	<p align="center"><b>London Borough of Hammersmith &amp; Fulham</b></p> <p align="center"><b>CABINET</b></p> <p align="center"><b>13 MAY 2013</b></p>
<p><b>PARKING PROJECTS &amp; POLICY PROGRAMME FOR 2013/14 AND 2014/15</b></p>	
<p><b>Report of the Cabinet Member for Transport &amp; Technical Services : Councillor Victoria Brocklebank-Fowler</b></p>	
<p><b>Open Report</b></p> <p>A separate report on the exempt Cabinet agenda provides exempt information about credit and debit card bank charges.</p>	
<p><b>Classification - For Decision</b>  <b>Key Decision: Yes</b></p>	
<p><b>Wards Affected: All</b></p>	
<p><b>Accountable Executive Director: Nigel Pallace,</b>  Executive Director of Transport &amp; Technical Services</p>	
<p><b>Report Author:</b> Naveed Ahmed,  Parking Projects &amp; Policy Manager</p>	<p><b>Contact Details:</b>  Tel: 020 8753 1418  E-mail:  Naveed.ahmed@lbhf.gov.uk</p>

**1. EXECUTIVE SUMMARY**

- 1.1. This report outlines the key parking priorities for the Council and presents a parking projects and policy programme. The report seeks formal approval for these proposals to be agreed for implementation during the 2013/14 and 2014/15 financial years.
- 1.2. The key priorities set out in the proposals for the 2013/14 and 2014/15 financial year relate to maintaining and improving existing parking provision, improving local air quality, helping to reduce CO2 and NOx emissions, & congestion. As part of this programme there is a particular emphasis on de-

cluttering signage in order to save long term maintenance costs, and improving usability of parking facilities.

## **2. RECOMMENDATION**

- 2.1. That approval be given to the list of parking projects and policy programme for the 2013/14 and 2014/15 financial years and the funding, as set out in Section 6 of this report.

## **3. REASONS FOR DECISION**

- 3.1. In order to ensure that the Council's parking controls are serving the needs of stakeholders and ensure the maintenance of the smooth flow of traffic within the borough it is important to monitor, review and consult on parking schemes.

## **4. INTRODUCTION AND BACKGROUND**

- 4.1. This report relates to Chapter 3 of the second local implementation plan for transport 2011-31 whereby the Council will:
  - Ensure the smooth flow of traffic and alleviate congestion in the borough through the introduction and enforcement of moving traffic contraventions, such as yellow box junctions.
  - Review some of the 27 Controlled Parking Zones (CPZs) in the borough depending on annual parking stress surveys, verified problems and issues reported by residents' and businesses such as the effects of the Westfield Shopping Centre and the football grounds in the borough and also developments in the borough.
  - Introduce new parking bays within CPZs where safe to do so, and upgrade single yellow lines to double yellow lines at informal crossing points to facilitate pedestrian safety. Additionally, removing/de-cluttering signage to reduce maintenance costs and ensure clarity, and review waiting and loading restrictions to ensure they are still applicable and appropriate for the needs of the area.
- 4.2. The parking projects team covers a broad area of work relating to reviewing parking policy, reviewing and consulting on existing parking provisions within the Council's 27 CPZs and implementing schemes and policy interventions (glossary of parking terminology provided in Appendix 1).
- 4.3. During the 2012-13 financial year, the parking projects team has introduced a number of initiatives based primarily on three principles:

1. Maximising parking spaces and reducing clutter – this was achieved by converting unnecessary yellow lines to parking bays, and removing excessive parking signage and sign posts in order to improve the streetscape, reduce obstructions for pedestrians, and reduce the cost of maintenance of signs and posts.
  2. Helping to ensure the continued vibrancy of local town centres – Schemes we have initiated include installing discounted 40 pence per hour pay and display only bays, close to the Wandsworth Bridge Road parade of shops.
  3. Cheaper parking for visitors within the borough using the SVP – residents have seen a reduced cost for visitors parking as a result of the borough wide implementation of the SMART Visitor Permit system, which has been delivered more than a year ahead of schedule.
- 4.4. The Council made a commitment in the 2011-12 parking projects programme to deliver the SMART Visitor Permit (SVP) borough-wide by March 2014. The Council has fulfilled this commitment, as the borough-wide delivery of the scheme was completed in January 2013. The permit is proving successful as a convenient alternative to pay and display parking for visitors with 8,527 SVPs actively being used across all 27 CPZs, with 239 of these permits registered for the 50% discount that disabled residents are provided with.
- 4.5. During the 2012-13 financial year, officers looked at CPZs F, U, R, W and Z, creating additional parking bays by removing redundant yellow lines, resulting in around 60 additional parking bays and around 100 less posts, thereby reducing street clutter and reducing ongoing maintenance costs. Double yellow lines were also introduced at informal crossing points to facilitate pedestrian safety, and waiting and loading restrictions were reviewed.
- 4.6. Council officers have also been investigating the introduction of cashless parking solutions for visitors to the borough, which would eliminate the need for people to carry coins for parking. The original proposal was to conduct a cost benefit analysis of changing the ticket machines across the borough. The two main factors for this review were that the current ticket machines are no longer being produced. The second factor is the changing usage habits of consumers, driven by the evolving technology. Many people no longer carry cash and would rather pay for items via credit/debit cards.
- 4.7. The Council has seen an increasing number of requests from residents, businesses and visitors for the introduction of a cashless parking payment facility on-street.

