



City of Westminster

City
for
All

Westminster Annual Parking Report

2019/20

Foreword

As the Cabinet Member for Environment and Highways, I am very pleased to present Westminster City Council's Annual Parking Review 2019/20.

We remain committed to providing a parking service that is fair, easy, and safe for all residents, visitors to access parking across our city, but our service has seen a number of changes as a result of the COVID-19 pandemic.

Since the beginning of March 2020, we experienced a significant drop in activity, both during the initial lockdown period and into the 2020/21 which had an inevitable impact on income of more than 20 percent. However, we have continued to provide dispensations for priority groups of health and social care workers to ensure they were able to travel to work safely in the periods where access to public transport was limited.

As part of our aim to create a world-class City for All, we want to make a Westminster that is Greener and Cleaner. We will be known for leading the way in tackling climate change and improving air quality, and to support this we have expanded our electric vehicle infrastructure, which is now the biggest nationwide. We have already installed over 500 on-street EV charging points, and we are on track to deliver 1,000 charging points by April 2021.

It was a pleasure to launch 'Electric Avenue' on Sutherland Avenue W9 in March this year - the UK's first fully electric street with 24 Electric Vehicle charge points installed in all lamp posts alongside resident parking bays. 'Electric Avenue' gives us a glimpse of what our streets will look like in the future and plans are being developed to establish more streets like Sutherland Avenue.

We welcome, as always, any suggestions to improve our parking services. If you have any suggestions or comments, please contact fairparking@westminster.gov.uk. We publish a summary of those submissions every quarter, together with a description of how we are working to address them.



Andrew Smith

Cllr Andrew Smith

Cabinet Member for
Environment & Highways

Introduction

Westminster's Parking Service is the largest in Europe providing over 47,000 parking spaces, catering for all road users and vehicle types. It is responsible for providing, managing and enforcing on-street parking facilities and controls throughout the whole of Westminster that includes 1,990 streets and some 600 miles of kerbside.

This annual report provides information on the activities of the Westminster Parking Service during 2019/20. It details achievements in delivering innovative and sustainable improvements as well as looking ahead to any future developments and opportunities.

The report also includes parking and enforcement statistics, plus financial information with comparative data from previous years.

Westminster City Council's Parking Service aims to be at the forefront of new and relevant parking initiatives. We aim to promote best practice and continual quality improvement across the service and within the parking industry as a whole.



Fair Parking

Our commitment to our residents, businesses and visitors is to make it fair, easy and safe to park in Westminster.

- We will seek to make it as easy as possible for those who need to park in Westminster to find and pay for their parking space.
- We will continue to be open and transparent about how much income is generated from the parking service, where we invest the surplus, and how much on-street parking services cost.
- We will seek to limit fraud and take appropriate action against those who use disabled badges or residents parking permits fraudulently.
- We know that around 98% of people who park in Westminster comply with the parking rules. Our Marshals are there to help and not just ensure that people park legally. They will advise on where to park and how to pay.
- Through our White Badge Scheme, we remain committed to helping residents or workers who have a disability to park without charge or time limit in on-street parking bays.
- We know that the city, particularly the West End, is a uniquely busy place and, with our partners, we shall continue to seek ways to manage parking in a way that keeps the city moving.
- Our Marshals will continue to monitor vehicles parked on Westminster streets and will report any suspicious behaviour, vandalism or theft to the local police.



Compliance

The introduction of simpler and more convenient ways for motorists to pay-to-park has resulted in high level of compliance throughout the city. On average, around 2% of drivers do not comply with the rules, which demonstrates a better understanding of restrictions on street.

The average overall compliance throughout Westminster in 2019/20 stood at 98.01%; which represents a 0.05% decrease from the previous year (98.06%). Compliance is at its lowest during the daytime, with the majority of contraventions occurring within parking bays. There are some daytime variations by zone: however, compliance within zones A, D, E and G are considerably below average. The majority of contraventions during the day are generally non-payment of Paid for Parking charges followed by those arising from waiting restrictions.

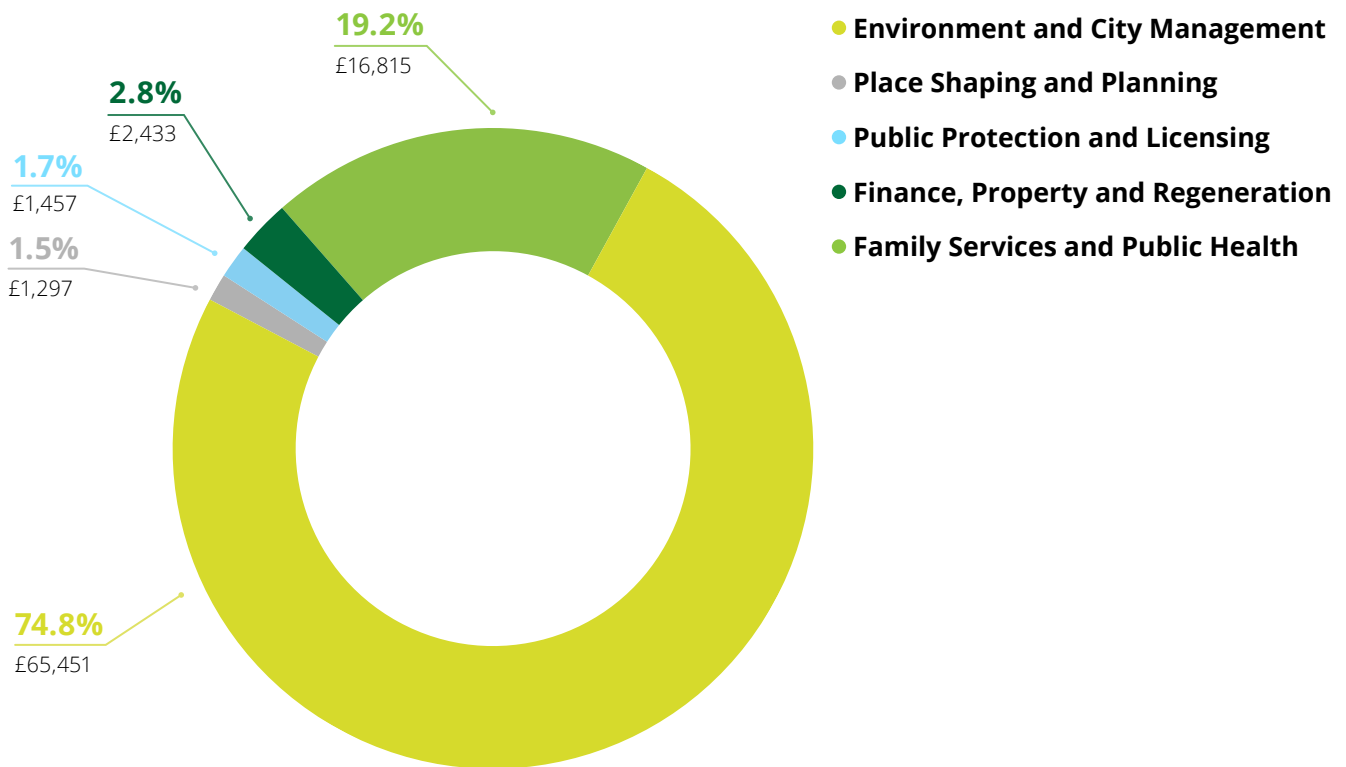
| Zone | Daytime | Evening | Overnight | Sunday | Average |
|--|---------------|---------------|-------------|---------------|---------------|
| A Knightsbridge, Belgravia, Pimlico | 94.94% | 99.42% | 100% | 99.50% | 98.47% |
| B Bayswater and Maida Vale (S) | 97.17% | 99.58% | 100% | 99.89% | 99.16% |
| C Harrow Road, Queens Park, St John's Wood, Maida Vale (N) | 99.44% | 99.27% | 100% | 98.61% | 99.33% |
| D Victoria, Westminster, Millbank | 91.87% | 97.47% | 100% | 99.55% | 97.22% |
| E Mayfair and St. James's | 92.68% | 97.71% | 100% | 98.37% | 97.19% |
| F Hyde Park, Marylebone, Fitzrovia | 97.54% | 98.41% | 100% | 99.70% | 98.91% |
| G Soho, West End, Covent Garden | 93.28% | 96.47% | 100% | 93.43% | 95.80% |
| Average | 95.27% | 98.33% | 100% | 98.44% | 98.01% |

