

Parking and Traffic Enforcement Annual Report

2016



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.

The delivery of Parking Services includes enforcing compliance of bus lanes, moving traffic and parking restrictions, issuing parking permits, 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 aim of our annual report is to provide an overview of these activities and the performance of the service.

Through effective enforcement a priority for the Parking team continues to be improving safety and traffic flow. There has been a sharp decrease in parking tickets issued by CCTV in 2015/16. This was the result of introduction of the Deregulation Act 2015 which banned the use of cameras for parking enforcement issues, including around schools. The CCTV unit will now concentrate on bus lane and moving traffic contraventions.

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. The authority has been working with Serco to introduce the online permit application. This is long overdue but it has been necessary to ensure the right solution is introduced.

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 Sue Sampson
Cabinet Member for Community Protection

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 Hounslow Strategic Commissioning – 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 2015/16 the following was seen:-

- Penalty Charge Notices (PCNs) issued dropped from 4.75m to 4.66m
- Parking enforcement PCNs decreased 12% from 3.81m to 3.35m
- Bus Lane PCNs increased to 330k from 266k, an increase of 24%
- Moving Traffic enforcement PCNs rose 49% to 980k from 658k in 2014/15

Hounslow reflected this trend with:-

- PCNs dropping from 130,049 to 105,385
- Parking enforcement PCNs decreased by 27% from 107,890 to 78,889
- Bus Lane PCNs decreased by 22% to 12,147 from 15,555
- Moving Traffic enforcement PCNs rose by 86% from 6,514 to 12,147

The rise in Moving Traffic enforcement demonstrates the authorities shift from using CCTV for parking enforcement following the Deregulation Act 2015. This allows the authority to concentrate on unsafe driving practises such as obstructing junctions, fail to drive in the direction indicated by arrows and ignoring weight restrictions.

Appeals to the Adjudicator

Across London the number of appeals lodged with the independent appeals body London Tribunals fell by more than 20 per cent – nearly 11,000 fewer. The number of appeals lodged as a percentage of total PCNs issued fell to less than one per cent.

In 2015/16, 33,884 appeals were lodged with London Tribunals, or just 0.79 per cent of all PCNs issued, compared to 43,175 the previous year (0.91 per cent). In Hounslow, this figure was even lower at 0.63% which compares with a London wide average of 0.86%

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.

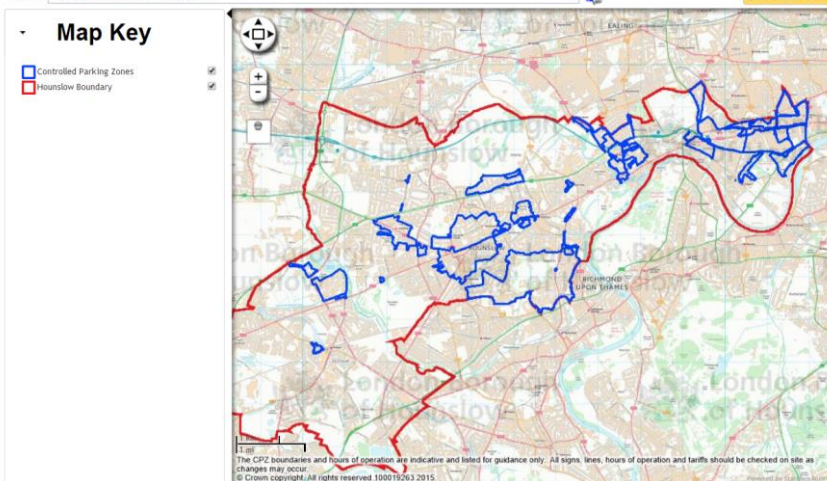
Several areas around the borough now only accept 'pay by phone'. These bays have the additional benefits of removing the need for costly implementation, maintenance and cash collection costs related to pay and display machines, as well as improving the street scene by removing pay and

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)

Signs and road markings



The authority continues to work with Hounslow Highways ensuring that the lines and signs indicating restrictions are clear.



It is important that motorists are easily able to identify any restrictions in place so they can park appropriately. This contributes towards good road safety and traffic flow, as well as proper use of the available parking.

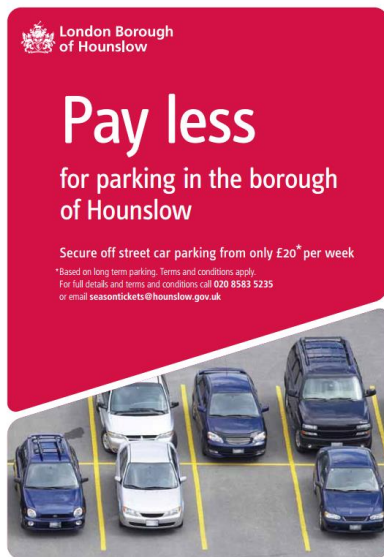
Park Mark



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.

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

Season Tickets for car parks



There are a total of 25 car parks within the London Borough of Hounslow, 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

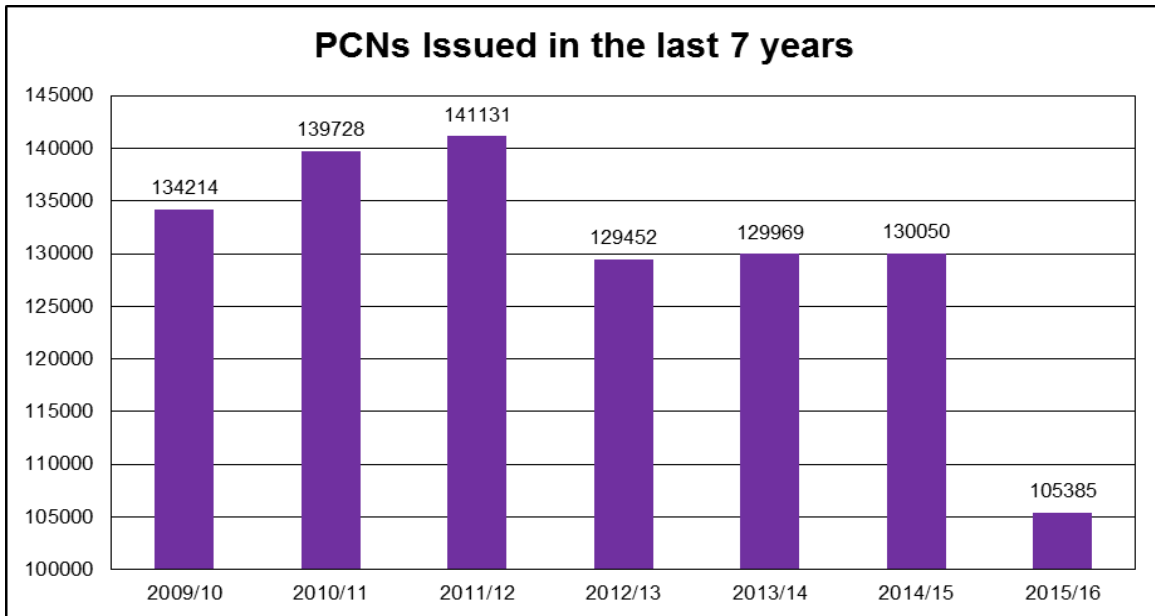
Following several delays in the introduction of an online permit application system these commenced on 4 October 2016.

