

Parking & Traffic Enforcement Annual Report

2013



London Borough
of Hounslow

Foreword



Councillor Ed Mayne

Welcome to the London Borough of Hounslow's Annual Parking and Traffic Enforcement 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 Parking and Traffic Enforcement Service carries out a number of functions ranging from enforcing compliance of parking restrictions to administering concessionary travel schemes, including the provision of Blue Badges for people with disabilities and Freedom Passes funded from parking income.

August 2013 saw the start of a 5 year contract with Serco to provide management of Parking Services in the borough. This agreement represents a great deal for Hounslow's taxpayers and motorists. By working in partnership with our West London neighbours, Brent and Ealing, the Council will be able to deliver a high quality parking service and save money for Hounslow residents.

The Council has also looked at how best to support local businesses in these difficult times and several Stop & Shop zones have been set up. These provide 30 minutes free short stay parking outside or near shopping areas. Others are being considered throughout the borough and it is hoped some new ones will be available in 2014.

The top priorities for the Parking & Traffic Enforcement Service continue to be improving safety and traffic flow. This reports notes that the number of parking tickets issued has decreased year-on-year. However, a high percentage of parking tickets were issued where motorists had parked at locations considered serious, including bus stops, yellow lines and on footways. Although the number of motorists parking on the footway reduced there is still room for improvement.

It is hoped through both education and enforcement compliance with parking restrictions will improve, making the borough safer for all road users. This report shows how the Council is doing this and I hope you will find the information provided useful.

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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 Parking and Traffic Enforcement Service in Hounslow delivers three core services: enforcement of parking and traffic regulations, repair and maintenance of parking facilities and administration of permits. 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 environmentalcomplaints@hounslow.gov.uk

Parking Policy

The London Borough of Hounslow has compiled a comprehensive document outlining the roles and responsibilities of the Parking and Traffic Enforcement Service. The policy document will be reviewed early in 2014 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 either reside, work in or visit the Borough.
- Ensure that Hounslow Parking & Traffic Enforcement officers apply policy as required.
- Assist Hounslow Parking & Traffic Enforcement 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.

The document is available by visiting the council's website

http://www.hounslow.gov.uk/index/transport_and_streets/parking.html

An overview of Parking and Traffic Services is included within this document.

London Parking Trends and Hounslow

General enforcement activity

The total number of Penalty Charge Notices (PCNs) issued London wide was 4.9m for 2012/13; this figure remained unchanged from the previous year.

The number of PCNs issued for parking contraventions dropped by nearly 90,000 from 4.13m in 2011/12 to 4.04m in 2012/13.

Bus lane contraventions rose by around 9,000 to 242k for 2012/13 while moving traffic fines increased by 42,000 to 606k.

The parking enforcement activity in Hounslow saw an 8.3% decrease in parking enforcement notices while at the same time there was an increase in bus lane enforcement. This was due to the introduction of ANPR (Automatic Number Plate Recognition) cameras which monitor bus lanes, automatically recording any contravening vehicles. With the introduction of these cameras it is hoped there will be a significant improvement in bus traffic flow along the borough's roads.

Appeals to the Adjudicator

Only 1.6% of the PCNs issued resulted in an appeal being lodged with the independent Adjudicators at the [Parking and Traffic Appeals Service \(PATAS\)](#).

PATAS heard 55828 appeals in 2012/13, a decrease of 13.9 per cent on the previous year. London wide the total number of appeals won by motorists fell slightly to 47 per cent in 2012/13 from 48 per cent in 2011/12. This compares with 43% of Hounslow cases being won by motorists.

Overview and Developments in Parking Operations at Hounslow

Serco Contract

On the 5th August 2013 most of the parking service's operations were transferred to Serco, with the exception of formal representations made after the issue of a Notice to Owner, Pay and Display (P&D) machine repairs and car park maintenance. Working in partnership with two other London boroughs, Ealing and Brent, this contract will provide the authorities the opportunity to develop new technology and to deliver a high quality service that will also provide considerable saving to residents. This contract will initially run for 5 years.

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 can be purchased on a quarterly, six monthly or annual basis and offer significant saving on daily P&D ticket purchase.

Stop and Shop parking

As part of the council's efforts to assist local businesses new stop and shop schemes where 30 minutes free parking is available has been extended. Several other sites are being investigated with a view to be included in this scheme.

For a list of current locations please see Appendix A.

Latest parking updates

As a means of communicating information to residents, businesses and visitors monthly updates will be posted on the council parking website. Advance notice of any major road works or new Controlled Parking Zones (CPZ) are examples of information that will be posted.

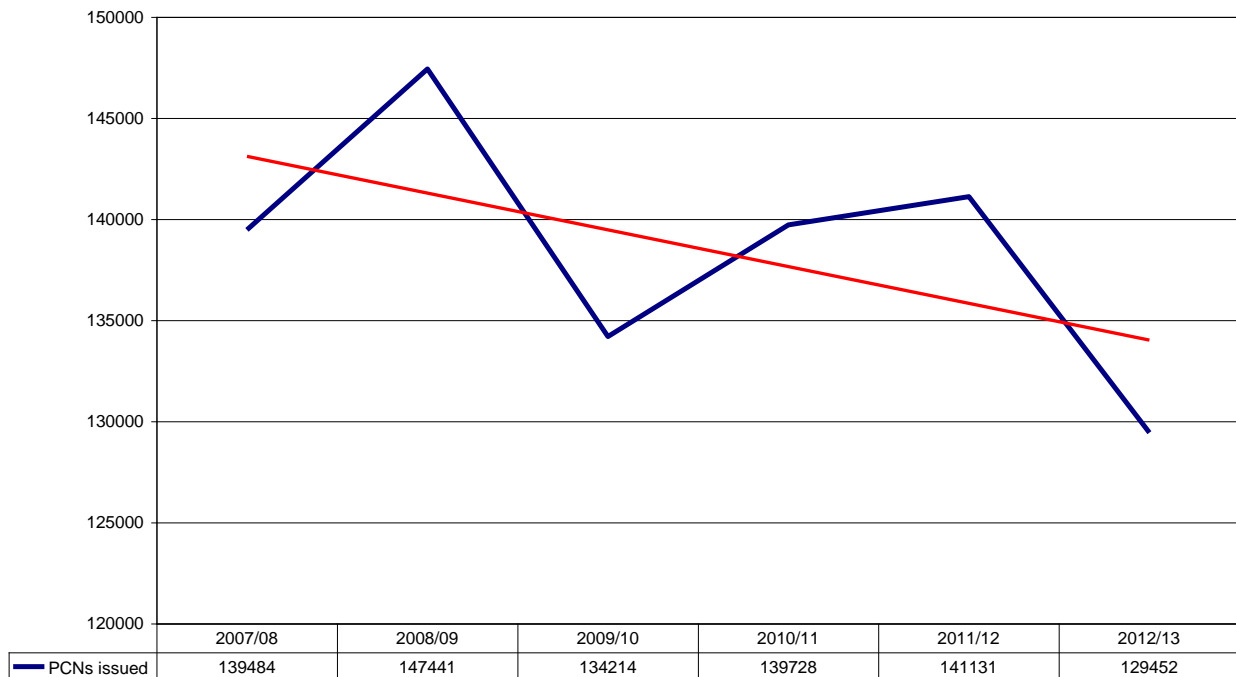
Performance

Enforcement



Parking enforcement in Hounslow saw an 8.3% decrease in PCNs issued from 2011/12 to 2012/13. This compares with a 3% decrease London wide for the same period.