- 4.8. A full detailed summary of the proposal can be found in section 5 of this report. The initial proposal is to run a trial in Zone K of a cashless ticket machine. This would require 28 machines to be installed with a scheduled date for Summer 2013.
- 4.9. Two key priority areas have been identified for the Parking Project Programme for 2013/14 and 2014/15, as below:

**Priority 1**                      ***Investigating, trialling and reporting on the progress of card-only ticket machine trial in order to assess feasibility of introducing cashless parking borough-wide.***

**Priority 2**                      ***Consulting on, investigating and delivering schemes that provide parking priority to residents and their visitors.***

## **5. PROPOSALS AND ISSUES**

### ***PRIORITY 1 – CARD-ONLY TICKET MACHINE TRIAL IN ZONE K***

- 5.1. The borough currently has some 1100 ticket machines in operation across 27 Zones. Most of these machines have been in operation since 1992. The present contracted supplier Metric, are no longer producing these units or spare parts for them. This has meant the operating costs of the machines are rising as they become harder to repair and find parts for. The Council's on-street ticket machines are no longer in production and the replacement parts used to maintain the machines are second-hand.
- 5.2. Technology is also changing; there is a growing trend amongst consumers to use cards and internet transactions as payment methods rather than traditional cash payments.
- 5.3. The present ticket machines are cash only resulting in a growing demand from residents and visitors alike for a cashless system. One of the primary complaints of the current machines is that they require motorists to carry large amounts of loose change.
- 5.4. In 2011-12 there were 23 instances of ticket machines being broken into and/or cash stolen, costing £15,521 to repair the damage. It is difficult to calculate the figure for how much cash is stolen from ticket machines but it is estimated that it was in the region of £6,000 for the 2011/12 period. Therefore, the cost of repairing the damage to the ticket machine costs the Council more than the amount of money stolen from the ticket machine (details provided in Appendix 2).

5.5. The benefits of trialling a card-only ticket machine along with any risks are indicated below:

**Pros:**

- This would mean motorists do not need to carry change, or try to find change
- Reduction in cash collection costs due to card payments
- Reduction in theft of cash/damage loss to ticket machines
- Card-only machines can generally be retrofitted with QWERTY keyboards or other additions to move with technological development, thereby removing cash completely in the future, and also preventing costly changes to keep up with technological advances
- Motorists will not be required to carry change for ticket machines
- Accent and Autoslot ticket machines are no longer being manufactured, and the current machines are maintained using second-hand parts so maintaining the status quo may not be an option for longer than 4-6 years.

**Risks:**

- Eliminates the possibility of people being able to pay by cash. A very small minority may not have credit or debit cards; however, during the trial in Zone K those visitors without cards could park in adjacent Zones or in the King's Mall Car Park.
- Payments are made on-line at the point of sale with Chip & Pin, and as such authorisation is deemed to have been made following entry of the motorists' PIN number. Motorists cannot subsequently cancel the payment following this authorisation without approaching their bank. The bank would carry out the standard procedure of contacting the payee (the Council) to initialise an investigation. In these cases the Council would be made aware of the request to cancel the payment and to take appropriate action. This risk associated with non-payment in this manner is extremely minimal.

**Security requirement and payment processing**

5.6. The Chip & Pin card system in the ticket machines and process would be Payment Card Industry (PCI) compliant, PCI Payment Application-Data Security Standards (PA-DSS) approved, and fulfil PCI PIN Entry Device security requirements in order to ensure that there are fraud prevention measures in place.

5.7. The collection and processing of coins from the borough's ticket machines is a costly and laborious exercise. Introducing Chip & Pin ticket machines in the borough will reduce the cost of collecting and processing coins, as well as remove the risk of theft of cash and damage to ticket machines. It is estimated

that the cost of processing card transactions will be off-set by the reduction in cash collection costs and damage to and theft from coin only ticket machines.