Resident and business permit users will use the online service called EasiPermits. Online forms are 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.

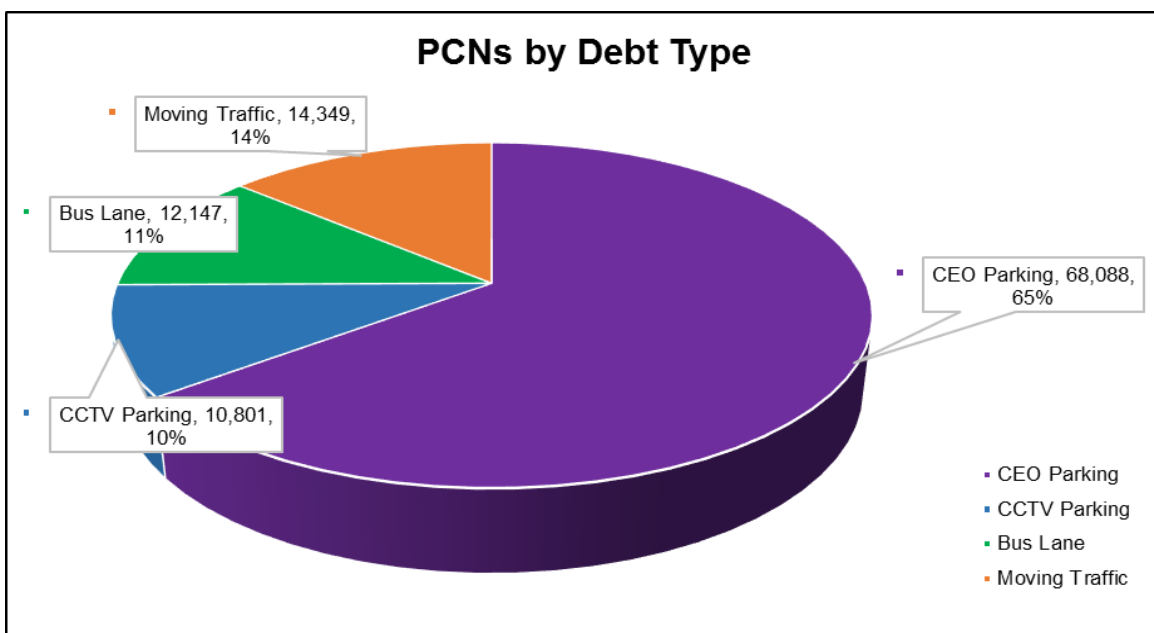
Performance

Enforcement

The total number of PCNs issued this year was 105385. This shows a significant decrease primarily the result of the Deregulation Act 2015.

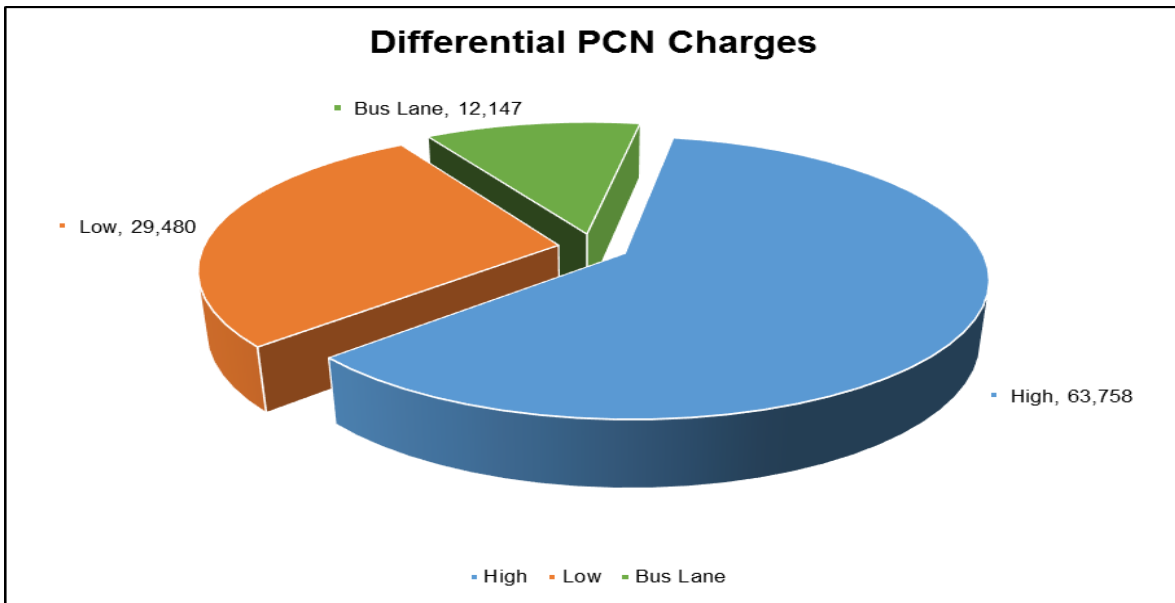


The following chart shows the breakdown of PCNs issued by type. CCTV was used to issue 10% of PCNs along with 11% for bus lanes and 14% moving traffic contraventions. CEOs accounted for the remaining 65% of PCNs.

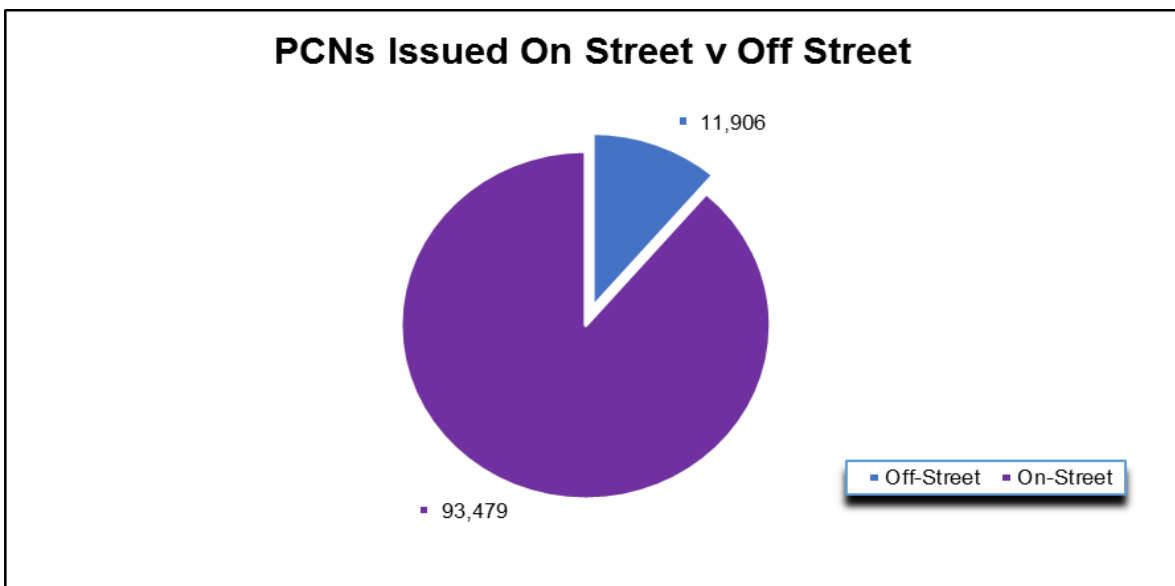


Since July 2007 charges for PCNs were changed so that they were based on the seriousness of the contravention. Examples of the higher charge penalties include parking on yellow lines, parking in residents' bays, on footways and across dropped kerbs. Less serious contraventions include parking in a permitted bay without payment or after a Pay & Display ticket has expired or parking beyond the bay markings.