PCNs Issued in last 6 years

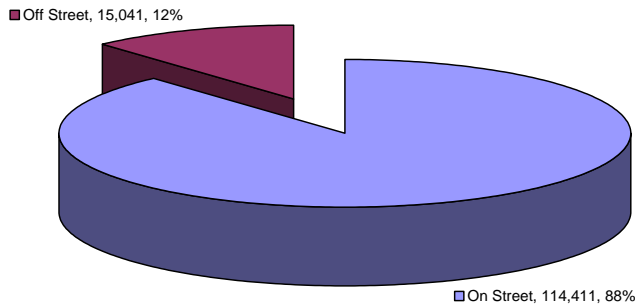


CCTV enforcement covers parking enforcement, moving traffic and bus lane contraventions and represented 49% of total PCNs issued. Enforcement of bus lanes rose to 7% of the total, up from 2% from last year. Moving traffic enforcement has been slowly rolling out and only a few locations were enforced. Civil Enforcement Officers (CEOs) accounted for 51% of the total PCNs issued.

PCNs issued for contraventions at the higher charge represent 72% of the total issued by CCTV cameras and CEOs. The higher charge applies where the contravention is considered serious e.g. driving in bus lanes, parking on yellow lines, parking in residents' bays, footways and across dropped kerbs. Less serious contraventions include parking in a permitted bay without payment or after a ticket has expired and parking beyond the bay markings.

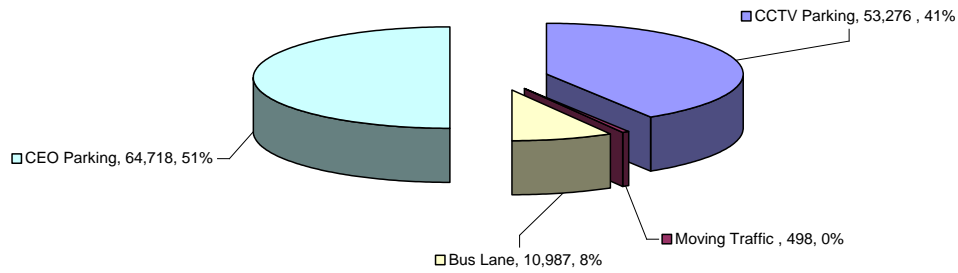
The council operate a number of off-street parking locations and these, along with the borough roads, are enforced by Civil Enforcement Officers and CCTV enforcement cameras. The chart below shows the breakdown of enforcement activity between the on-street and off-street areas.

PCNs Issued On Street v Off Street



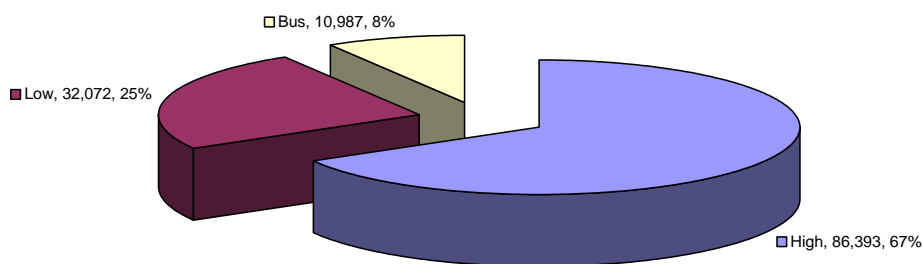
The chart below shows that 51% of Penalty Charge Notices issued were by CEOs, 49% by CCTV consisting of 41% parking contraventions and 8% for Bus Lane.

PCNs By



The charges for Penalty Charge Notices is based on the nature of the contravention; this ensures that it is proportional.

