

Parking Annual Report 2015



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 Parking team and its contractor Serco carry out a number of roles including issuing permits, enforcing compliance of parking and moving traffic restrictions, dealing with correspondence contesting parking fines and administering concessionary travel schemes, including the provision of Blue Badges. The aim of our annual report is to provide an overview of these activities and the performance of the service.

A top priority for the Parking team continues to be improving safety and traffic flow. This report notes that the number of parking tickets issued has decreased year-on-year. It is hoped through both education and enforcement, compliance with parking restrictions will continue to improve making the borough safer for all road users.

Hounslow, along with its West London Alliance partners Ealing and Brent, continue to utilise their contract with Serco to provide additional savings and improvements in service delivery. One goal is to provide an online permit system to provide quicker and easier process for requesting and renewing permits. This project was delayed as the initial system was unsuitable, but we are currently working with suppliers to identify an appropriate solution.

The new Brook Road South Controlled Parking Zone (CPZ) incorporates a number of innovative features such as the authority's first 'pay by phone' only bays to reduce costs associated with pay and display machines and shorter sign posts to improve the street scene.

The enactment of the Deregulation Bill in April 2015 brings unique challenges with the reduction in the Council's powers to use CCTV for parking enforcement. However, motorists have benefitted from separate legislation this year introducing a statutory 10 minute grace period when parking in certain circumstances.

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 in the 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 Richard Foote
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 Strategic Commissioning – Parking team 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 feedback@hounslow.gov.uk

Parking Policy

The London Borough of Hounslow has compiled a comprehensive document outlining the roles and responsibilities of Strategic Commissioning – Parking. 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 the total number of Penalty Charge Notices (PCNs) issued dropped slightly this year from 4.90m in 2013/14 to 4.75m in 2014/15. Parking enforcement PCNs decreased 4.8% from 4.08m to 3.81m. Bus Lane enforcement PCNs increased 4.1% from 255k to 266k. Moving Traffic enforcement PCNs increased 1.2% from 650k to 658k.

In Hounslow the total number of PCNs increased marginally from a total of 129,969 PCNs to 130,049. Parking enforcement PCNs increased by 1.9% from 105,786 to 107,890. Bus Lane enforcement PCNs decreased by 16.8% from 18,706 to 15,555. The previous year a number of new cameras had been introduced, and this decrease appears to show that motorists have begun to comply better with the restrictions in place at those locations. Moving Traffic enforcement PCNs increased 18.9% from 5,477 to 6,514. This was the result of the introduction of enforcement cameras at a number of new locations.

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 2014/15, 43,175 appeals were lodged with London Tribunals, or just 0.91 per cent of all PCNs issued, compared to 54,129 the previous year (1.08 per cent). In Hounslow, this figure was even lower at 0.84%.

Despite the number of PCNs issued by Hounslow increasing slightly, the number of Appeals heard for PCNs we had issued decreased by 14.66% from the previous year. These figures are affected by a variety of factors, and may demonstrate that the authority is exercising proper consideration of representations from motorists at an early stage of the process as well as improved quality of our PCNs.

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

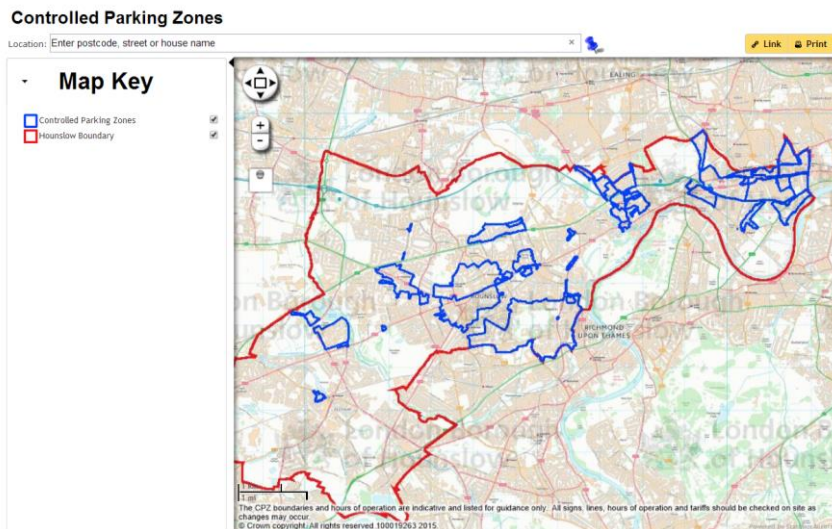


The pay by phone facility, currently provided by Ringo, is already available alongside the pay and display option in most areas. It offers motorists a convenient way to pay for their parking without the need to carry the correct change for a pay and display machine.

We have created the Borough's first 'pay by phone' only parking bays in the new Brook Road South Controlled Parking Zone. 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.

We are reviewing potential sites for further 'pay by phone' only parking bays.

Interactive map



The Council has introduced an interactive map which allows residents to check which roads are within Controlled Parking Zones and the hours of restrictions for the zones. The map can be found via the Council website at:

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

Signs and road markings



Over the past year the Parking's Compliance Officers have been working closely with the Council's contractors, Hounslow Highways, to improve the accuracy and appearance of our parking and traffic restriction signs and road markings. Hounslow Highways continue to follow a programme of exchanging old signs with high quality replacements and refreshing markings with long lasting highly visible paint.

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.

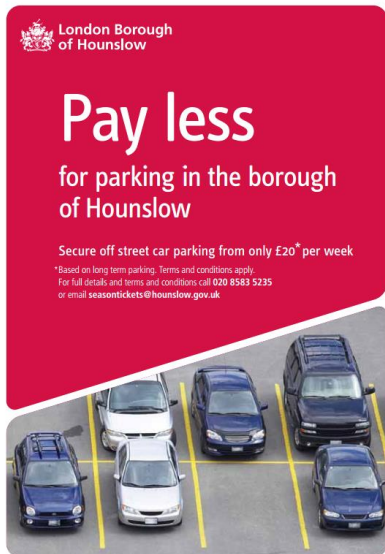
Park Mark



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.

The Season Tickets team can be called 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

Last year's plans to introduce an online permit application system were put on hold due to concerns regarding the suitability of the proposed system.

We are currently in discussions with suppliers to provide a solution more tailored to our requirements. This will enable you to submit your permit application along with supporting documentation and make payment online. The application will then be processed and the permit sent out.