How we reinvest the income

The council is bound by legislation to re-invest any surplus made from parking services in prescribed transport related activities only through the Parking Places Reserve Account (PPRA).

The overall net surplus income (the amount generated as an indirect result of the council's policies to keep Westminster moving) has been reinvested in ways as illustrated below.

What the PPRA Contributed to in 2019/20 (£,000)



In 2019/20 the majority of contributions from the PPRA were shared between the portfolios of Environment & City Management and Family Services & Public Health. Detailed below is a high-level table giving examples of actual expenditure.

| PPRA Spend by Cabinet Portfolio | 2019/20 Actual £'000 | Example of Expenditure |
|--------------------------------------|----------------------|--|
| • Environment and City Management | 65,451 | Public Realm Enhancement/Street Lighting |
| • Place Shaping and Planning | 1,297 | Highways Planning/Transport Strategy |
| • Public Protection and Licensing | 1,457 | Street Management |
| • Finance, Property and Regeneration | 2,433 | Off Street Parking Expenditure |
| • Family Services and Public Health | 16,815 | Concessionary Fares / Home to School Transport |

Parking Initiatives 2019/20

City-Wide Diesel Surcharge Expansion

One of Westminster's on-going commitments is to become a greener city with the Parking Service playing a key role in tackling air pollution through the implementation of policies and initiatives that support the improvement of air quality.

Following the successful trial of the pay-to-park diesel surcharge scheme in the Marylebone Low Emission Neighbourhood (LEN), a consultation exercise was carried out summer 2018 to garner opinion about how the scheme could be best rolled out to the rest of the city. Based in part on the feedback received, the Diesel Surcharge scheme was expanded city-wide from August 2019 onwards.

The scheme applies a 50% surcharge to pre-2015 diesel vehicles when paying to park. The purpose of the surcharge, which is added automatically onto the standard hourly parking charge at the point of purchase, is to discourage the use of the heaviest polluting vehicles.

Westminster City Council aims to meet its commitment to improving the air we breathe and to improve health and well-being which residents have continually indicated as one of their main concerns.

The city-wide roll-out surpassed all expectations generating an additional £1.365m (in excess of the original 'F' Zone) in the first 8 months of operation. A proportion of the additional revenue generated from the scheme was transferred to the Schools' Clean Air Fund which aims to reduce the number of vehicles travelling on the roads around schools at the beginning and end of the school day.

Enforcement of Westminster Housing Estates

Prior to the installation of the Traffic Management Orders (TMOs) the rules and regulations on the council's housing estates differed from standard public highway areas and previously, parking on the estates was controlled by a private contractor through the issue of non-statutory parking notices. However, this arrangement was unsustainable so in 2018 both Housing Services and City Management jointly decided to proceed with the implementation of TMOs to control parking on council owned housing estate land.

Proposals were programmed in 3 phases with formal consultation for phase 1A commencing in March 2019, the TMO coming into effect in May 2019. Throughout 2019 the rest of phases 1 to

3 were implemented, with the TMO for phase 3 coming into effect in November 2019. After the initial phases were completed, changes were required to the designs from objections raised in the previous consultations, as disabled residents came forward requiring dedicated bays, and also additional estate land requiring control was identified by Housing. However, the spring COVID-19 lockdown severely delayed works and issuing of permits, with enforcement not recommencing until August 2020. To date TMOs have been successfully implemented on 90 estates across Westminster and we are now consulting on further phases which contain several amendments to existing estates and 3 new estate areas which were newly identified by Housing Services as requiring parking controls which will continue throughout 2020/21.

The revenue generated from the issue of Penalty Charge Notices (PCNs) on Housing Estates will be available to be invested in parking/highways activities through the PPRA and over 7,000 PCNs have been issued on Housing Estates to date.

Online Suspensions Booking Facility (OLS)

The rise in the number of parking suspensions experienced in the last few years led the development of an online system for suspension bookings (OLS). A joint initiative between the City of Westminster and London Borough of Camden, OLS was developed in order to provide a bespoke, self-service online facility, for customers to easily book and pay for parking bay suspensions themselves. Users are able see in real time if the bays/dates they require are available and then complete the booking themselves, without filling out an application form and waiting for it to be processed. OLS also gives customers the ability to view, amend or cancel any suspension associated with their own account, again without any time consuming intervention being required from the back office.

Since its full rollout in May 2019, OLS has proved successful. Although customers do still have the option of submitting an application form, throughout the year there was a steady shift in customers instead choosing to self-serve. In June 2019, 40% of new bookings were completed by self-serve, this figure had increased to 71% by the end of March 2020. During the financial year as a whole over 1,300 customers registered to use the system, with just under 8,000 suspensions booked by external self-serve customers, and a further 6,000 by internal self-serve users.