- 5.8. It is recommended that the Council undertakes a trial of 28 new Chip & Pin (also known as 'EMV2') card-only parking ticket machines in CPZ K (as indicated in the plan in Appendix 4) and the usage is monitored. Zone K is a suitable zone to trial in as the majority of the zone is residential with some commercial areas.

### **Bank Card Charges**

- 5.9. The majority of debit and credits will be accepted with the Chip & Pin parking ticket machines. Credit card charges are largely percentage-based (indicated in Appendix 3 in the exempt report) and the use of corporate cards incurs a much higher cost. The Council does not currently accept American Express, Diners Club or JCB as they are excessively expensive to process. As a result the Chip & Pin ticket machines will not be accepting these three cards and will be clearly stating so on the information indicated on the machines.

### **Trialling and sourcing the Chip & Pin Machines**

- 5.10. Following an initial period of 12-24 months the outcome of the trial will be reported to Members for a formal decision as to whether the implementation of card-only ticket machines should be extended to other CPZs, or not. It is expected to take three to four years to replace all existing coin ticket machines with card only machines.
- 5.11. The current planned timeline is to have the machines installed by Summer/Autumn 2013.
- 5.12. The Council does not have an existing contract for the supply of parking ticket machines; there are therefore two options available:
  - i. waive contract standing orders and negotiate a contract for the supply of the machines from Metric;
  - ii. access an existing Framework contract (Pro 5 Pay & Display Solutions and Parking Management Information Systems Framework Contract), set up by a central purchasing authority, which the Council is allowed to access. This is an appropriate Framework which the Council could access in order to reduce the cost and time required to procure these machines.
- 5.13. It is more cost and time efficient to acquire the new machines via the framework because purchasing the ticket machines from our current supplier Metric Group Limited (MGL), would mean that we would not need to have a

separate maintenance and monitoring process and (support) contract in addition to the supply contract, which would be the case if we used an additional supplier for the machines. This would cause duplication of support contracts that would need to run in parallel to one another to support the machines supplied by different contractors. This would be time consuming and more costly than using our current supplier.

- 5.14. The ticket machine provider will provide an SLA agreement in relation to any hardware failures on site (vandalism, water damage, etc).
- 5.15. The cost of maintenance of the new Chip & Pin machines will follow the same rates as our existing contract with MGL.
- 5.16. Following the trial any plan to introduce cashless parking borough-wide would clearly need to go through a full procurement process.

#### **Costs associated with the trial**

- 5.17. It is estimated that the cost of 28 card-only tickets machines, ducting, civil works, GPRS & electrical connections (£3,200 each) would amount to around £89,600. However, the exact cost would be determined by seeking quotes from MGL via the Framework Contract, and approved under delegated authority by the Executive Director.
- 5.18. Each of the existing 28 ticket machines in Zone is linked to BT to transmit information. These lines will be decommissioned and a GPRS SIM card will be commissioned to transmit encrypted data for processing and also to relay reporting information.
- 5.19. Additionally, officer fees for project management will amount to £15,000.

#### ***PRIORITY 2 - CONSULTING ON, INVESTIGATING AND DELIVERING SCHEMES THAT PROVIDE PARKING PRIORITY TO RESIDENTS AND THEIR VISITORS.***

#### **ZONE REVIEWS**

- 5.20. The Council is committed to periodically reviewing CPZs to ensure the parking controls serve the needs of residents, businesses and others in each of the Borough's 27 CPZs (map supplied in Appendix 5).
- 5.21. The Council prioritises those CPZs for reviewing according to the level of parking demand (including commuter parking) at different times of the day. The number of verified complaints we receive about parking problems, and how close the zone is to the borough's three major football stadia and other

venues which may contribute to high stress e.g. new residential developments, is also part of the consideration process.

- 5.22. A programme of mini-reviews is also scheduled over the next 2 years, with Zone S in 2013-14 and Zones N, O and AA in 2014-15. A mini-review is simply a review of the yellow lines, de-cluttering of signs, and extending parking bays where possible in a zone. Double yellow lines are introduced in front of all pedestrian dropped kerbs and parking bays are extended where it is safe and practical to do so (a glossary is attached to the end of this report which details further the difference between a full zone review and a mini-review).