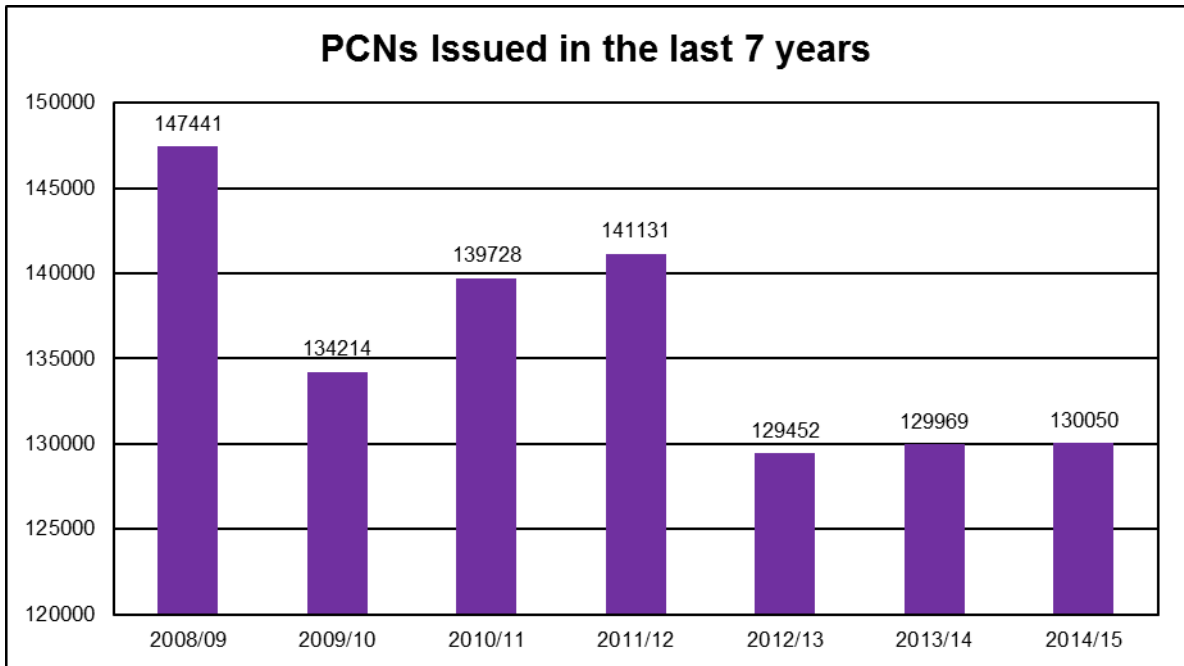
These changes will not only provide a better service to residents and businesses but also provide additional savings for the council.

Another option being considered for 2015 is virtual permits. As the name implies there will be no paper permit for you to display in your car. The enforcement officers will receive updates on their handheld units advising them of the existence of the permit. Initially this will be trialled with the visitor's permits.

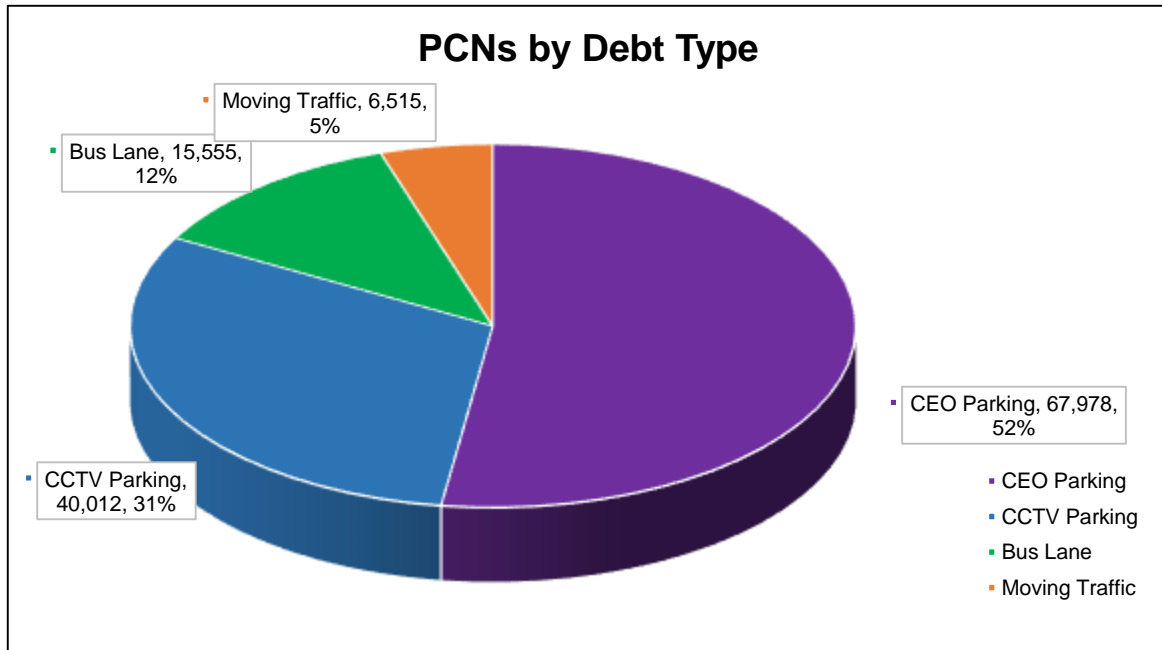
Performance

Enforcement

The total number of PCNs issued this year was 130050, which is relatively consistent with the previous the 2 years.