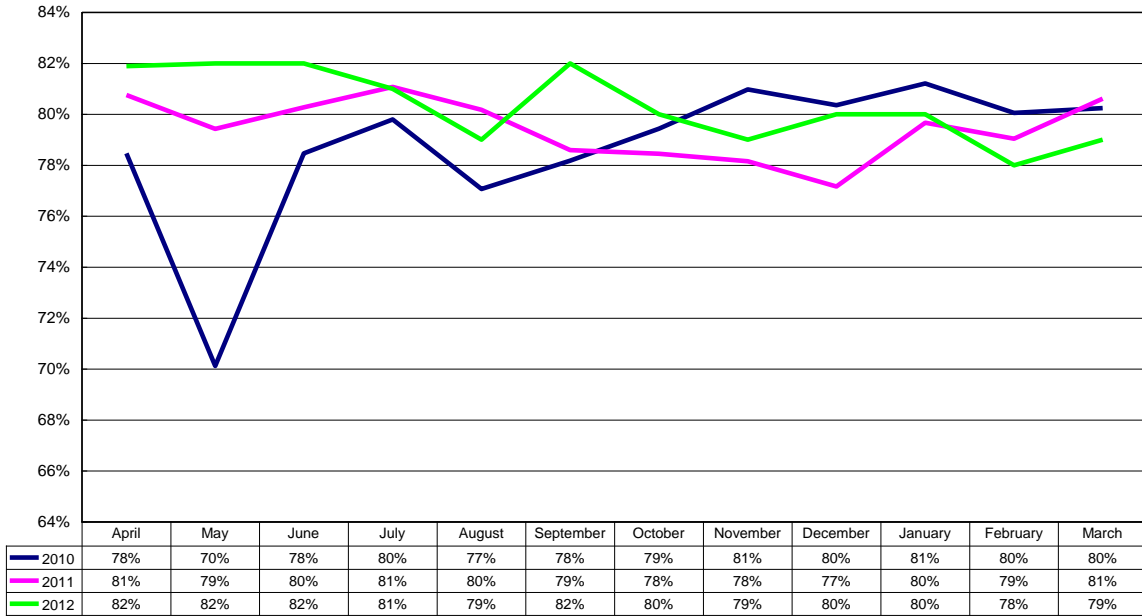
Differential in Cost Charges



High Level – Serious Contraventions v Low Level

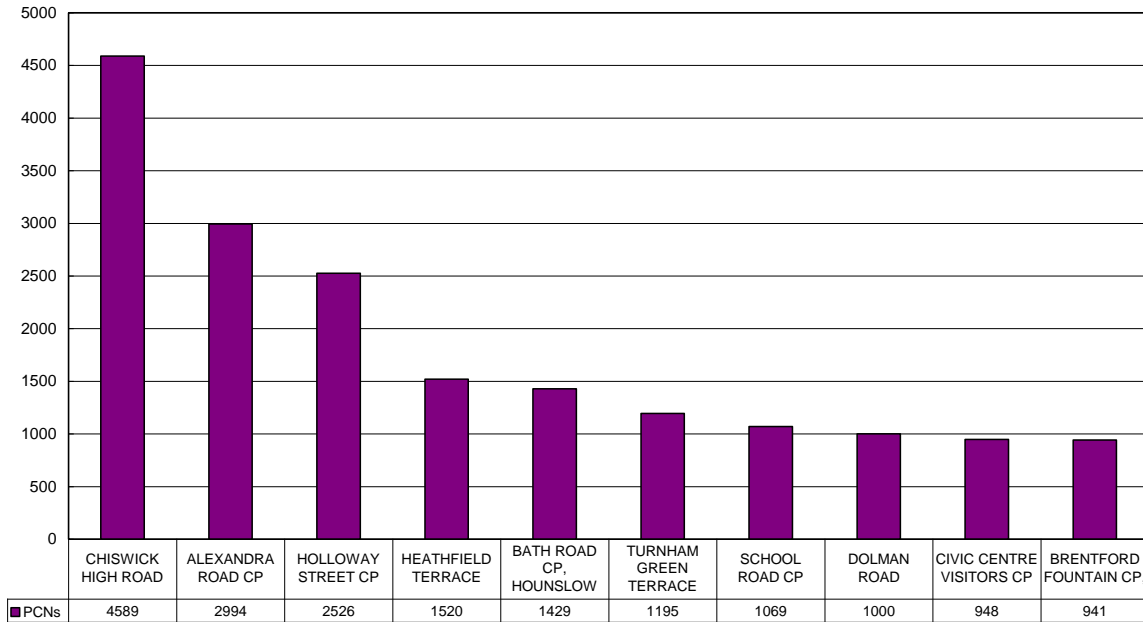
The recovery rate for PCNs continues to exceed 75% throughout the year. This figure may be affected by the number of unregistered vehicles, persistent offenders and foreign registered vehicles.

PCN Recovery Rates 2010-12

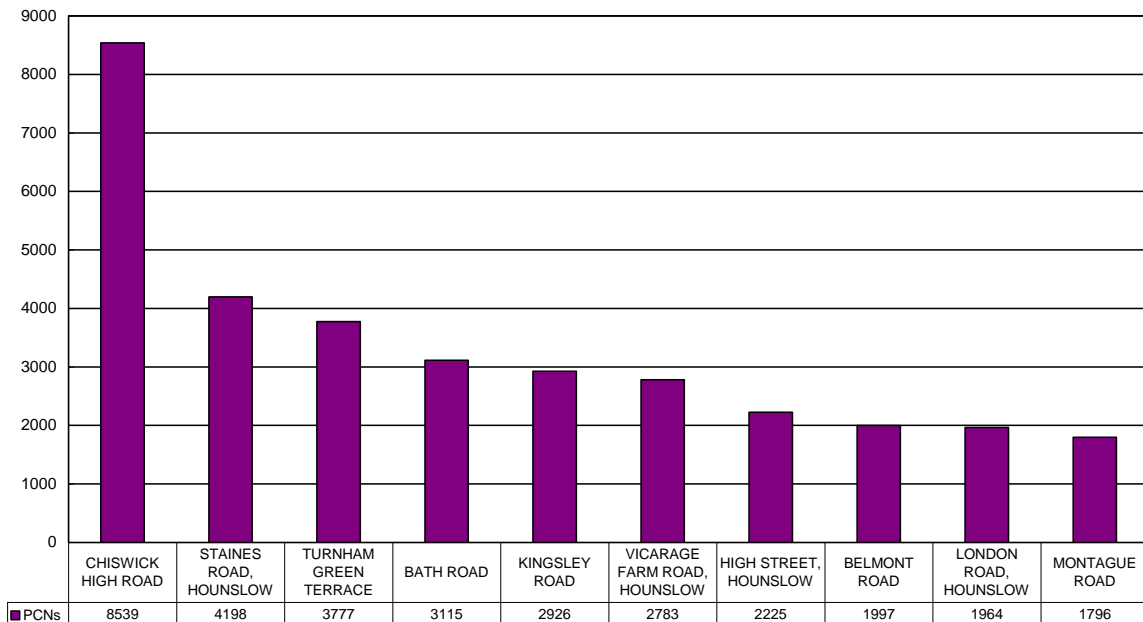


The following charts highlight areas in the borough where the highest number of contraventions occurs. These numbers generally relate to either traffic volume or number of parking spaces involved. The enforcement figures are provided for Civil Enforcement Officers, CCTV Parking, Bus Lane and Moving Traffic.