Westminster Car Club

The Westminster Car Club was launched in 2009 to provide an alternative to private vehicle ownership, principally to residents, in response to the growing pressure on resident parking and to help tackle congestion and poor air quality. It offers 'pay as you go cars' to those who only use their car occasionally or don't want the expense of owning and running their own vehicle. In 2016 a quarter of the fleet was converted to electric power (EV), presenting the car club as an even greener alternative, and the vehicles continue to be very popular with members, with utilisation levels consistently out-performing those of the conventionally powered vehicles in the fleet.

The long-established service for round trip car sharing, where cars are picked up from a dedicated car club bay and returned at the end of the hire, was re-let and awarded to Zipcar in July 2018 for two years. At the same time, two-year contracts were also awarded to DriveNow and Zipcar, for the provision of flexible car sharing services in Westminster, allowing us to double the number of car club vehicles available for residents. Flexible car sharing allows the driver to start their hire from one location and end it at another, including in different participating boroughs. The service removes the need for a dedicated car club parking space as vehicles are granted permission to park in existing parking bays on street, so better utilise available kerbside space. The permission granted to flexible vehicles was extended in March 2020 to include resident parking bays, in addition to cashless and shared use bays. As the scheme is overwhelmingly used by Westminster residents, extending permission to include resident parking bays means that members can much more easily park near their homes, as residential areas are mainly populated with resident parking bays.

Unfortunately, at the beginning of 2020 DriveNow announced their decision to withdraw from the UK market, stating that the scheme was no longer commercially viable to them in London. By contrast, following the launch of their flexible service, Zipcar has seen significant growth both in membership numbers and vehicle utilisation, with over 17,000 members in Westminster at the end of March 2020 and utilisation levels of both the roundtrip and flexible service seeing continued increase. As well as the EV representation already in their roundtrip fleet, Zipcar's flexible car sharing fleet also has a 30% representation in Westminster too.

The contracts with Zipcar will be extended in 2020 for a further year and we will aim to increase the permit allocation to them too, so that they can introduce additional car club vehicles to address the shortfall left by DriveNow. Furthermore, we are looking at new opportunities for car sharing in the new financial year in order to increase the number of vehicles available to residents whilst also introducing greater competition.

Expansion of On-Street Electric Vehicle (EV) Charging

Across Westminster, there are now in excess of 500 on-street EV charge points (incorporating lamp post points for residents, fast charge points and rapid chargers for taxis), from five different competing suppliers. In addition, there are charge points alongside 44 Car Club bays in Westminster allowing our contractor, Zipcar, to operate 44 EVs in Westminster's roundtrip fleet. As of April 2020, there were 2,491 registered EVs in the city and that number will grow dramatically over the next few years according to projections and considering growth to date.

The City of Westminster published the Electric Vehicle Charging Infrastructure Strategy 2020-2025 in March 2020 setting out a five-year plan for the expansion of EV charging infrastructure in the city. The strategy aims to significantly increase the number of available on-street charge points in the city, setting targets for growth each year, in order to drive the continued transition away from fossil fuelled vehicles and minimise the impact on air quality from the city's traffic. The strategy sets a roll out target resulting in 1,000 on street charging points by April 2021, with an indicative annual target of 200 each year thereafter. Each year we will review the forthcoming year's roll out plan to ensure that it best meets the demands on the existing network and best considers the interests of both our residents and businesses in the city. The market for EVs is changing at a significant pace, which makes it very difficult to make predictions about how we might best meet demand over the longer term, therefore, annual reviews are essential to ensure we get it right.

To reach our target, in the coming year the city council will install significantly more charge points retro-fitted into lamp posts, that sit alongside residents parking bays, with an aim of introducing approximately 450-500. This roll out will include 'satellite posts' that are the same type of charging point but fitted into a bollard and that is supplied from a nearby lamp post. This is to allow us to install in areas where the lamp post doesn't have the internal capacity to accommodate a charge point, so that we can ensure as many residents as possible have local access to charging. Our lamp post charge point roll-out will consider many data sets to determine best locations and our aim is to ensure that as many residents as possible, who have expressed an interest in local charging through the city council's website, have a charge point nearby. We will also look to significantly increase the number of rapid chargers on the public highway with the aim of having approximately 30 rapid chargers available at the end of March 2021. Although some of them will be for taxi charging only, to complement their transition to EV, around 65% of them will be available to all.

In March the city council, in partnership with Siemens and Ubitricity, launched 'Electric Avenue' on Sutherland Avenue W9. This was the UK's first fully electric street in which all lamp posts alongside resident parking bays were installed with EV charge points. This resulted in 24 charge points in total and the location was chosen because of the high levels of local EV ownership. 'Electric Avenue' sets the template for what the city's streets will look like in the future and the roll out planned for the forthcoming year will include more streets like Sutherland Avenue

Vehicle Relocations Service

The Westminster vehicle relocations service provides a dedicated relocation vehicle between 08.30 and 14.00 Monday–Saturday. This can be used to relocate vehicles parked in contravention or in such a way that it is preventing access to the kerbside.

In 2019/20, 1,443 vehicles were relocated within Westminster by our relocation service.

The vehicle relocation service also supports other Westminster City Council departments with their on-street activities such as the City Promotions, Events and Filming, and Highways and Horticulture teams, relocating 283 vehicles on their behalf during 2019/20.

Parking Fraud

The Corporate Anti-Fraud Service (CAFS) is responsible for looking into all types of internal or general fraud perpetrated against the council, including parking-related fraud.

CAFS continue to investigate the misuse of disabled parking badges, between 1 April 2019 to 31 March 2020, we successfully prosecuted 52 offenders who were misusing disabled badges to avoid parking fees as well as taking up spaces provided for disabled drivers. Fines totalling £13,200 were imposed, and defendants ordered to pay the council a total of £18,700 in costs and victim surcharges.

A further 11 disabled badges were retrieved and cancelled where the drivers were no longer eligible.

A total of 21 resident parking permits were cancelled where investigations revealed the permit holders were not eligible to receive a permit.

Cycle Parking

As part of Westminster's Cycling Strategy, adopted in 2014, the city council aims to install as many cycle parking stands per year as possible. The level of the current pavement provision is at a point where it is becoming difficult to find additional suitable locations where demand is highest. The council continues to look at various methods of increasing provision, including space allocation in public realm projects and safe residential storage. There are currently 45 secure cycle parking facilities, such as bike hangars and cages, on housing estates within Westminster following the installation of 15 units in 2019/20. 32 cycle hangars were to be installed on street, during the 2019/20 financial year, however they were delayed to the first half of 2020/21 due to COVID-19. Of the installed units they are fully occupied with a further 1600+ residents on a waiting list to access these hangars. 200 cycle stands and at least 50 cycle hoops are to be installed throughout 2020, as part of the delayed 2019/20 installation. Also, as a result of the pandemic and the increased uptake of cycling a further installation programme will be delivered in two phases. With phase 1 due by Nov 2020 and phase 2 by March 2021. Phase 1 roll out will be primarily aimed at installing hangars on wide footways and build-outs to avoid time-consuming TMO changes & consultation, while phase 2 will deliver hangars that require TMO (i.e. rearrangement of parking to minimise parking impacts). A total of 44 hangars will be installed under phase 1, which has already been consulted upon and approved by the relevant cabinet member. A further 50 aimed to be delivered as part of the phase 2 roll out, subject to funding. Cycle stands and hoops are installed as part of Westminster's Public Realm projects where possible.