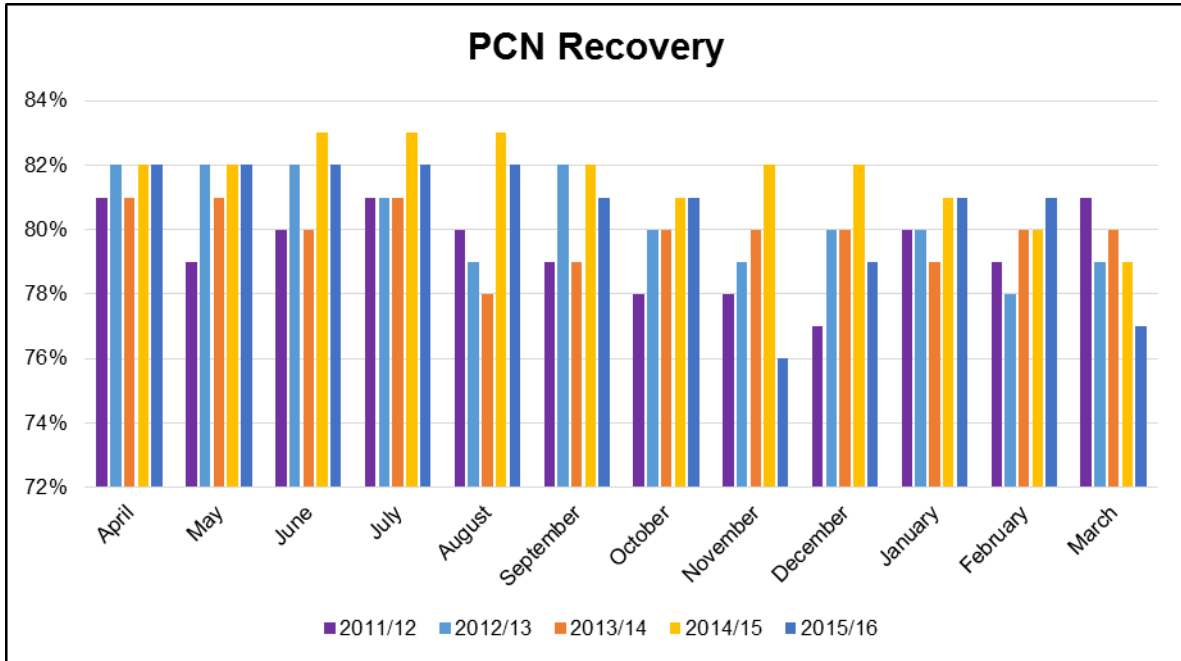
PCNs issued for contraventions at the higher charge represented 68.4% of the total issued by CCTV cameras and CEOs (excluding bus lane contraventions). This reflects the emphasis of the enforcement team in ensuring that the contraventions likely to impact on the safety of the public or the flow of traffic are given higher priority.



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

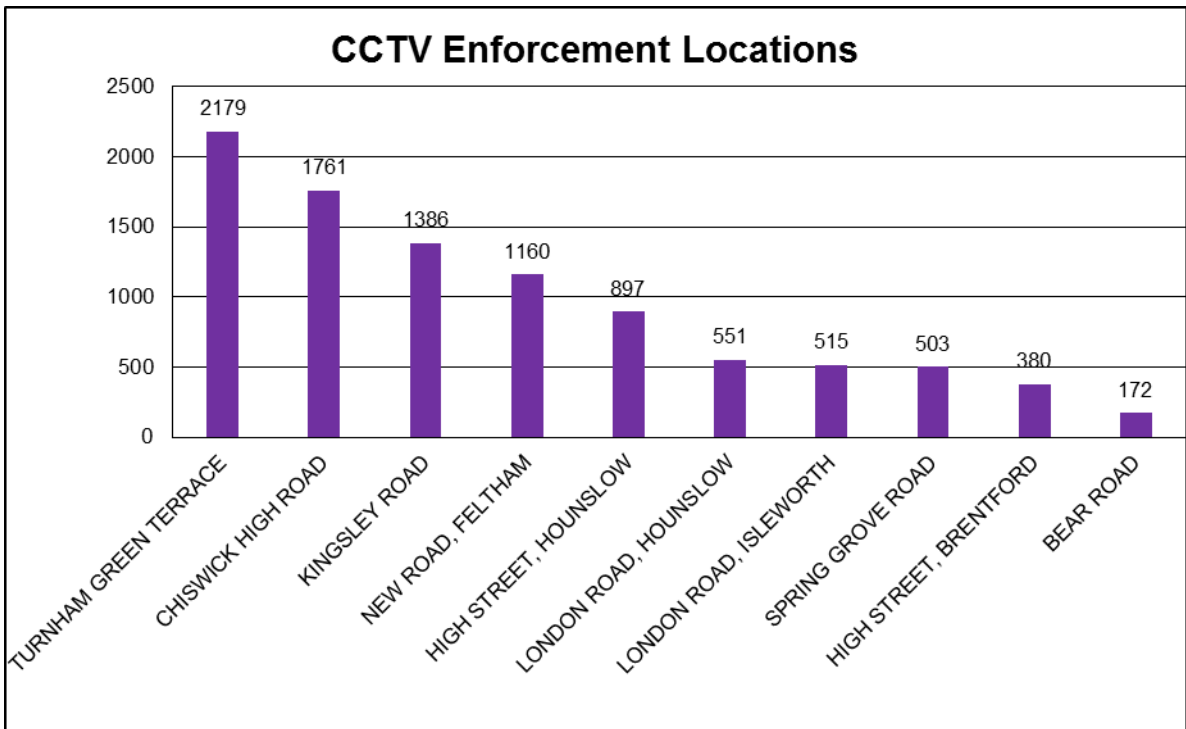
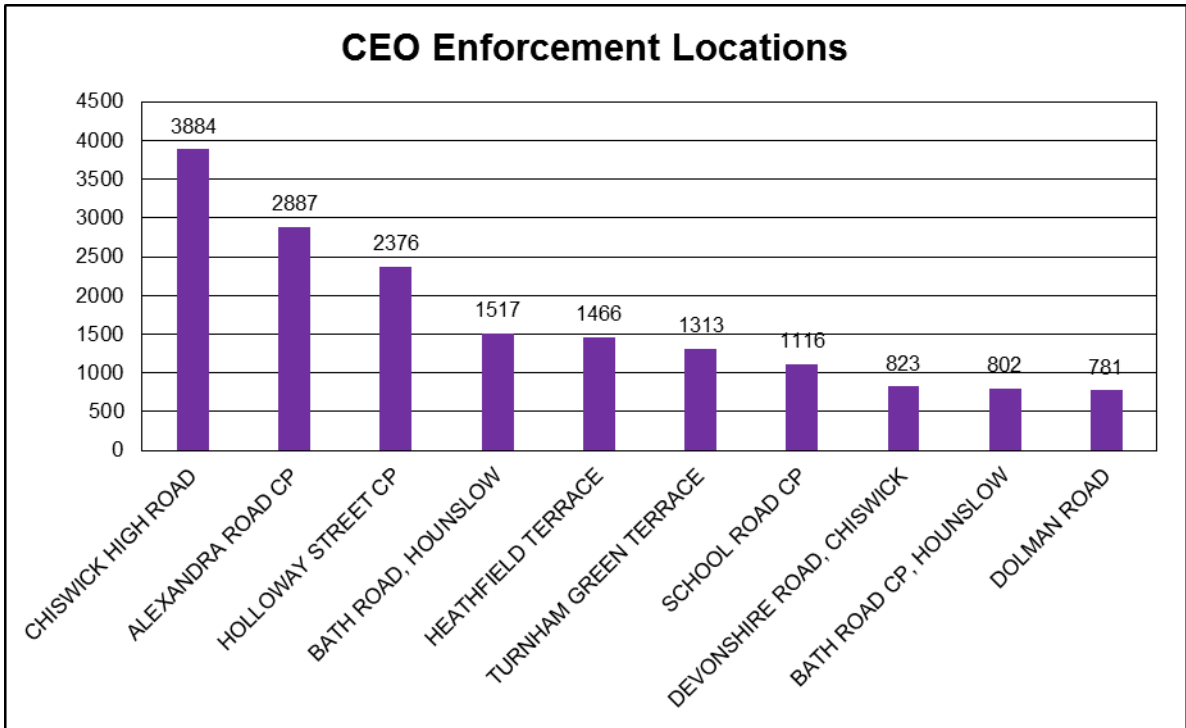