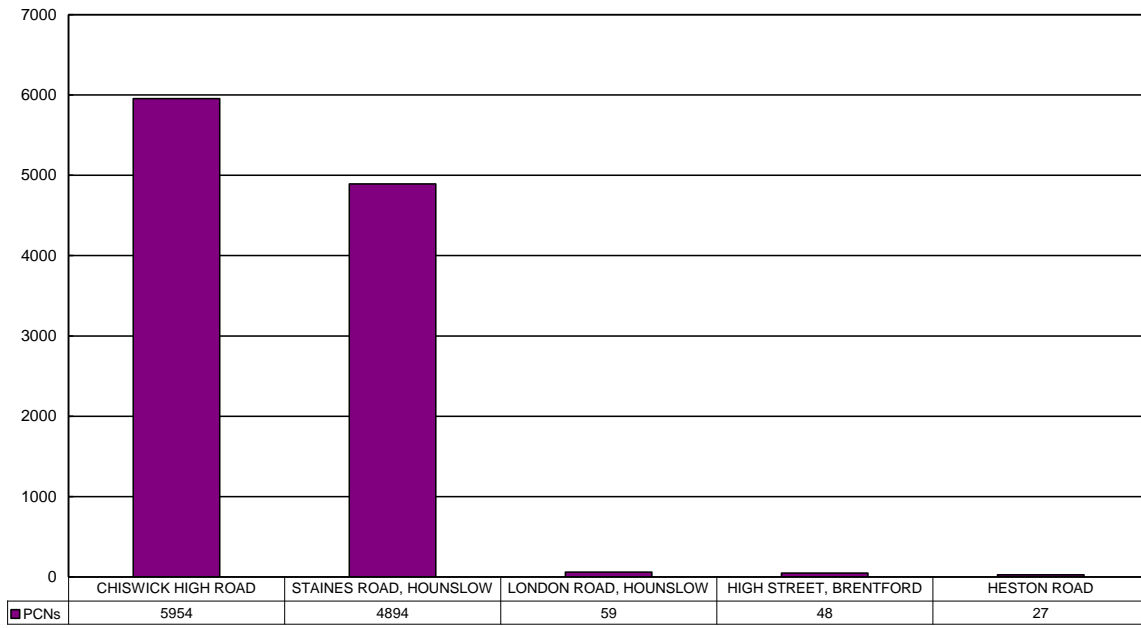
CEO Enforcement Locations



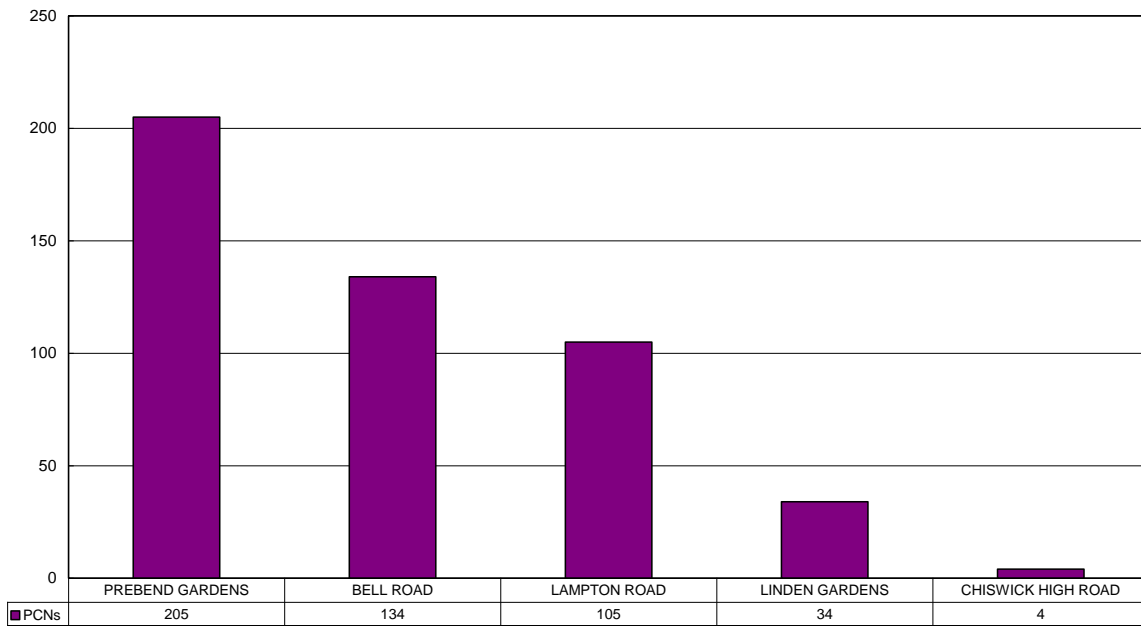
CCTV Enforcement Locations



Bus Lane Enforcement Locations

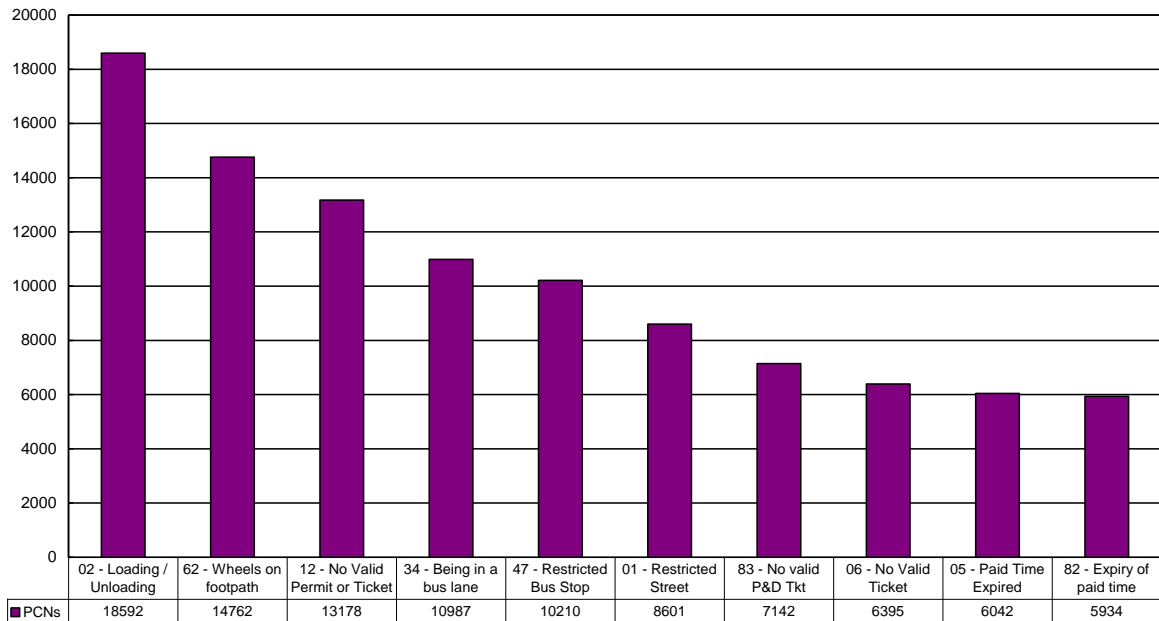


Moving Traffic Enforcement Locations



Footway parking enforcement fell from 13.8% to 11.4% of PCNs issued in 2012/13 which was in part due to increased consultation and formalisation of footway parking across the borough. During 2012/13 there was a small percentage increase of vehicles enforced for parking during a loading restriction.

