

Parking and Traffic Enforcement Annual Report

2017



**London Borough
of Hounslow**

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Foreword



Welcome to the London Borough of Hounslow's Annual Parking Report. This report is produced to meet the council's reporting requirements as outlined in the Traffic Management Act 2004 guidance, as amended in November 2010.

Parking Services provides a range of services to the residents, businesses and visitors to the borough. These include the provision of parking permits, Pay & Display and cashless paid for parking, ensuring compliance of bus lanes, moving traffic and parking restrictions, dealing with correspondence contesting parking tickets and administering concessionary travel schemes. This work is carried out by both Hounslow staff and our parking contractor, Serco.

The annual report provides an overview of these activities and the performance of the service.

We have continued our strategic deployment of CCTV cameras to areas where vehicles are regularly contravening traffic restrictions. This led to an initial increase in the number of Penalty Charge Notice issued. However, levels of compliance are now beginning to improve. This increased awareness should result in better road safety and traffic flow in key sites around the borough.

The redevelopment of Hounslow High Street and the building of the new Civic Centre has meant the loss of several car parks, including Alexandra Road and Holloway Street, Bath Road and School Road. This trend is set to continue as the borough revitalises its High Streets and develops much needed housing. Improved public transport is anticipated to serve the needs of many of the users. We are also working on ways to maximise the remaining parking spaces in car parks and on-street, including improved signage and tariffs to encourage turnover of spaces in prime areas.

Hounslow continues to work with its West London Alliance partners, Ealing and Brent, and Serco to find additional savings and provide innovations and service improvements. One significant improvement occurred in October 2016 when the permit application process moved online. There have been some issues including working with residents without access to computers and the need to supply scanned documentation. However, I am confident the team are working to minimise the impact.

Concessionary Transport schemes, including Blue Badges, Taxi Cards and Freedom Passes, are primarily funded using surplus income from parking enforcement and charges. However, as can be seen the Council is again facing a shortfall which will require the schemes to be subsidised using alternative resources.

The Council aims to provide an effective and efficient service for its residents and visitors to the Borough, and this report aims to show how we are achieving this. I hope you find it useful and informative.

Councillor Amritpal Mann
Deputy Leader of the Council and Cabinet Member for Environment

Introduction

London Borough of Hounslow is required to produce an annual report about its enforcement activities within six months of the end of each financial year. The report has to be published and as a minimum it has to cover the financial, statistical and other recommended data on Civil Parking Enforcement activity.

The Environment Service and Contract Management team delivers three core services: enforcement of parking and traffic regulations, repair and maintenance of parking facilities and administration of permits. In addition it also provides transport inclusion services such as Blue Badges, Taxi Card, etc. but these do not fall under the auspices of the Traffic Management Act (TMA) 2004. This report focuses on the services regulated by the TMA and their performance including income derived from on-street parking charges and on- and off-street enforcement activity. Car park charges will be covered but this has no legislative bearing.

Any parking surplus generated, excluding income from car park charges, is governed by legislative restrictions contained within section 55 (as amended) of the Road Traffic Regulations Act 1984 and contributes to the cost of transport inclusion services.

Any queries on this report are contained in FAQs or you can email feedback@hounslow.gov.uk

Parking Policy

The London Borough of Hounslow has compiled a comprehensive document outlining the roles and responsibilities of Environment Service and Contract Management. The policy document is reviewed on a regular basis to ensure it remains up to date and represents best practise. The purpose of the document is to:

- Communicate clearly Hounslow Council's parking enforcement policy to motorists, who reside, work in or visit the Borough.
- Ensure that Hounslow Parking officers apply policy as required.
- Assist Parking officers in the decision making process, ensuring that consideration to parking matters demonstrate consistent high quality decision making.
- Help ensure that there is a consistent approach to initial advice and all parking matters by officers across the Borough.

London and Hounslow parking trends

General enforcement activity

Across London for 2016/17 the following was seen:-

Penalty Charge Notices (PCNs) issued increased from 4.66m to 5.13m

- Parking enforcement PCNs increased 4.5% to 3.5m
- Bus Lane PCNs increased to 351k from 330k, up 6.36%
- Moving Traffic enforcement PCNs rose 25% to 1.23m from 980k in 2015/16

Generally Hounslow has reflected this trend:-

- PCNs rose from 105,385 to 121,202
- Parking enforcement PCNs increased by 3% from 78,889 to 81,281
- Bus Lane PCNs decreased by 47.8% to 8,123 from 15,555
- Moving Traffic enforcement PCNs rose from 12,147 to 31,798

The rise in Moving Traffic enforcement demonstrates the authorities increased emphasis in using CCTV to deal with unsafe driving practises such as obstructing junctions, failure to drive in the direction indicated by arrows, banned turns etc.

Appeals to the Adjudicator

Across London the number of appeals lodged with the independent appeals body London Tribunals rose by 15.6%. However the number of appeals lodged as a percentage of total PCNs issued continued to decrease.

In 2016/17 39159 appeals were lodged with London Tribunals across London, or just 0.76% of all PCNs issued. This compares with 33,884, 0.79%, appeals in 2015/16. In Hounslow, 0.63% of PCNs went to London Tribunals, which is a reflection on the both the quality of PCNs issued and how challenges and representations are dealt with by the Correspondence team.

A breakdown of appeals statistics and London Tribunal's annual reports, published towards the end of each calendar year, can be found at <http://www.londontribunals.gov.uk/about/annual-reports-and-appeal-statistics>

Parking Operations at Hounslow

Pay by phone parking



The pay by phone facility, currently provided by Ringo, is already available alongside the pay and display option in most areas. It offers motorists a convenient way to pay for their parking without the need to carry the correct change for a pay and display machine.

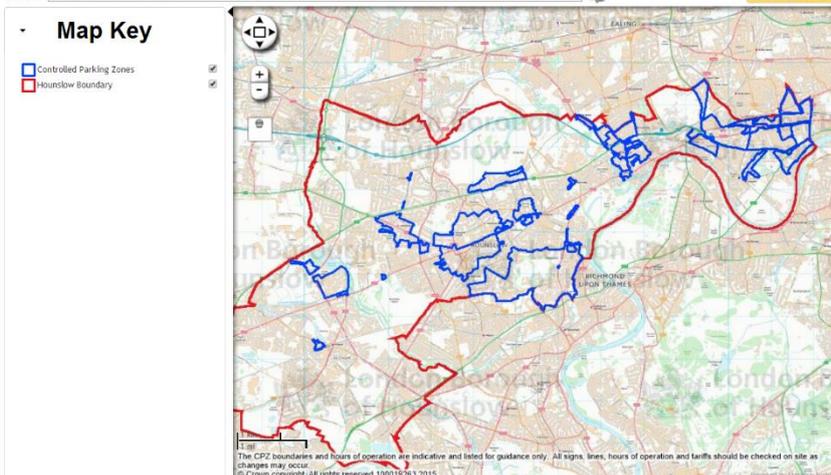
Several areas around the borough now only accept 'pay by phone'. These bays have the additional benefits of removing the need for costly implementation, maintenance and cash collection costs related to pay and display machines, as well as improving the street scene by removing pay and

display machines.

Interactive map

Controlled Parking Zones

Location: Enter postcode, street or house name



The council's interactive map is available to residents and visitors to find out whether a road or area is in a CPZ.

By clicking on a zone the days and hours of operations shown.

[http://www.hounslow.gov.uk/index/transport and streets/parking/street parking zones.htm](http://www.hounslow.gov.uk/index/transport_and_streets/parking/street_parking_zones.htm)

Car Park Closures

Two of the authority's Hounslow Town Centre car parks, School Road CP and Bath Road CP, closed in 2016/17. Two further car parks, Holloway Street and Alexandra Road car parks closed in October 2017.

This will place additional pressure on parking in the Hounslow Town Centre. Alternative car parks are being sought through partnership working. School car parks are being looked at as a source of parking spaces at weekends when demand increases.

Bath Road Car Park is being redeveloped for the Council's new Civic Centre. This will be a hub of information for residents and visitors alike. The new Civic Centre will include council offices and library and is expected to be occupied in spring 2019.