#### **Novello Street – sub-Zone “QQ”**

- 5.23. Novello Street is a narrow residential cul-de-sac situated opposite Parsons Green tube station, attracting commuter parking from other parts of Zone Q (indicated in Appendix 5). The parking stress figures for 2011/12 indicate that on average 78% of all parking spaces on Novello Street are occupied overnight. Day time parking stress surveys have not been carried out on Novello Street, however, it is accepted based on officer observations that during the day parking stress is much higher, which makes it difficult for residents of Novello Street along with their visitors to find parking.
- 5.24. As a special case it is proposed that residents will require special measures in Novello Street in order to alleviate their current parking issues. Essentially, this will require the creation of a sub-Zone of CPZ Q (namely Zone QQ), which would be composed of one street. Permit holders of Zone QQ will require special permits, and amendments to permit system will be required. The signage for the sub-zone will allow only permit holders of Zone QQ to park in Novello Street and any their visitors who display a valid and activated Smart Visitor Permit. In addition, permit holders of Zone QQ will be entitled to park in Zone Q. It is anticipated that this scheme will be implemented in the summer 2013 under an experimental traffic order. The scheme will be monitored, and if successful it will be made permanent within 18 months.

#### **Review of Zone J**

- 5.25. Residents' Associations in Zone J (indicated in Appendix 5) have stated that they have been adversely affected by the number of visitors to both the Westfield Shopping centre and the Loftus Road stadium.
- 5.26. Residents were consulted in June 2009 and September 2010 on parking controls and match-day parking controls, with there being no consensus of opinion in favour of amending the present parking controls.



- 5.27. In January 2013, the Council held a meeting with some residents of Zone J in order to address continued concerns that have been raised since the 2010 parking consultation. The Council is committed to carrying out a further parking consultation in summer 2013, incorporating proposals that have been suggested by residents at the meeting. These proposals relate to:
- Changes to the existing days and hours of parking controls
  - Changes to introduce additional parking priority for residents and their visitors on football match days, as well as non-match days
  - Match day only parking restrictions
- 5.28. This consultation is expected to be sent to stakeholders in May 2013, and run for a period of 21 days. The results will then be analysed and presented to Members for consideration. Based on this decision the existing parking controls may be amended as a separate project in Autumn/Winter 2013 (depending on the size of the project that is generated from the results of the consultation).

### **Review of Zone K**

- 5.29. CPZ K is situated in Hammersmith, between Goldhawk Road to the north and King Street to the south. The controls in Zone K operate Monday – Friday, 9am to 5pm, with an 8 hour maximum stay period for pay & display motorists. These parking controls have operated in Zone K since its inception in October 1993, and there has not been a full parking review since.
- 5.30. There have been an increasing number of requests from residents of Zone K seeking a full review of the parking controls as a result of the commercial and residential developments in the area, and Goldhawk Road and Hammersmith tube stations situated nearby.
- 5.31. Zone K is also next on the cyclical list of those zones due for a parking review therefore officers are seeking approval for a full review of the parking controls by consulting the residents and businesses of this zone during 2013-14.

### **Future CPZ reviews**

- 5.32. The high level of new commercial and residential developments in the borough has meant that Section 106 funding is available for controlled parking zone reviews. Zones K, T, S and Z have been identified for parking reviews from 2015 onwards, following the substantial completion of developments in order to address any specific parking issues resulting from the developments. The Zones along with the associated developments are detailed below:

1. CPZ T – Queens Wharf
2. CPZs S & Z – Fulham Wharf, Chelsea Creek and Lott's Road
3. CPZ U, Q and Z – Fulham Riverside

## 6. COST AND PROGRAMME FOR 2013/14 & 2014/15

- 6.1 This report is intended to seek approval for the programme of works listed in tables one and two in the following pages for 2013/14 and 2014/15, which summarise the projects and anticipated costs associated with the delivery of this two year programme. These works are subject to change if Council priorities change.
- 6.2 Table two provides a partial programme of works for 2014/15. Authorisation for additional projects for the 2014/15 parking projects programme will be sought at a later date when the results from the card-only ticket machine trial have been analysed and recommendations are provided.

**Table 1. Proposed programme of works for the Parking Projects & Policy Team for 2013/14**

Project	Expenditure (£)	Description
General CPZ correspondence	£100,000	The Parking Project Team receives high levels of correspondence throughout the year. Many of the requests are investigated with site inspections and assessments by officers, and an increased number of Freedom of Information requests that need to be investigated and responded to.
Zone S	£15,000	Mini-review - Introducing extend parking bays where feasible, de-cluttering of signs, upgrading single yellow lines to double yellow lines and ensuring waiting and loading is accurate and acceptable.
Investigation and implementation of the Novello Street resident-priority scheme	£25,000	Novello Street is a uniquely narrow cul-de-sac located close to Parson's Green tube station and therefore suffers from high parking stress due to commuter parking. The Resident Association has requested that the street be made a sub-zone of CPZ Q in order to provide parking for residents of Novello Street and their visitors. This requires changes to the existing permit system, the introduction of a new sub-zone 'CPZ QQ', and other IT and on-street signage amendments along with changes to the traffic management order. The scheme will be implemented under an experimental traffic order.