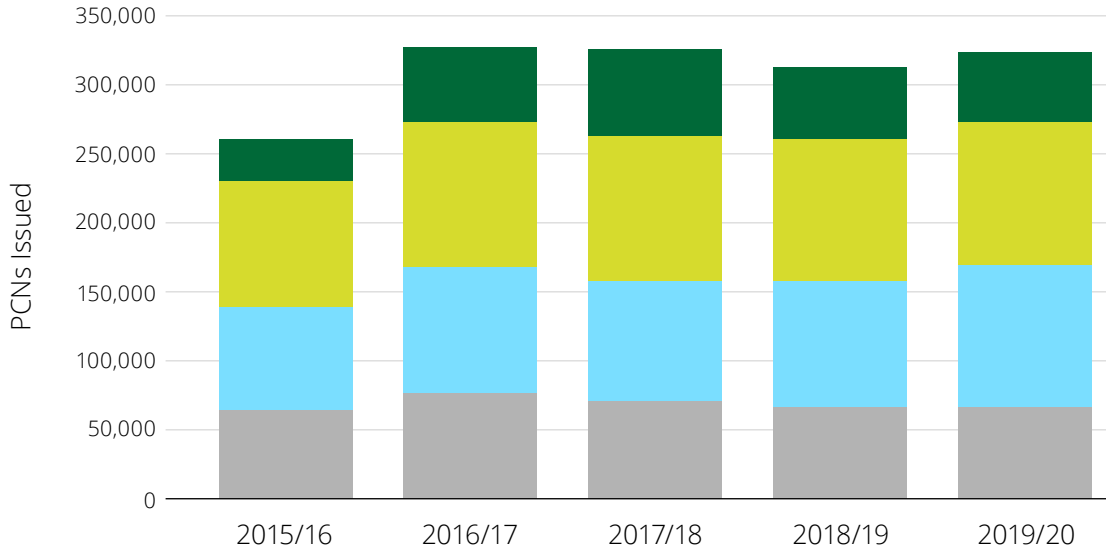




Penalty Charge Notices (PCNs)

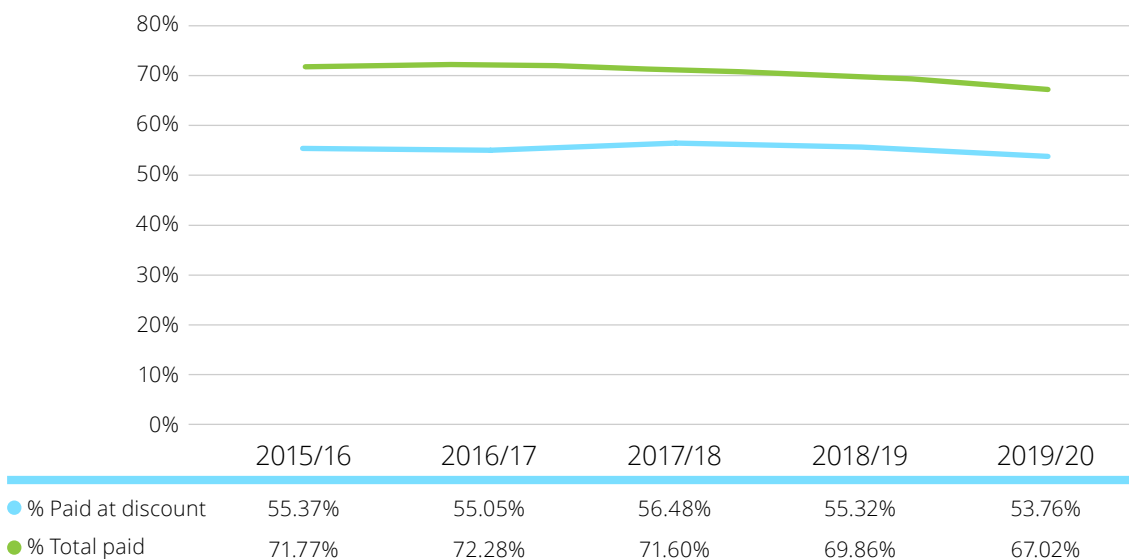
PCNs issued on-street by Marshals within Westminster are set at either £80 or £130 depending on the severity of the alleged contravention. All Moving Traffic Contravention (MTC) PCNs issued via traffic enforcement cameras are £130.

PCNs Issued by Contravention



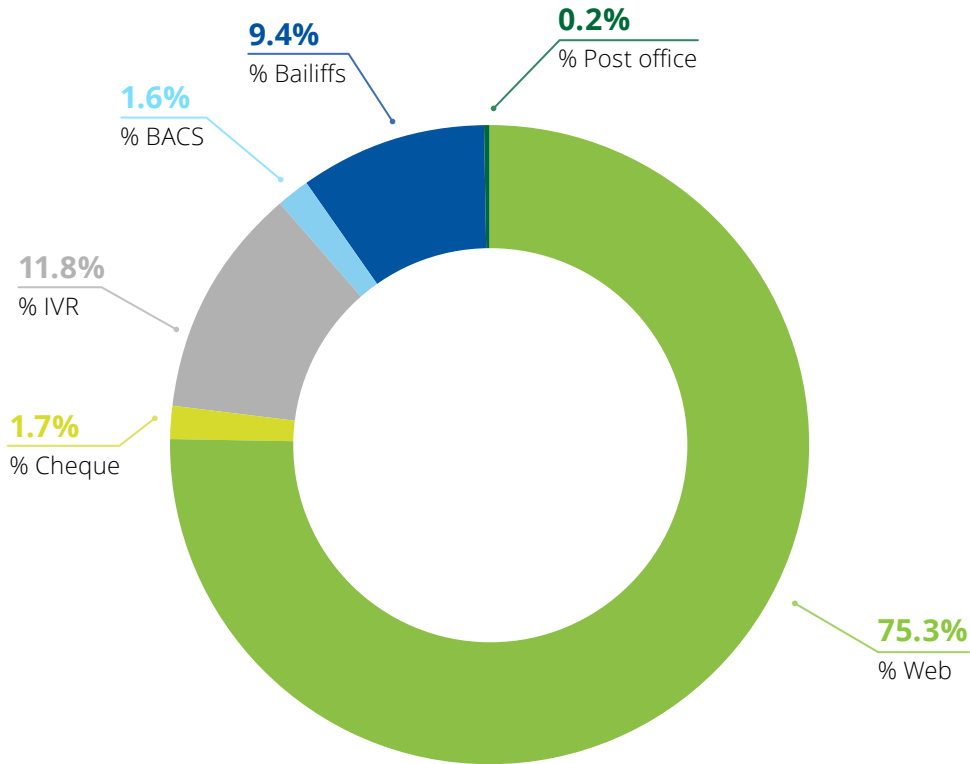
| | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 |
|---------------------------|---------|---------|---------|---------|---------|
| ● Moving Traffic | 29,161 | 50,921 | 63,482 | 49,727 | 47,487 |
| ● Yellow Lines | 91,816 | 105,322 | 103,966 | 100,983 | 105,979 |
| ● Permit Bay | 74,467 | 90,167 | 85,289 | 91,942 | 102,603 |
| ● Paid for Parking | 64,919 | 76,044 | 70,950 | 66,055 | 64,708 |