Park Mark

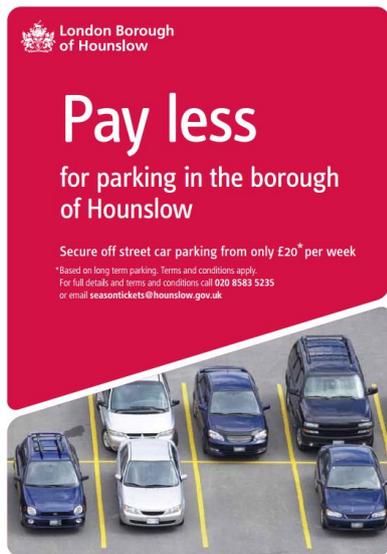


Council run car parks are all being reviewed to ensure that they are clean and safe places to park. The Park Mark scheme is designed to reduce crime and the fear of crime inside parking facilities by ensuring that the council implement a number of crime deterrents, including good lighting and surveillance.

Four London Borough of Hounslow operated car parks currently have the Park Mark accreditation: Prince Regent Road South, Town Hall (Chiswick), Brentford High Street and the Civic Centre Visitors' car park.

Bell Road, New Road, Montague Road East and Windmill Road car parks will be submitted for accreditation during the year following planned improvement work.

Season Tickets for car parks



The London Borough of Hounslow has a number of car parks, mainly situated in 5 areas: Hounslow, Brentford, Chiswick, Feltham and Isleworth.

Season tickets are available in many of them and applications are judged on a first come, first served basis. Annual permits can be paid quarterly, six monthly or annually and offer significant saving on daily P&D ticket purchase.

There are discounts available for bulk purchases of permits.

Contact the Season Tickets team on 020 8583 5235 or by email seasontickets@hounslow.gov.uk.

Further information can be found at

http://www.hounslow.gov.uk/index/transport_and_streets/parking/seasontickets.htm

Online Permit Applications



Powered by Following several delays in the introduction of an online permit application system this commenced on 4 October 2016.

Resident, Temporary resident and Business permit users will use the online service called EasiPermits.

Online forms are also available to make applications for residents in the Twickenham Event zone, Doctors and Carers. Information is available by going to the council's permit website and selecting the relevant permit type.

Hounslow council and Serco staff have been available to assist residents who have faced difficulties submitting their application.

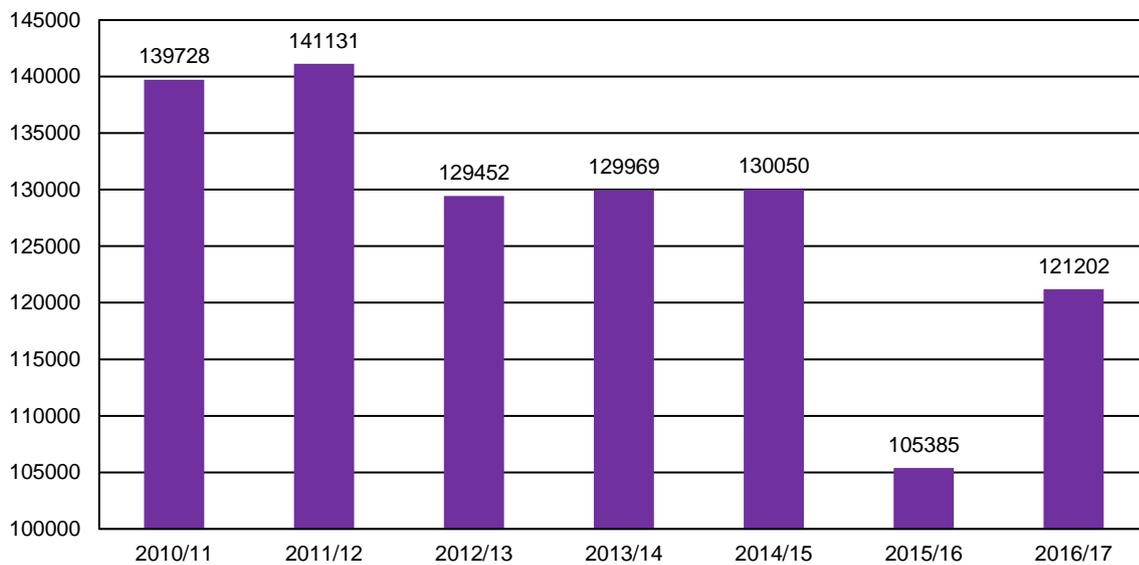
Most residents should have found the operation seamless and would have received their permits quicker.

Performance

Enforcement

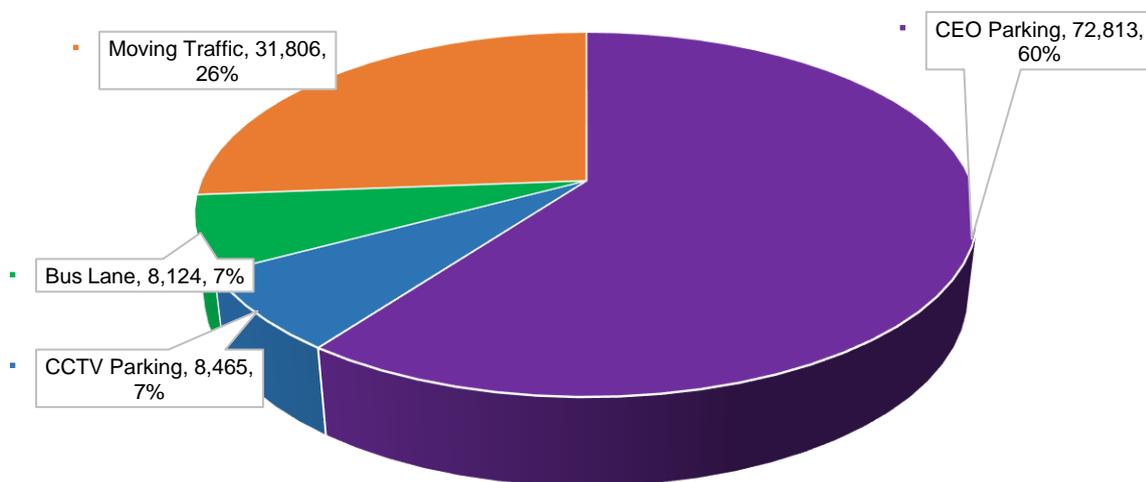
The total number of PCNs issued this year was 121,202. The council now enforces a number of Yellow Box Junctions and banned turns across the borough.

PCNs Issued in the last 7 years



The following chart shows the breakdown of PCNs issued by type.

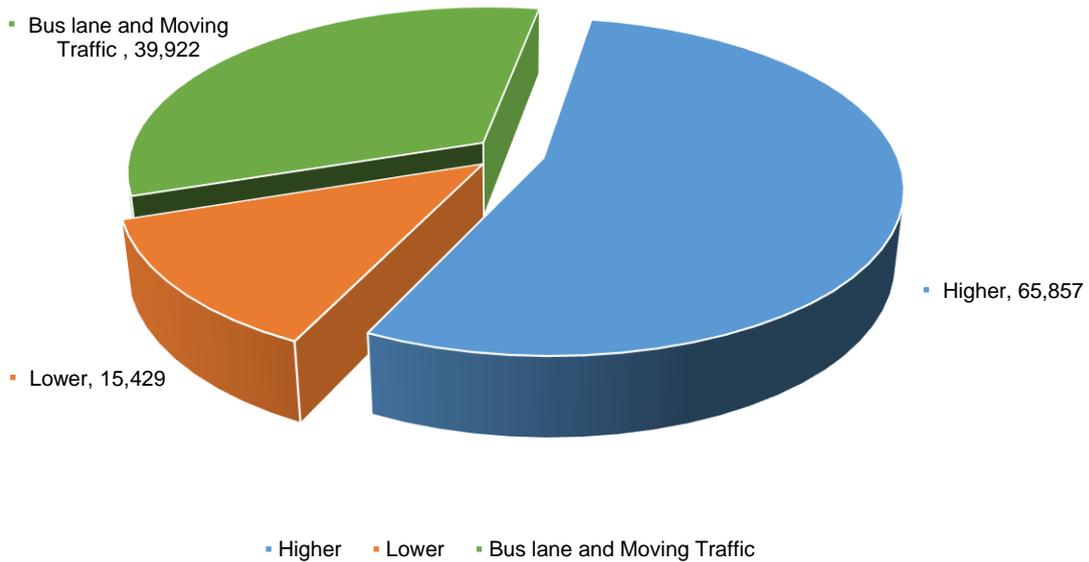
PCNs by Debt Type



PCNs are charged based on the seriousness of the contravention. Examples of the higher charge penalties include parking on yellow lines, parking in residents' bays, on footways and across dropped kerbs. Less serious contraventions include parking in a permitted bay without payment, after a Pay & Display ticket has expired or parking beyond the bay markings.

