

**REPORT FOR: OVERVIEW AND
SCRUTINY COMMITTEE**

Date of Meeting: 26 February 2013

Subject: Parking policy

Responsible Officer: Caroline Bruce - Corporate Director of Environment and Enterprise

Scrutiny Lead Member area: Councillor Stephen Wright – policy lead
Councillor Sue Anderson – performance lead

Exempt: No

Enclosures: Appendix A: Harrow parking management and enforcement policies
Appendix B: Proposed parking programme
Appendix C: Existing car parking spaces, charges and occupancy
Appendix D: Parking charges options
Appendix E: Evidence regarding town centre free parking
Appendix F: Review of business permits
Appendix G: Long stay residential car parking

Section 1 – Summary and Recommendations

This report provides an update on the following:

- Principles underpinning the Council's parking policy;
- Outcomes of the parking review undertaken in 2011;
- Links between parking policy and implementation of Harrow card;
- Overall impact of parking policy and proposals on identified issues,
- Status of all proposals.

Recommendations:

The Overview and Scrutiny Committee is requested to note the report.

Section 2

Introduction

- 2.1 A steady increase in car ownership over many years has led to intensified demand for parking spaces. As car ownership increases, the fight for parking spaces becomes increasingly contentious. Demand for parking spaces is primarily managed through the introduction of parking regulations. These are introduced in line with Government policy and in line with the Mayor of London's Transport Strategy.
- 2.2 Parking regulations, fines and charges are not introduced to simply raise money but provide a mechanism for ensuring that there is sufficient funding to enforce the regulations and achieve adequate compliance. This was one of the intentions of the legislation (Road Traffic Act 1991) that allowed boroughs to introduce and enforce decriminalised parking regulations. Parking income must go into a separate parking account because the funds are ring fenced for transport related uses and cannot be used to support the Council's general fund.
- 2.3 It is a legal requirement that the income from PCNs is first used to cover the cost of providing the parking enforcement operation. This includes paying Civil Enforcement Officers, back office support staff and administration. If any money is left over after all these costs have been covered, the Road Traffic Act 1991 defines how any surplus must be spent. In Harrow the surplus made is used to offset the cost of providing the Freedom Pass and Taxicard. The parking enforcement service itself is self-financing.
- 2.4 DfT guidance specifically states that Civil Parking Enforcement (CPE) is a means of achieving transport policy objectives. Each authority is required to submit an annual report on their parking account to the Mayor of London, including an account of what use has been made of any surpluses.

Parking policy

- 2.5 Harrow's Transport Local Implementation Plan contains all of Harrow's transport policies including all parking management and enforcement policies. This is a statutory document which shows how the borough will implement the Mayor of London's transport strategy. Harrow's transport Local Implementation Plan received cabinet approval in May 2011, adopted by full council in July 2011 and was approved by the Mayor of London in 2012.
- 2.6 In October 2011, a more detailed parking management and enforcement plan which expands on the strategic core policies in the LIP was produced. This plan ensures that the borough's working practices are in line with best practice and provides increased transparency as to how parking management and enforcement services are provided in the borough.
- 2.7 Harrow's parking management and enforcement strategic policies can be seen in Appendix A. These strategic policies were developed and revised following wide scale public consultation of the transport local implementation plan. These policies aim to:
- Improve safety and reduce accidents and casualties,
 - Improve traffic flow on the highway network,
 - Improve bus journey time reliability,
 - Encourage the use of more sustainable forms of transport and deter long-term commuter parking,
 - Improve access to properties particularly for the mobility impaired, emergency services and healthcare workers,
 - Support business activity by providing access to short-stay parking for customers and vehicles servicing local businesses,
 - Balance the provision of parking for residents, visitors and local businesses,
 - Ensure that the location of car parking takes account of the priority need for a secure and sensitive pedestrian environment.

Parking management programme

- 2.8 Harrow undertakes an annual parking management programme of works that includes the introduction and review of controlled parking zones (CPZ) and also a Local Safety Parking Schemes programme. Both of these are funded through Harrow capital and are also supported by developer contributions where the development control process has identified the need for parking measures as mitigation. This is the main programme of work used to implement the Council's parking policies.
- 2.9 The programme of new CPZs and reviews of existing CPZs is reviewed annually at the Traffic and Road Safety Advisory Panel. The latest parking management programme is provided in Appendix B and is due to be considered by TARSAP on 6th February 2013. There is a considerable backlog of requests for schemes and measures due to the limited funding available to take forward this work and TARSAP prioritise the areas of greatest need. The funding set for 2012/13 and also proposed for 2013/14 is £300k.

- 2.10 There is also a more minor Local Safety Parking Schemes programme of work which consists of more localised small scale schemes such as waiting restrictions (double yellow lines) at junctions and bends, where refuse vehicles and the emergency services have reported persistent access difficulties. These schemes are generally outside of the larger area based CPZs and are a valuable initiative primarily targeted at improving road safety and facilitating adequate vehicular access.
- 2.11 In November 2012 TARSAP received a report regarding the Transport programme entry system which provided a framework for prioritising schemes in various identified programme streams and this included both area parking control schemes and local safety parking schemes. The suggested programmes of work in Appendix B are prepared on that basis.
- 2.12 The implementation of the parking review proposals and 20 minutes free parking explained later in this report are not funded from this programme of work.

Parking review

- 2.13 As part of developing the parking management and enforcement plan, a review of parking and permit charges took place in 2011/12. The context for this review was as follows:
- Required to action the 2010/11 Medium Term Financial Strategy to increase revenue from parking by £75k.
 - The Mayor of London's Transport Strategy proposed that boroughs should work towards achieving pricing differentials based on vehicle emissions, including banded resident parking permits and other on and off-street parking charges, including incentives for electric vehicles.
 - The Portfolio Holder aspired to introduce a simpler and fairer parking regime which reduced the number of different parking charges across the borough. Charges varied considerably across the borough and the reasons for the different charges had been lost over time. There were around 15 different types of charges across the borough which both confuses and annoys the public.
 - A Petition of 2,487 signatures urging Harrow Council to introduce a free ½ hour car parking scheme in Pinner car parks and meter parking areas and to reduce hourly rates to fall in line with Northwood, Ruislip and Eastcote was presented to the Council on 8th July 2010. This issue had also been the subject of proactive consideration by Traffic & Road Safety Advisory Panel meetings held on 15 July and 16 September 2010.
- 2.14 Proposals were subsequently developed by officers, in consultation with the portfolio holder, for the following:
- Having just 4 different cost rates for on-street parking zones across the borough
 - Having just 4 different costs rates for car parks across the borough
 - Providing an option to pay using credit/debit cards
 - Moving to a single cost borough wide for visitor permits

- Moving to a resident's permit system based on environmental emissions
- Introducing a peak hour charge for car parks

2.15 The option for introducing a system of tiered on-street and off-street charging was recommended to be based on the types of economic centres as set out in the Local Development Framework – local, district, major and metropolitan centres.