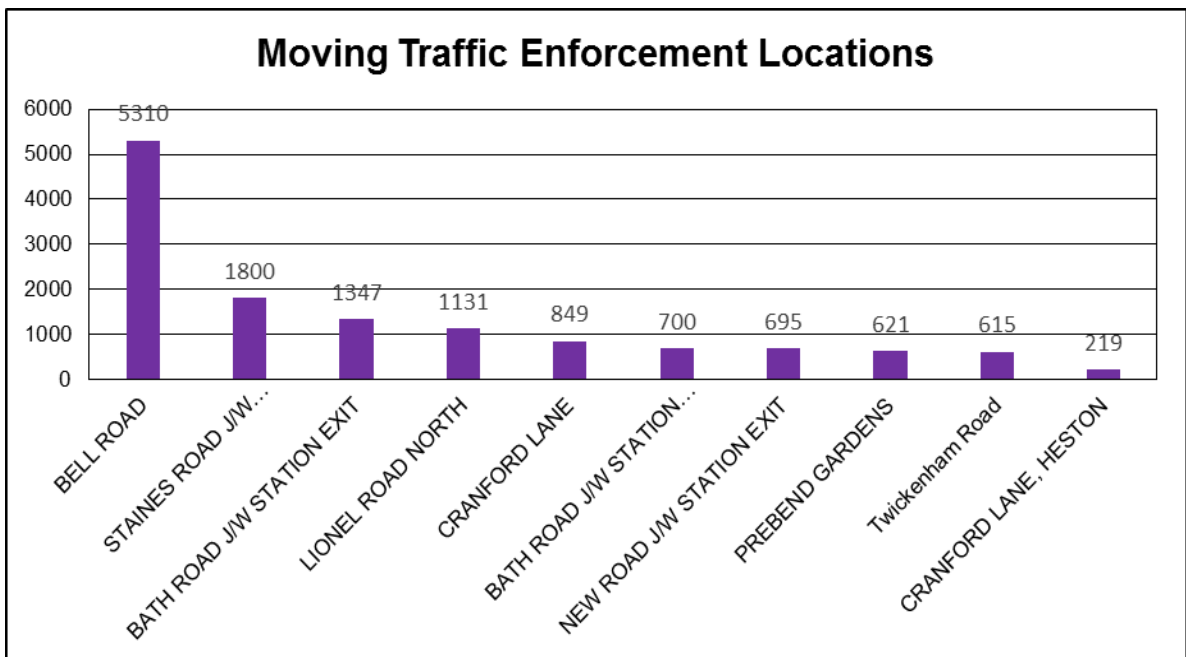
The Council is committed to ensuring that debts are paid by motorists who contravene restrictions, and we and our Enforcement Agents take rigorous measures to ensure these debts are paid. As a result our recovery rate for PCNs continues to exceed 75% throughout the year. This figure may be affected by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



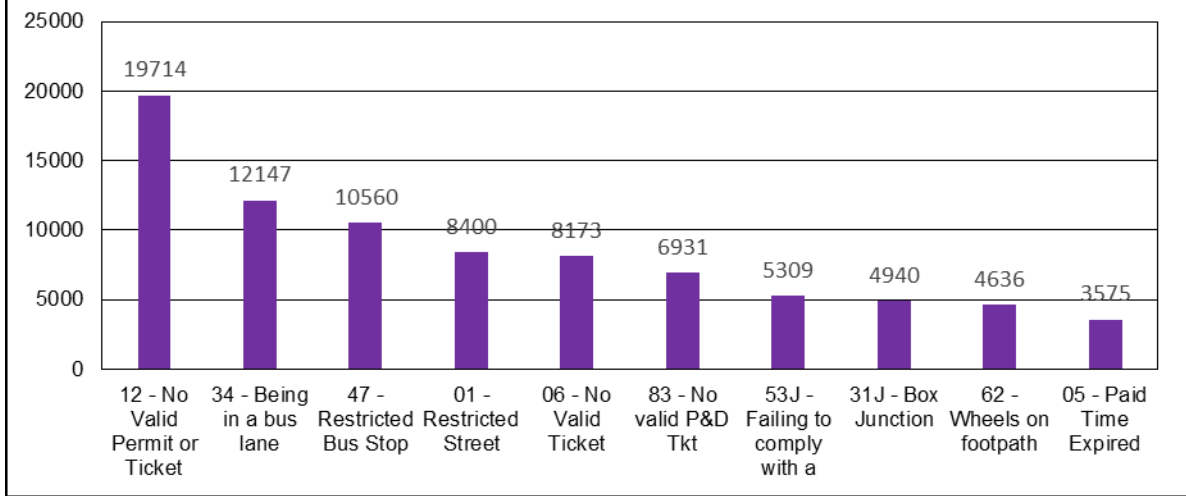
The following charts highlight areas in the borough where the highest number of contraventions occurs. These numbers generally relate to either traffic volume or number of parking spaces involved.