Improvements in the quality of service delivered, changes in policy and increased compliance have all contributed to a levelling out of PCN issue, but overall ticket issue for 2019/20 was up 3.9% on previous year levels. Ticket issue increased across the majority of contravention areas; however, Moving Traffic had a reduction for the second consecutive year. This can be attributed to the fact that the bulk of Westminster's camera estate has been in situ for some time and the standard trajectory for camera issued PCNs sees levels tail off as the camera's presence encourages compliance. A survey was carried out in 2019 in order to identify where additional camera sites were needed with new installations taking place throughout January 2020. COVID-19 restrictions implemented in March 2020 saw the temporary suspension of all but essential on-street enforcement which remained in place for the first few months of financial year 2020/21.



To encourage prompt payment all PCNs are offered at a 50% discounted rate for the first 14 days of issue, after which they will need to be paid at the full charge. Figures for 2019/20 show that 54% of motorists still opt to pay within the discounted period which is has seen a small decrease on the previous year.

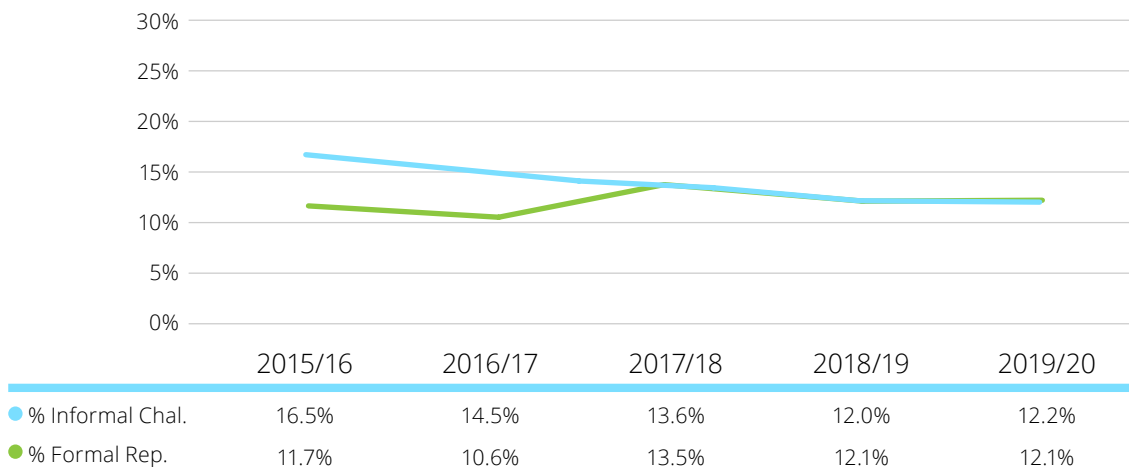
PCN Payments Breakdown 2019/20



The quickest and most convenient way of paying for a PCN is by debit/credit card via the online parking portal on the Westminster website. This is evident by it accounting for 75.3% of all payments received. Telephone payment (IVR) accounts for the other largest method with 11.8%. Although still an accepted payment channel, there are currently very few payments made by cheque and through post offices, as customers prefer to use more instantaneous and convenient ways to pay.

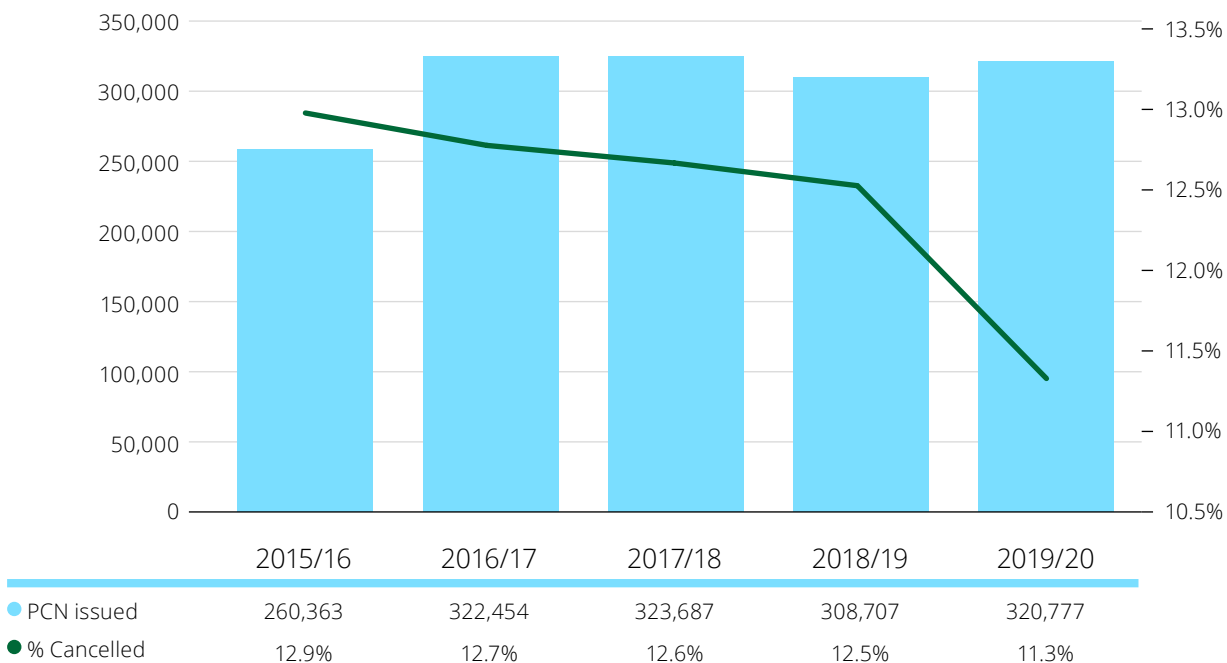
The average overall recovery rate for 2019/20 was 69.1%, which is a drop on the previous year, while the average value per PCN has remained at £78. PCN revenue was at a similar level to 2018/19 as Westminster continues to make improvements in the quality of tickets issued and in the collection of outstanding debt. However, restrictions imposed during the COVID-19 pandemic has affected collection of outstanding PCN debt.