2.16 The key intention of the tiered structure was to make charges reflect the economic status of the area and to make charges consistent and easier to set. This will simplify the currently confusing range of charges and time periods that exist across the borough which is a source of many complaints. Current guidance regionally and nationally is to make charges more appropriate and transparent.

2.17 A six week borough wide consultation took place on the proposals in June / July 2011 and the results of the consultation on a majority basis were as follows:

Having just 4 different cost rates for on-street parking zones across the borough	Supported
Having just 4 different costs rates for car parks across the borough	Supported
Providing an option to pay using credit/debit cards	Supported
Moving to a single cost borough wide for visitor permits	Supported
Moving to a resident's permit system based on environmental emissions	Not supported
Introducing a peak hour charge for car parks was not supported.	Not supported

2.18 In October 2011 Cabinet approved the proposals that were supported based on the results of this consultation. Following the Cabinet decision officers developed three charging options using the agreed framework for consideration by members. All the options provided would rebalance charges so that they are lower in local and district centres and higher in Major and Metropolitan centres and provided varying degrees of impact on parking income from between -10% to +4%. Car park charges were set lower than on-street charges in order to encourage long stay parking off-street. The key principle of the options was to provide effective and proportionate demand management relative to the different economic centres.

2.19 A detailed financial assessment was undertaken to estimate the impact of the options on parking income. This was based on the most recent full year of data available at that time which was for the 2010/11 financial year. A detailed analysis of the number of pay and display parking spaces, identifying the type of centre, operating times and occupancy rates was also undertaken to ensure the financial assessments were accurate and this information can be seen in Appendix C.

2.20 The three options considered are provided in Appendix D and did not include a free parking concession at this stage. Option 2 was preferred by members

and this option allowed for a small increase in income of 2%. This option is summarised below:

PREFERRED CHARGING OPTION	Local (£/hr)	District (£/hr)	Major (£/hr)	Metropolitan Town Centre (£/hr)	Long stay* (£/day)
ON-STREET (CPZS)					
Existing	£0.40 - £1.20	£0.40 - £1.20	£1.00	£0.80 - £3.00	£3.50
Proposed	£0.30	£0.90	£1.50	£2.10	£4.00
CAR PARKS					
Existing	N/A	£0.40 - £0.70	N/A	£0.65 - £1.15	£2.40 - £3.50
Proposed	£0.20	£0.60	£1.00	£1.30	£4.00

*specified locations only

Free parking

- 2.21 To support the Council's corporate priorities, the administration requested officers to refine the proposals and include an element of free parking into the proposed tiered charging system.
- 2.22 Officers reviewed the current research available regarding free parking, some of it recent, including Travel and Spend in London's Town Centres (Transport for London, 2011) and The relevance of parking in the success of urban centres (London Councils, October 2012). Harrow has also undertaken some of its own research which can be seen in Appendix E.
- 2.23 In addition the London Borough of Hillingdon currently has a policy of offering an initial free period of charging and this has been frequently highlighted by members. Consequently a meeting was arranged with Hillingdon's officers to discuss their current policy. The investigations established a number of findings:
- The London Borough of Hillingdon adopted their current strategy of offering an initial period of free parking some years ago before many CPZs currently operating were introduced. This was done to make proposing and implementing CPZ schemes less contentious and allow more schemes to be implemented. However as a consequence less income is generated to support the maintenance and operation of schemes in comparison with Harrow. Their budget for parking income has developed on the basis of this strategy.
 - Harrow has implemented its own extensive CPZ parking programme on the basis of charging for all lengths of stay and the current level of parking income built into the Council's budget is based upon that strategy. A fundamental shift towards reducing charges will reduce parking income and put pressure on the council's budget.
 - Much of the dialogue with residents and businesses over the last 12 months, particularly during consultation on parking schemes, has indicated that there is a substantial proportion of people that support a free parking concession.

- 2.24 Officers provided a revised range of options offering a variety of free parking concessions based on the original four tiered charging structure as set out in the parking review consultation. These can be seen in appendix D. The Members preferred option was to offer a free parking concession borough wide.
- 2.25 In the parking review it was established that the most appropriate time period for on-street parking is 20 minutes as this provides sufficient time for most short stay visits to local shops to take place. It is therefore important for the time period to be coordinated throughout the borough by standardising the time charging periods in line with the proposed tiered charging structure (20mins on-street / 1 hour off-street). As a general principle charging policy should encourage long stay parking to be off-street and short term parking to be on-street as indicated in the parking review and so it was recommended that the free period should only apply to on-street charges and apply to an initial period of 20 minutes.
- 2.26 Implementing this measure requires changes to the charging time period in all controlled parking areas in the borough and will need a full statutory consultation under the Road traffic Regulation Act 1984 to be undertaken. Once cabinet approve a specific charging option the statutory processes would require about 3-4 months to be carried out before they could be implemented, subject to resolving any objections or representations.
- 2.27 The cost of offering a free parking period in Harrow is considerable. This is because around 50% of the parking income comes from people parking for 20 minutes or less (Appendix C). The estimated reduction in income for offering free 20 minutes in all locations based on 2011/12 data is about £522k. The draft revenue budget and Medium Term Financial Strategy considered by Cabinet in December 2012 now includes a growth item in 2013/14 to allow for the reduction in parking income.
- 2.28 A key concern about offering free parking was how to effectively control and manage access to the free parking period. Choosing to do this through the current system of issuing tickets at pay and display machines had a number of drawbacks as follows:
- Tickets can be taken at any time without any reference to previous use and could be used to stay longer than 20 minutes by continuously taking tickets,
 - A risk of losing a greater amount of income than that calculated as longer stays than 20 minutes may occur,
 - Increased maintenance costs of restocking machines with tickets more frequently due to increased use.
- 2.29 The only effective way of mitigating these potential problems and regulating non chargeable activity is to use a card system in conjunction with accessing the free parking period. This would provide a way of registering users and monitoring activity. The collection of usage data through card reading devices on pay and display machines would then provide a means of determining whether the free parking period can be given when someone wants to park. It is therefore suggested that a free parking concession should be offered to

card holders only. The conditions applied to card holders would be a restriction to use free parking once a day per controlled parking zone.