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



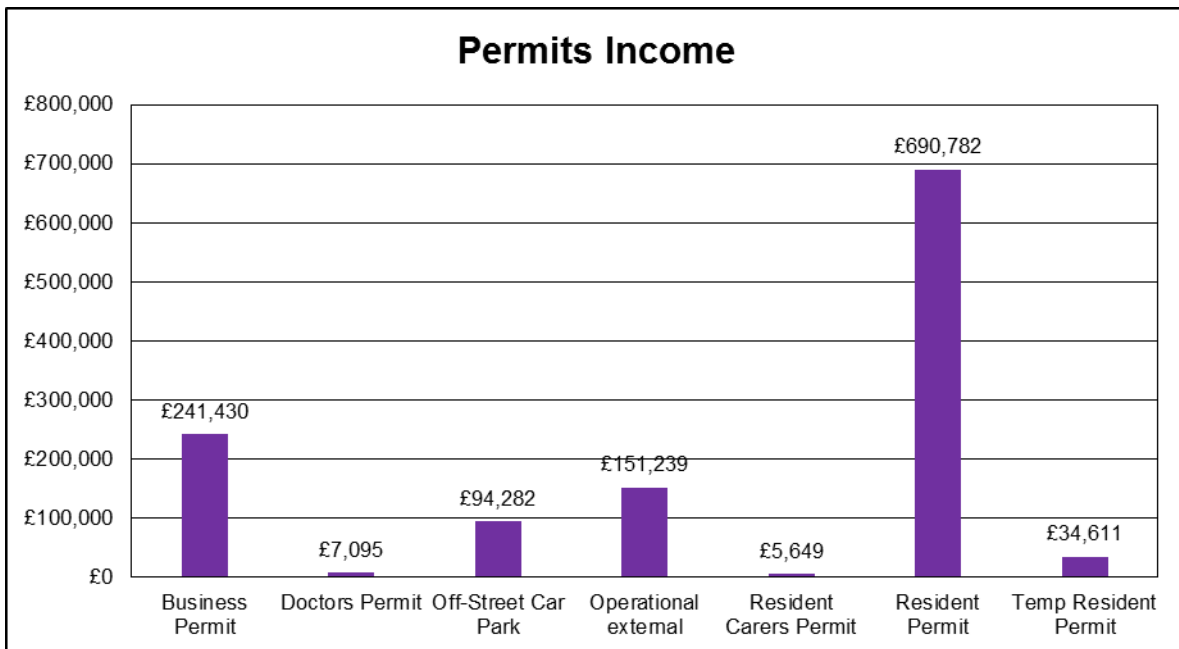
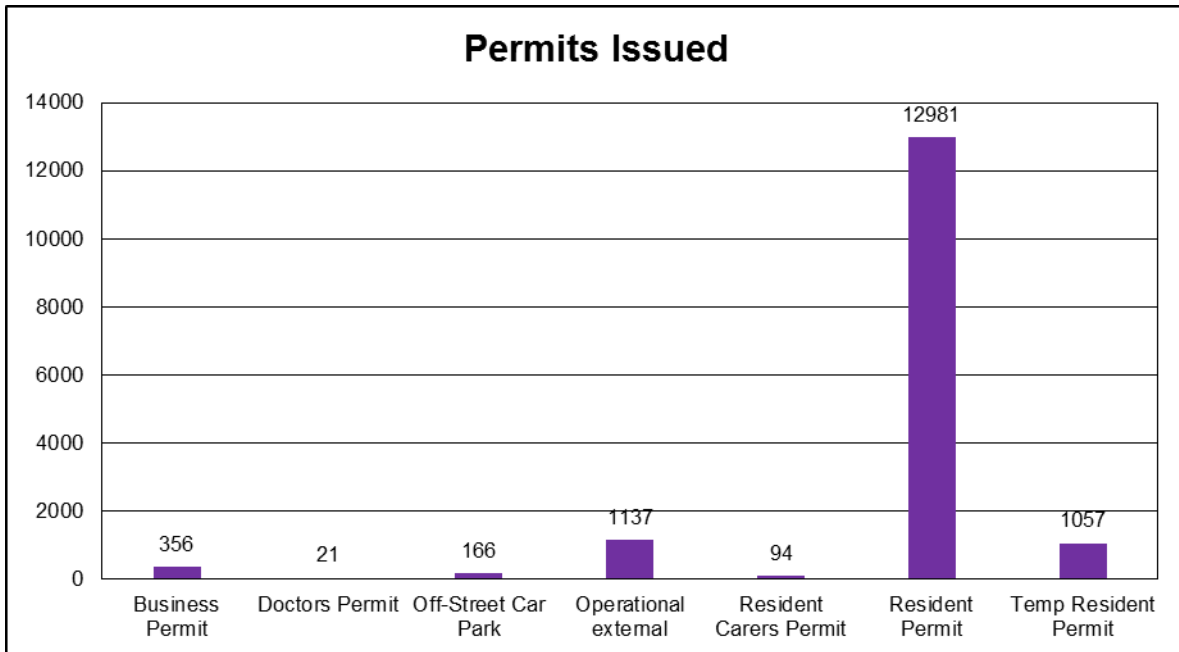