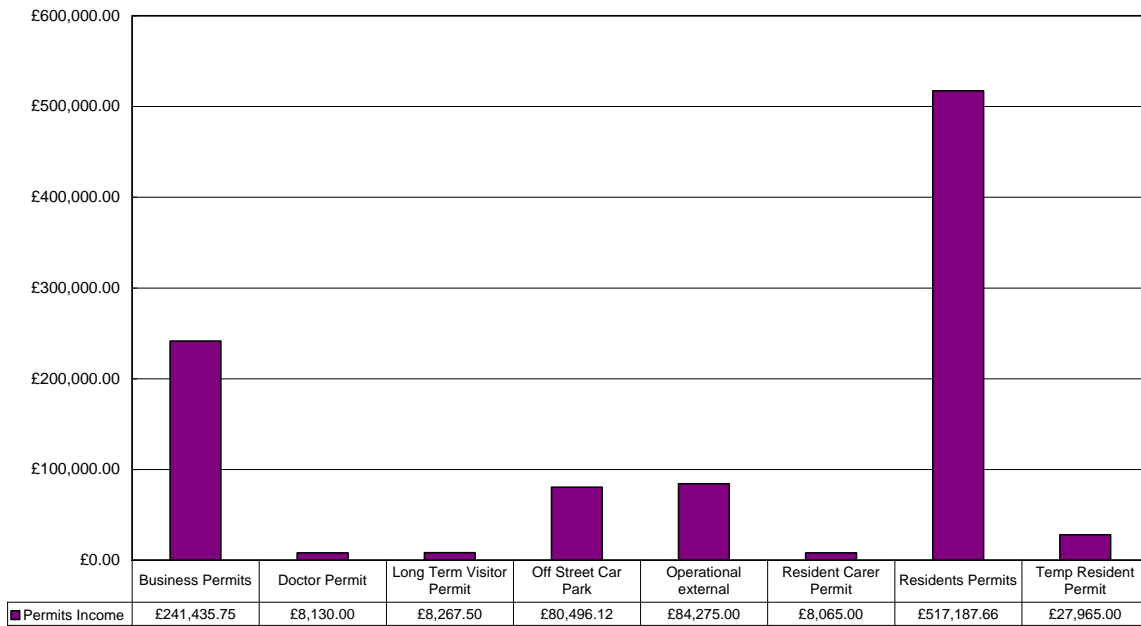
Contravention Codes



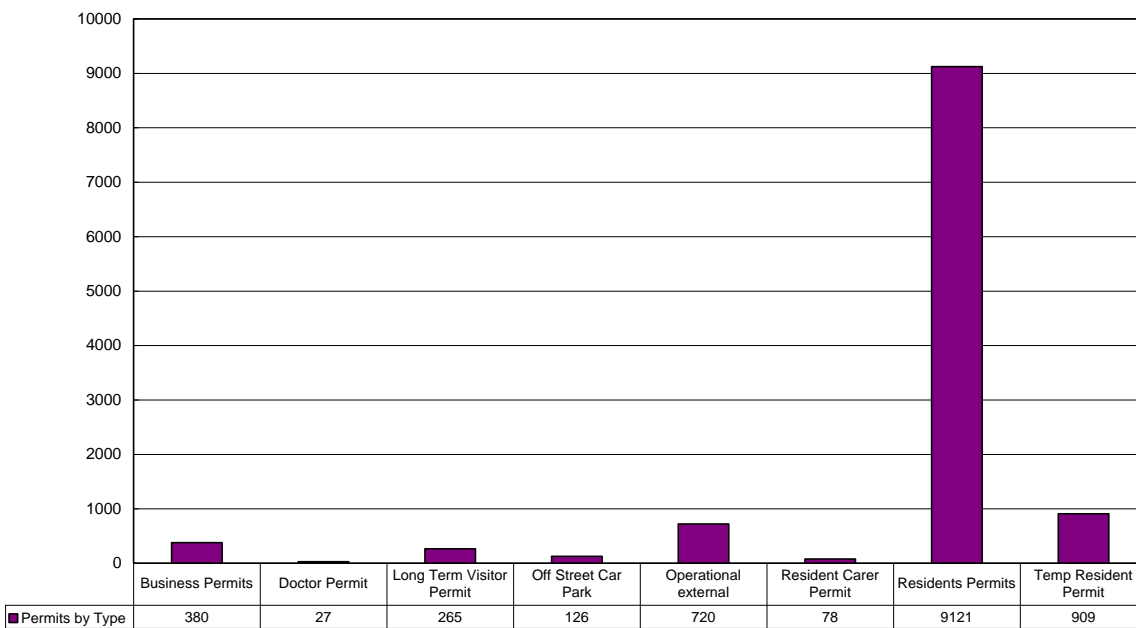
Permits

The council continues to offer a variety of permits to the residents and businesses in Hounslow. The charts below show that three quarters of these permits are residents' permits. A number of permits are also issued to carers, doctors and commuters.