Cashless parking

- 2.30 Following the October 2011 Cabinet meeting which considered the parking review, officers were requested to proceed with the option for introducing a system for members of the public to pay for parking using a credit or debit card. There was no interest in creating a system where only cashless payment was accepted as this would have a negative impact on low income groups who may not have access to credit cards. Cashless parking is offered as an alternative method of payment to using cash at pay and display machines. Cashless payments would be made using mobile phone technology and interact with the Council's Civica system.
- 2.31 A procurement exercise was undertaken asking suppliers to present a suitable system for Harrow and the successful bidder was the national leader in this service. There is unlikely to be any cost to the authority because the facility will be funded by a transaction charge to the payee. Harrow will receive the income from the transaction charge levied but will pay a standard charge to the supplier for the service. The scheme is expected to be self financing and this will be dependent on the take up of the cashless option by the public and the difference between expenditure and income. Based on at least 10% of the transactions being cashless the scheme would be expected to break even. Any surplus generated would be reinvested into the service.
- 2.32 The system is expected to be operational in March 2013.

Harrow card

- 2.33 The Administration has an ambition to provide residents with a Harrow Card. The proposed Card could provide access to various services including discounted parking, offers in local shops, and act as a library and leisure card.
- 2.34 A Feasibility Study is currently being produced on the efficacy of the Harrow Card proposal. As indicated previously the use of the card would limit the potential loss of parking income by using it as a means of controlling use. Current technology is available using card reading systems and modems within pay and display machines to effectively control access to the free period. It is intended that one free period per parking zone per day could be available to card holders.
- 2.35 The suppliers of the cashless parking system can accommodate discount schemes provided the user can validate the reason for the discount (e.g. card number) and so this is compatible with a Harrow card system. The combination of free 20 minutes parking, introduction of the Harrow card and cashless parking system will mean that users will get the 20 minutes reduction either through swiping their Harrow card at a pay and display machine and displaying the ticket issued or by phoning up and identifying themselves as a card holder with the relevant card number.
- 2.36 There is a considerable infrastructure cost in changing pay and display machines borough wide to operate the system in this way and the current

stock of over 150 machines would need to be updated. The discussions with the current parking provider have established that the capital cost to amend the pay and display machines would be £300k and there would be an annual revenue cost of £20k for the wireless connections airtime. A Capital bid allocation will be required to undertake this work and this is included in the proposed capital budget to be considered at the February cabinet meeting.

- 2.37 Consideration has also been given to charging annually for the card to offset any loss of parking income and this is something that the feasibility study will review. Initial indications are that from a customer base of 21000 homes a charge of £10 would provide £210k per annum. One advantage of levying a charge for the card is that the circulation of cards could be controlled and prevent any fraudulent use of the card to access free parking and therefore any further loss of parking income.
- 2.38 The feasibility study will inform the council's decision making process and a final report is expected at the end of February. The administration will decide on whether to introduce a Harrow Card and link it to parking discounts at Cabinet in March 2013. The key factors influencing implementation will be the capital infrastructure costs and parking charges option selected which will influence levels of parking income.

Other policy areas reviewed

- 2.39 As well as the issues identified above, the parking review also looked at a number of other areas of policy as follows:
- Business permit charges - based upon using the same tiered structure as for on-street and off-street parking,
 - Long stay car park permit – based upon utilising underused space in the Harrow Town Centre car parks
- 2.40 These policy reviews were considered at the Environment & Enterprise commissioning panel but have not been taken forward. Details are provided in Appendices F and G.

Legal implications

- 2.41 This report discusses proposed changes to time periods for charges which would be standardised across the borough (on-street - 20mins / off-street - 1 hour). Subject to statutory consultation requirements, which the council has to comply with, the council has powers to introduce and change controlled parking zones or areas under the Road Traffic Regulation Act 1984, The Local Authorities Traffic Orders (Procedure) (England and Wales) 1996 and The Traffic Signs Regulations and General Directions 2002.

Impact of proposals

2.42 The following table shows the likely impact of each of the proposals discussed in this paper.

	Free 20 mins parking	Tiered parking structure	Harrow card
Residents	<p>The 2011 census reported that 23.5% of all households in Harrow have no car or van, so changes in charges will have no impact on these residents.</p> <p>Based on evidence shown in Appendix E there is unlikely to be a major change in behaviour as to where residents shop or any economic impact on the economic vitality of the shopping areas.</p> <p>There will be a small saving in costs for residents who go for a quick shop in any area. This would be in line with the demands of the 2010 Pinner Petition. However the number who will do this is unlikely to be significant.</p> <p>There is likely to be an increase in people trying to avoid paying to stay longer, assuming they won't have to pay for any parking but accidentally overstaying and therefore receiving penalty charge notices.</p>	<p>The 2011 census reported that 23.5% of all households in Harrow have no car or van, so changes in charges will have no impact on these residents.</p> <p>The tiered structure will align charges to the economic status of an area so charges are higher in a town centre where there is greater commercial activity and a wider range of shops and lower in a local centre with fewer shops and activity.</p> <p>Studies have shown that the quality of the commercial environment and range of facilities and outlets has the greatest influence over attracting people into an area and on whether people will accept the level of charging. Higher charges will be accepted where the facilities on offer are better.</p> <p>In general local and district centres, like Pinner for example, will attract lower charges than at present.</p>	<p>As part of the market research regarding introducing the Harrow card, 60% of retailers said they would use the card website to promote officers for their shops. If this is the case then this will be of benefit to residents.</p>

	Free 20 mins parking	Tiered parking structure	Harrow card
Public health	<p>There may be a very slight decline in air quality as a result of some increased driving and of increased time spent searching for a parking space sufficiently close to their destination.</p> <p>If some people change their shopping habits and decide to shop locally instead of driving further to shops then their may be a small improvement to the local air quality.</p> <p>People that change their lifestyle by opting to drive to their destinations rather than walk, cycle or take a bus may become less healthy due to a reduction in physical activity.</p>	No impact	An environmental benefit could be brought into the card e.g. awarding holders for sustainable journeys. This will not be done in the first instant.
Council finances	<p>There will be an initial loss in revenue estimated to be around £522k in the first year.</p> <p>The financial benefits of introducing new CPZs will be reduced.</p>	<p>It will be easier to predict the income of new and proposed CPZs.</p> <p>It will be easier to modify and implement changes to charges using a simpler and more consistent structure.</p>	Although there will be an initial capital cost for introducing the card, it is hoped that in 4 or 5 years time, the card will be entirely self financing.
Regeneration	The district centres currently have low vacancy rates. Given the current low base, there will not be a major impact on reducing empty shops.	The district centres currently have low vacancy rates. Given the current low base, there will not be a major impact on reducing empty shops.	The result of the Shoppers Survey suggest there will be an increase in market share for local businesses as card holders choose to visit shops offering promotions..

