the rating system for SSTPAs

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This chapter explains the certification process of SSTPAs based on the standard outlined in chapter 4. It provides information to the reader about the procedures and processes related to the preparation and execution of the certification.

### 7.1. Rating framework

The governance of the rating system is assumed by an expert group.

### 7.2. Pre-certification procedures

Pre-audits may be offered by independent third-party auditors accredited under the rules of the expert group to provide an initial non-binding assessment.

Training of parking managers and staff may be offered by providers following the SSTPA standard.

### 7.3. Certification processes

A thorough audit procedure ensures compliance with the rating system as well as reliability for the transport sector and public authorities.





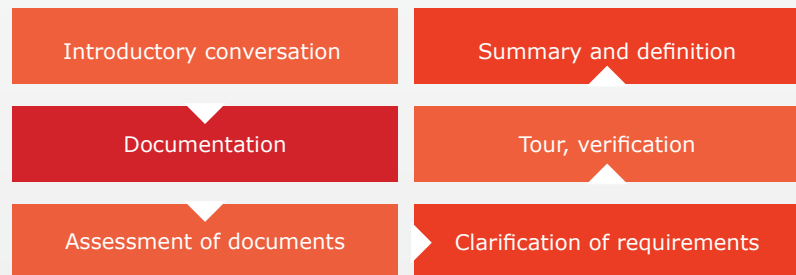
Full audit by an independent third-party auditor accredited under the rules of the expert group.

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The certification procedure includes the following elements.



The scope of an audit covers the following elements.



Applications for an audit need to indicate at least the following information.

**Re-audits** have to be conducted every three years. Additional re-audits for SSTPAs with proven breaches of security may be imposed.

- ✓ Legal name and company registration number
- ✓ Legal representative(s) and contact person with contact details
- ✓ Languages spoken
- ✓ Size of the parking area
- ✓ Previous audits
- ✓ Date from which the audit can be conducted

## 8. Operating an SSTPA

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Practical experiences show that stakeholders involved in the operation of non-secure parking areas have a multitude of questions related to the specific nature of SSTPAs.

### 8.1. Launching operations on an SSTPA

In comparison to a normal truck parking area the operation of an SSTPA requires additional know-how and testing in terms of security and safety related procedures, both onsite and in the monitoring centre in case of unmanned parking areas.

#### Staff-related procedures and training

Such procedures must be documented in a handbook and staff must undergo a documented training before launching operations on the SSTPA.

#### Technology compatibility

A trial-and-error period is required to test the functioning of the technology components regulating entry and exit control as well as monitoring. Due to possible software and hardware compatibility issues, a trial-and-error period of at least two weeks is recommended.

## 8.2. Training of parking managers

The training of parking managers should encompass at least 6 hours of training based on the 4 following training units (4 x 1,5 hours).

TECHNOLOGY	STAFF TRAINING AND SUPERVISION	INCIDENT MANAGEMENT	SURVEILLANCE AND MONITORING
Understand technology components and their interaction	Supervise staff actions and enable regular staff training	Learn how to manage incidents based on appropriate documented procedures	Learn how to implement a monitoring and surveillance system of the SSTPA in line with applicable legal, regulatory and standards requirements

## 8.3. Training of internal and external staff

The training of parking area staff should encompass at least 6 hours of training based on the 4 following training units (4 x 1,5 hours). This staff training addresses both staff employed by the SSTPA and external staff. External service providers have to evidence that their staff is trained accordingly.

TECHNOLOGY	CONTINUOUS TRAINING	INCIDENT MANAGEMENT	SURVEILLANCE AND MONITORING
Understand technology components and their interaction	Understand how to keep updated continuously on applicable safety and security measures	Learn how to manage incidents based on appropriate documented procedures	Learn how to implement a monitoring and surveillance system of the SSTPA in line with applicable legal, regulatory and standards requirements

## 8.4. Specificities of unmanned SSTPAs

Unmanned SSTPAs need to be monitored 24/7 by either staff directly employed by the SSTPA or by external ISO-accredited security operators. It is recommended that the SSTPA or the external security operator ensures immediate physical reactivity in case of incidents.