Card-only ticket machine trial in CPZ K	£104,600	28 new card-only ticket machines will be introduced into Zone K. These will replace the current machines. Their performance will then be monitored throughout the following 12 – 24 months.
Ticket Machine Review (North of the Borough)	£10,000	This is a borough wide programme looking at the current arrangement and spacing of ticket machines. This is a full scale analysis in the event of replacement of all ticket machines borough-wide over the next 5-7 years it is essential to identify redundant machines.
Quarterly amendments to traffic orders	£80,000	To save on advertising costs for individual waiting and loading amendments, the changes to yellow lines and kerb blips are grouped into 4 larger amendments every year. Yellow line amendments from all groups in the environment department are included in the quarterlies in order to save overall departmental cost. The cost includes fees, works orders and advertising.
Annual daytime and overnight parking stress surveys	£50,000	The annual daytime and overnight parking stress surveys are required to maintain an accurate picture of the level of demand for parking in the borough. This data is used for a variety of purposes across the authority, particularly in planning and transport policy.
Stop and shop bays Coomer Place Car Park & Blythe Road	£40,000	40 pence per hour bays to encourage a high turnover of visitors at a discounted price in order to assist local businesses and help to stimulate the local economy and independent businesses.
Yellow box junction enforceability work (Phase 2)	£23,000	Camera signs and yellow box junction line adjustments are required as well as working with the DfT for authorisations for continued yellow box junction enforcement. This does not generally fall under the remit of Parking Projects Team but is high priority for the Council.
Borough wide bus lane enforceability audit and amendments	£26,000	Adjustments are required to ensure the continued enforceability of bus lanes borough wide to ensure the smooth flow of traffic along busy corridors. This does not generally fall under the remit of Parking Projects Team but is high priority for the Council.

Development and introduction of an auto top-up facility for the Smart Visitor Permit	£10,000	This programme will allow residents to more effectively manage their SVPs. This will involve creating software attached to the existing council website my account that will allow residents to determine at what point they top up their SVPs. It will also need to be promoted to residents and be marketed.
Controlled Parking Zone K review survey work	£30,000	Residents of Zone K have sought the review of this CPZ because it has not been reviewed since its inception in October 1993. Due to nature of the area changing the Council could carry out a parking consultation.
<b>Total</b>	<b>£513,600</b>	
<b>Section 106 and external funded works</b>		
Controlled Parking Zone J consultation and survey work	£40,000	Consulting residents and businesses on possible amendments to present parking controls as a result of Westfield and QPR match days.
<b>Total</b>	<b>£40,000</b>	

- 6.3 It is worth noting that the programme indicated in Table 1, could result in a larger workload than what is detailed if stakeholders in Zones J and K opt for changes to the existing parking controls in their respective parking consultations. If changes to the parking controls are required then this would generate additional projects. Officers will provide a detailed summary of the results to these consultations and provide recommendations based on the results.

**Table 2. Proposed programme of works for the Parking Projects & Policy Team for 2014/15**

<b>Project</b>	<b>Expenditure (£)</b>	<b>Description</b>
General CPZ correspondence	£100,000	The Parking Project Team receives high levels of correspondence throughout the year. Many of the requests are investigated with site inspections and assessments by officers, and an increased number of Freedom of Information requests that need to be investigated and responded to.

Zone N	£15,000	Mini-review - Introducing extend parking bays where feasible, de-cluttering of signs, upgrading single yellow lines to double yellow lines and ensuring waiting and loading is accurate and acceptable
Zone O	£18,000	Mini-review - Introducing extend parking bays where feasible, de-cluttering of signs, upgrading single yellow lines to double yellow lines and ensuring waiting and loading is accurate and acceptable
Zone AA	£8,000	Mini-review - Introducing extend parking bays where feasible, de-cluttering of signs, upgrading single yellow lines to double yellow lines and ensuring waiting and loading is accurate and acceptable
Card-only ticket machine trial monitoring, analysis and recommendations	£15,000	Zone K will be receiving 28 new ticket machines that will be payment by card only. These will be installed in the zone, replacing the current machines. Their performance will then be monitored throughout the following 12 – 24 months.
Ticket Machine Review (South of the Borough)	£10,000	This is a borough wide programme looking at the current arrangement and spacing of ticket machines. This is a full scale analysis in the event of replacement of all ticket machines borough wide over the next 5-7 years it is essential to identify redundant machines.
Quarterly amendments to traffic orders	£80,000	To save on advertising costs for individual waiting and loading amendments, the changes to yellow lines and kerb blips are grouped into 4 larger amendments every year. Yellow line amendments from all groups in the environment department are included in the quarterlies in order to save overall departmental cost. The cost includes fees, works orders and advertising.
Annual daytime and overnight parking stress surveys	£50,000	The annual daytime and overnight parking stress surveys are required to maintain an accurate picture of the level of demand for parking in the borough. This data is used for a variety of purposes across the authority, particularly in planning and transport policy.
<b>Total</b>	<b>£296,000</b>	