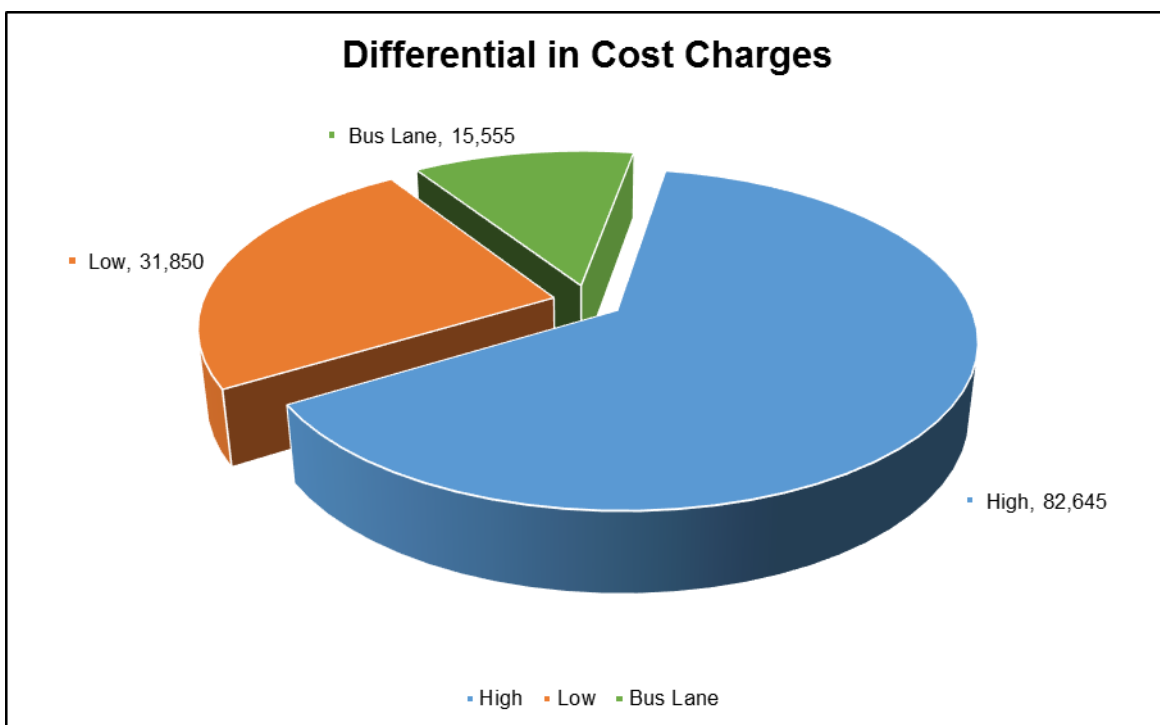


The following chart shows the breakdown of PCNs issued by type. CCTV was used to issue 31% of parking PCNs along with 12% for bus lanes and 5% moving traffic contraventions. CEOs accounted for the remaining 52% of PCNs.

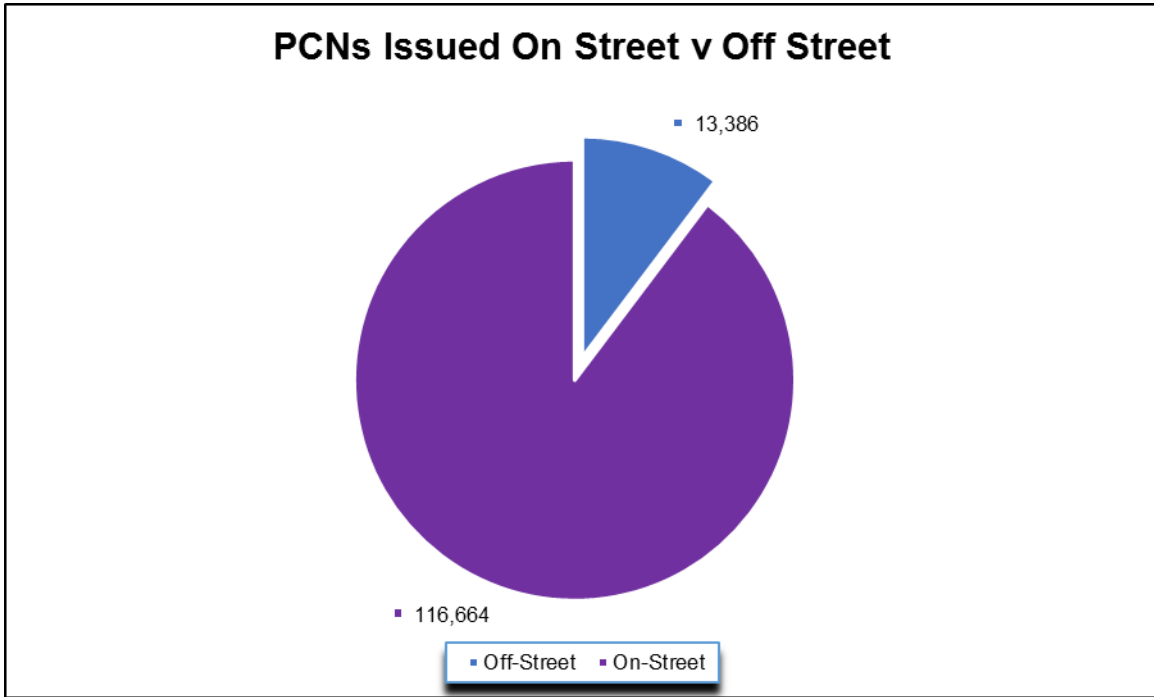


In July 2007 charges for PCNs were changed so that they were based on the seriousness of the contravention. Examples of the higher charge penalties include parking on yellow lines, parking in residents' bays, on footways and across dropped kerbs. Less serious contraventions include parking in a permitted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

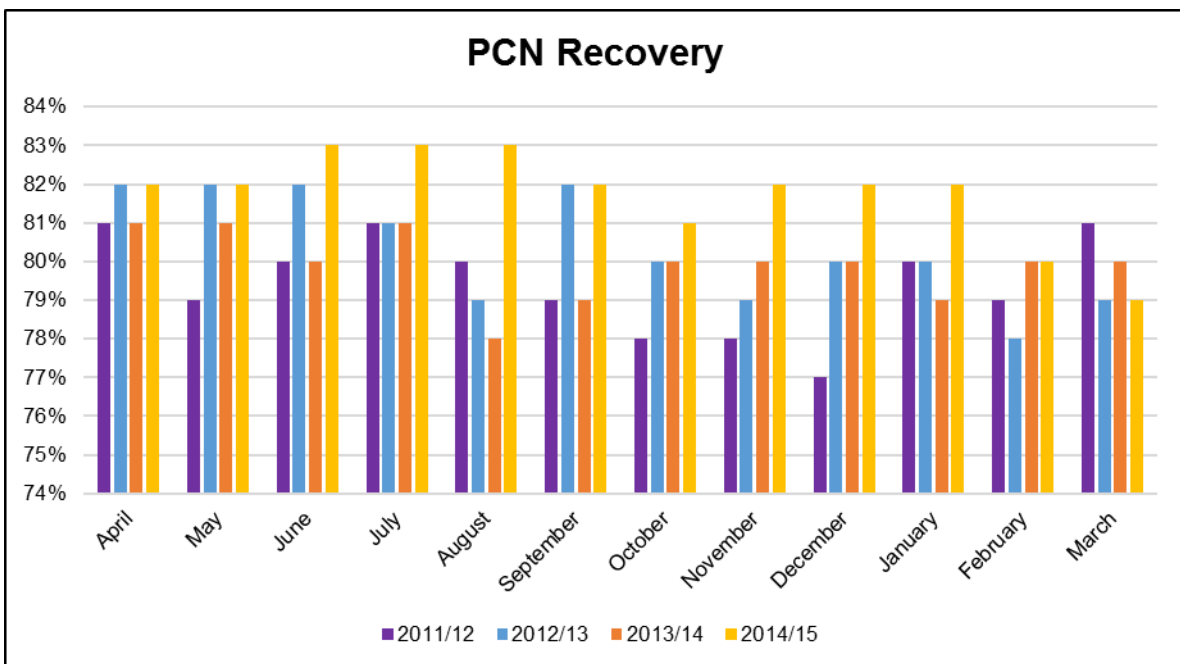
PCNs issued for contraventions at the higher charge represented 74.8% of the total issued by CCTV cameras and CEOs (excluding bus lane contraventions). This reflects the emphasis of the enforcement team in ensuring that the contraventions likely to impact on the safety of the public or the flow of traffic are given higher priority.