## 8.5. Marketing and branding of an SSTPA

For truck parking areas, and especially those that do not belong to a corporate network, achieving brand awareness is challenging and is mostly achieved by the fuel or food brands onsite.

The SSTPA standard offers an opportunity to extend the branding of the parking area to include its service and security features.

- ✓ Clearly show the certified security and service level at entries and exits
- ✓ Use pictograms to explain security procedures
- ✓ Use pictograms to document the availability of services onsite
- ✓ Display emergency contacts and procedures onsite (in at least the local language and English)

## 8.6. Maintenance of structural facilities

Structural facilities have to be maintained thoroughly, also between audits and re-audits. Therefore, procedures must be foreseen to check the functioning of the following security items regularly.

### SAFETY AND SECURITY

#### Technical devices

Registration system for entry and exit (including license plate recognition and license plate-ticket matching)	Once a month
<ul style="list-style-type: none"> <li>▪ Functional check</li> </ul>	
Entrance-/Exit barriers (barriers, gates, turnstiles)	Lubricate the turnstile once a year and clean it half-yearly. Check function of barriers/gates once a month.
<ul style="list-style-type: none"> <li>▪ Functional check, maintenance</li> </ul>	
Video system	Daily
<ul style="list-style-type: none"> <li>▪ Quality, recording and video tour</li> </ul>	
Generator	Once a year
<ul style="list-style-type: none"> <li>▪ Black-out-test</li> </ul>	
Parking area lighting	Once a year
<ul style="list-style-type: none"> <li>▪ Cleaning and functional check</li> </ul>	
Personal communication system (mobile phone, walkie talkie)	Half-yearly
<ul style="list-style-type: none"> <li>▪ Functional check</li> </ul>	

## Structural elements

Fence system (including barrier add-on (e.g. barbed wire) as well as under- and over climbing protection) ▪ Tour or video tour	Daily
Rocks, ditch	Daily
Clear zone of 1 meter between barrier and parking area ▪ Remove objects	Once a month
Marked vehicle and pedestrian lanes ▪ Quality check	Once a year
Gate house ▪ Check for damage	Once a month
Signs ▪ Check for readability	Once a year
Vegetation ▪ Check for height, if necessary: cutting	Half-yearly (every spring and autumn)

## PROCESSES

Check Alarm response procedures with workers	Once a year
Formulated risk assessment plan	Once a year
Staff training by an accredited training provider ▪ Refresh training	Once a year
Security training of site manager	Once a year
Documented staff training in view of incident prevention	Once a year
Formulate Business Continuity Plan	Half-yearly
Fix unauthorized vehicles so that they cannot drive away or removal of unauthorized vehicles if legally permitted	Three times a day

## SERVICES

Standard services		Optional services	
Toilets ▪ Cleaning	Twice a day	Truck wash ▪ Maintenance	Every three months
Showers ▪ Cleaning	Twice a day or as needed	Washing machines at laundry ▪ Function-check	Every day
Water taps ▪ Function-check	Once a month	Picnic tables ▪ Cleaning	Daily
Waste bins ▪ Emptiness	Once a day or as needed	Machines (for drinks, food, etc.) ▪ Refilling	Every day or as needed
Internet connection	Once a month		
Pre-booking service ▪ Function check	Once every 2 months		

## 9. Connecting a 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 and the following stakeholders:

- Public authorities,
- Operators that handle private platforms delivering information, reservation, route planning and payment procedures,
- Users of the truck parking areas (e.g. logistics companies, transport companies and truck drivers).

In line with the Delegated Regulation 885/2013/EU on the provision of information services for safe and secure parking places for trucks and commercial vehicles, the following connected services will become either mandatory to provide or commercially useful to publish for parking area operators:

- The transmission of static and dynamic data to public authorities,
- The communication of static and dynamic 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.