## **7. CONSULTATION**

- 7.1. As part of any parking review the Council carries out consultation by means of a questionnaire that is sent to residents, businesses and other stakeholders by post and it is also made available online. Respondents are encouraged to respond within 21 days, as this is generally the duration of a parking consultation. Consultations are held outside school holiday periods in order to ensure that stakeholders are available to respond and make their views known.
- 7.2. The statutory traffic management order notices form part of the formal consultation process for the alteration to parking, waiting and loading restrictions on the public highway.
- 7.3. Our consultations are open and accessible online and by post. If requested, the consultations can be made available in different languages and Braille.
- 7.4. Further details of how parking consultations are carried out have been provided in Appendix 1.

## **8. EQUALITY IMPLICATIONS**

- 8.1. As stated in section 7 of this report, proposals under the programme will undergo consultation. Should adverse impacts be identified, officers will consider mitigating actions and if these are not possible the overall benefits of any proposal must be considered before Members make a final decision, including the need to give due regard to the needs identified in the public sector equality duty in S149 of the Equality Act 2010.
- 8.2. The approval of the parking projects programme for 2013/14 and 2014/15 is considered to have positive impacts on disabled people, older people with mobility impairments, pregnant women and parents with small children. Any proposals that impact places of worship will be considered as and when proposals are developed and faith groups will be consulted as part of that process. At this stage, any such impacts are not yet known.
- 8.3. A completed Equality Impact Assessment, available electronically with this report, summarises the impacts given in para. 8.2 of this report.

## **9. LEGAL IMPLICATIONS**

- 9.1. Any proposed changes to the Controlled Parking Zones or other Traffic Regulation Orders will require the Council to comply with and follow the statutory procedure set out in the Road Traffic Regulation Act 1984 and secondary legislation. Any proposals to amend TROs by way of the

prohibition of loading or unloading of vehicles may lead to an inquiry if objections are made. Where further consultation is to be carried out, this must follow public law principles in that it must be carried out at a formative stage of the decision making process, last for a reasonable period, provide sufficient information for consultees to make an informed representation and all representations must be taken into account before any decision is made. The proposal to introduce a card-only payment mechanism is not regulated by highways legislation. It is considered possible pursuant to the Local Government Act 1972 and s.1 of the Localism Act 2011 but Members should be aware of the equality impacts arising from it in light of its public sector equality duty before making a decision.

- 9.2. It is noted that it is recommended to carry out a trial of card-only parking ticket machines. For the reasons set out in 5.16 in the report, the Council can only purchase the ticket machines from the Council's current supplier, Metric. The Council can either procure the machines by (i) waiver contract standing orders and negotiating the supply of the machines directly with Metric, or (ii) accessing a third party framework (which the Council is permitted to access) which enables the Council to call off the required machines.
- 9.3. Implications verified/completed by: Catherine Irvine, Principal Contracts Lawyer. ext: 020 8753 2774, and Alex Russell, Environmental Services Lawyer. ext: 020 8753 2771.

## **10. FINANCIAL AND RESOURCES IMPLICATIONS**

- 10.1. Parking Projects have funding of £450,000 per year on the capital programme and are expected to under spend and carry forward £94,000 from 2012-13 to 2013-14. The projects listed are therefore fully funded and there are no financial implications.

The funding is limited to the amounts detailed above. If extra work is required (paragraph 6.3) then the mix of projects would need to be reviewed to ensure that the overall programme remains within budget.

- 10.2. Implications completed by: Giles Batchelor, Finance manager, ext 2407.

## **11. RISK MANAGEMENT**

- 11.1. The project is to be managed within the T&TS programme and risks identified and communicated to the Parking Board, Senior Management and Cabinet Member. Moving towards electronic payments will require suitable controls being applied and designed to ensure that adequate counter fraud, continuity and customer service provisions are made in advance of the pilot. These will form part of the overall management of risk within the project.