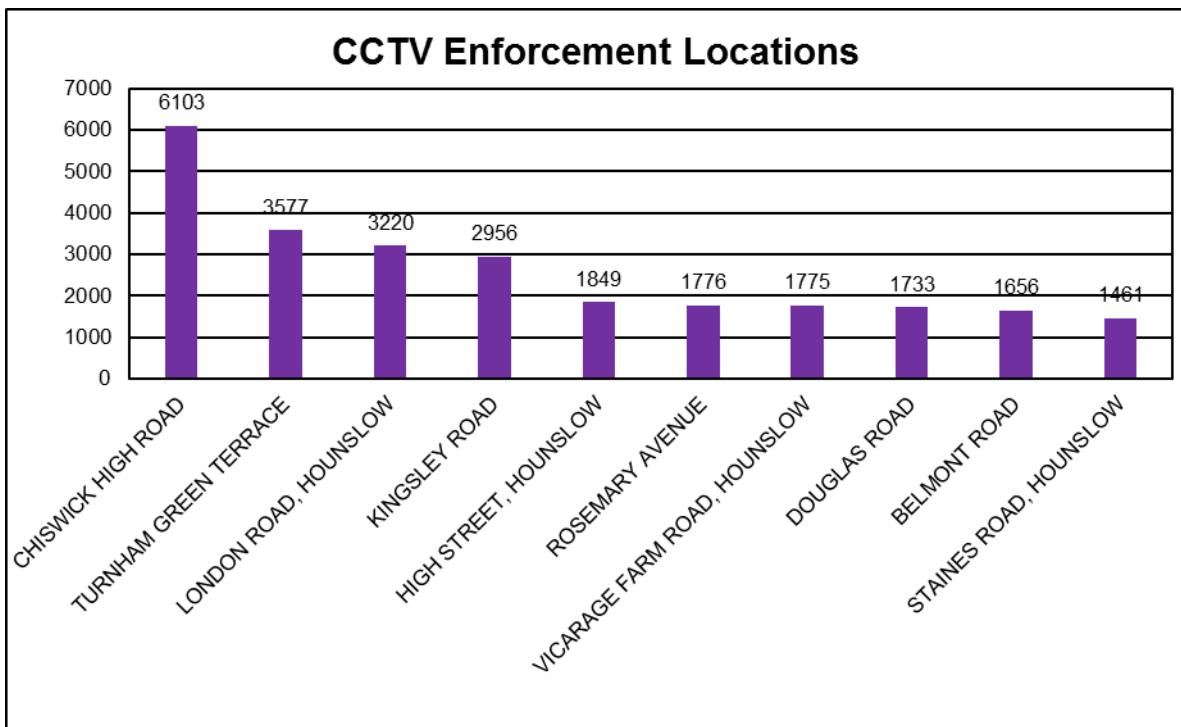
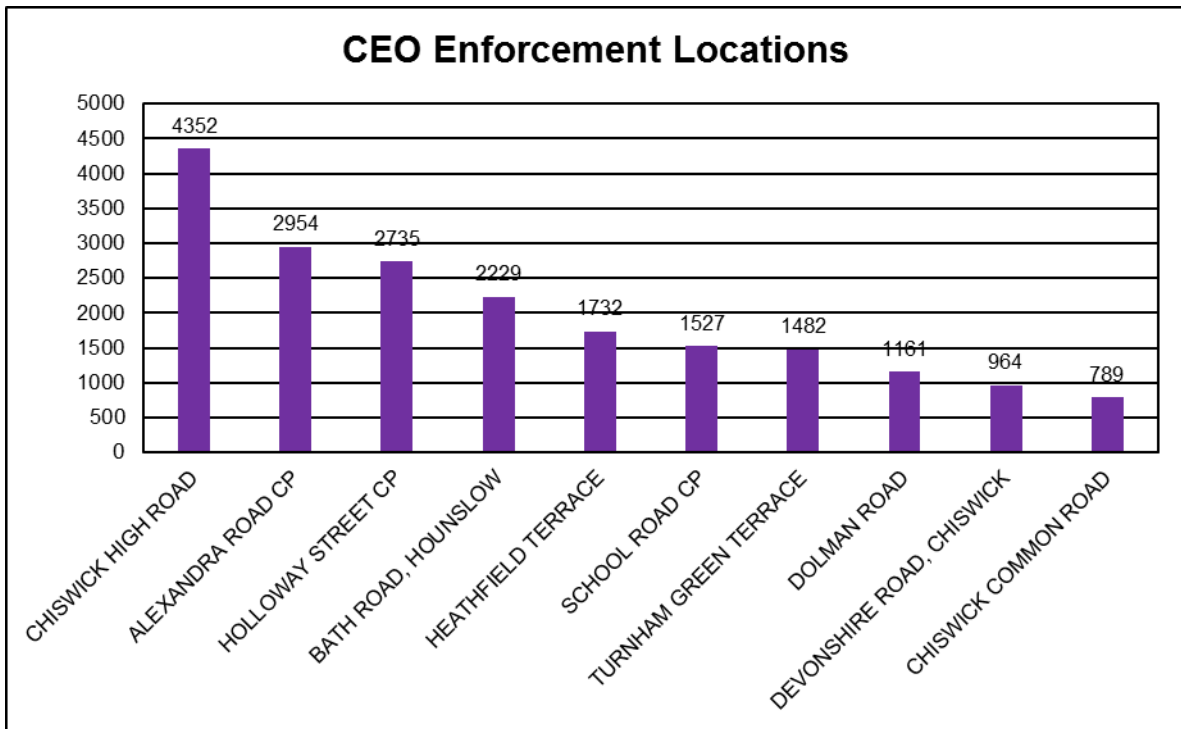
The following diagram shows the breakdown of PCN issuance between on-street and off-street (car parks) locations.