	Free 20 mins parking	Tiered parking structure	Harrow card
Other	This may enhance the council's reputation as because the borough is listening to the requests made by residents and local businesses.	The system will be far easier to understand and manage. The issue of PCNs may reduce as instances of confusion over charging are reduced.	Income from the sale of the Harrow card will not be a part of the parking account and therefore have no impact on parking income.

Implementation

- 2.43 The implementation of all the different aspects of the parking proposals and budget implications are still subject to approval by cabinet in February 2013.
- 2.44 The Harrow card, free parking and tiered parking charges are all interconnected and so delivery of the measures needs to be carefully coordinated and the different elements cannot be implemented separately. The key activities and timescales are set out in the table below:

Implement interim fees and charges increases for 2013/14	Feb/Mar 13
Harrow Card Feasibility study completed and considered by members	Feb 13
Cabinet set budget (subject to outcome of feasibility study on Harrow Card and review of free parking / parking charges)	Mar 13
Cashless parking system introduced	Mar 13
Commence statutory consultation on tiered parking charges (including free parking)	Apr 13
Cabinet to consider statutory consultation results and confirm charges (resolution of representations)	Jun 13
Introduce new parking charges	Jul 13
Implementation of pay and display machine upgrades / Harrow Card system	Sep-Nov 13
All measures fully operational	Dec 13

Financial Implications

- 2.45 An allocation of £460k for introducing the Harrow card has been allocated in the draft 2013/14 Harrow capital budget. This is likely to be reported to the March cabinet meeting for approval. This will cover the cost of introducing the card and of implementing the required changes to parking infrastructure to enable the card to be used for accessing the free 20 minutes parking.
- 2.46 The Harrow Card scheme is expected to be self financing and the operation and maintenance costs will be offset by revenue generated from annual charges levied to purchase the card.
- 2.47 The financial revenue loss to the Council for introducing free parking has been included in the draft Medium Term Budget Strategy as a £522k growth item in 2013/14.

- 2.48 There is a £20k per annum revenue cost for the wireless connections airtime for using modems in pay and display machines. These costs would be offset against income within the parking account.
- 2.49 The cashless parking system is expected to be self financing and this will be dependent on the take up of the cashless option by the public and is based on approximately 10% of the transactions being cashless. Any surplus generated would be reinvested into the service.

Performance Issues

- 2.50 There is likely to be a slight increase in public satisfaction with the Council as a result of the Council perceived to be listening to the demands of residents.
- 2.51 There may be a very slight decrease in air quality and in mode share of residents walking and cycling. These are all measures that the borough is required to annually report to TfL. The borough has a statutory duty to work towards improving air quality and increasing the mode share of walking and cycling as they form part of the borough contribution to implementing the Mayor of London's transport strategy.

Environmental Impact

- 2.52 There may be some environmental benefits from introducing cashless parking as follows:
- Reduction in pay and display machine usage will reduce vehicle trips involved in collecting money, restocking tickets, repair and maintenance of machines which will result in an improvement in air quality and also reduced material waste,
 - reduction in printing of tickets with less material waste as e-tickets are introduced,
- 2.53 There may be a slight decrease in air quality and pollution as slightly more people may choose to drive to shops or commercial centres. This will also potentially affect modal shift by resulting in a reduction in cycling and walking trips which may have a negative impact on local health.

Risk Management Implications

- 2.54 Risk included on Directorate risk register? No. Separate risk register in place? No. A risk register for the project will be developed once approval is given.
- 2.55 The delivery of the project by the end of 2013 is possible but there is little room for any significant delay as the scale of the work required is significant. A clear decision being made by Cabinet in March is important to keeping to the proposed timescales.
- 2.56 Staff resources are being put under pressure in 2013/14 whilst the PRISM reorganisation is implemented in Environmental Services and so if the project is approved it will need to be carefully managed in order to ensure there is no

slippage. This is particularly important because the changes will need to be implemented and operational before the period of purdah for the next local elections in 2014.

Equalities implications

- 2.57 Was an Equality Impact Assessment carried out? Yes
- 2.58 An EqlA was carried out in July 2011 on the parking management and enforcement plan including the parking and permit charges review. The results of this showed the greatest impact on all equality groups is the improvement in safety and in the perceptions of safety. This is because there will be a reduced need to carry cash for parking and reduced vandalism of existing meters. No adverse impacts on any equality groups were identified.

Corporate Priorities

- 2.59 The parking scheme detailed in the report accords with our wider corporate priorities as follows:

Corporate priority	Impact
Keeping neighbourhoods clean, green and safe	The cashless parking option can help to reduce the number of pay and display machines required which is better for the environment and can reduce instances of street crime related to cash handling.
United and involved communities: A Council that listens and leads.	The council has undertaken consultation on the proposed changes in the parking review and listened to resident's views by taking forward those areas where there is support.
Supporting and protecting people who are most in need	The introduction of a Harrow card scheme would support low income families by offering a combination of local offers at shops with parking concessions.
Supporting our town centre, our local shopping centres and businesses.	The tiered charging regime linked to the types of economic centre will ensure charging rates are appropriate for the range and quality of shops and businesses in the area and encourage greater turn over of short stay parking spaces in the vicinity.

Section 3 - Statutory Officer Clearance

Name: Kanta Hirani	<input checked="" type="checkbox"/>	on behalf of the* Chief Financial Officer
Date: 12/02/13		
Name: Matthew Adams	<input checked="" type="checkbox"/>	on behalf of the* Monitoring Officer
Date: 12/02/13		

Section 4 - Contact Details and Background Papers

Contact: David Eaglesham, Service Manager - Traffic & Highway Network Management, david.eaglesham@harrow.gov.uk, 020 8424 1500.