PCN Challenges



If a PCN issued on-street by a Marshal is contested, an 'informal' representation can be submitted prior to the issue of a formal Notice to Owner, which can be issued no sooner than 28 days after PCN issue. The percentage of PCNs subjected to informal challenges has continued to fall during the last few years, however it has remained at 12% since 2018. Formal representations have also remained at 2018/19 levels even though the number of PCNs issued had increased year on year.

PCN Cancelled vs Issued

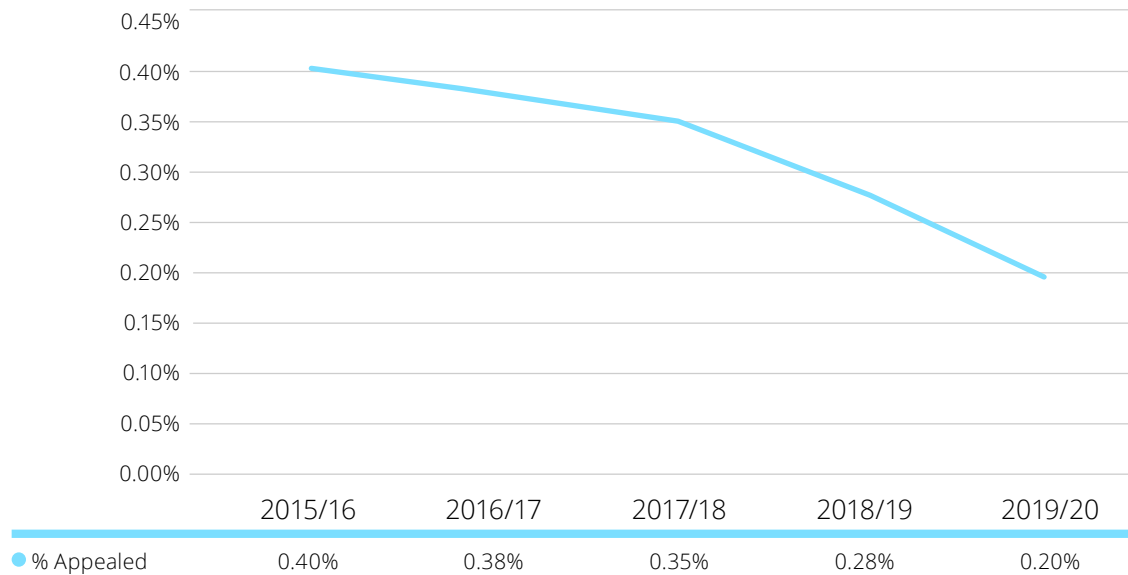


The percentage of PCNs cancelled against total issued decreased on the previous year to 11.3%. Reviewing and communicating the council's approach to handling cases of mitigation where the motorist has made a genuine mistake plus continual improvement in the quality of tickets issued have all led to reductions in PCN cancellations. The back office team also continues to take positive steps in providing officer feedback to drive the number of cancellations down.

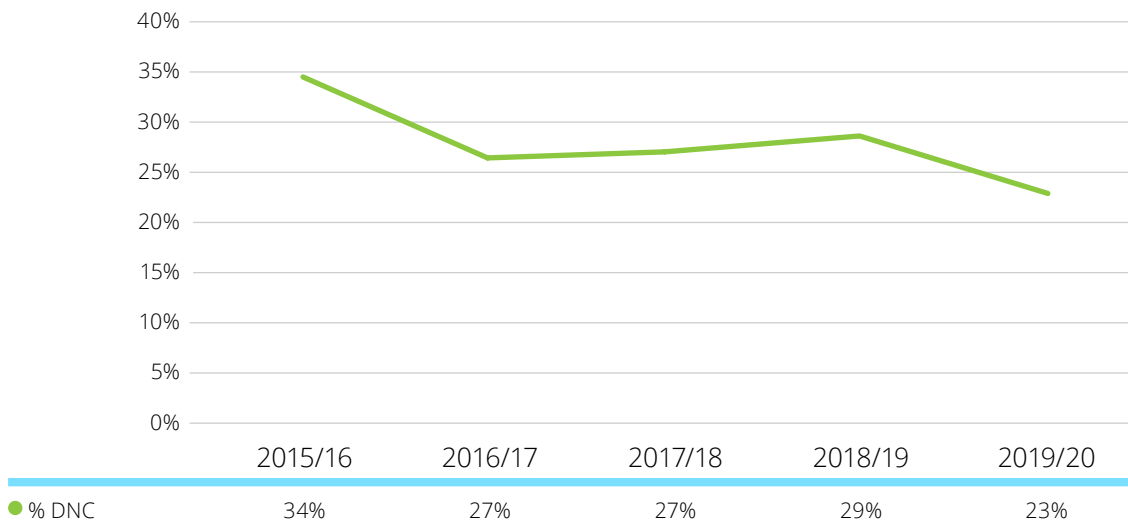
Appeals

The volume of appeals heard at London Tribunals (formally known as the Parking and Traffic Appeals Service) saw a significant 27% decrease in 2019/20 over the previous year (665 in 2019/20 from 864 in 2018/19). The number of appeals as a percentage of PCNs issued also has continued to fall year on year to 0.20% in 2019/20. This is due, in part, to consideration of genuine mistakes and Westminster's continued vigilance in addressing potential issues on-street.