Permits Income in 2012-13

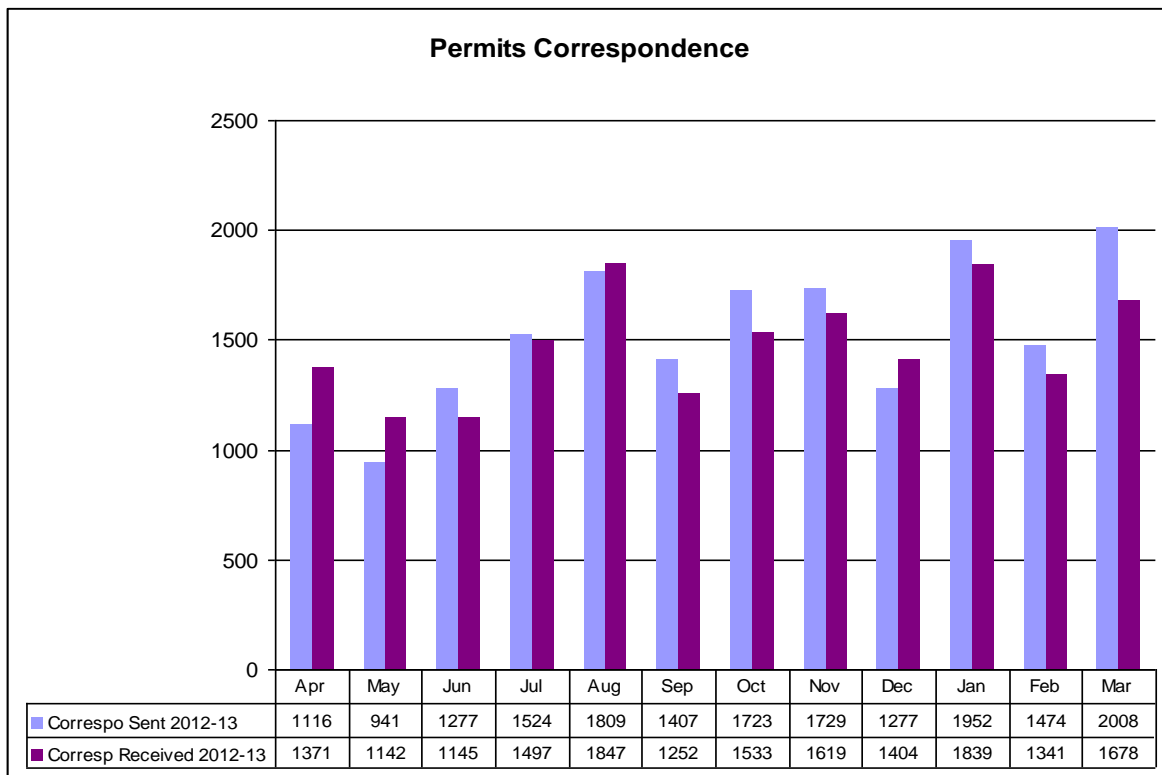
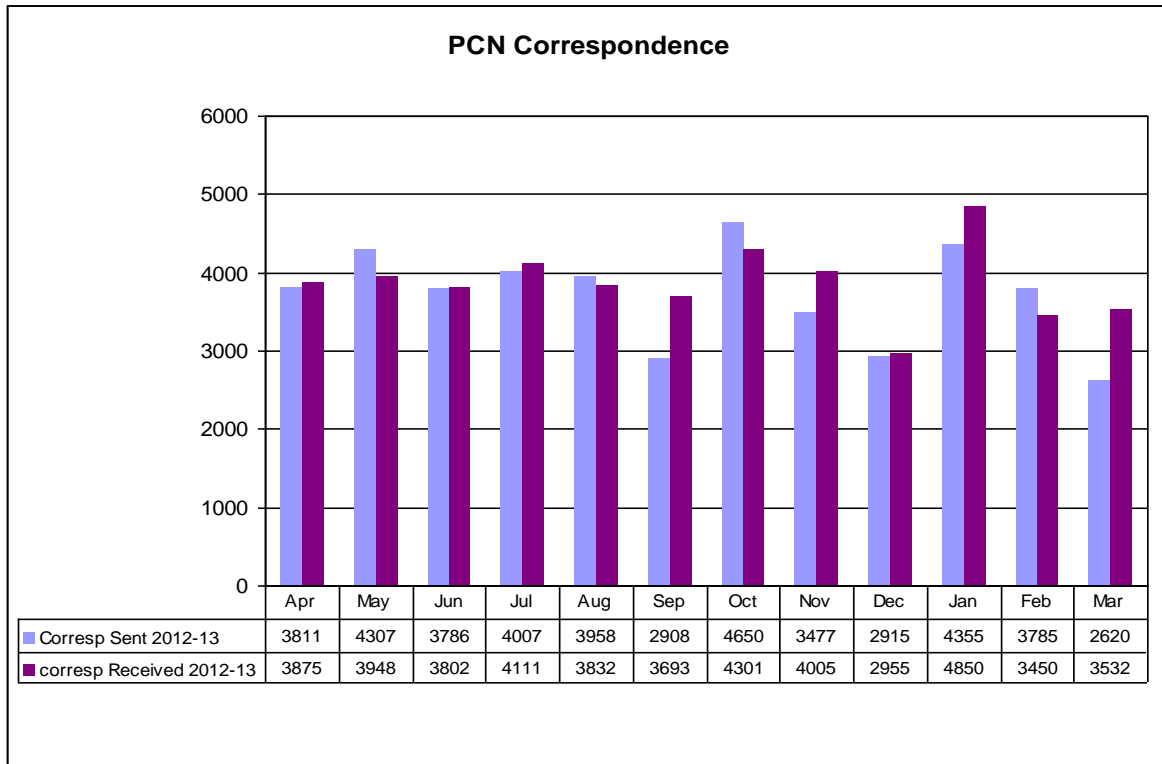


Permits Issued in 2012-13



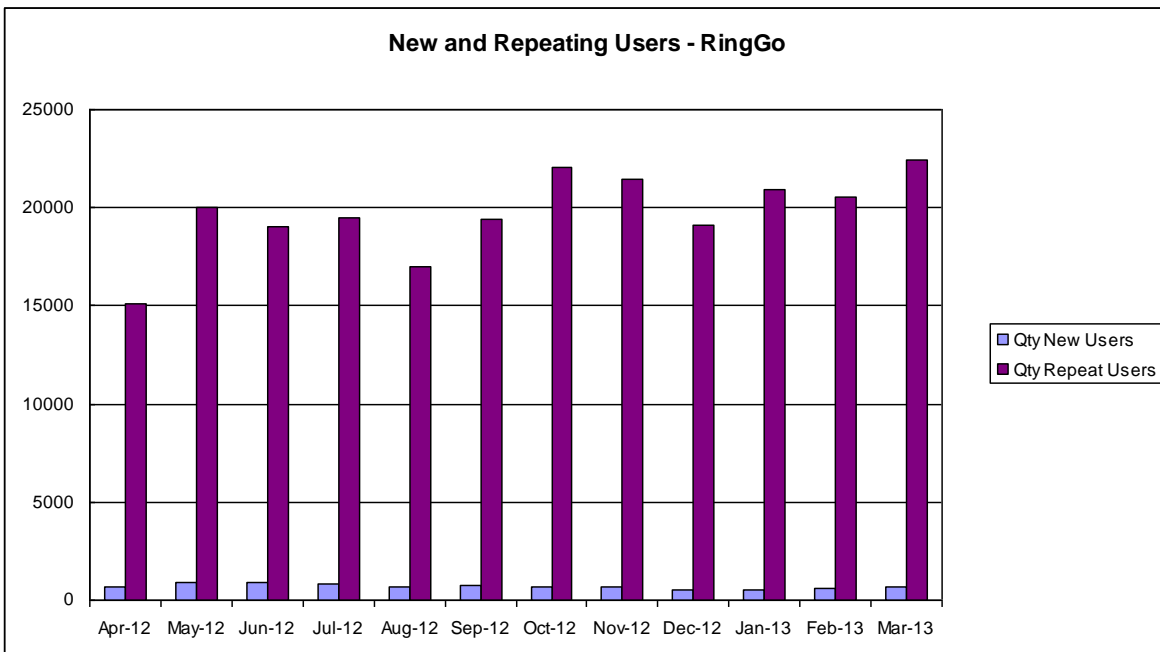
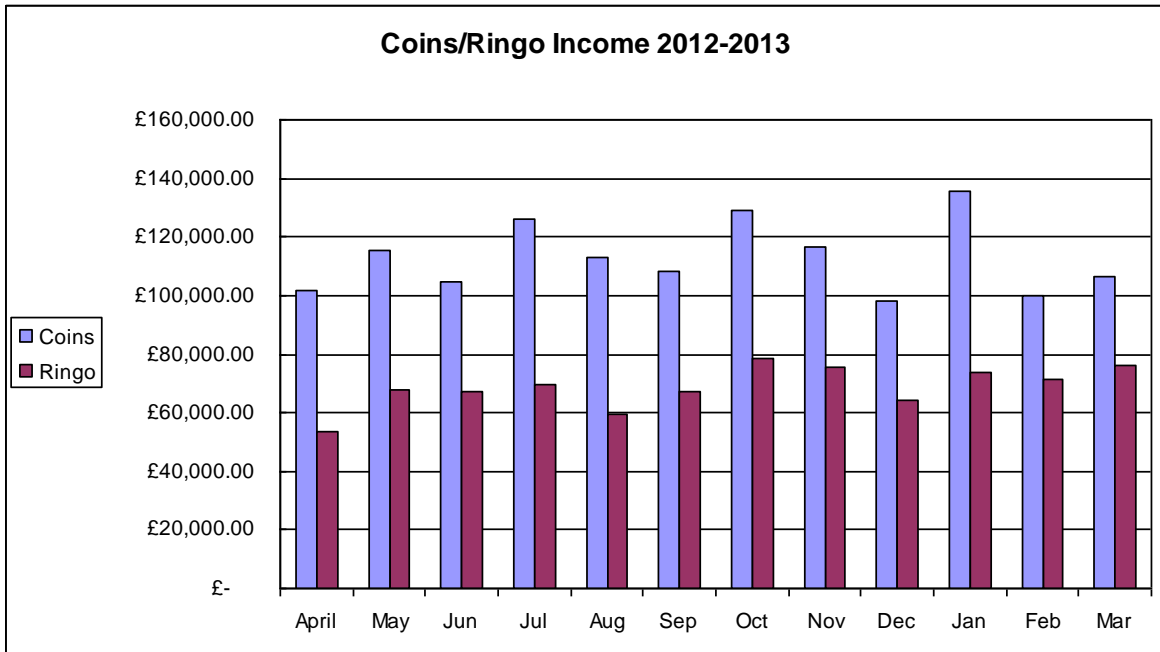
Correspondence