11.2. Risk Management Implications verified by Michael Sloniowski Principal Consultant Risk Management ext 2587

**12. PROCUREMENT AND IT STRATEGY IMPLICATIONS**

- 12.1. The Eastern Shires Procurement Organisation (ESPO) in 2011 advertised and awarded national framework agreement. ESPO is a Central Purchasing Body that lets frameworks on behalf of the public sector primarily in the Midlands and sometimes wider within the UK.
- 12.2. In this instance ESPO have set up a framework for the supply of parking machines for a period of 2 years commencing March 2011. The Contract Notice also contained an option for a further 2 year extension period (framework agreements have a maximum life of 4 years). The scope of the framework, whilst not actually naming the Council (or even the London boroughs as a region) states that the framework agreement may also be open for use by other public bodies throughout all administrative regions of the UK: The Council needs to take a view whether the description is sufficient for it to call off from that framework.
- 12.3. In the absence of being able to call-off from the framework agreement the Council will be required to carry out its own tendering in order to comply with the Public Contracts Regulations and its Contract Standing Orders.
- 12.4. Implications verified/completed by: (Alan Parry, Procurement Consultant – ext: 2581)

**LOCAL GOVERNMENT ACT 2000**  
**LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	Parking Projects & Policy Programme 2013/14 and 2014/15	Naveed Ahmed x1418	Transport & Technical Services / 5 <sup>th</sup> floor, Hammersmith Town Hall Ext, King St, London, W6 9JU



**LIST OF APPENDICES:**

**Appendix 1 – Glossary of parking terminology**

**Appendix 2 – Number of thefts and/or damaged ticket machines in 2011/12 according to Zones**

**Appendix 3 – Exempt**

**Appendix 4 – Map of CPZ K indicating existing ticket machine locations.**

**Appendix 5 – Borough CPZ map indicating controls, P & D tariffs etc**

**Appendix 6 – Equality Impact Assessment (available electronically with this report)**

## **APPENDIX 1 – Glossary of parking terminology**

### **Parking Review (Review of controlled parking zone)**

This is a full review of all parking restrictions in a controlled parking zone. This is carried out via a consultation with all residents and businesses within the controlled zone. Aspects such as the length and days of operation of the parking bays are reviewed and other options such as a maximum stay for pay and display parking are offered. Changes are made based on a majority support via the consultation. Yellow lines are installed in front of all dropped kerbs in order to facilitate pedestrian movement, and parking bays are extended where possible as part of the review in order to maximise parking in the borough and reduce parking stress. All signage in the area is updated where required.

### **Permit Saturation Levels**

Permit saturation levels are calculated by dividing the number of permits issued in a zone with the number of parking spaces in that zone. For the purposes of this exercise, parking spaces are taken as 5 metres. For example, the permit saturation of Zone T is 84%, which means there are more spaces than there are permit holders.

### **Consultation –**

- **Full Consultation**

A full consultation is carried out for all parking reviews. All residents and businesses of a controlled zone are sent a consultation document with a reply paid questionnaire which gives them the opportunity to either maintain or alter the current parking controls. Consultations usually run for a period of 3 weeks. The statutory consultation period is also observed through the advertisement of the legal traffic order.

- **Local Consultation**

A local consultation is carried out for smaller projects such as the installation of a loading bay, the introduction of short stay shopper bays, the alteration of a significant section of single or double yellow line, etc. This is usually in the form of a letter requesting comments or objections. The statutory consultation period is also observed through the advertisement of the legal traffic order.

- **Statutory Consultation**

For all minor amendments such as the installation of a double yellow line in front of a private crossover or other small changes to waiting and loading restrictions the statutory consultation process is observed. All changes to waiting, loading or parking restrictions must be accompanied by an amendment to the legal traffic order. The amendments are advertised in two local papers for 4 weeks whereby objections to the changes can be made in writing to the Highways Department.

### **Legal Traffic Order (TRO)**

All on street restrictions are covered by a legal traffic order. This includes waiting restrictions (single and double yellow lines), loading restrictions, parking restrictions (including loading bays, disabled bays, doctor bays, and motorcycle bays), bus lanes, 20mph zones and so on. The legal traffic order states the extent of the restrictions, their operating times, etc and is a vital part of parking and traffic enforcement. Without a legal traffic order detailing the restriction, it cannot be enforced. Therefore any change on street must be accompanied by a change to the legal order.

### **Traffic Order Consolidation**

For traffic orders such as the waiting and loading order, or a parking place order for a specific zone, minor amendments are made on a regular basis. In order to combine all the amendments back in to one document again, the order can be consolidated. To ensure traffic orders are easy to manage and refer to, consolidations should be carried out on a regular basis.