## 9.1. Parking management system

Some parking areas operate an integrated parking management system (software-based system with onsite and server-based control equipment). Since such a system monitors and manages the technology components (e.g. cameras, barriers, bollards, scanning devices, biometric recognition), the entries and exits, the reservations and the occupancy, it is able to provide relevant real-time data. These data serve a double purpose:

- Internally, they allow the parking operator to monitor and facilitate the entire functioning of the parking area.
- Externally, they allow the parking operator to communicate the data for commercial use and to comply with legal obligations.

From a regulatory perspective, pertinent static and dynamic information can be transmitted in DATEX II coding language to the national ITS access points under the abovementioned Delegated Regulation 885/2013/EU. From a commercial perspective, these data can be transmitted to privately operated platforms that require them in order to deliver services such as route planning, traffic information as well as parking space and service reservations.

## 9.2. Logical signage

Since internationally operating drivers, transport companies and shippers will use these IT-related services, logical and easily understandable signage is recommended.

It should be clear, which security and service levels the parking area offers, which services are available onsite and which methods may be used for the reservation and payment process. This shall be achieved via internationally recognizable pictograms and easily understandable descriptions in the local language and at least English as a second language.

The visual identity of the pictograms used in IT-platforms and in Apps, of the

motorway signage related to the parking areas and of the onsite signage should be aligned as much as possible. Stakeholders such as ESPORG developed uniform visual identity solutions that may serve as an example. Another example is the work of the UNECE Working Party on Road Traffic Safety on road signs of secure parking areas for trucks.

## 9.3. Platforms

The Study on Safe and Secure Parking Places for Trucks has developed recommendations for an API. These may serve as a valuable basis for developers of the IT-platforms that connect different IT and mobile applications to the logistics chain. The recommendations are available at <http://sstpa.eu-study.eu/API>

## 9.4. Mobile Applications

More and more mobile applications allowing users to book parking places are available on the market, such as "Snap Account", "Truck Parking Europe" and "Secure Truck Parking".

We recommend that the users check if the providers of such applications have assessed the truck parking areas included in the Apps and have indicated clearly, which are secure truck parking areas and which are not. Only a reliable assessment guarantees accurate information, which drivers and transport companies can trust.

App developers should ensure that their application complies with the principles of open access and interoperability with other platforms and roaming solutions. Compatibility with the coding language DATEX II is an asset that will be required when the Regulation 885/2013/EU will have been fully applied across the European Union.

Real-time bidirectional communication with the parking area is necessary to ensure accurate route planning, reservation and

payment processes, which provide added value both to the parking area and the App. Apps should display the full range of security and service features available on the parking area and clearly indicate whether or not the parking area is considered as an assessed and certified SSTPA.

## 9.5. Reservation options

Different reservation methods can be chosen, including the following options.

- ✓ Reservation by phone
- ✓ Reservation via Apps (real-time)
- ✓ Reservation via an online contact form
- ✓ Reservation via integrated on-board or dispatching systems (real-time)
- ✓ Reservation via online reservation platforms (real-time)
- ✓ Reservation based on framework contracts with the parking area

The operators of truck parking areas should be aware of the increasing importance of real-time reservation solutions that are likely to become the norm for safe and secure truck parking areas in the near future.

Reservation systems should provide a certain flexibility for the duration of the stay due to traffic-induced uncertain arrival times, for instance by offering an arrival time window.

Spontaneous access to the parking area should preferably be possible. It is recommended to the parking area operators to consider keeping a certain number of parking places as non-bookable places destined to potential drive-in customers mainly to support road safety and as far as possible to provide every truck a place to park. Overbooking schemes should be avoided since they endanger the reliability of the reservation system.