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.



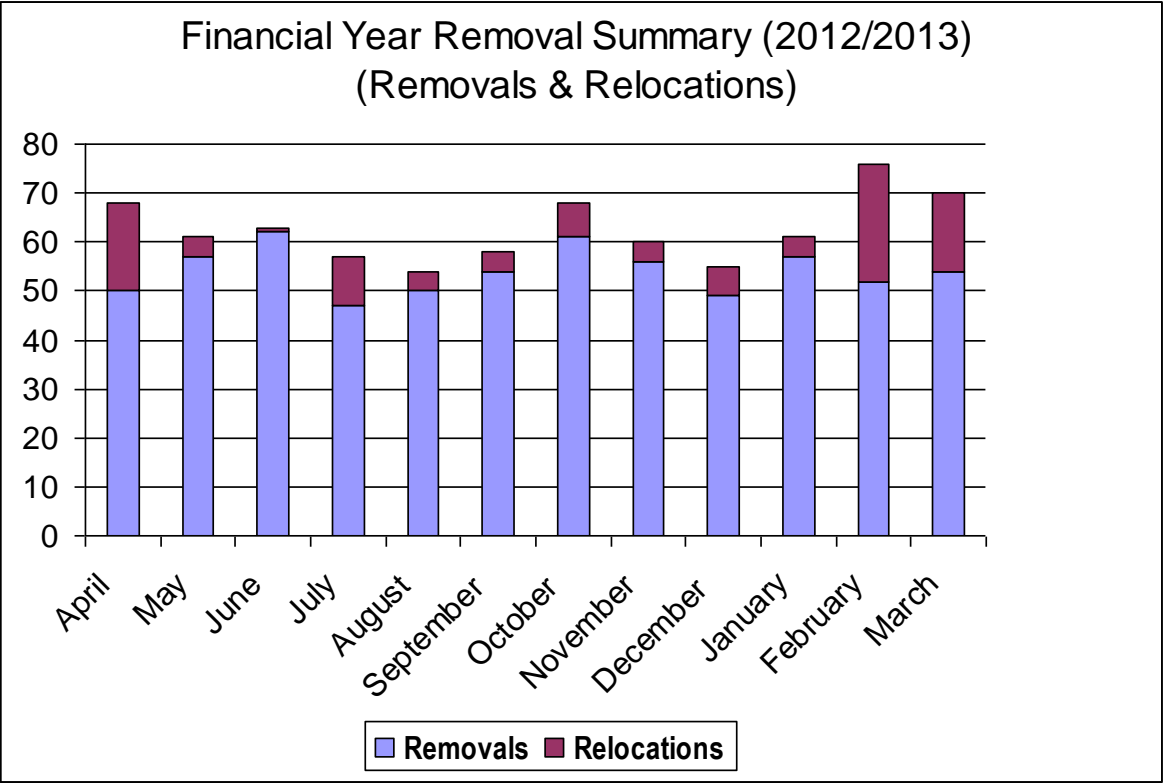
Cashless Parking - RingGo

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 2012/13 was 649 along with 102 relocations. Relocations will generally occur where vehicles are situated in a suspended area and records indicate that the vehicle was parked before the signs were erected. Removal priority is given to vehicles parking on yellow lines near junctions, dropped kerbs/crossovers and footways.



Financial Report

	2011/12 Actuals £'000	2012/13 Budget £'000	2012/13 Actuals £'000
On-street Parking Income & Expenditure			
PCN Income	5,662	5,741	5,442
Machine Collections	2,477	2,457	2,455
Permits & other	1,867	1,661	1,860
less CPZ DESIGN - MISC [C3100] TfL grant	-61	-	-
Total Income – On-street Parking	9,945	9,859	9,757
Total Expenditure – On-street Parking	-3,223	-3,390	-3,390
less CPZ DESIGN - MISC [C3100] exp	175	-	-
less CPZ DESIGN [C3101] exp	5	-	-
Net Surplus – On-street Parking	6,902	6,469	6,367
Off-street Parking Income & Expenditure			
Total Income - Off Street Parking	2,168	2,329	1,963
less Civic Car Park income [C8207]	0	-	-
Total Expenditure – Off-street Parking	-1,753	-1,988	-1,964
Net Income/ Expenditure – Off-street Parking	415	341	-1
Concessionary Fares	-7,859	-8,579	-8,387
Net Income/ Expenditure	-542	-1,769	-2,020

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.

The council did not make a contribution to the parking reserve account for 2012/13 as there was no surplus from on-street parking activities. The Parking Reserve Account is used to update and maintain CPZs and similar infrastructure across the borough.

Useful Information

Contacting parking service

Permits

Permit applications can be found on the council's website. Once completed it can be sent to hounslow.permits@serco.com along with any supporting documentation.

Challenges and representations

Challenges and representations against the issue of a Penalty Charge Notice can be sent to hounslow.challenges@serco.com. The case will be put on hold until a response is sent out. In the event a Notice to Owner is sent to you this must be completed and returned. If your challenge is received before the end of the discount period and your challenge is rejected you will be reoffered the opportunity to pay the discounted amount.