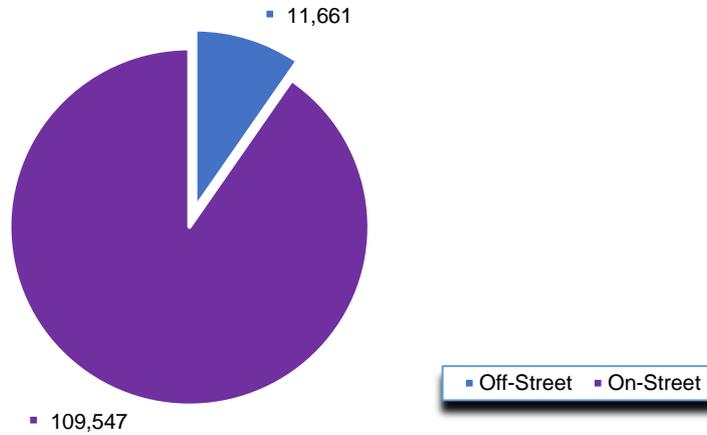
PCNs issued for contraventions at the higher charge represented 81% of the total issued by CCTV cameras and CEOs (excluding bus lane and moving traffic contravention). This reflects the emphasis of the enforcement team in ensuring that the contraventions likely to impact on the safety of the public or the flow of traffic are given higher priority.

Differential PCN Charges

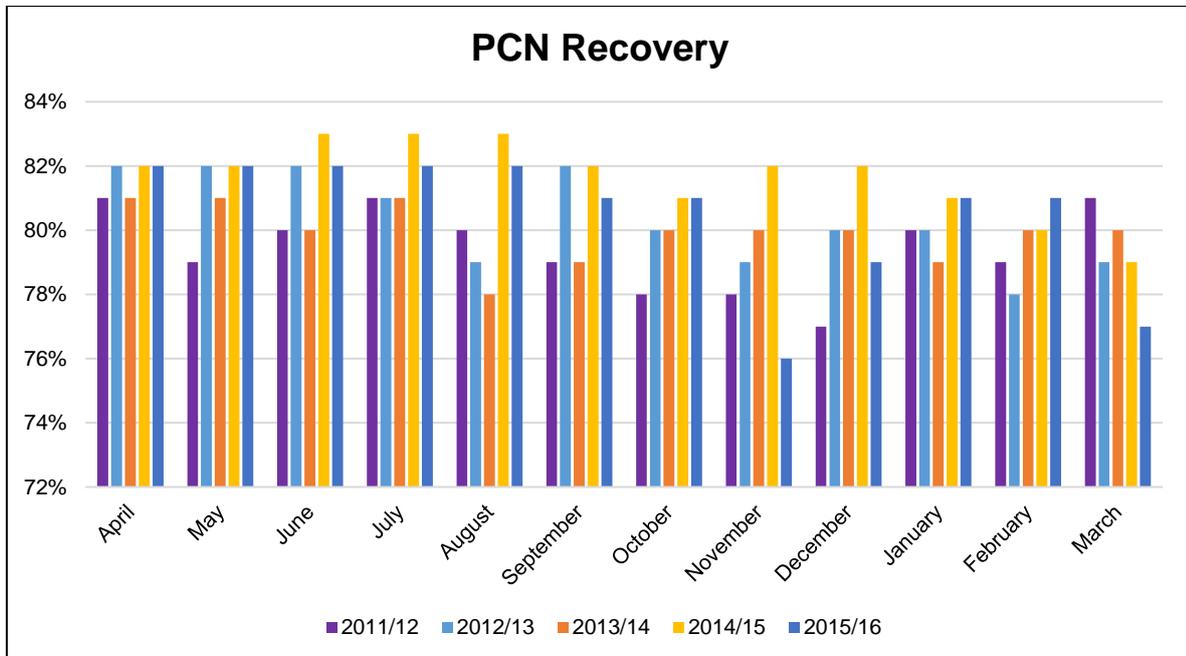


The following diagram shows the breakdown of PCN issuance between on-street and off-street (car parks) locations.

PCNs Issued On Street v Off Street



The Council is committed to ensuring that debts are paid by motorists who contravene restrictions, and we and our Enforcement Agents take rigorous measures to ensure payment is received. As a result our recovery rate for PCNs continues to exceed 75% throughout the year. This figure may be affected by the number of unregistered vehicles, persistent offenders and foreign registered vehicles.

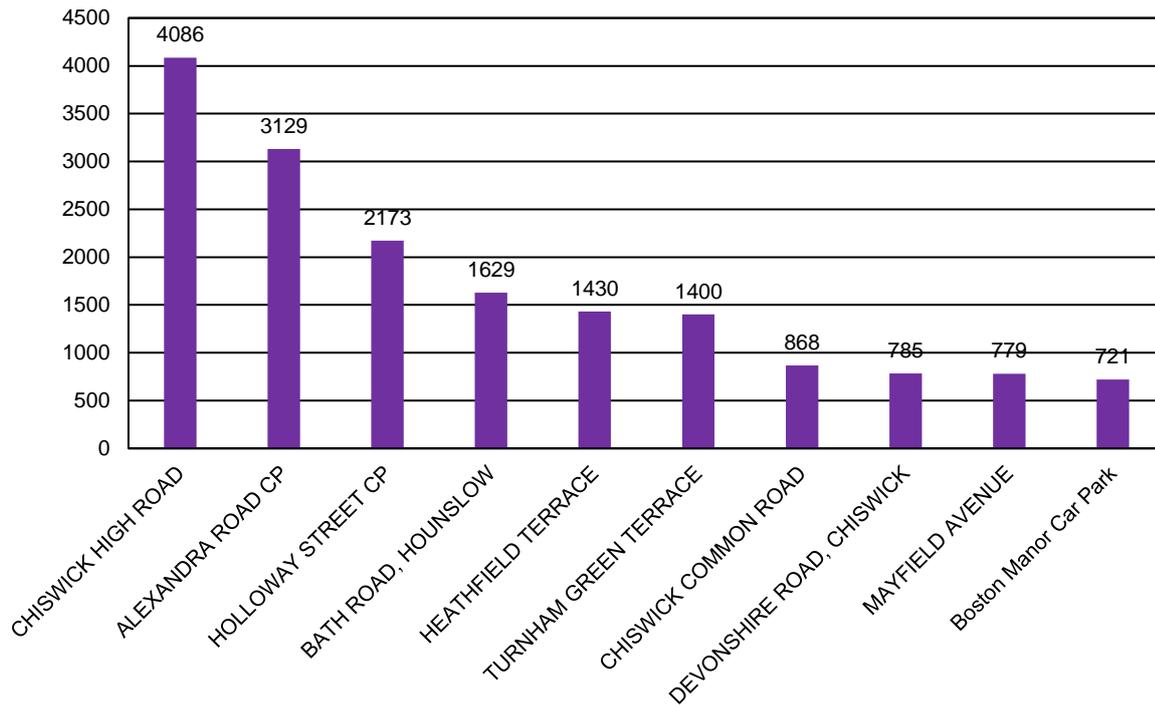


The following charts highlight areas in the borough where the highest number of contraventions occur. These numbers generally relate to either traffic volume or number of parking spaces involved.