## 9.6. Payment options

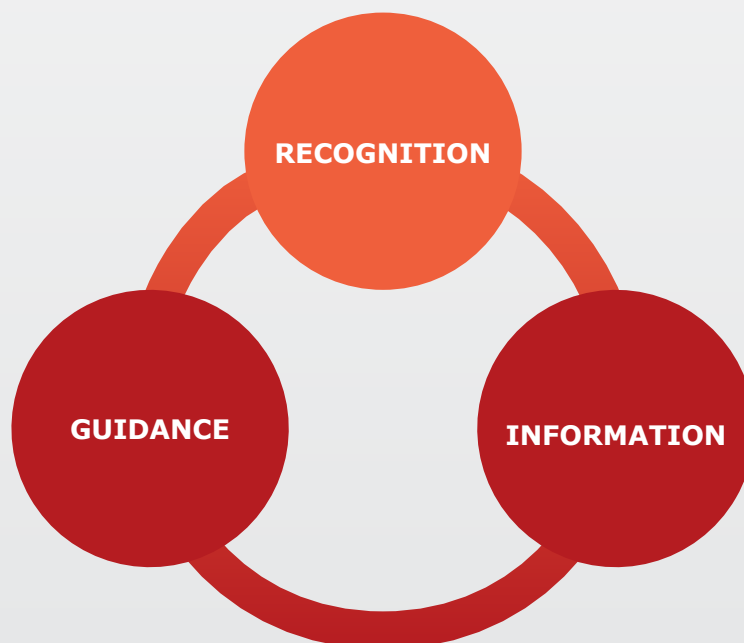
Payment methods may include the following options.

- ✓ 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)
- ✓ Cross-selling options (e.g. fee reduction based on fuel purchase)
- ✓ Using a subscription model (per use, flat rate or combined)
- ✓ Cash or fuel card payment onsite

While subscription models are feasible, the recommendation is to always allow for open access payments per use to ensure non-discrimination and open access.

## 9.7. Onsite visibility

Given the increasing digitalization of the transport sector, clear indications onsite on the options for reservation, payment and navigation are recommended, so that truck drivers get acquainted with available solutions. Operators of parking areas should remain open for competing IT and payment operators to advertise their services onsite. A coherent visual identity of the security and service elements is recommended since it helps drivers understand these elements at a glance by providing recognizable indications, informing and guiding the drivers.



## 10. Showcases

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This chapter shows best practices in terms of automation, operating systems and sustainability.

### 10.1. Showcase of an unmanned SSTPA

The TOTAL parking area at Kalken (Belgium) gathers 80 safe and secure parking places for trucks. It was opened in March 2017 and is Security and Service level 4 certified (LABEL standard). The parking area is part of a project of three certified parking areas at Kalken and Kruishoutem with a total of 150 secure places. It is located along the E17 axis Antwerpen-Ghent-Lille-Paris, a major freight route of the North Sea-Mediterranean Corridor and situated next to the newly built TOTAL service station of Kalken, in the direction of Ghent.

This SSTPA is a good showcase for an unmanned parking area, which is fully video-controlled 24/7 and monitored by the security company G4S. The drivers have access to a speaker system in order to get in touch with G4S agents at any time. Access to and exit from the parking area is managed through a 3-step identification system.

For additional information on the parking area please visit:  
<http://be.total.com/fr-be/des-oasis-le-long-des-autoroutes-belges-la-creation-de-stations-service-innovantes>.

A video on the showcase is available at <http://sstpa.eu-study.eu>



## 10.2. Showcase of an SSTPA with a smart operating system

The A&O truck stop at Lugoj in Western Romania has 183 safe and secure parking places for trucks. It was opened in January 2018 and is Security and Service level 4 certified (LABEL standard). It is located along the Orient East-Med TEN-T Corridor.

This SSTPA is a good showcase for a smart operating system that coordinates all physical and IT-components of the parking area in an integrated approach, including LPR (license plate recognition), biometric access and exit control, reservation and payment systems.