Background Papers:

Cabinet October 2011 - Parking management and enforcement plan and Parking review consultation

Appendix A

Harrow parking management and enforcement policies

- PE1 Encourage the use of cleaner and more environmentally friendly vehicles through prioritising specific facilities for parking of “greener” vehicles at all council owned car parks, e.g. providing specific locations for parking providing charging points for electric vehicles
- PE2 Ensure that charges for parking support the economic vitality of all town centres
- PE3 In the development of parking schemes, the Council will ensure convenient car parking for people with disabilities is considered
- PE4 Give high priority to the enforcement of parking and road traffic regulations, particularly to those affecting the safety of all road users, reliable operation of bus services and the prevention of traffic congestion
- PE5 Maximise the effective use of camera enforcement where there are safety benefits to be gained from better enforcement
- PE6 Promote and secure the adoption of consistent and complementary strategies at national, regional, London, sub-regional and neighbouring local authority levels and through the restraint-based car-parking standards
- PE7 In the development and operation of parking schemes and to ensure transparency, the Council will follow the guidelines as outlined in the parking and enforcement plan which will be regularly reviewed and updated
- PE8 Support local businesses by giving priority to short stay on-street parking and by discouraging long-stay parking
- PE9 As reviews of CPZs take place, progressively enable the provision of business parking permits in CPZs for vehicles where permits are required as a major part of the operation of the business and where such journeys are not viable without such parking permits
- PE10 Ensure that charges for off-street parking:
- Support the economic vitality of all town centres
 - Finance progressive improvements to the standards of the Council owned car parks
 - Maintain price competitiveness with comparable privately operated car parks
 - Encourage short stay parking with rapid turnover of spaces and deter long-stay parking where appropriate
 - Reduce the demand on surrounding on-street pay and display parking
 - Are set with the aim of car parks being 85% full in peak periods
 - Are self financing
- PE11 Monitor and review the provision and operation CPZs in all areas of the Borough experiencing on-street parking stress and install new CPZs subject to, demand and consultation with the local community
- PE12 Where practicable, seek to secure consistent cross-boundary parking charges in conjunction with neighbouring authorities
- PE13 Where alternative options exist, prevent or deter parking on footways and verges ensuring that the safety and convenience of pedestrians, the visually impaired and disabled people is paramount
- PE14 Use Section 106 Planning Agreements to secure developer contributions towards the costs of meeting and ameliorating the travel demand generated by development through improvement to public transport, walking and cycling, installing parking controls and, where necessary, creating regulated and controlled public car-parks.

Appendix B

Proposed parking management programme 2013/14

Schemes	13/14 (£k)	14/15 (£k)
Zone U - County Roads - Devonshire Road North End Re-consultation & Implementation	10	
Zone L - Rayners Lane Southbourne Close Re-consultation/Implementation	10	
New zone - Hatch End Introduction of Pay & Display Grimsdike Car Park and Uxbridge Road adjacent Station	20	
New zone - Hatch End CPZ in residential roads Statutory Consultation and Implementation	30	
New zone - Canons Park Station Area – Follow up review, consultation and implementation changes	10 (40*)	
New zone - North Harrow - Area Parking Review	30 (30*)	60
Zone A - Pinner CPZ scheme review	40	60
Nw zone - Queensbury Station - Areas North & South	50	60
New zone - Welbeck Road/Scott Crescent/The Arches area- Possible CPZ	30	40
New zone - Belmont Circle Introduction of Pay & Display and area parking controls	30	40
Local Safety Parking Schemes Programme	40	40
Total	300#	300#

Schemes funded wholly by developer contributions (s106) (release of funding subject to triggers in legal agreements)	13/14 (£k)	14/15 (£k)
Zone P - Rosslyn Crescent CPZ review & Implementation	(15*)	
Zone N - Biro House Stanley Road Review CPZ & Implementation	(30*)	
New zone - Prince Edward Playing Fields/The Hive Camrose Avenue Local parking controls consultation & Implementation + parking measures associated with possible changes to lease finance tba	(15*)	
Zone X - Krishna Avanti School Camrose Ave - Parking Review	(40*)	
Zone B - Stanmore Hill (Abercorn Arms) Double Yellow Lines by island	(5*)	

* Section 106 funding (not included in total)

Anticipated budget (subject to confirmation of the capital programme by cabinet)

Appendix C

Existing on-street and car park spaces, economic status, charges and occupancy

Locations of on-street and off-street parking spaces and existing charges

Category	Parking	Zone / location	Area	Spaces	Existing P&D charges	Totals
Metropolitan / Town centre	CPZ	D	Harrow Town Centre	104	40p per 10 minutes, 40p per 15 minutes, 50p per 10 minutes	260
Metropolitan / Town centre	CPZ	E	Harrow Town Centre	72	40p per 15 minutes	
Metropolitan / Town centre	CPZ	F	Harrow Town Centre	65	40p per 10 minutes / 40p per 20 minutes / 40p per 30 minutes	
Metropolitan / Town centre	CPZ	K	Harrow Town Centre	5	40p per 15 mins	
Metropolitan / Town centre	CPZ	R	Woodlands Road	14	40p per hour	
Metropolitan / Town centre	Car Park	Davy House	Harrow Town Centre	97	Min charge £1.80 (first 2hrs) then £1.10/hr	436
Metropolitan / Town centre	Car Park	Vaughan Road	Harrow Town Centre	48	Min charge £1.30 (up to 2hrs), £1.80 (up to 4hrs), £2.30 (up to 6hrs), £2.90 (over 6 hrs)	
Metropolitan / Town centre	Car Park	Greenhill Way	Harrow Town Centre	274	Min charge £2.30 (first 2hrs) then £1.20/hr	
Metropolitan / Town centre	Car Park	St Johns Road	Harrow Town Centre	17	Min charge £1.80 (first 2hrs) then £1.10/hr	
Metropolitan / Town centre	Car Park	Queens House - multi storey	Harrow Town Centre	450	Min charge £3.50 / visit, £2.40 at weekend	
Metropolitan / Town centre	Car Park	Gayton Road	Harrow Town Centre	283	Min charge £3.50 / visit, £2.40 at weekend	733