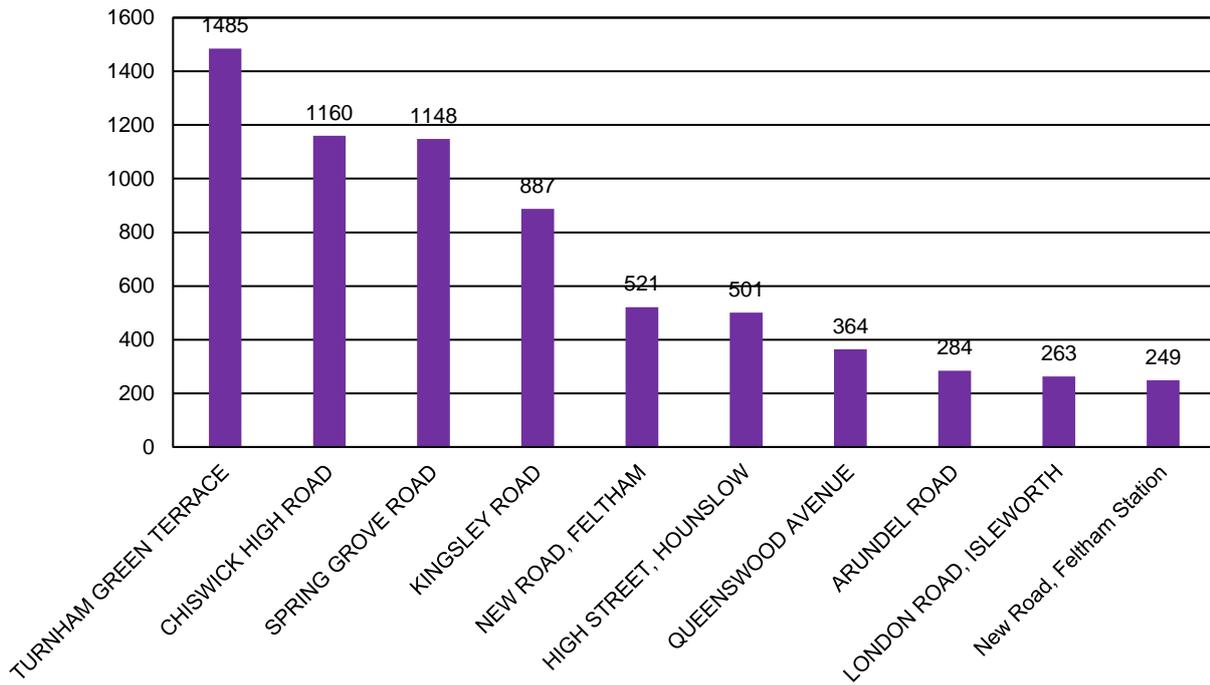
Chiswick High Road continues to be an area of low compliance. Parking enforcement along this road includes the Pay and Display and yellow lines restrictions. Due to the volume of traffic during peak hours the enforcement of bus lanes to ensure easy flow of public transport is considered vital.

There is also low compliance on Lionel Road North where vehicles fail to pass the pedestrian refuge on the side indicated by the arrow. This site is enforced using a CCTV camera.

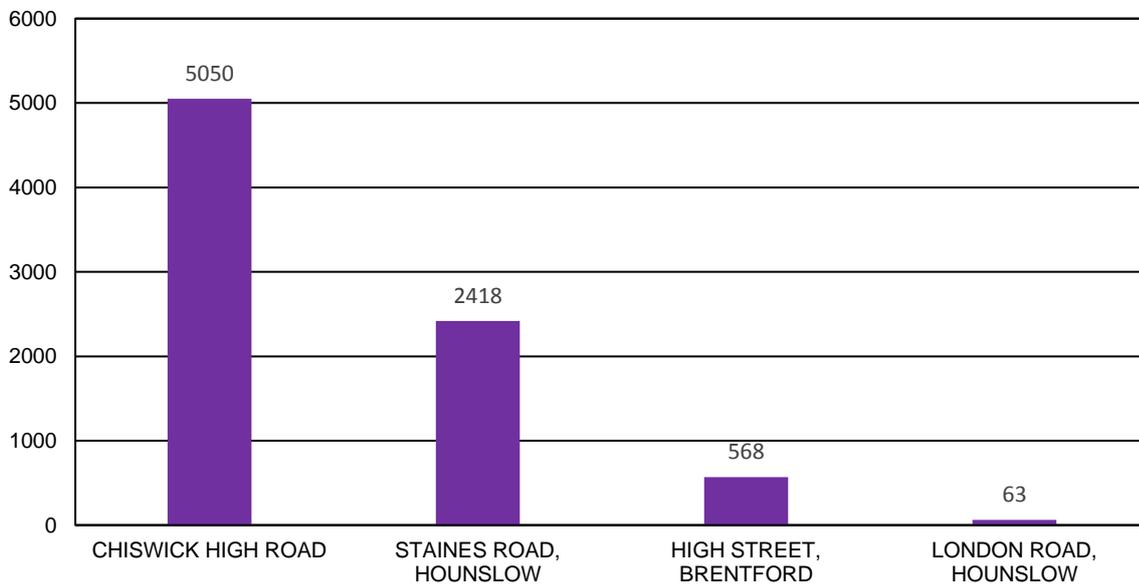
CEO Enforcement Locations



CCTV Enforcement Locations

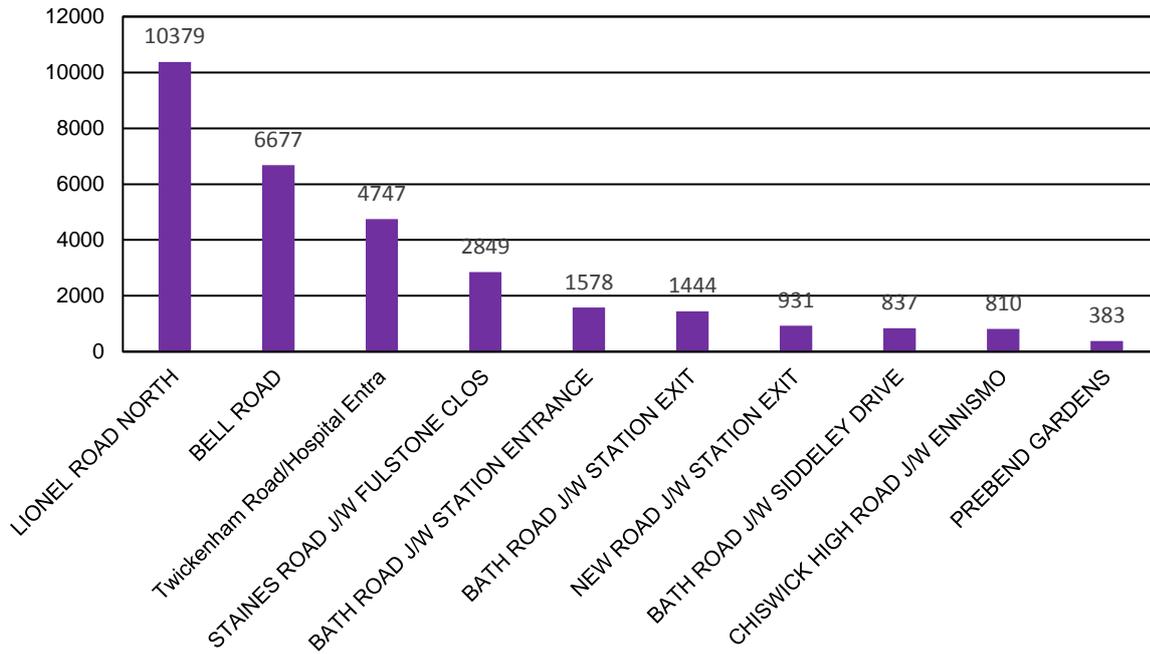


Bus Lane Locations

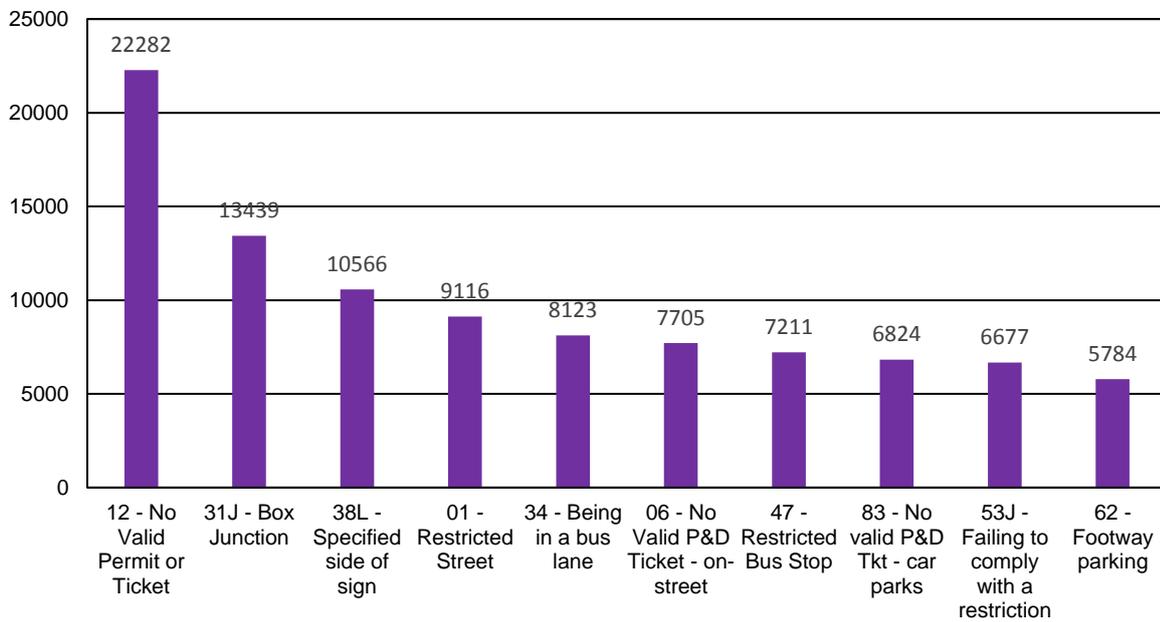


Chiswick High Road has several bus lanes along its length.