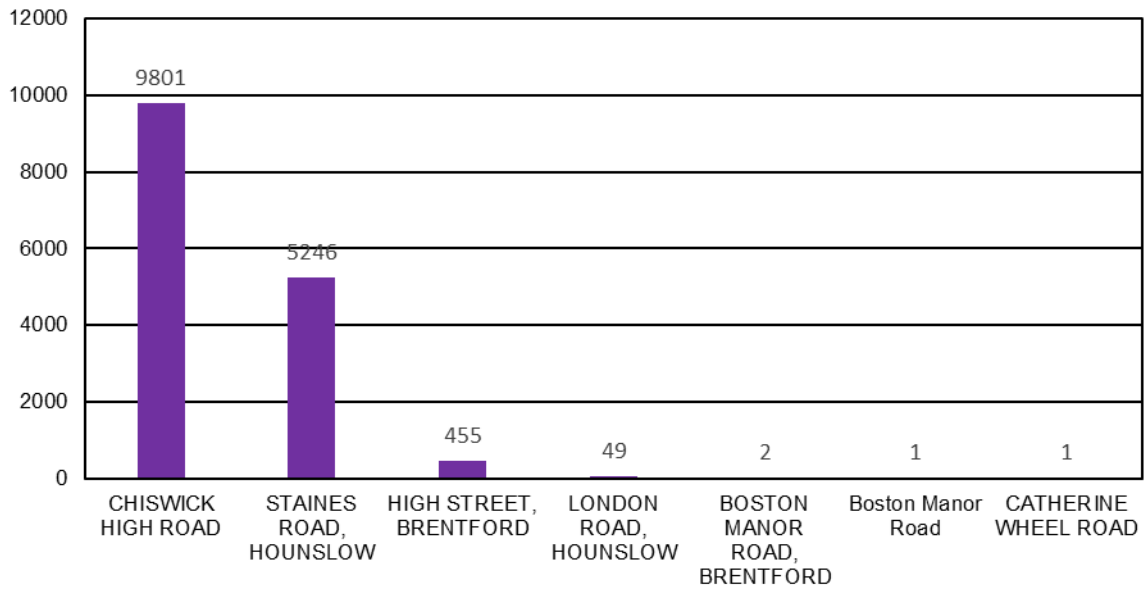
The Council is committed to ensuring that debts are paid by motorists who contravene restrictions, and we and our Enforcement Agents take rigorous measures to ensure these debts are paid. As a result our recovery rate for PCNs continues to exceed 75% throughout the year. This figure may be affected by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



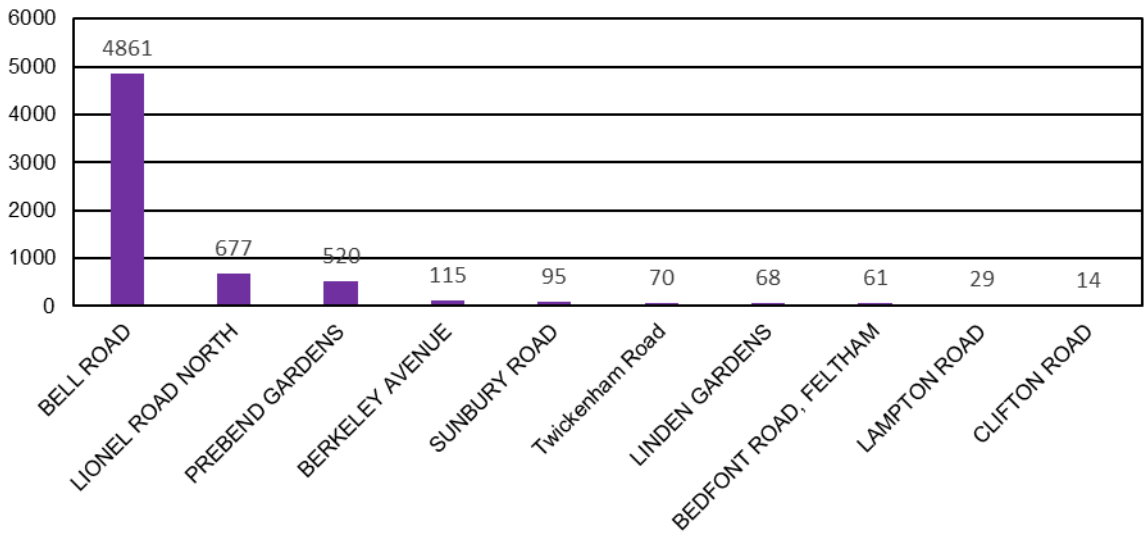
The following charts highlight areas in the borough where the highest number of contraventions occurs. These numbers generally relate to either traffic volume or number of parking spaces involved.