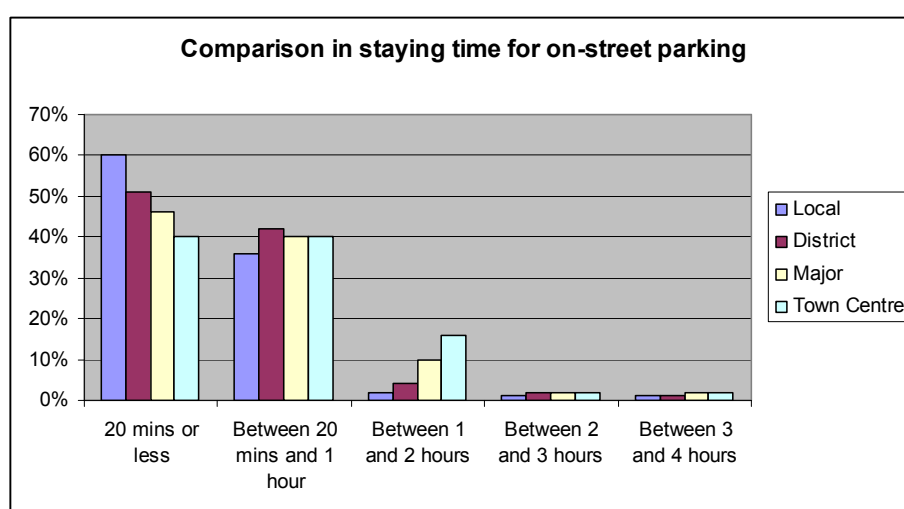
Major centre	CPZ	TA	Edgware (South)	33	50p per 30 minutes	
Major centre	CPZ	TB	Edgware (north)	42	50p per 30 minutes	75
District centre	CPZ	A	Pinner	33	30p per 30 minutes, 60p per 30 minutes	
District centre	CPZ	B	Stanmore	87	40p per half hour / 40p per 30 minutes / 50p per 30 minutes	
District centre	CPZ	CA	Wealdstone	114	20p per 30 minutes / 30p per 20 minutes / 40p per hour	
District centre	CPZ	F	Harrow Town Centre (Crystal Way and Flambard Road)	18	40p per 20 minutes / 40p per 30 minutes	
District centre	CPZ	H	Stanmore (station area)	7	20p per 30 minutes	
District centre	CPZ	K	Harrow Town Centre	26	40p per hour, 40p per 30mins	
District centre	CPZ	L	Rayners Lane	158	40p per 20 minutes	
District centre	CPZ	M	South Harrow	135	40p per 30 minutes / 50p per 30 minutes	
District centre	CPZ	P	Harrow Town Centre	24	50p per hour	
District centre	CPZ	S	Kenton	4	30p per 20 minutes	606
District centre	CPZ (long stay)	C	Wealdstone	24	Sandridge Close £3.50 / visit	
District centre	CPZ (long stay)	M	South Harrow	33	Brooke Ave and South Hill Ave £3.50 / visit	57
District centre	Car Park	Palmerston Road	Wealdstone	27	50p/hr	
District centre	Car Park	Peel House - multi storey	Wealdstone	257	50p/hr	
District centre	Car Park	Cambridge	North Harrow	150	£0 (first hour), 40p/hr (up to	

		Road, North Harrow			4hrs), £3.10 (over 4hrs)	
District centre	Car Park	Chapel Lane	Pinner	154	70p/hr	
District centre	Car Park	Love Lane	Pinner	183	70p/hr	
District centre	Car Park	Waxwell Lane	Pinner	111	70p/hr	
District centre	Car Park	The Broadway	Stanmore	9	50p/hr	891
Local centre	CPZ	D	Harrow Town Centre (Headstone Road)	7	40p per 15 minutes	
Local centre	CPZ	N	Sudbury Hill	29	20p per 20 minutes	
Local centre	CPZ	U	Pinner Rd & County Roads	30	50p per 30 minutes	
Local centre	CPZ	V	Vaughan Road	8	20p per 30 minutes	
Local centre	CPZ	W	West Harrow	10	20p per 30 minutes	
Local centre	CPZ	X	Edgware South (Burnt Oak Broadway)	107	30p per 30 minutes, 50p per 30 minutes	
Local centre	CPZ	P&D zone	Headstone Drive	11	20p per 30 minutes	
Local centre	CPZ	P&D zone	Whitchurch Lane	5	20p per 30 minutes	207

Surveys

Early in 2012, the Council undertook new parking surveys in selected areas around the borough to establish the duration of stay for vehicles parked in various locations in the different types of commercial centre. The data collected was used to provide more accurate estimates of the impact of the new charging regime. As can be seen from the results below, because so many people stay such a short length of time, offering any concession for the first 20 mins is extremely costly.

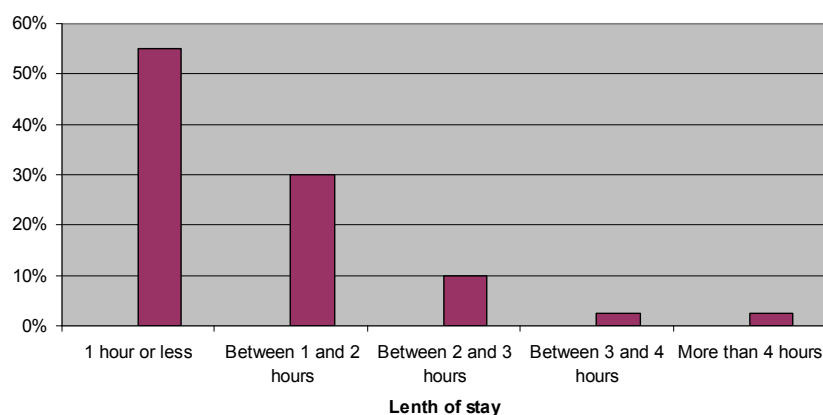
Centre type (on-street)	20 mins or less	Between 20 mins and 1 hour	Between 1 and 2 hours	Between 2 and 3 hours	Between 3 and 4 hours
Local	60%	36%	2%	1%	1%
District	51%	42%	4%	2%	1%
Major	46%	40%	10%	2%	2%
Town Centre	40%	40%	16%	2%	2%



In car parks, the surveys showed average staying time to be as follows:

Centre type (car parks)	1 hour or less	Between 1 and 2 hours	Between 2 and 3 hours	Between 3 and 4 hours	More than 4 hours
Town Centre	55%	30%	10%	2.5%	2.5%

Length of staying time for town centre car parks surveyed



Appendix D Parking review – charging options

The following charging options were considered by officers.

CHARGING OPTIONS	Local (£/hr)	District (£/hr)	Major (£/hr)	Metropolitan Town Centre (£/hr)	Long stay (only specified areas) (£/day)	% change in income (relative to 10/11 income)
On-street (CPZs)						
Existing	£0.40 - £1.20	£0.40 - £1.20	£1.00	£0.80 - £3.00	£3.50	
Option 1	£0.30	£0.90	£1.50	£2.40	£4.00	+1.3%
Option 2	£0.30	£0.90	£1.50	£2.10	£4.00	-3.8%
Option 3	£0.30	£0.60	£1.50	£2.40	£4.00	-16.9%
Car Parks						
Existing		£0.40 - £0.70		£0.65 - £1.15	£2.40 - £3.50	
Option 1	£0.20	£0.60	£1.00	£1.30	£4.00	+6.4%
Option 2	£0.20	£0.60	£1.00	£1.30	£4.00	+6.4%
Option 3	£0.20	£0.40	£1.00	£1.30	£4.00	-6.6%

CHARGING OPTIONS SUMMARY	% change in income (relative to 10/11 income)
Option 1	+4.3%
Option 2	+2.2%
Option 3	-10.8%

Option 2 was the favoured option and the table below shows a more detailed breakdown of options members considered based on option 2. This includes concessions to support local businesses by offering on-street parking for the initial 20 minutes at a lower rate or for free. These options are all based on a full year.