Moving Traffic Enforcement Locations

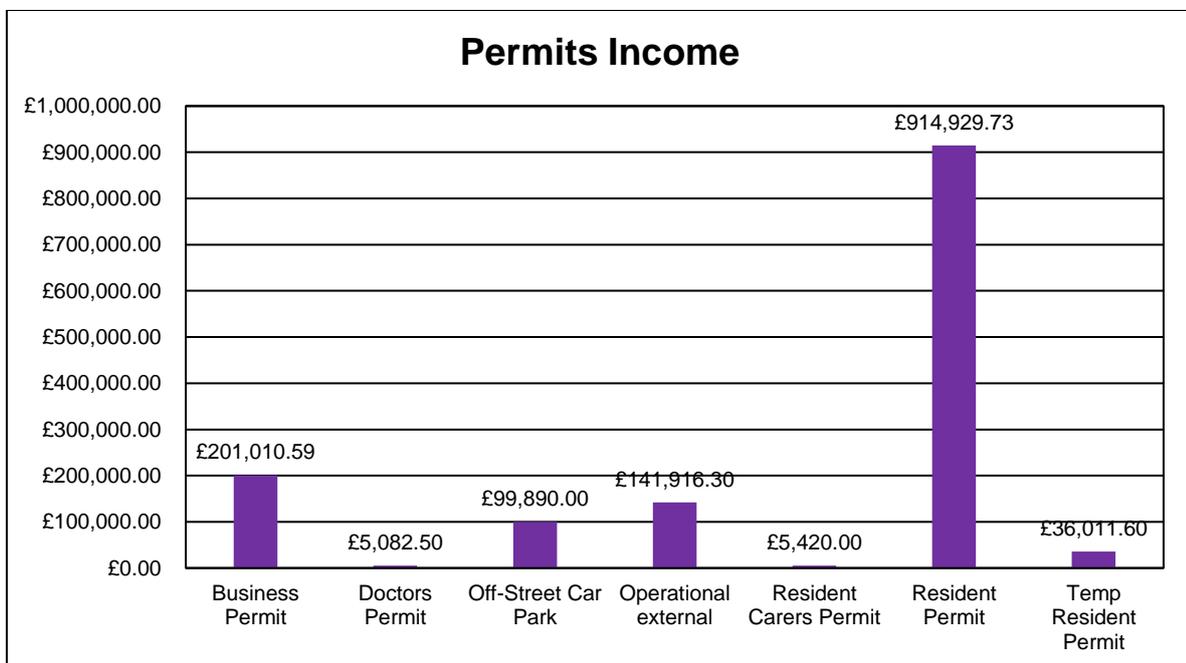
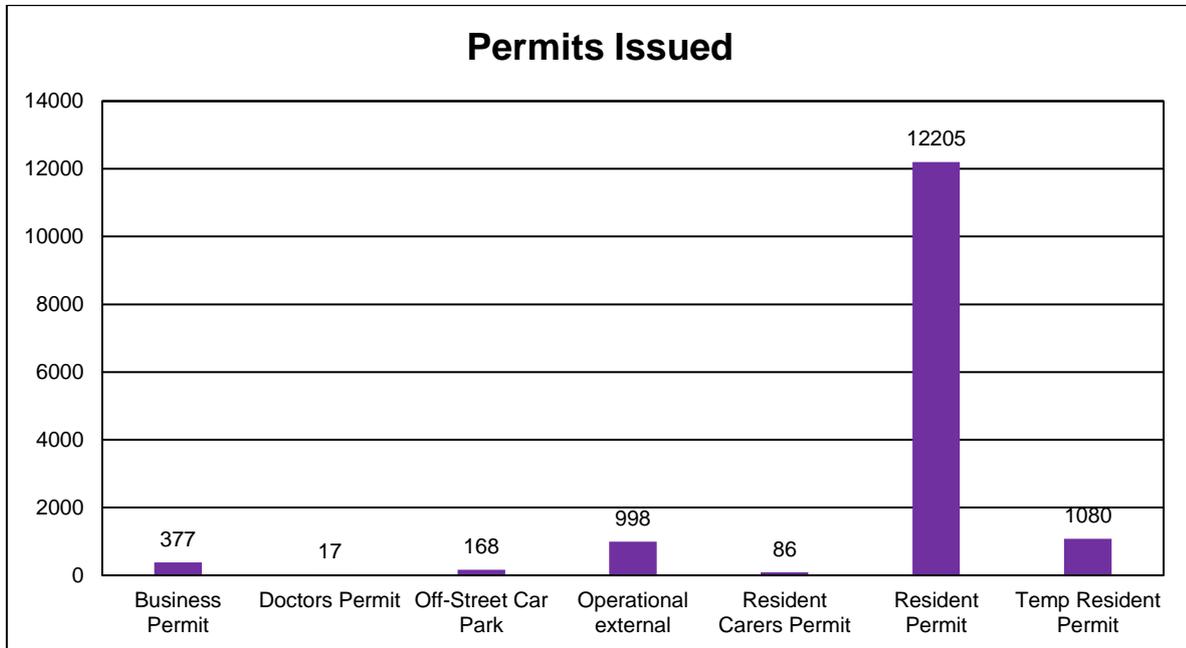