Contravention Codes



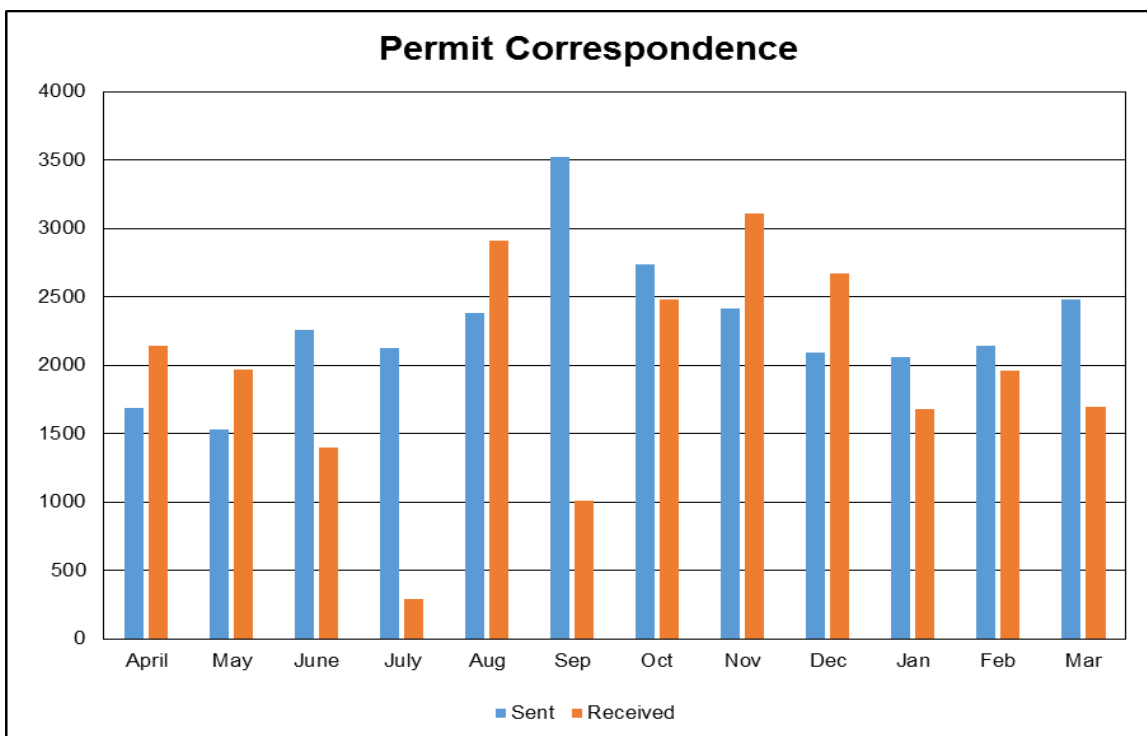
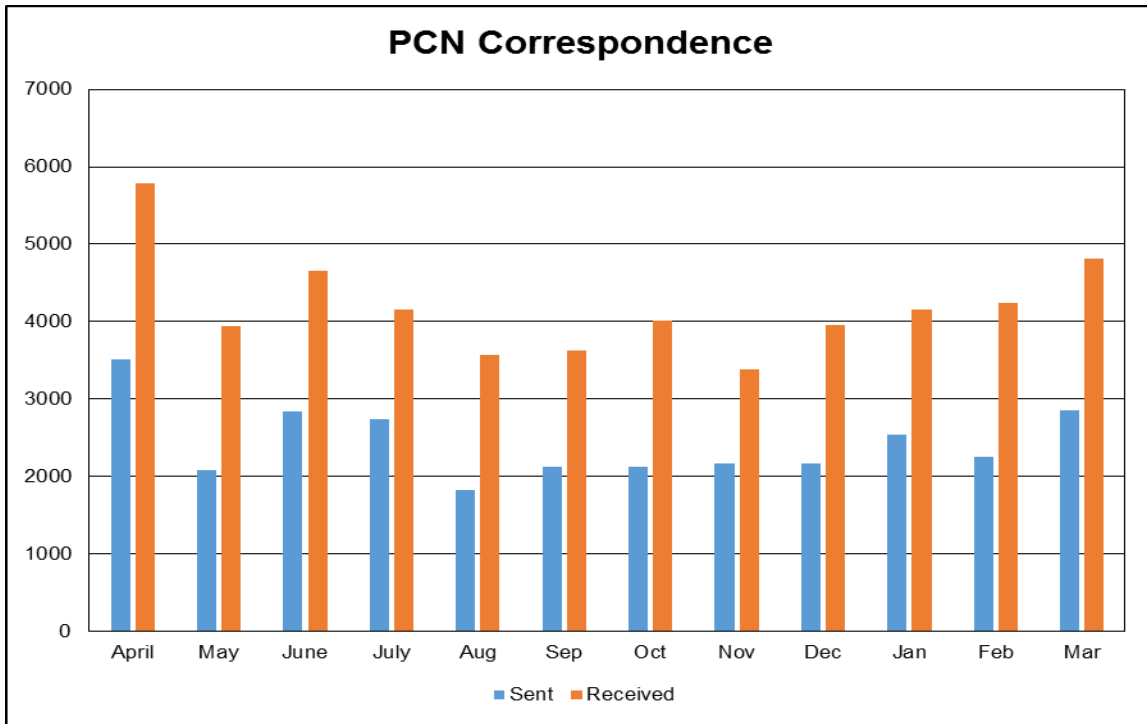
Permits

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



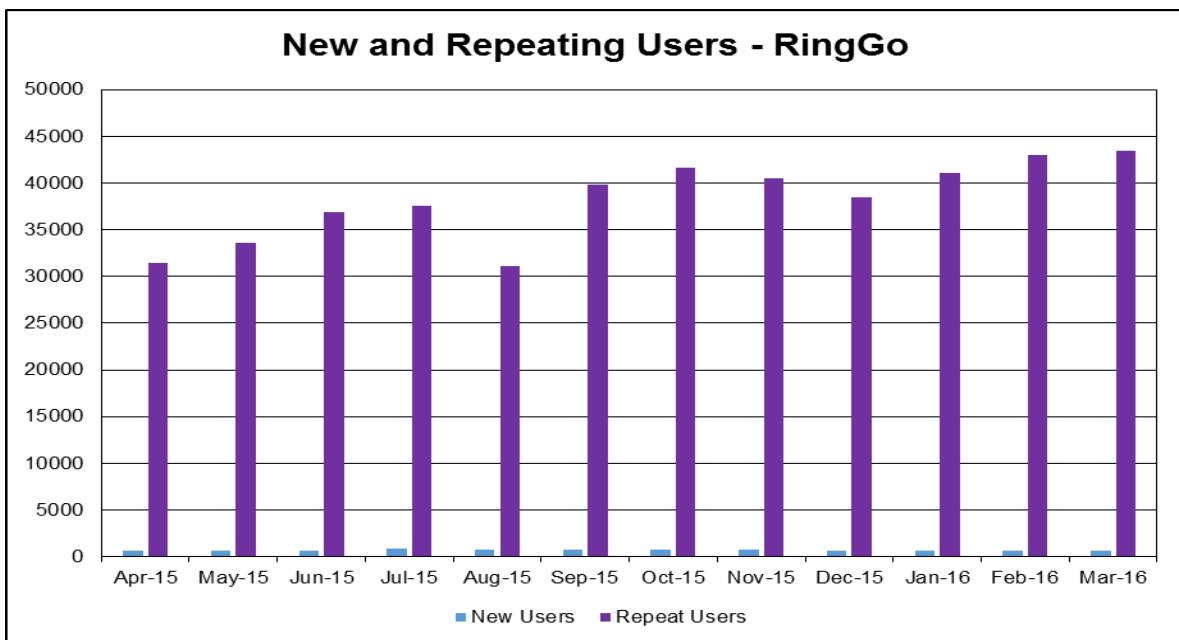
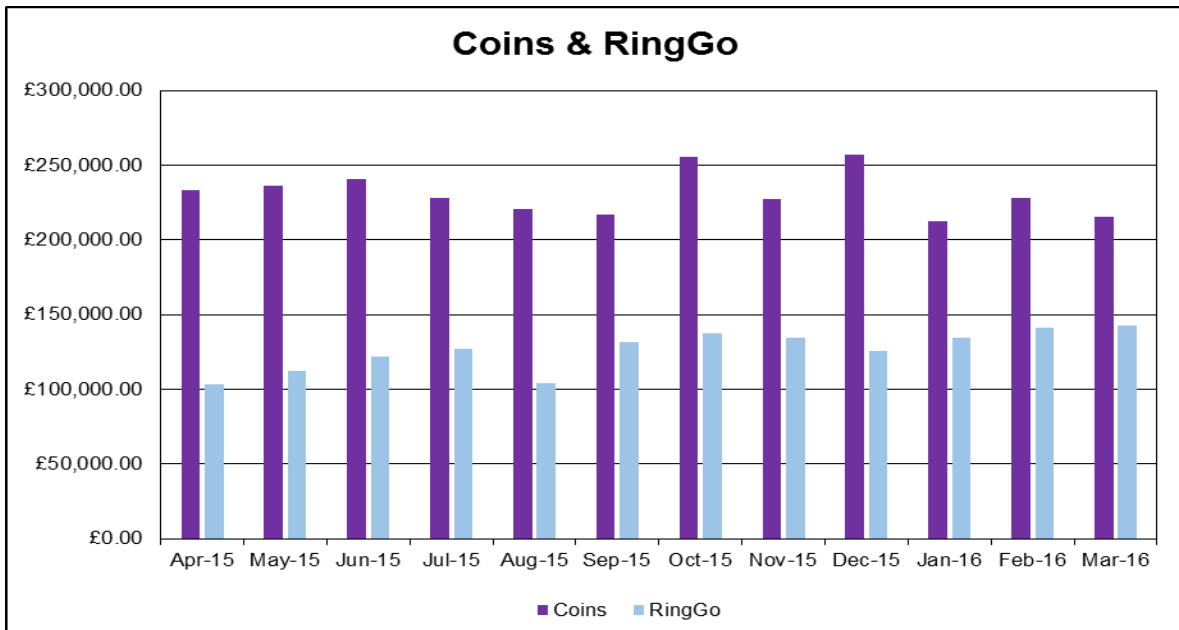
Correspondence