For additional information on the parking area please visit: <http://aotruckstop.ro>

A video on the showcase is available at <http://sstpa.eu-study.eu>

### 10.3. Showcase of a sustainable SSTPA

The Truck Étape parking area at Béziers in Southern France has 350 safe and secure parking places for trucks and 24/7 human and video surveillance. The parking area is located on the motorway A9 on the way to Spain and is certified at Security level 3 and Service level 5 (LABEL standard).

This SSTPA implemented a sustainable approach. It placed solar panels across the parking area that have a double function. On the one hand, they produce solar energy, and on the other hand, they protect the truck and the driver from the weather conditions. This is an added value for the drivers' comfort and also a smart way to make use of renewable energy for the parking area.







For additional information on the parking area please visit:  
<http://www.trucketape-beziers.com>

A video on the showcase is available at <http://sstpa.eu-study.eu>

#### 10.4. Showcase of an SSTPA with intelligent transport features

The SSTPA at Porta Barcelona, operated by the company Albertis, is connected to the highway toll system, which allows smart recognition and payment of the trucks. Security and quality control are ensured at a distance via an operations and control centre.



For additional information on the parking area please visit:  
<https://www.autopistas.com>

A video on the showcase is available at <http://sstpa.eu-study.eu>

#### 10.5. Repository of certified SSTPAs across Europe

A constantly updated repository of certified SSTPAs is available at  
<http://sstpa.eu-study.eu>

## 11. The future of safe and secure truck parking areas: the road ahead

The logistics market is traditionally characterised by a high pace of regulatory and technological change.

As an increasingly important part of the supply chain, operators of secure truck parking areas have an interest in anticipating future trends and providing appropriate solutions.

When planning to set up or upgrade secure truck parking areas, involved stakeholders must analyse the market and regulatory environment at any given moment. The implementation status of the following trends must be assessed carefully.

TECHNOLOGY	Allow automated verification and data transmission via license plate and biometric recognition
	Equip parking areas with charging points for alternative propulsion systems
	Enable real-time navigation, payment and reservation services
REGULATION	Check EU and national regulation in terms of mandatory rules for infrastructure setup and levels of security that should be met to comply to e.g. EU-wide social rules
	Check EU and national regulation in terms of mandatory rules for Intelligent Transport Systems
	Private security labels are on the rise. Be sure to meet their requirements
SOCIAL RULES	Make sure to meet relevant levels of security set for hauliers to comply with EU and national regulation in terms of parking when following rest periods and labour legislation
	Make sure that the parking area is prepared to accommodate the needs of various kinds of drivers, including women and special needs persons



## 12. Where to obtain additional information

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The following key stakeholders are involved in the field of safe and secure truck parking areas. They are available to deliver supplementary information on parking areas and other transport related matters.

### 12.1 Private organizations involved in safe and secure truck parking areas

ESPOrg, European Secure Parking Organisation: [www.esporg.eu](http://www.esporg.eu)

Transported Assets Protection Association: [www.tapaemea.org](http://www.tapaemea.org)

International Road Transport Union: [www.iru.org](http://www.iru.org)

Bosch: <https://bosch-secure-truck-parking.com/?ln=de>

### 12.2 Public authorities involved in safe and secure truck parking areas

European Commission, DG MOVE: [https://ec.europa.eu/transport/home\\_en](https://ec.europa.eu/transport/home_en)

### 12.3 Relevant conferences and fora

TEN-T Days: [www.tentdays.eu](http://www.tentdays.eu)

### 12.4 Further reading

Secure parking tips: [www.secureparkingtips.eu](http://www.secureparkingtips.eu)

Stocktaking report of the EU-funded study on safe and secure parking areas for trucks: <http://sstpa.eu-study.eu>

Survey insights from the EU-funded study on safe and secure parking areas for trucks: <http://sstpa.eu-study.eu>

Issue analysis from the EU-funded study on safe and secure parking areas for trucks: <http://sstpa.eu-study.eu>

Showcase videos from the EU-funded study on safe and secure parking areas for trucks: <http://sstpa.eu-study.eu>



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