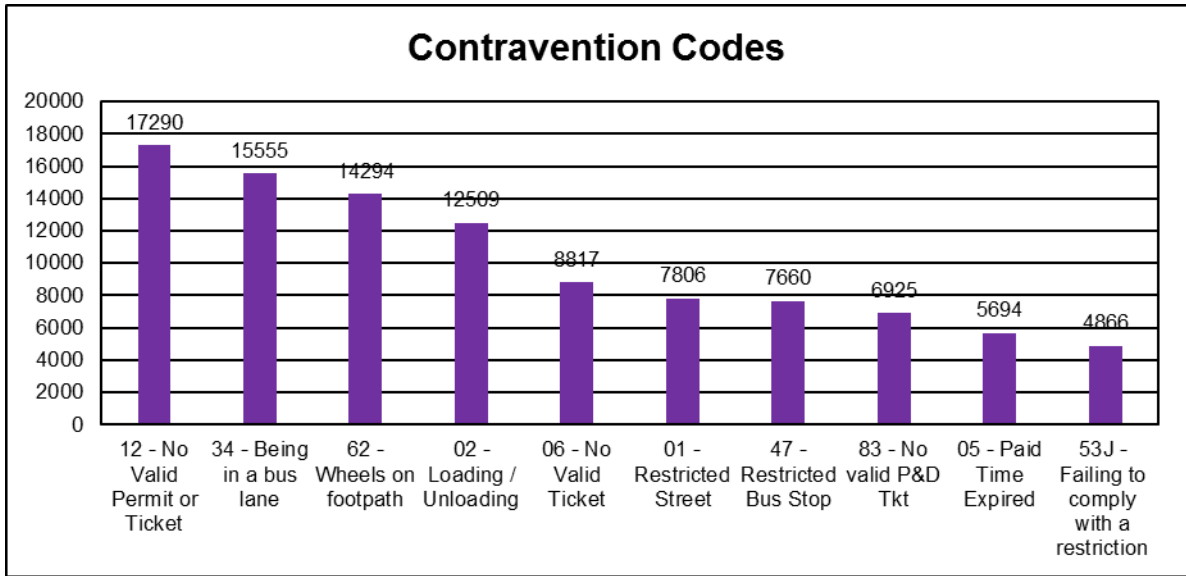


Bus Lane Locations



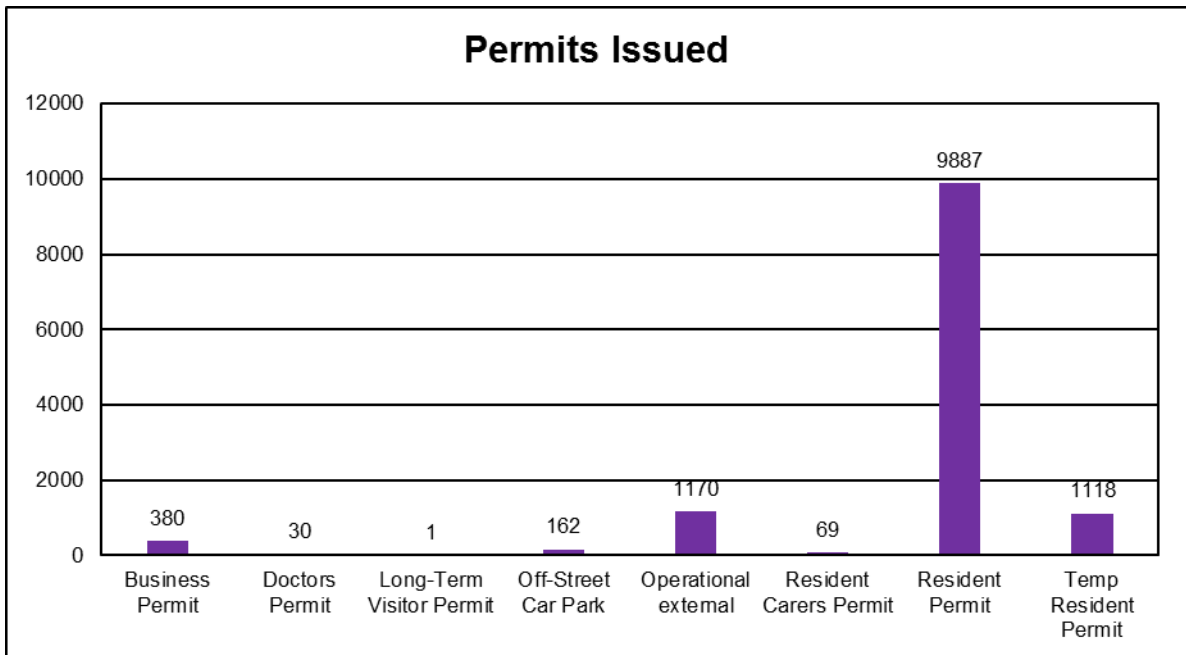
Moving Traffic Enforcement Locations

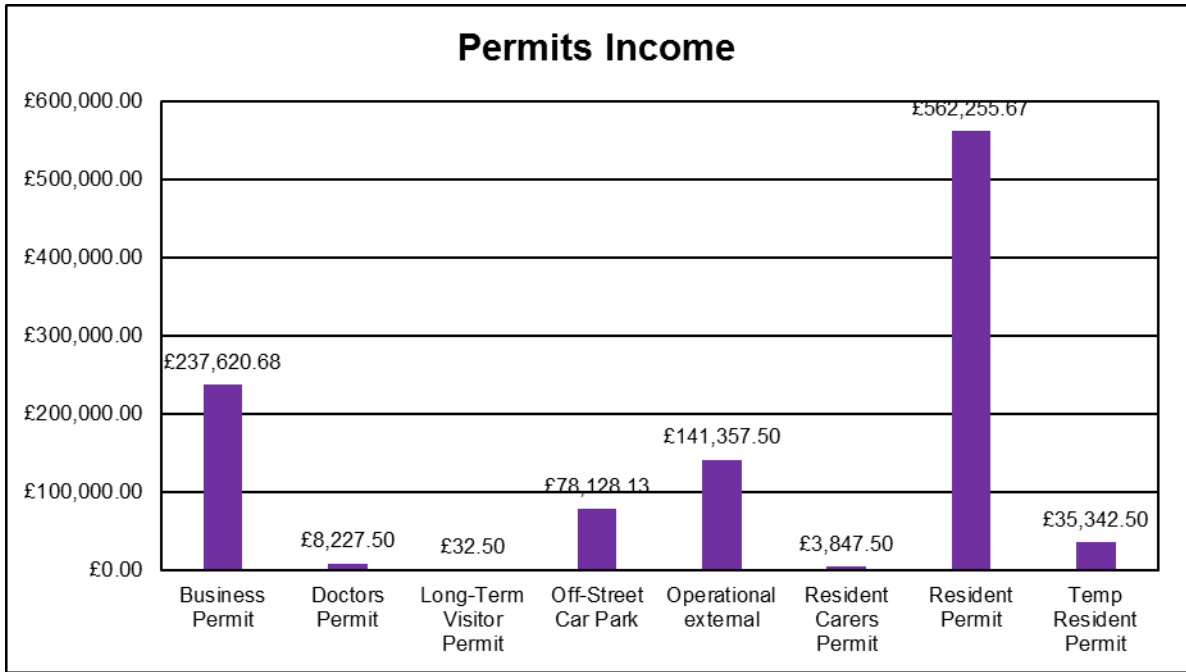




Permits

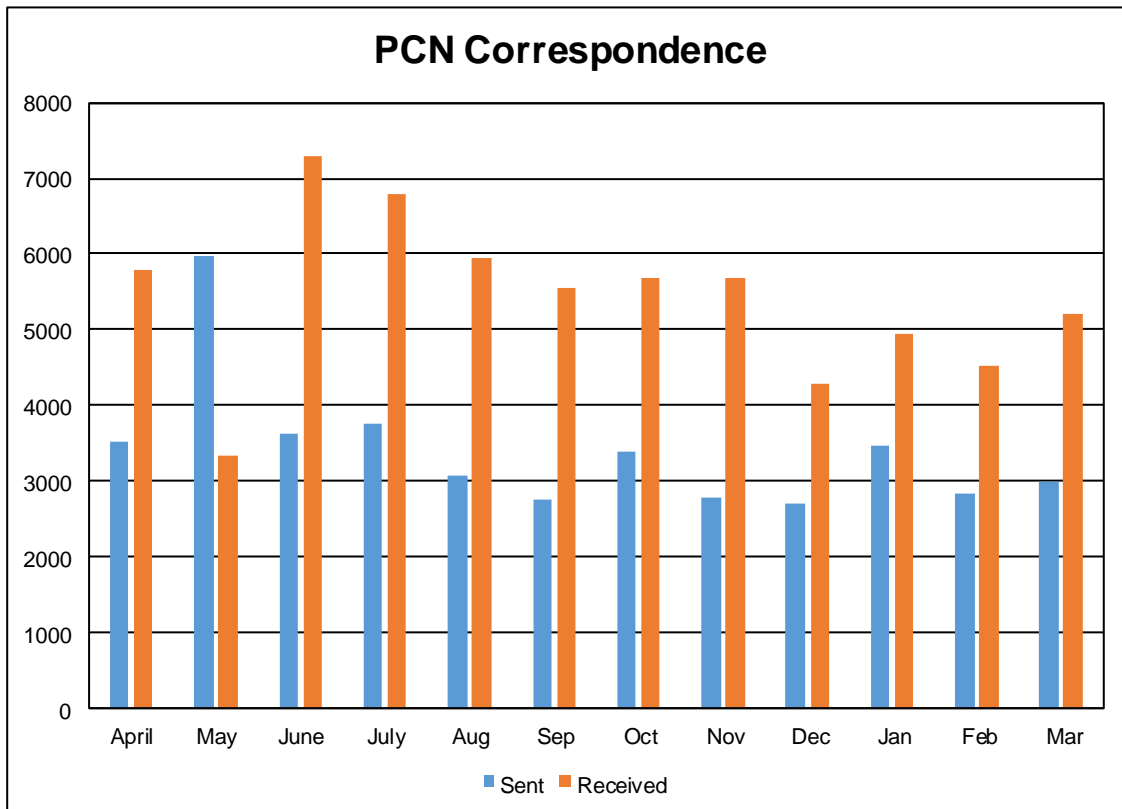
Permits are offered to meet the needs of various groups within the authority including residents, business and to a less degree carers and medical permits. The charts below show that three quarters of these permits are residents' permits.