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.



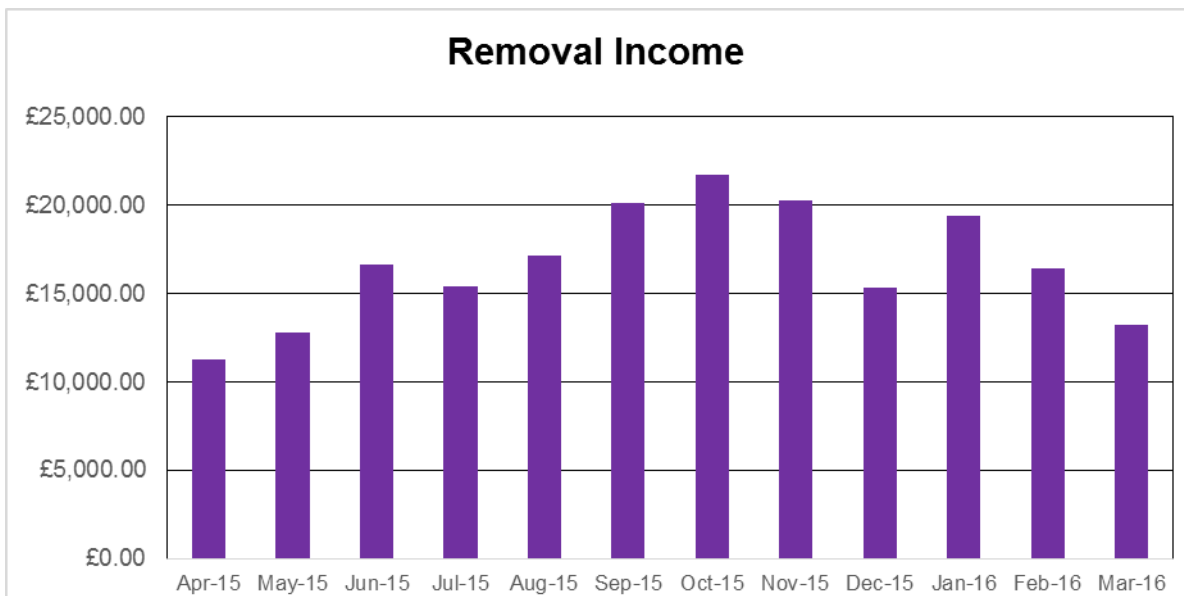
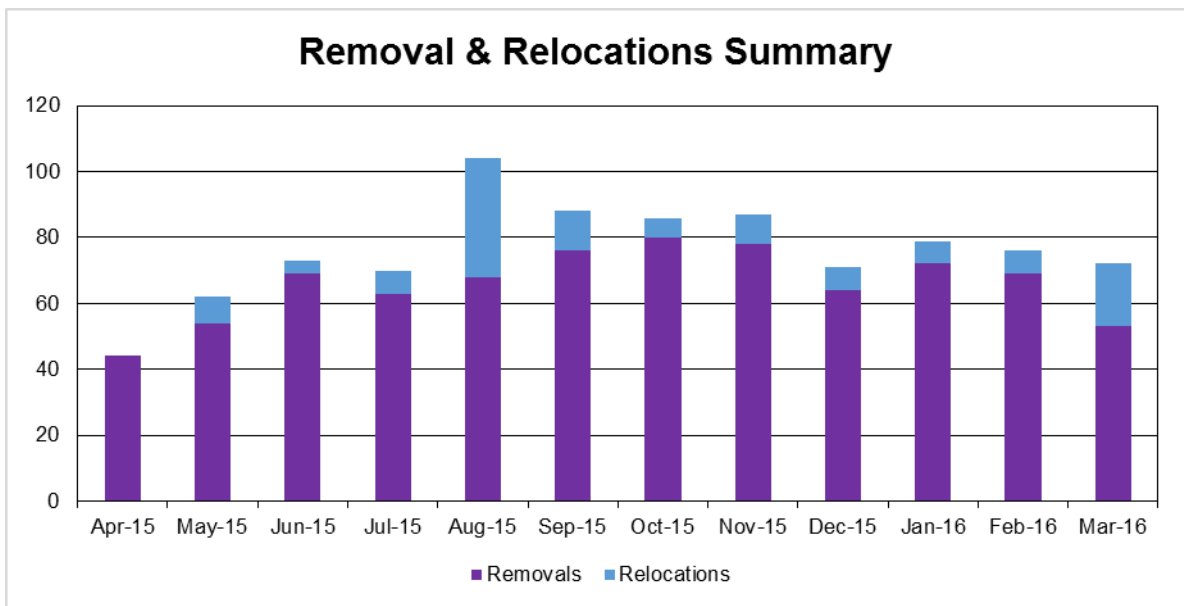
On-street and Car Park Income

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.



Removals

The total number of removals for 2015/16 was 790, up slightly from 627 in the previous year. In addition to the removals there were 122 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. Vehicles parking on yellow lines near junctions, footways and obstructing dropped kerbs/crossovers are removed as a priority. The authority also carries out relocations in support of Hounslow Highway's programme of carriageway and footway resurfacing.