PCN Appeals

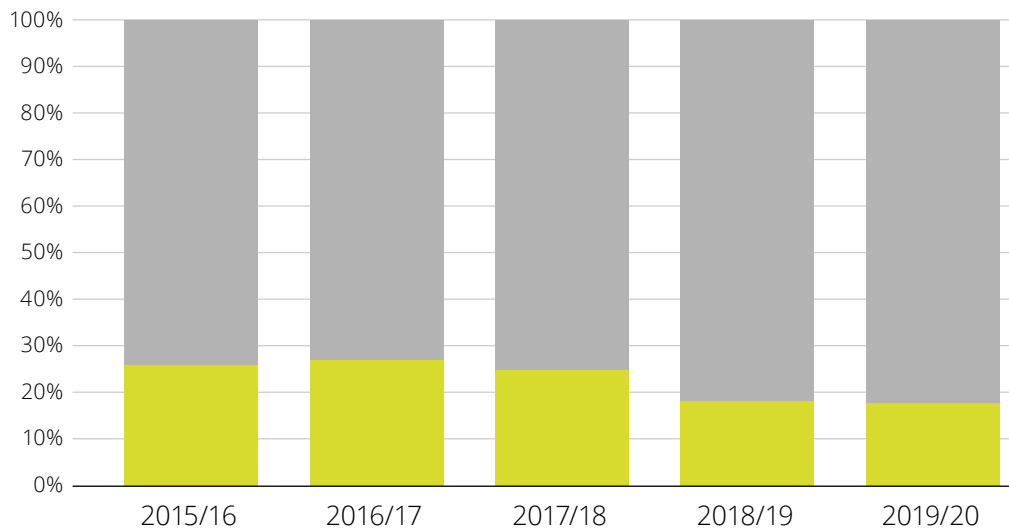


Appeals (% Do Not Contest)



The volume of cases not contested (DNCs) by the council decreased to 23% in 2019/20. The Parking Back Office robustly applies general consideration principles throughout the PCN lifecycle, resulting in more PCNs being cancelled upon evidence from the motorist prior to going to appeal stage.

Appeal Outcome



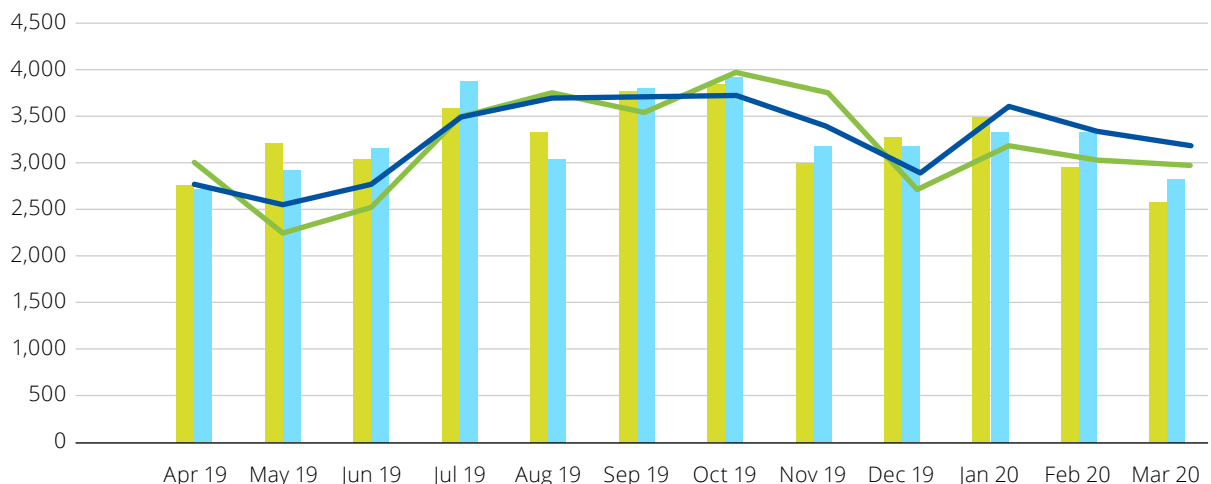
| | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 |
|-------------|---------|---------|---------|---------|---------|
| ● % Refused | 75% | 73% | 75% | 82% | 83% |
| ● % Allowed | 25% | 27% | 25% | 18% | 17% |

The percentage of cases where adjudicators found in favour of the council (refused) saw another increase in 2019/20 to 83%, which is a clear indication of Westminster's commitment to providing quality, robust evidence presented at appeal stage.

Service Performance

Throughout 2019/20, we strived to meet our aims of responding promptly to all correspondence whilst ensuring we provide a quality service. The following graphs show performance against our key indicators.

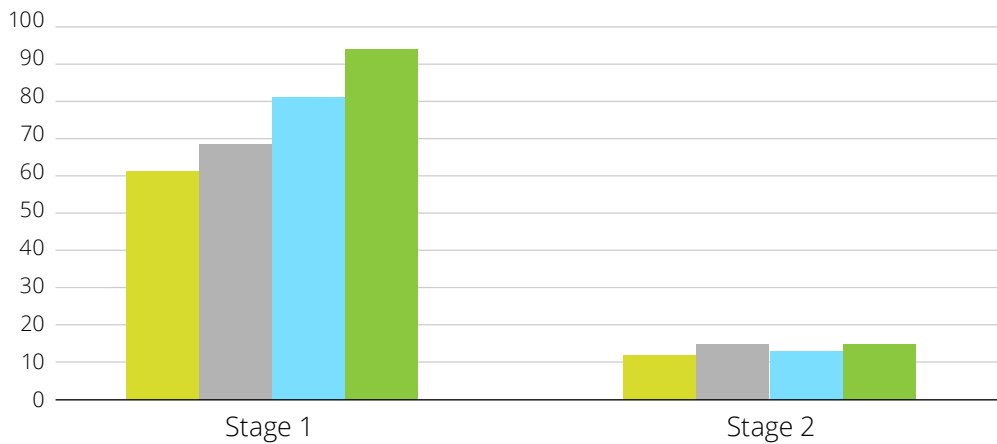
Correspondence Received/Completed 2019/20



| | Apr 19 | May 19 | Jun 19 | Jul 19 | Aug 19 | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 |
|--------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ● Informal Reps Received | 2,775 | 3,220 | 3,047 | 3,588 | 3,360 | 3,703 | 3,713 | 3,002 | 3,280 | 3,495 | 3,387 | 2,596 |
| ● Formal Reps Received | 2,745 | 2,951 | 3,171 | 3,853 | 3,062 | 3,710 | 3,899 | 3,177 | 3,194 | 3,341 | 2,991 | 2,842 |
| ● Informal Reps Cleared | 2,743 | 2,523 | 2,750 | 3,488 | 3,707 | 3,693 | 3,720 | 3,391 | 2,905 | 3,567 | 3,348 | 3,196 |
| ● Formal Reps Cleared | 3,026 | 2,276 | 2,579 | 3,496 | 3,738 | 3,581 | 3,936 | 3,740 | 2,753 | 3,164 | 3,033 | 2,958 |

The graph above displays the number of cases where we have responded to both informal and formal PCN challenges against those received. Where possible they were completed within 5 days for informal representations and 8 days for formal as stipulated by our key performance indicators.