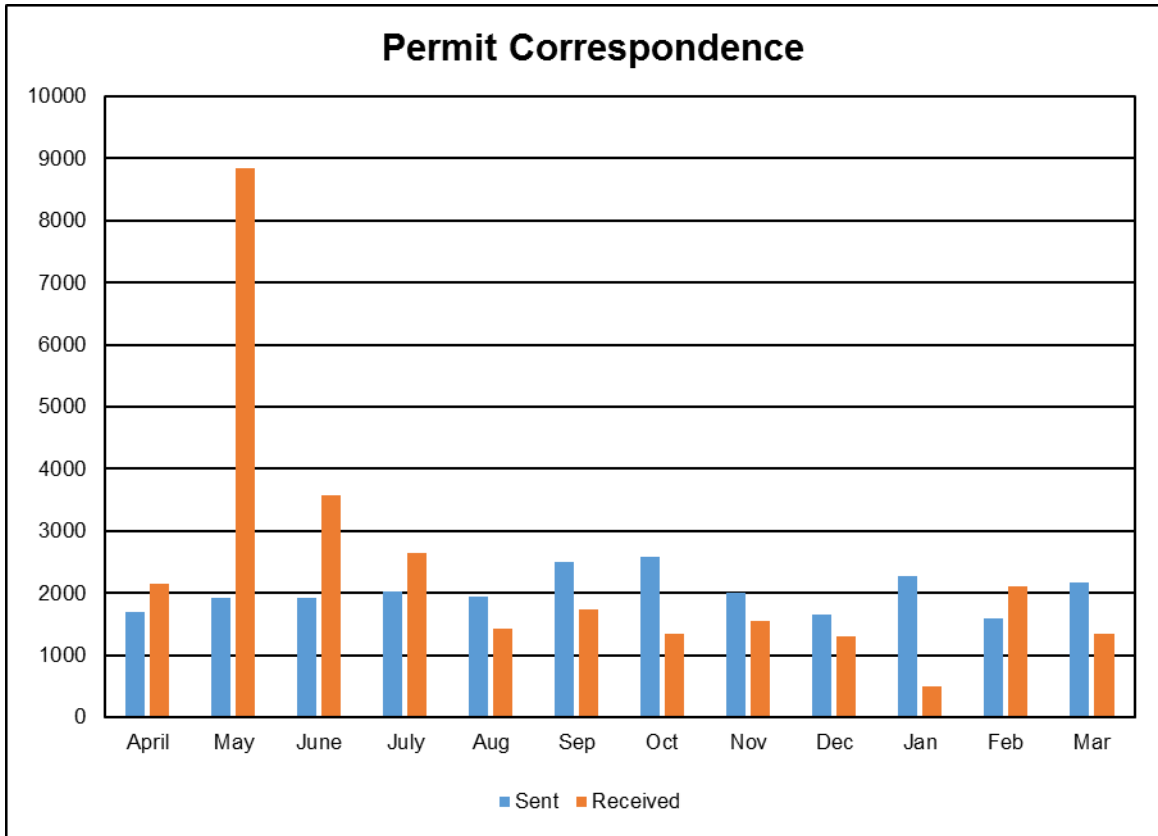




Correspondence

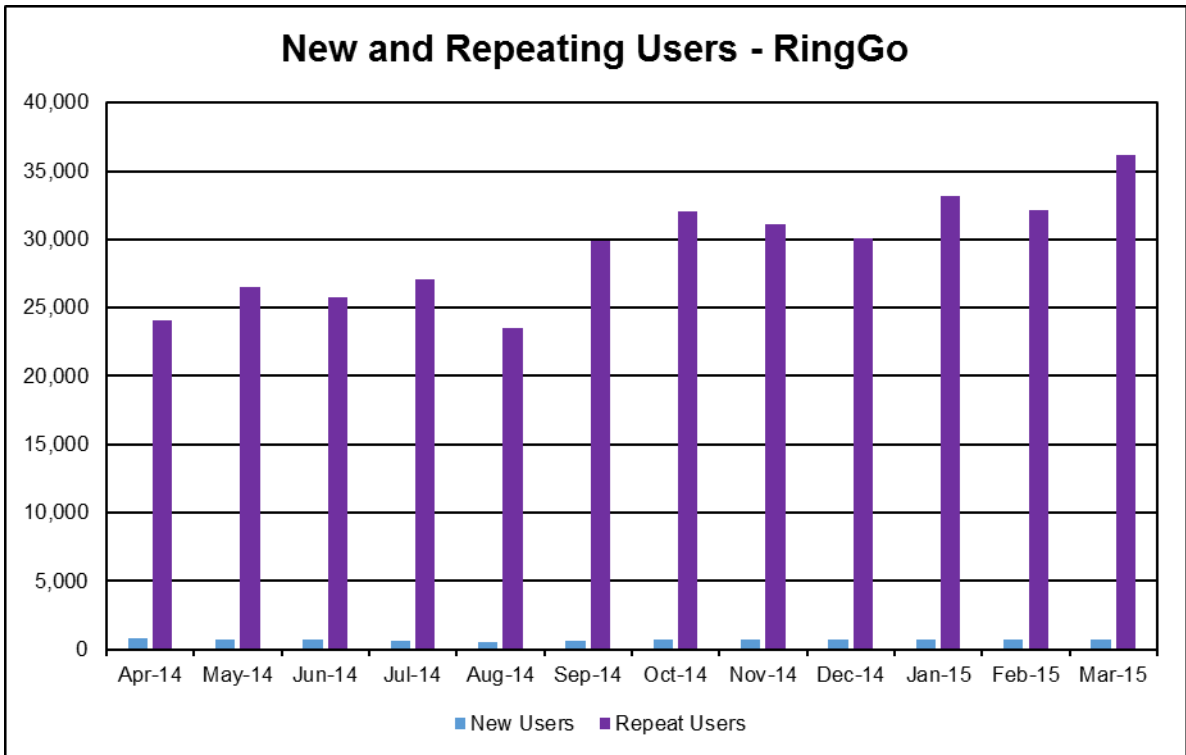
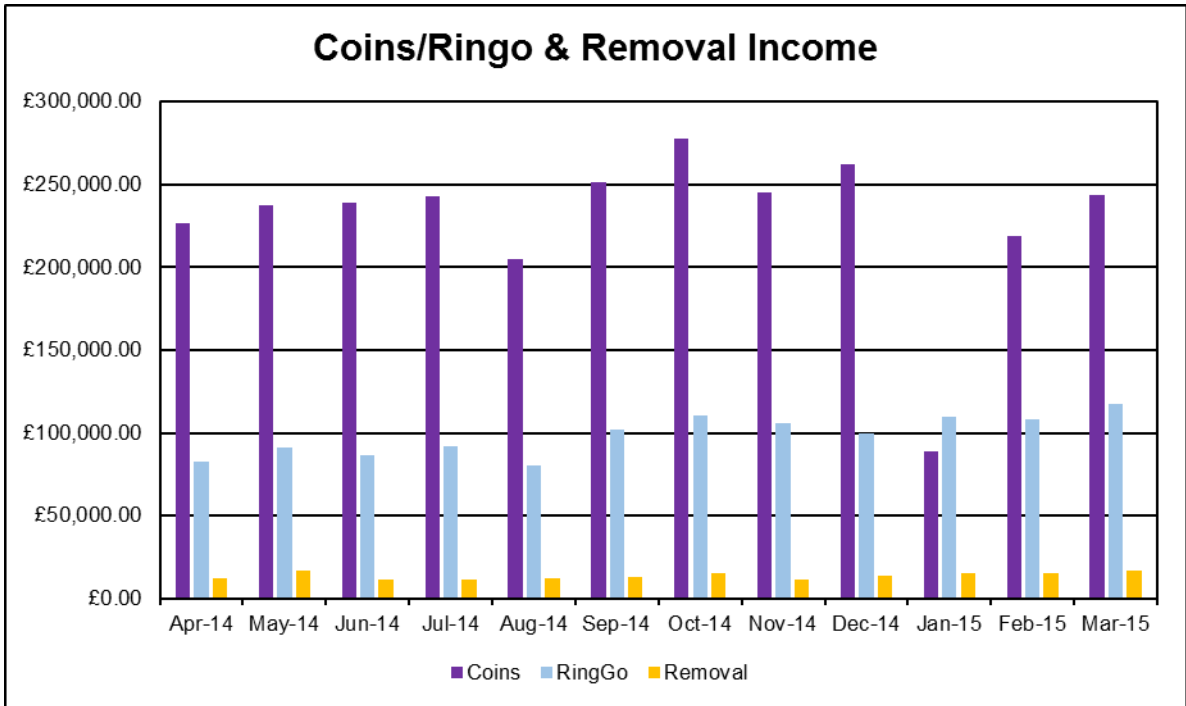
The charts below detail the level of correspondence that has been received and responded to during the period of this report. The figures include all challenges, representations, and permit applications received as well as all general and non-statutory correspondence.