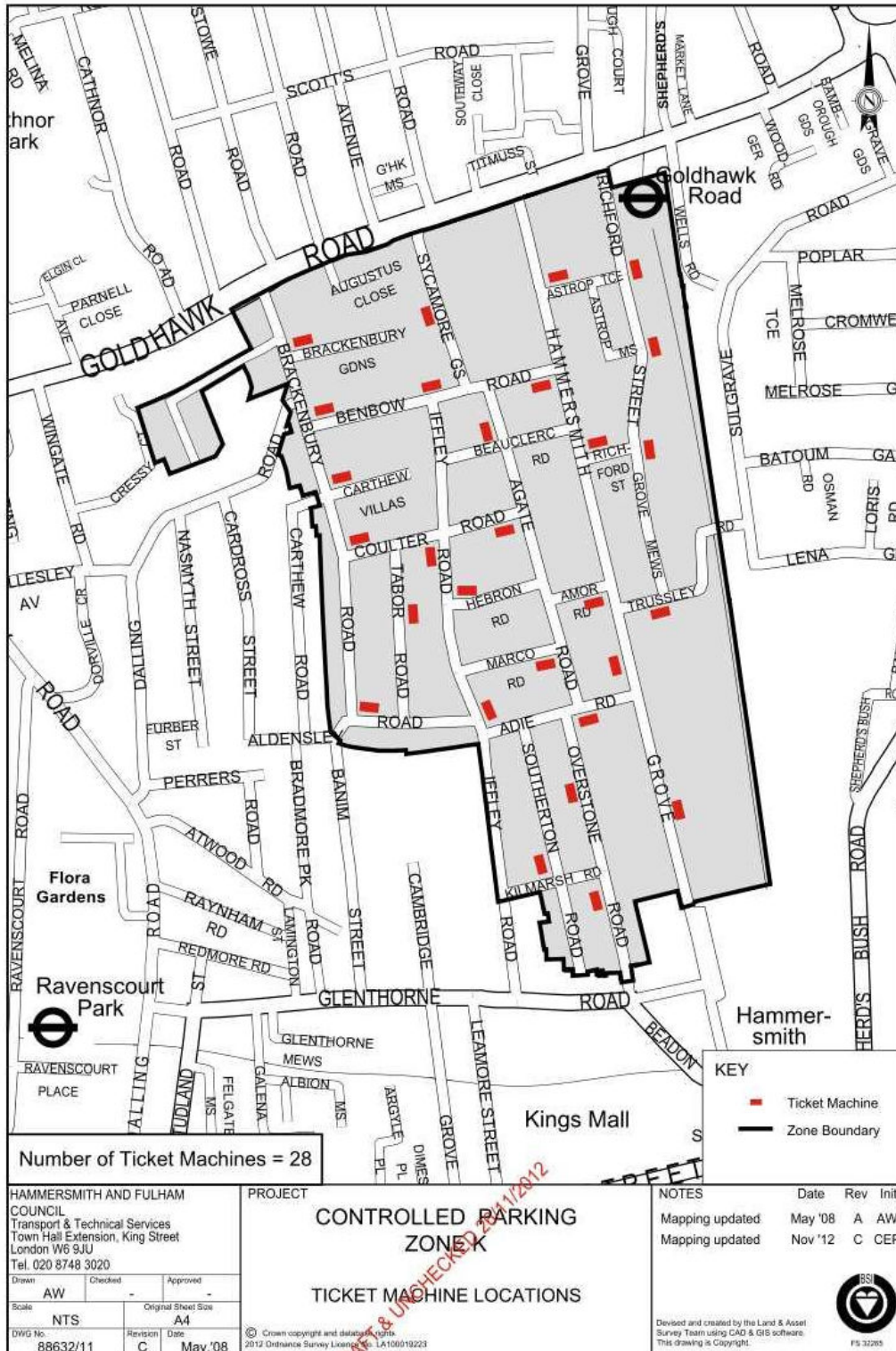
### **SMART Visitor Permit**

An electronic visitor permit that is currently available in all controlled parking zones. The permit acts as a cashless alternative to the on-street pay and display machines. Residents can top up the permit with credit then activate it and deactivate it over the phone when their visitor arrives and leaves. It charges by the minute (P+D machines charge by the half hour) and offers a small reduction on the on-street tariff.

**APPENDIX 2:**  
**Number of thefts and/or damaged ticket machines in 2011/12 according to Zones**

<b>ZONES</b>	<b>Number of thefts/damaged ticket machines in 2011/12</b>
Y	6
N	3
O	3
A	2
H	2
C	1
F	1
J	1
K	1
S	1
U	1
W	1
<b>12 Zones</b>	<b>23</b>

**Appendix 4 - Map of CPZ K indicating existing ticket machine locations.**



**APPENDIX 5 – Borough CPZ map indicating controls, P & D tariffs etc**