London Borough of Hounslow (Parking Services)
PO Box 211
Sheffield, S98 1NG

Telephone contact
020 8583 2000

Vehicle removals

Vehicles removed by the council are taken to the vehicle pound located at

Unit 20
Whitby Avenue
Park Royal
London
NW10 7SF
Tel: 0208 453 3398

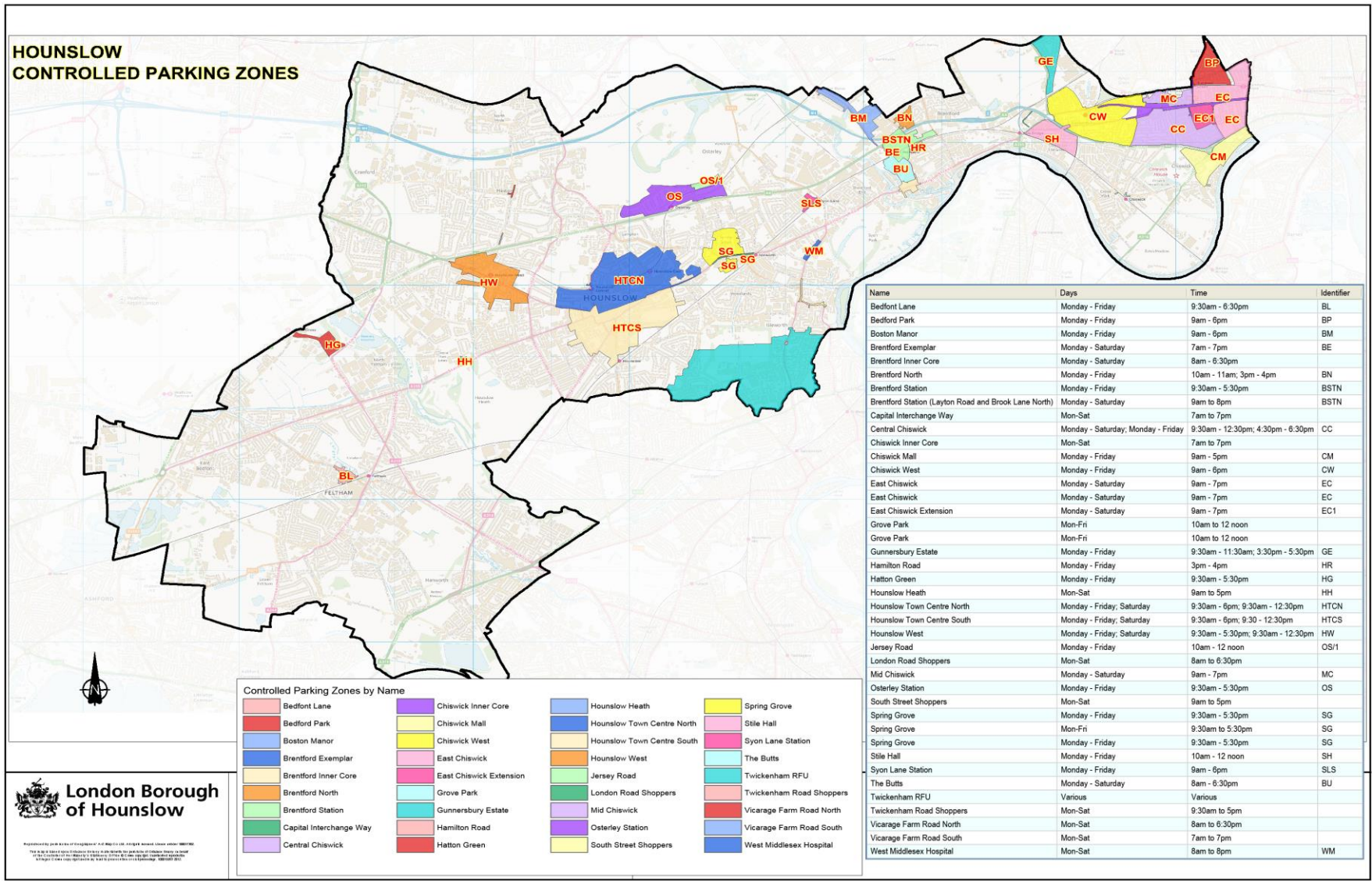
Opening times: 7am to 8pm Monday-Saturday

To release your vehicle you will need to go to the vehicle storage pound in person and take the following information:

- Proof of ownership (registration document or full insurance certificate)
- Proof of address (2 utility bills within the last 3 months) and
- Photo ID (passport or driver's licence)

As well as paying the penalty charge amount, you will have to pay £200 to release your vehicle from the pound. There is an additional storage fee of £40 per day the car is left in the pound, (applicable from midnight the day after the vehicle was removed).

Controlled Parking Zones



Appendix A – Stop & Shop

The following table shows the location of Stop & Shop zones within the borough. Each zone offers 30 minutes free parking. If staying more than the free period then payment needs to be made for the entire stay.

Car Parks
Bath Road Hounslow West
Brentford High Street
Bethany Way
Albany Parade
On Street P&D
Vicarage Farm Road (A4 – Claypole Drive)
Vicarage Farm Road (Orchard Avenue – New Heston Road)
Bath Road Service Road, Hounslow West
Cranford Lane
London Road Isleworth
Spring Grove Road jct London Road
South Street / Twickenham Road Isleworth
Thornbury Road / Spring Grove Road (North of A4)
Turnham Green Terrace / Devonshire Road
Grove Park Road
Park Road / Burlington Lane
Brentford Town Centre

The following locations offer free period of parking with a no return period.

Syon Lane, Isleworth o/s nos. 36 – 48 (Limited Waiting Mon-Sat 8.30am-6.30pm 40 mins no return 20 mins)
Heston Road, Heston opp nos. 135 – 141 (Limited Waiting 30 mins no return for 1 hour Mon-Sat 8.30am-6.30pm)
Heston Road, Heston opp nos. 129 – 133 (Limited Waiting 30 mins no return for 1 hour Mon-Sat 8.30am-6.30pm)
Heston Road, Heston o/s nos. 220 – 228 (Limited Waiting 20 mins no return for 20 mins Mon-Sat 8.30am-6.30pm)
New Heston Road, Heston o/s nos. 11 – 17 Central Parade (Limited Waiting 30 mins no return for 1 hour Mon-Sat 8.30am-6.30pm)
Church Road, Heston across nos. 74/76 (Limited Waiting 30 mins no return for 1 hour Mon-Sat 8.30am-6.30pm)
Bath Road, Hounslow o/s Hounslow West tube station (Waiting 5 minutes)
Staines Road, Hounslow opp nos. 382 - 384 (Limited Waiting 1 hour no return for 1 hour Mon-Sat 7am-6.30pm)
Staines Road, Hounslow o/s nos. 391 – 397 (Limited Waiting 1 hour no return for 1 hour Mon-Sat 7am-6.30pm)
Staines Road, Hounslow o/s nos. 358 – 368 (Limited Waiting 30 mins no return for 1 hour Mon-Sat 7am-6.30pm)
Hounslow Road, Feltham o/s nos. 23 – 29 (Limited Waiting 30 mins no return for 1 hour Mon-Sat 7am-6.30pm)