Item / option	Predicted on-street income (£)	Predicted car park income (£)	Predicted total income (£)	Variance from 12/13 budget (£)	Comments
Comparative data					
Planned income 2012/2013	1,235,222	1,271,829	2,507,051	N/A	Budget plan
Actual income 2011/2012	1,133,614	1,213,730	2,347,344	-159,707	Actual income
Standard charges proposal					
a) Original charging proposal	1,158,036	1,230,327	2,388,363	-118,688	Proposal without concessions
Options based on 20p / first 20mins on-street					
b) Concession in District,	938,676	1,230,327	2,169,003	-338,048	Local centres remain at the cheaper 10p/first 20 mins rate

Item / option	Predicted on-street income (£)	Predicted car park income (£)	Predicted total income (£)	Variance from 12/13 budget (£)	Comments
Major and Town Centres					
c) Concession in District centres only	1,066,607	1,230,327	2,296,934	-210,117	Local centres remain at the cheaper 10p/first 20 mins rate
Options based on 10p / first 20mins on-street					
d) Concession in District, Major and Town Centres	872,134	1,230,327	2,102,461	-404,590	Local centres are at 10p/first 20 mins already so all areas would be at the same rate for the first 20 mins
e) Concession in District centres only	1,027,955	1,230,327	2,258,282	-248,769	Local centres are at 10p/first 20 mins already so district centres would be at the same rate as local centres for the first 20 mins
Options based on Free / first 20mins on-street					
f) Concession in all areas This is the option selected by Councillors	754,620	1,230,327	1,984,947	-522,104	There is no effective control mechanism for free tickets and so it would be possible to stay for longer periods than 20 minutes by continuously taking free tickets to extend the duration of stay. This would reduce income to a much greater extent than that indicated in this table. The operating costs of machines would increase and there would be greater pressure on enforcement resources to try to police this arrangement which would be not be effective. This is therefore not a viable option.
g) Concession in Local, District and Major Centres only	922,157	1,230,327	2,152,484	-354,467	Same as (f). Town Centres keep the standard charge rate
h) Concession in Local and	937,429	1,230,327	2,167,756	-339,295	Same as (f). Major and Town Centres keep the standard charge rate

Item / option	Predicted on-street income (£)	Predicted car park income (£)	Predicted total income (£)	Variance from 12/13 budget (£)	Comments
District Centres only					
i) Concession in Local Centres only	1,132,548	1,230,327	2,362,875	-144,176	Same as (f). District, Major and Town Centres keep the standard charge rate

Appendix E Harrow Card Survey

The Council's current communications supplier was commissioned by Harrow to conduct a survey of shoppers' attitudes to the Card, the key offers and specifically whether they will pay for it. The surveys were undertaken in Pinner (102 shoppers), South Harrow (101 shoppers), Wealdstone (99 shoppers), Harrow Town Centre (99 shoppers). Pinner and South Harrow were selected because they border Hillingdon which offers first 30 minutes free parking. Harrow Town Centre is a Metropolitan Town Centre and Wealdstone is in the Heart of Harrow Intensification Area.

The survey found that shopping offers, rather than free parking for the first 20 minutes is a greater incentive to shop locally. The table below summarises the responses made by shoppers when asked what would encourage them to shop locally.

	Average	Harrow town centre	Wealdstone	South Harrow	Pinner
Offers in shops	60	46	71	46	77
Free parking in the area for the first 20 minutes	15	28	4	20	9
Offers at places to eat	9	21	5	3	6
Offers for leisure activities	3	4	2	3	3
Other	2	4	0	3	0
Don't know	12	3	18	24	2
None of these	1	0	0	2	3

Appendix F Review of Business Permits

The rates charged for business permits have been inconsistent for some time with a wide range of variation between different areas and categories without a clear rationale for doing so.

It is recommended that all business parking permit charges both on-street and in car parks are reviewed and set in line with the Local Development Framework areas in the same way as the on-street and off-street car parking charges are proposed to be. This would link the charges with the relevant level of economic activity in the area which the permit is issued. Revising these charges will make them simpler, fairer and more comprehensible and transparent.

The changes would require traffic regulation orders to be amended subject to statutory consultation.

On-street

The suggested on-street charges are as follows:

Location type	Charge (£/year)
Local	£300
District	£400
Major	£500
Town Centre	£600

This equates to the following charges per zone:

CPZ area	Location	Existing Rate (£/yr)	Location type	Proposed Rate (£/yr)
A*	Pinner		District	£400
B	Stanmore	£470	District	£400
C	Wealdstone	£350	District	£400
CA	Wealdstone	£350	District	£400
D*	Harrow		Town Centre	£600
E*	Harrow		Town Centre	£600
F*	Harrow Town Centre		Town Centre	£600
H	Stanmore	£300	District	£400
K*	Harrow Town Centre		Town Centre	£600
L	Rayners Lane	£300	District	£400
M	South Harrow	£300	District	£400
N*	Sudbury Hill		Local	£300
P*	Harrow Town Centre		District	£400
R*	Woodlands Road		District	£400
S*	Kenton		District	£400
TA	Edgware (South)	£350	Town Centre	£600
TB	Edgware (North)	£350	Town Centre	£600

U	Pinner Rd & Country Roads	£300	District	£400
V	Vaughan Road	£300	Local	£300
W	West Harrow	£300	Local	£300
X	Edgware South (Burnt Oak Broadway)	£300	Local	£300

*In these zones, the parking bay signs are specific to residents only and the signage will need revising to allow business permit holders to park. This will be best done as the zones are reviewed.

Car parks (off - street)

The suggested car park charges are as follows:

Car park	3 months	6 months	Annual	Parking bay (annual)
Local	N/A	N/A	N/A	N/A
District	250	350	500	600
Major	N/A	N/A	N/A	N/A
Town Centre	300	400	700	800

This equates to the following charges per car park:

Existing car parks	Location type	Existing Permit Cost (£)			Proposed Permit Cost (£)			Company car parking bay permit cost (£/annum)	
		3	6	12	3	6	12	Existing	Proposed
None	Local	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Wealdstone, Peel House	District	260	325	470	250	350	500	690	600
Wealdstone, Palmerston Rd	District	260	325	470	250	350	500	690	600
Pinner	District	260	325	470	250	350	500	690	600
North Harrow	District	260	325	470	250	350	500	690	600
Stanmore	District				250	350	500		600
None	Major	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Davy House	Town Centres	260	380	665	300	400	700	828	800
Gayton Rd	Town Centres	260	380	665	300	400	700	828	800
Greenhill Way	Town Centres	260	380	665	300	400	700	800 *300	800

St John's Road	Town Centres	260	380	665	300	400	700	828	800
Queens House	Town Centres	260	380	665	300	400	700	828	800
Vaughan Rd	Town Centres	260	380	665	300	400	700	828	800

* Greenhill Way car park only Royal Mail Group vehicles (5am – 10am only)

Permit income

To date less than 15 businesses have qualified for on-street business parking permits, so the income from on-street business parking permits is negligible. This is because the criteria for issuing permits are tightly regulated.