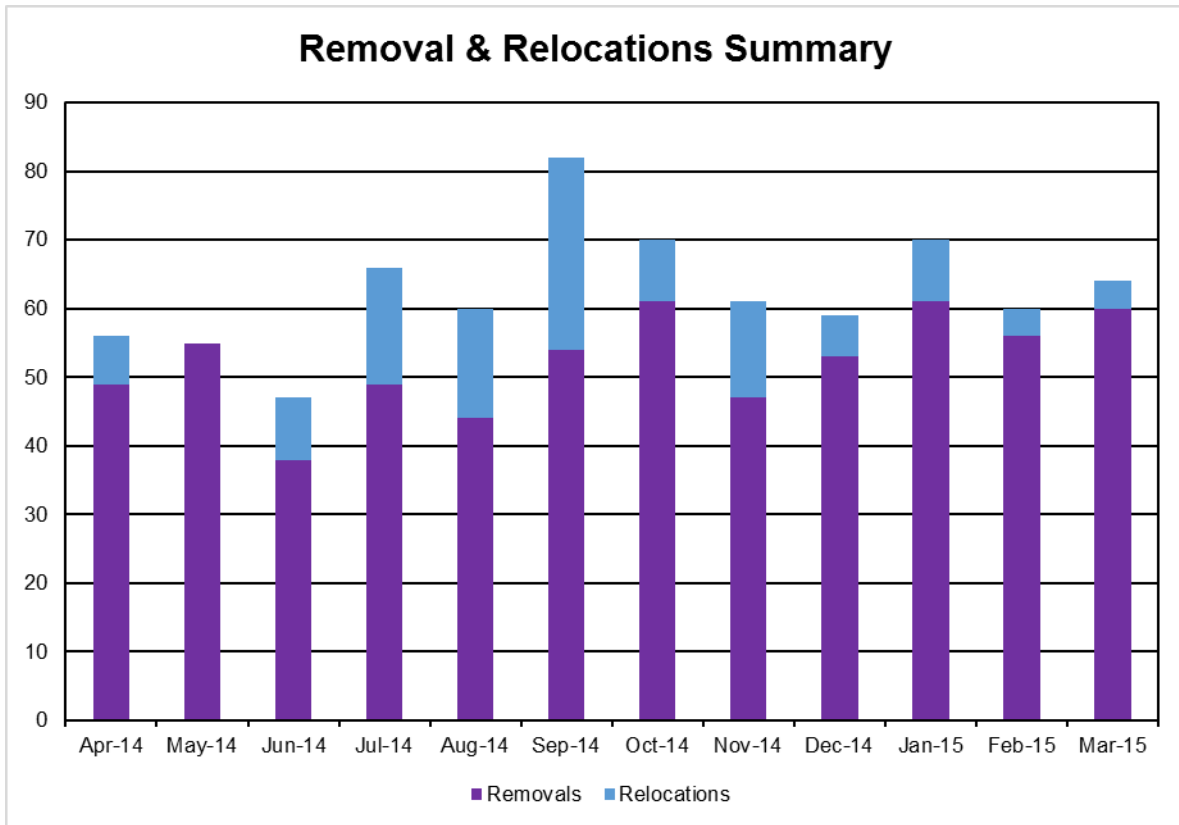
Cashless Parking - RingGo

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 2013/14 was 627, up slightly from 549 in the previous year. The authority also 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.



Financial Report

	2013/14 Actuals	2014/15 Budget	2014/15 Actuals
	£'000	£'000	£'000
On Street Parking Income & Expenditure			
PCN Income	5,309	5,895	5,646
Machine Collections	2,536	2,536	2,693
Permits & other	2,287	1,744	2,056
Total Income - On Street Parking	10,131	10,174	10,395
Total Expenditure - On Street Parking	-4,209	-3,072	-3,393
Net Surplus - On Street Parking	5,922	7,102	7,002
Off Street Parking Income & Expenditure-			
PCN Income	276	699	325
Machine Collections	1,263	1,269	1,505
Permits & other	369	424	198
Total Income - Off Street Parking	1,908	2,392	2,029
Total Expenditure - Off Street Parking	-1,977	-1,439	-1,565
Net Surplus – Off Street Parking	-68	954	464
Concessionary Fares	-9,976	-9,496	-9,305
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.