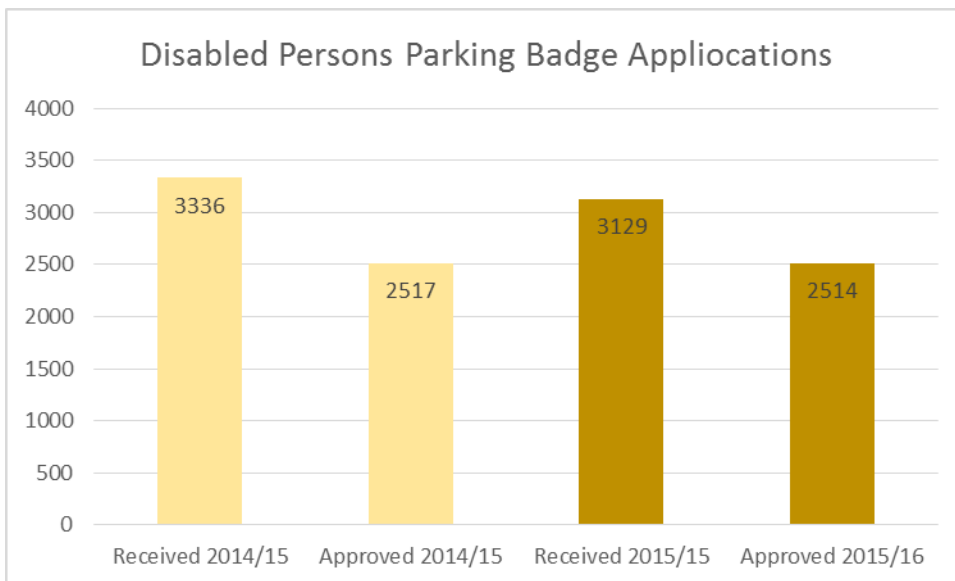
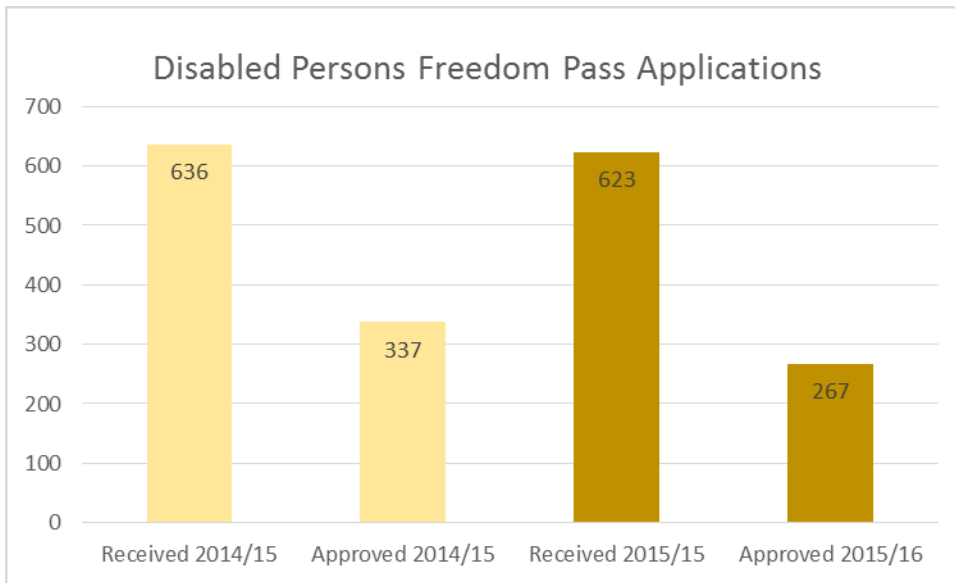


Concessionary Transport Unit

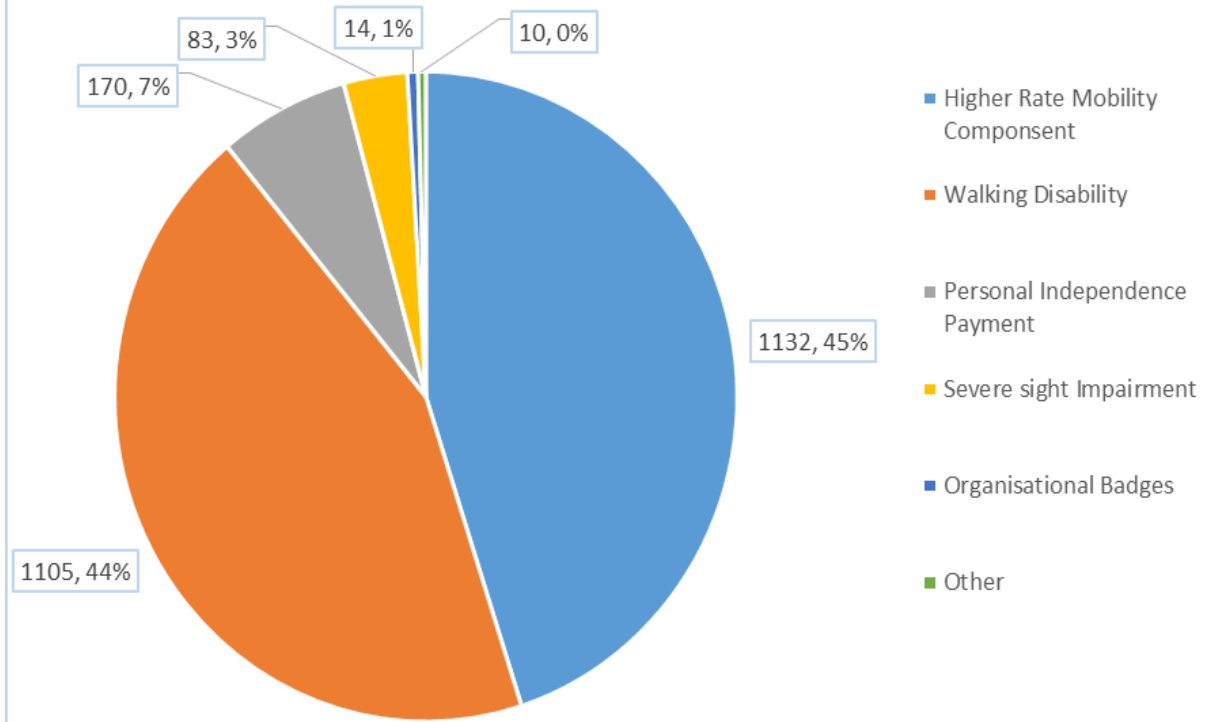
The Concessionary Transport Unit (CTU) handles all applications for Disabled Persons Parking Badges (Blue Badges) and Disabled Persons Freedom Passes made by residents of the borough.

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.



Blue Badge Issue by Type



Financial Report

	2014/15 Actuals	2015/16 Budget	2015/16 Actuals
	£'000	£'000	£'000
On Street Parking Income & Expenditure			
PCN Income	5,646	5,990	4,656
Machine Collections	2,693	2,536	2,737
Permits & other	2,056	1,876	2,122
Total Income - On Street Parking	10,395	10,401	9,515
Total Expenditure - On Street Parking	-3,393	-3,310	-2,258
Net Surplus - On Street Parking	7,002	7,091	7,257
Off Street Parking Income & Expenditure-			
PCN Income	325	699	242
Machine Collections	1,505	1,269	1,410
Permits & other	198	424	208
Total Income - Off Street Parking	2,029	2,392	1,859
Total Expenditure - Off Street Parking	-1,565	-1,535	-2,376
Net Surplus – Off Street Parking	464	857	-517
Net Income – On/Off Street Parking	7,466	7,948	6,740
Concessionary Fares	-9,305	-9,398	-9,447
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.