Contravention Codes



Permits

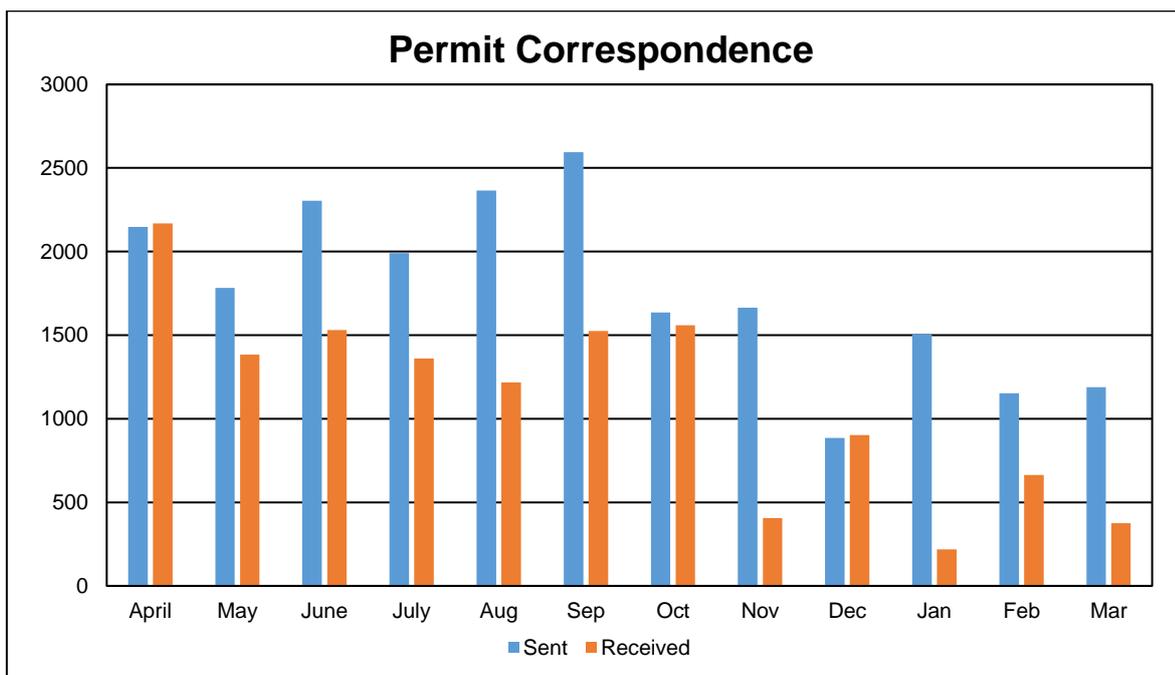
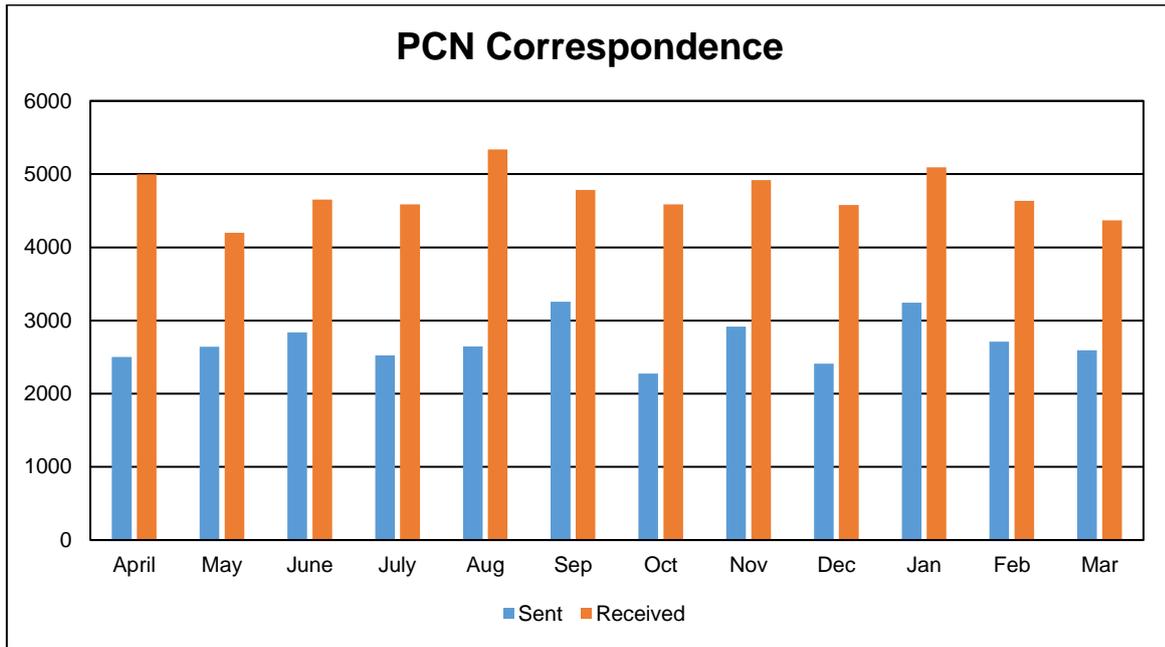
Permits are offered to meet the needs of various groups within the authority including residents, business and to a lesser degree carers and doctors. The charts below show that three quarters of these permits are residents' permits.



Correspondence

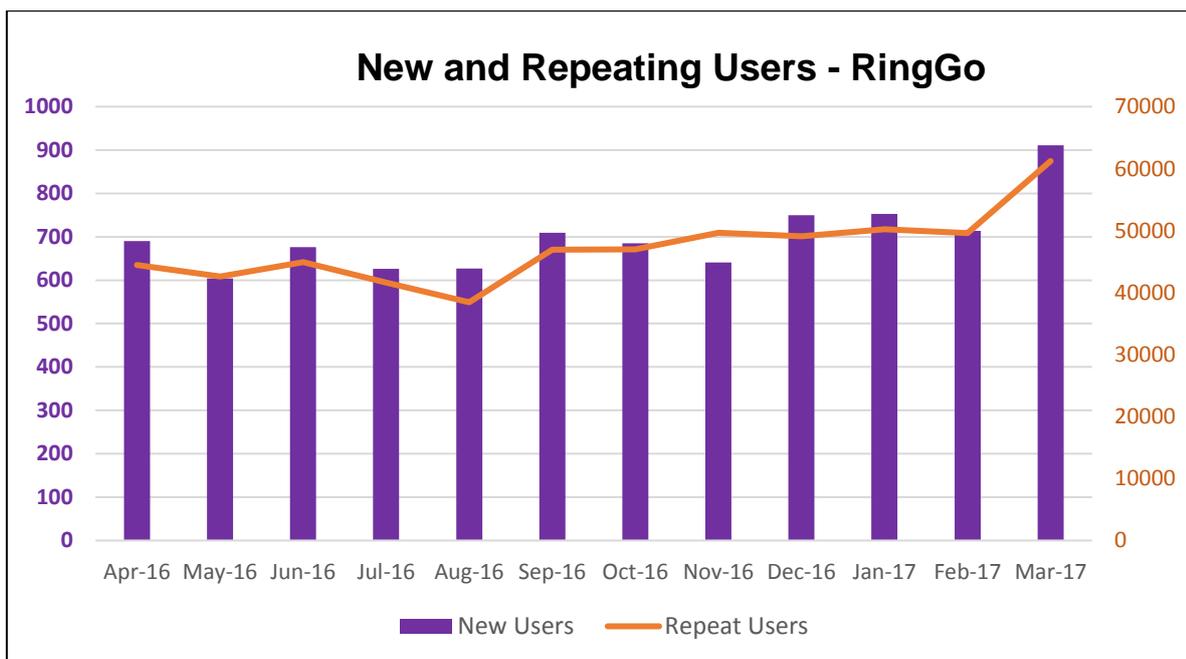
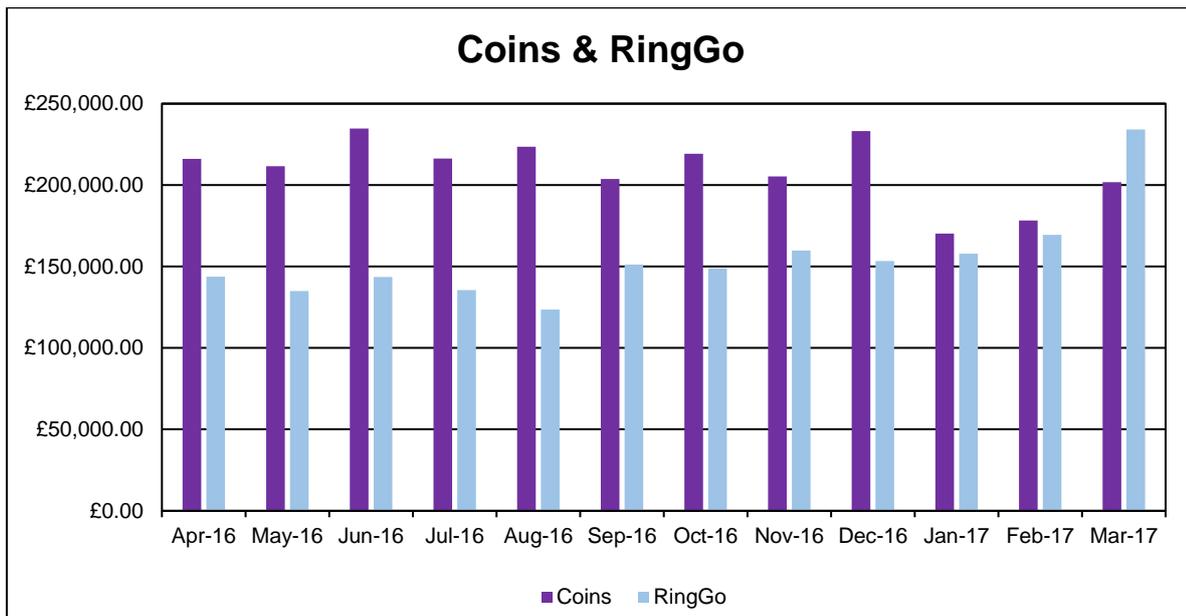
The charts below detail the level of correspondence that has been received and responded to during the period of this report. The figures include all challenges, representations, and permit applications received as well as all general and non-statutory correspondence.