However, in respect of business permits issued in car parks the table below indicates that the existing income received in 2011/12 was approximately £240k. If the proposed rates were applied instead of the existing rates it would generate a modest increase in income of 19k whilst providing a more structured and fair set of charges.

Car park	Existing income 2011/12 (£)	2011/12 based on proposed rates (£)	Change (£)
North Harrow	499	538	39
Central car parks	188,577	204,016	15,439
Queens House	25,612	27,709	2,097
Peel House	25,832	27,831	1,999
Grand Total	240,520	260,093	19,573

Appendix G

Long stay residential car parking

1. Proposal

Gayton Road and Queens House car parks have historically both provided parking at a fixed tariff per visit. The parking review recommended opening up both these car parks to some short stay parking. However there will still be significant long stay parking available in these car parks to which the Council could provide some incentives to attract more long stay visitor parking. In addition, Greenhill Way car park also has excess capacity during week days to which long stay seasonal car parking permits could be provided. Greenhill Way car park was not specifically identified for any long stay parking in the first stage of the parking review though this should be corrected for weekday parking only, in light of the excess capacity.

It is important that any spaces provided for long stay seasonal parking do not detract from the short stay 1, 2 and 3 hour parking which is required to support the economy of the town centre and must continue to be considered as the prime purpose of the car parks. To address this issue, it is recommended that specific long term seasonal car parking permits be introduced for all of these car parks and that physical segregation in the relevant car parks be introduced both for business parking permits and separately for those with long stay seasonal parking permits. It is also recommended that the number of spaces available in each of the segregated areas be reviewed on an annual basis.

2. Car park surveys

The number of spaces in these car parks is as follows:

Car park	Number of spaces	Number of dedicated disabled spaces
Gayton Road	273	2
Queens House	450	2
Greenhill Way	270	11

The surveys of car parks recently undertaken has indicated that the occupancy of these car parks is as follows:

Car park	% full	
	Saturday	Thursday
Gayton Road	39%	48%
Queens House	14%	41%
Greenhill Way	65%	30%

The total number of empty spaces at the busiest times when surveys took place was as follows:

Car park	Number of non-disabled spaces	
	Saturday	Thursday

	Used	Empty	Used	Empty
Gayton Road	106	165	131	140
Queens House	65	383	184	264
Greenhill Way	175	84	80	179

3. Business permits

Both of these car parks are located in Harrow Town Centre. The proposals put forward for business parking permits (see Appendix F) recommended changing these car park charges as follows:

	Permit Cost (£)			Company car parking bay permit cost (£/annum)
	3 months	6 months	Annual	
Existing car parks				
Gayton Rd	300	400	700	800
Queens House	300	400	700	800
Greenhill Way	300	400	700	800

The number of business parking permits issued in these car parks is shown below. It is not clear whether these permits were issued for a full year or part year.

Car park	Number of business parking permits issued		
	2009/10	2010/11	2011/12
Gayton Rd	22	15	20
Queens House	1	2	2
Greenhill Way	29	133	70

4. Proposed charges

It is recommended that a new seasonal parking permit be introduced which is not restricted just to businesses but provides wider access to a defined number of spaces per car park. It is recommended that this charge be set at exactly the same rate as business parking permits. It is crucial to keep the charge the same for both business parking permits and seasonal parking permits as differences between these charges could distort the attractiveness of the car parks and detract from the local economic viability of parking in the car parks for both businesses and visitors to the town centre. It is also recommended that the 3 monthly business parking permit be removed as this would distort the costs and not be viable.

The seasonal parking permit should initially be made available only to those living within the borough. This should be proved by inclusion on the electoral register, recent bank or credit/debit card statement or through a recent utility bill. If the uptake of these permits does not materialise then eligibility could be revised in future years.

Based on these recommendations, the revised charges for both seasonal car parking permits and business car parking permits would be:

	Permit Cost (£)			Company car parking bay permit cost (£/annum) ¹
	1 month	6 months	Annual	
Existing car parks				
Gayton Rd	70	400	700	800
Queens House	70	400	700	800
Greenhill Way	70	400	700	800

¹ Dedicated spaces would not be available for seasonal parking permits

It should also be noted that the following parking season tickets are available in Harrow town centre:

- NCP charge at Harrow on the Hill £97 per month.
- St Anns car park charge £50 per month weekdays only

5. Savings

Comparisons between proposed seasonal /business parking permit charge and the existing charges at the car parks is as follows:

Car park	Currently proposed charge for general town centre visitors					Season parking permit charge			Savings ¹		
	Day charge	Equiv week charge for weekdays only	Equiv month charge	Equiv 6 month charge	Equiv annual charge	Monthly charge	6 monthly charge	Annual charge	Monthly saving	6 monthly saving	Annual savings
Gayton Road / Queens House / Greenhill Way	£4	£20	£80	£480	£960	£70	£400	£700	£10	£80	£260
Equiv day charge ²	£4	£4	£4	£4	£4	£3.50	£3.33	£2.92			

¹ Savings to permit holders will be considerably more if parking is also used on weekends which would be possible at both Gayton Road and Queens House car park.

² This has been calculated based on a 5 day week, 20 day month and 240 day year.

6. Car park spaces

The number of spaces to release at each of these car parks is a critical decision and needs to be carefully managed. For the initial year, it is recommended to proceed with caution and limit the spaces released to be as follows:

Car park	Number of dedicated disabled spaces	Dedicated to business car parking spaces	Dedicated to seasonal car parking spaces	Daily parking (short stay)	Total
Gayton Road	2	50	50	171	273
Queens House	2	100	100	248	450
Greenhill Way	11	75*	75*	109	270

* At weekends these spaces should all be made available for daily parking

This provides just 30% over the weekday occupancy observed from the survey day and also allows for more than the full number of dedicated business parking spaces based on the business parking permits issues.

It is recommended that permits issued are colour coded regarding the type of permit and the specific car park and that car park spaces are appropriately segregated regarding the above spacing breakdown.

7. Conclusion

The introduction of a new seasonal parking permit would require the consideration and approval of cabinet and a revised parking management and enforcement plan.

At this stage it is suggested that this measure should only be considered in the town centre as this is where the under occupancy of spaces is most severe. Off street parking place orders would need to be amended in order to set out the segregation between short stay (P&D), long stay season permit and business permit parking as well as the different permits and changes to charges.