Following the introduction of online permits there was a significant reduction in permit correspondence.



On-street and Car Park Income

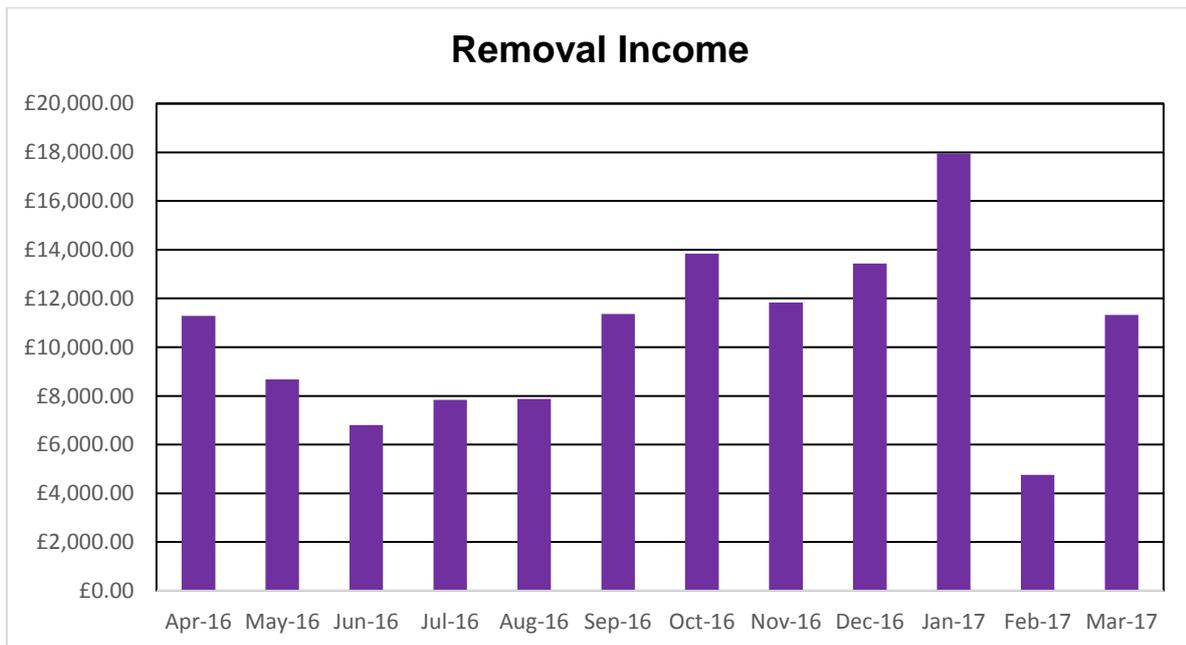
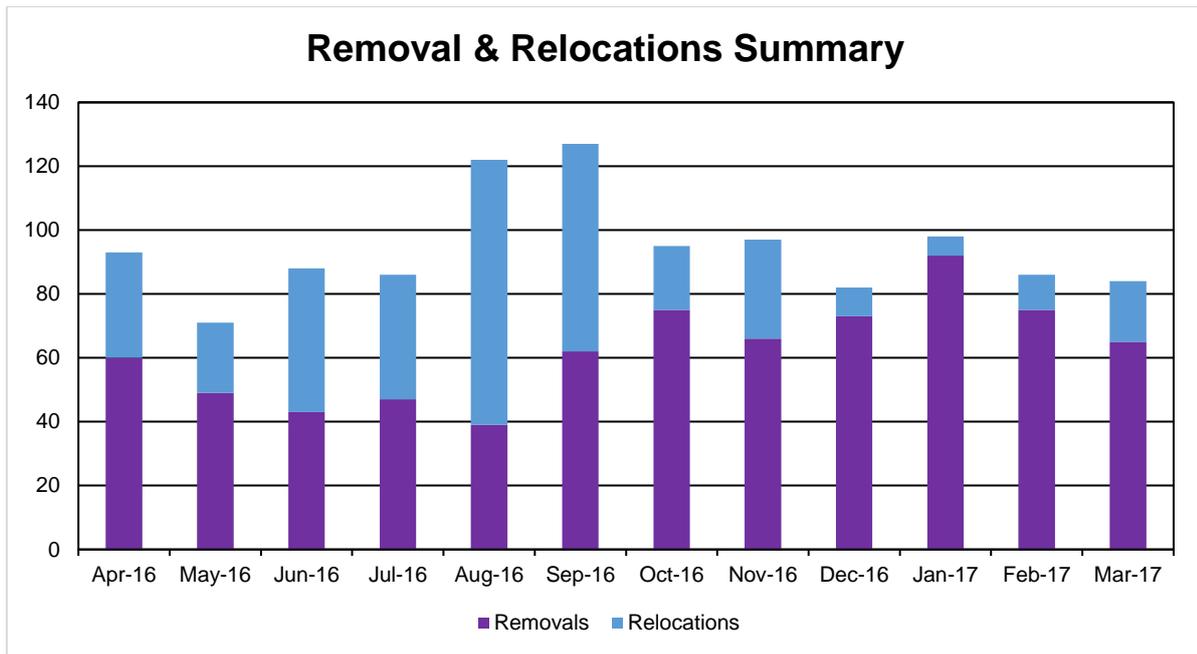
RingGo continues to provide the council's cashless parking payments solution. This is a convenient method of payment in the council run car parks and on-street parking areas. There is a requirement to use RingGo at any on-street locations where the machine is out of order either through vandalism or equipment failure. The authority has taken the decision to move to cashless only parking and a phased approach to the removal of machines has commenced.



Removals

The total number of removals for 2016/17 was 746, down from 790 in the previous year. In addition to the removals there were 383 relocations carried out. The authority carries out relocations in areas where parking has been suspended and the records show that the vehicle was parked before the signs were erected. However, the bulk of the relocations carried out were to support Hounslow Highway's programme of carriageway and footway resurfacing.

Vehicles parking on yellow lines near junctions, disabled bays, footways and obstructing dropped kerbs/crossovers are removed as a priority.



CCTV Enforcement

CCTV Enforcement

Closed circuit television (CCTV) cameras for enforcement are used to improve traffic flow and encourage compliance. It also helps to reduce congestion and unnecessary obstructions in parking, and to ease traffic for buses, taxis and other motorists. CCTV cameras are used to enforce bus stops, moving traffic and bus lane restrictions

The introduction of new cameras and technology has seen efficiencies in the processing of contraventions, in the volume of contraventions observed and in the deployment of resources. The unattended cameras record all vehicles committing contraventions and log them ready for an operator to review and approve before issuing a Penalty Charge Notice (PCN). This requires considerably less staff to operate and the saved resources can be utilised elsewhere.

The CCTV cameras and equipment used by the council are approved and certified by the Department for Transport (DfT). Penalty Charge Notice (PCN) issued through CCTV observations are sent through the post.

School Keep Clear CCTV Enforcement

We recognise the importance of road safety, especially at schools, and we deploy to schools daily to enforce School Keep Clears to assist with the free flow of traffic and to maintain the safety of pupils and other road users. The council has worked closely with the Traffic & Transport department and the MET Police to identify ways of improving safety outside schools and have developed a school enforcement plan which is aimed at tackling parking on school keep clear markings.

The council has purchased 4 cameras to be used to enforce school Keep Clear restrictions. They will be deployed at schools where significant parking issues are identified. As compliance improves they will then be redeployed to another school.

The use of CCTV has improved driver behaviour and increased compliance. Feedback from schools and parents has been positive and acknowledges that the work we have undertaken has made a real difference to the safety of pupils and parents.

Mobile CCTV Enforcement

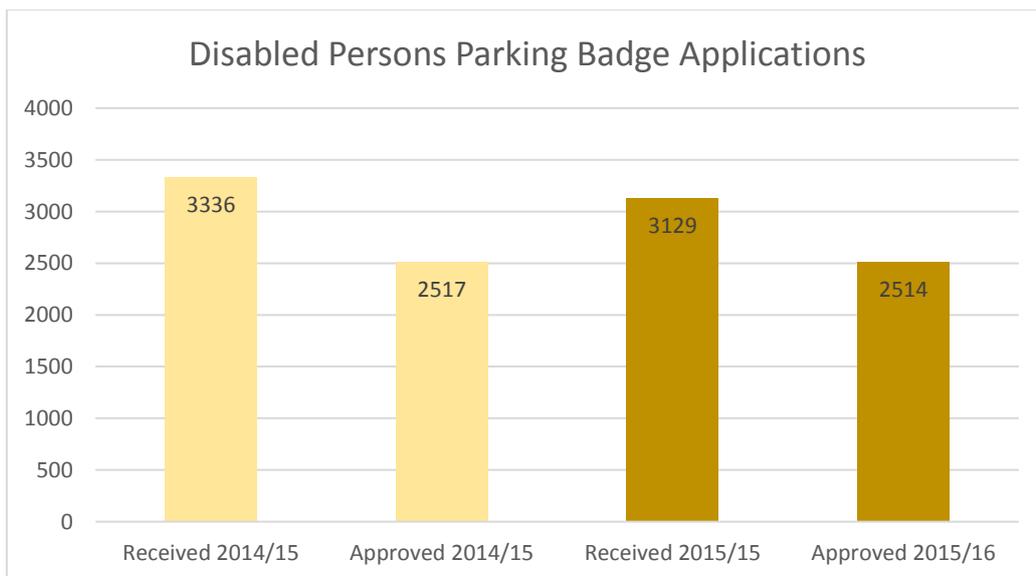
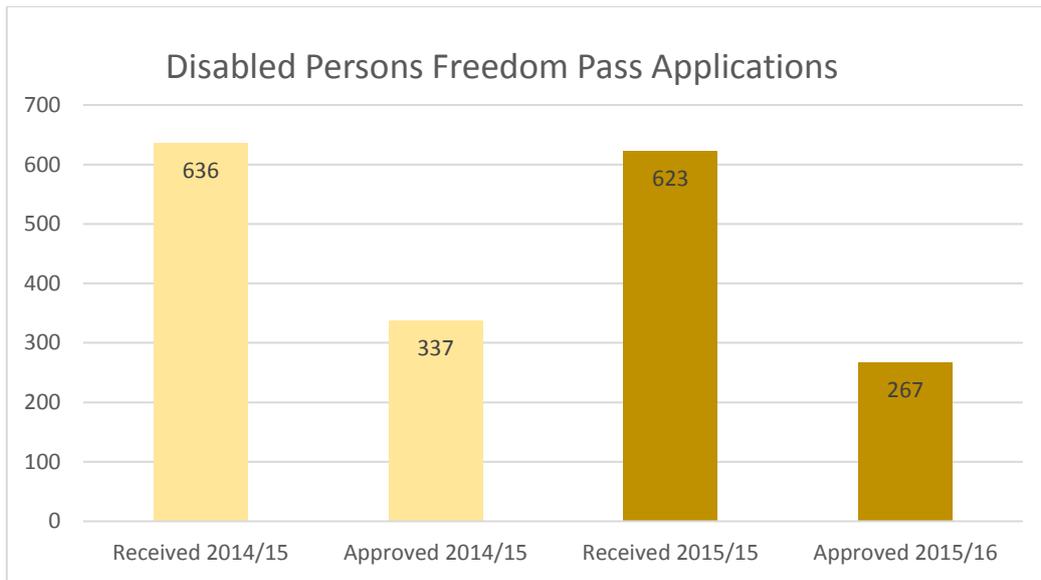
The service also operates two mobile CCTV vehicles equipped with Automatic Number Plate Recognition (ANPR) which have the ability to quickly establish if vehicles are legitimately parked, improving the levels of efficiency for officers. It has also given us more flexibility to respond to demands from the public for action to be taken. These vehicles are normally seen at locations such as junctions where there are banned turns, and outside school areas.

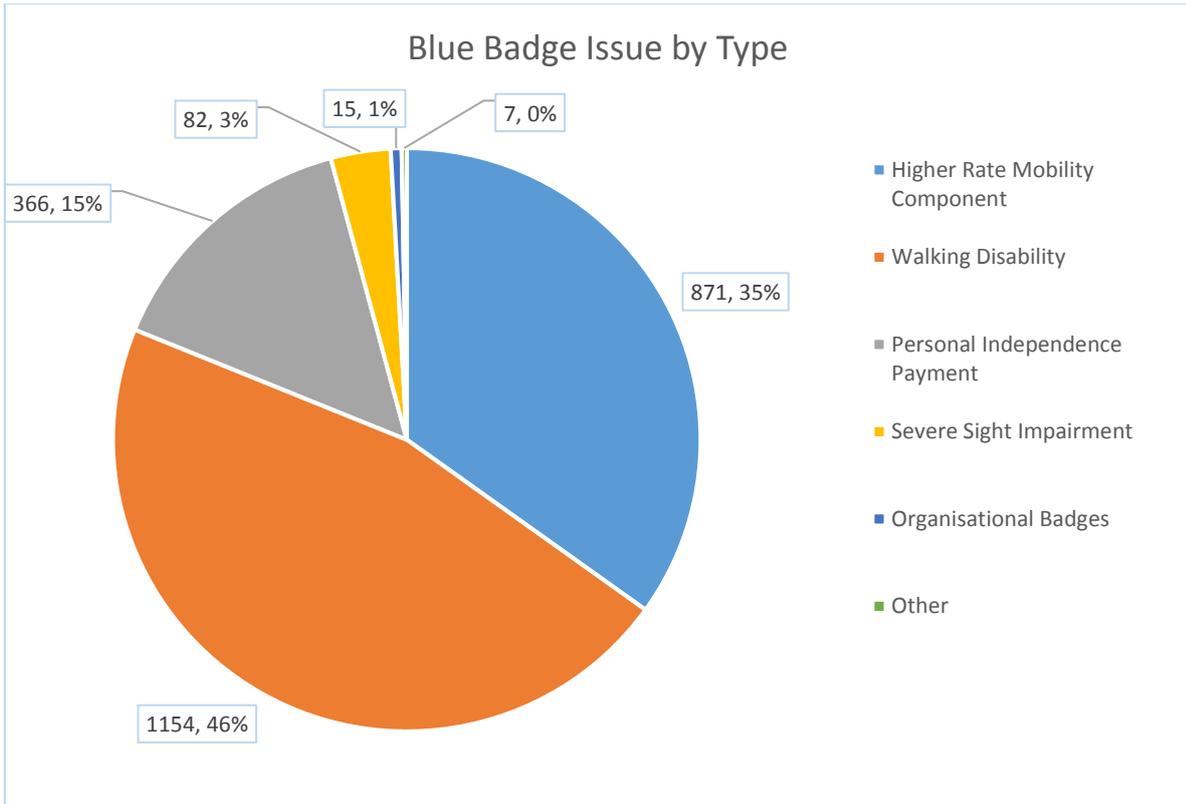
Concessionary Transport Unit

The Concessionary Transport Unit (CTU) handles all applications for Disabled Persons Parking Badges (Blue Badges) and Disabled Persons Freedom Passes made by residents of the borough.

The charts below show the breakdown of applications received and approved for each group and the types of Blue Badges issued.

The budget surplus from Parking enforcement and parking charges funds the concessionary travel schemes.





Financial Report

	2015/16 Actuals £'000	2016/17 Budget £'000	2016/17 Actuals £'000
On Street Parking Income & Expenditure			
PCN Income	4,656	5,820	5,793
Machine Collections	2,737	2,656	2,866
Permits & other	2,122	2,066	2,543
Total Income - On Street Parking	9,515	10,541	11,203
Total Expenditure - On Street Parking	-2,258	-2,113	-2,056
Net Surplus - On Street Parking	7,257	8,429	9,147
Off Street Parking Income & Expenditure-			
PCN Income	242	1,109	210
Machine Collections	1,410	1,068	1,452
Permits & other	208	645	188
Total Income - Off Street Parking	1,859	2,822	1,850
Total Expenditure - Off Street Parking	-2,376	-2,016	-2,186
Net Surplus – Off Street Parking	-517	806	-335
Net Income – On/Off Street Parking	6,740	9,235	8,811
Concessionary Fares	-9,447	-9,494	-9,397
Remaining Surplus after application to Concessionary Fares and Off Street Parking	0	0	0

The surplus income from enforcement and parking charges in the main is used to finance the costs of Concessionary Fares initiatives such as Freedom Passes for those reaching retirement age, administration of Blue Badges and meeting the costs of Taxi Card and other disabled persons transport costs.