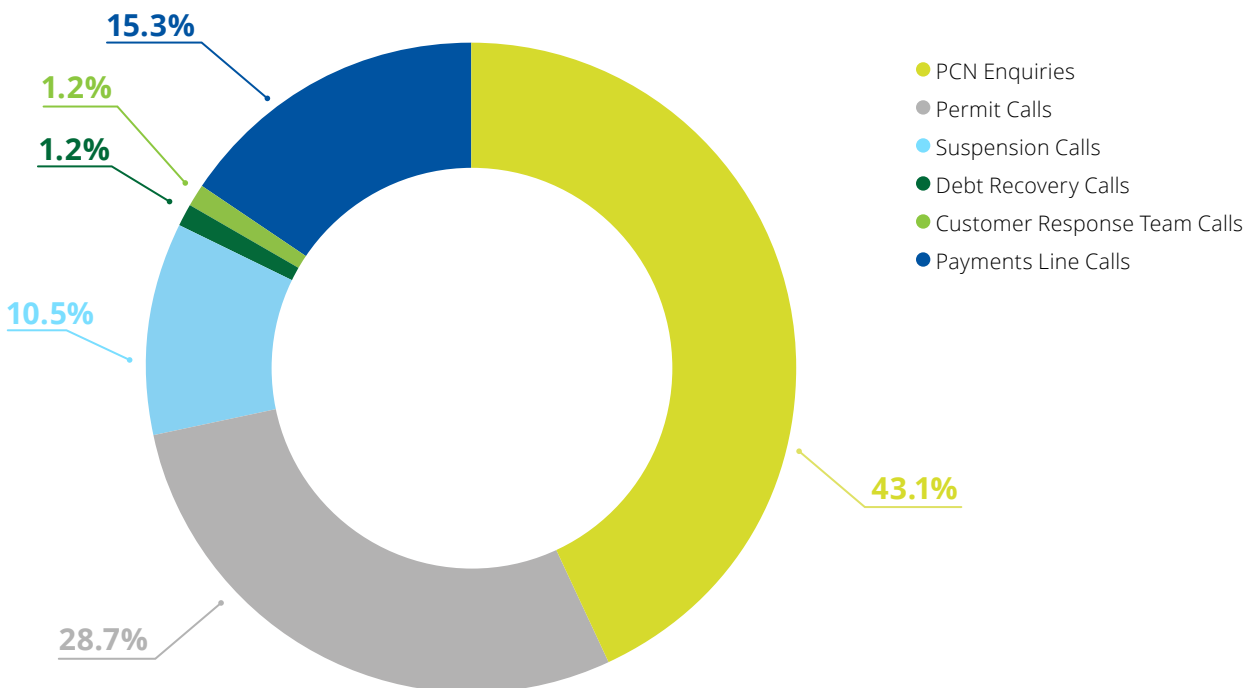
Complaints at Stage



| Year | Stage 1 | Stage 2 |
|---------|---------|---------|
| 2016/17 | 61 | 12 |
| 2017/18 | 68 | 15 |
| 2018/19 | 81 | 14 |
| 2019/20 | 94 | 15 |

Westminster operates a 2 stage complaints procedure whereby a Stage 1 complaint will initially come through directly to the service and be handled by our Customer Relations Team. If a resolution cannot be made it then will progress to Stage 2 and be handled by Westminster’s Corporate Complaints Team. In 2019/20 there were 94 stage 1 complaints answered, an increase of 16% over the previous year. However, the application of Westminster’s parking consideration guidelines continues to underpin our approach to the handling of complaints. These include use of common sense decisions, identifying genuine mistakes, applying mitigation, discretion and proportionality. Of the 94 stage one complaints 37 (39%) were upheld and 13 partially upheld (14%). Of the 15 parking stage 2 complaints, 1 was withdrawn, 10 not upheld and 4 partially upheld with a total £350 offered in compensation.

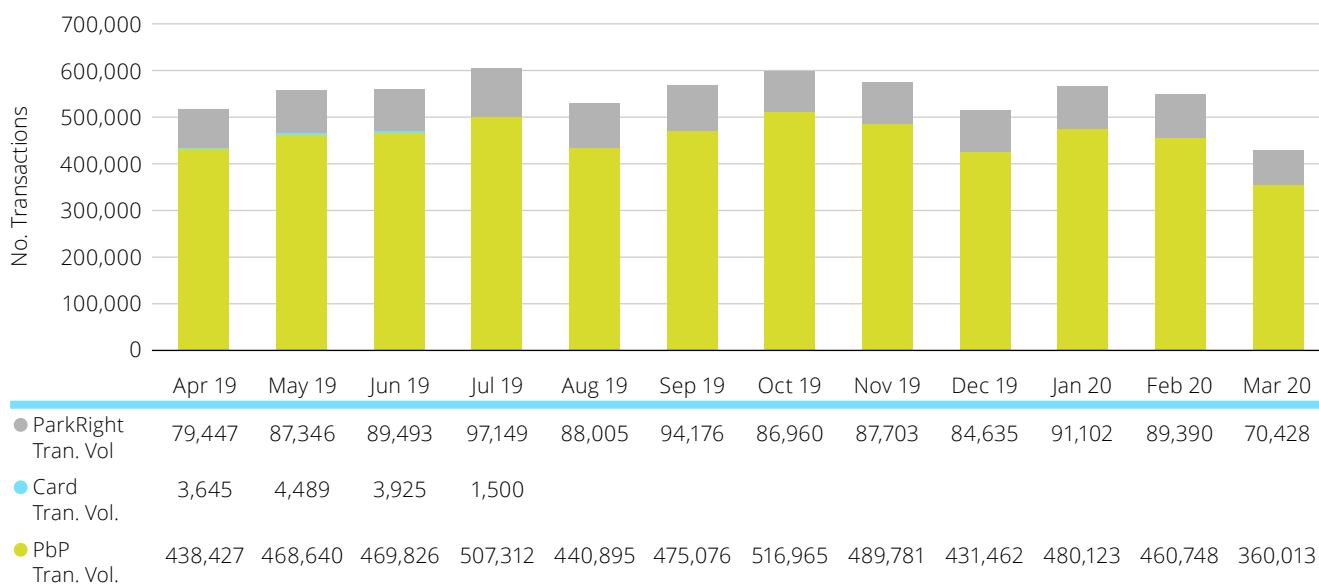
Telephony Volumes 2019/20



43.1 % of calls received by our Customer Contact Centre are PCN related, commonly customers enquiring about payment. The other main area relates to online permit enquiries.

Paid for Parking

Paid for Parking Transaction Volumes 2019/20



Demand for paid for parking continues to fall and this trend continued throughout 2019/20 as additional air quality measures, such as the diesel surcharge expansion and the Ultra Low Emission Zone (ULEZ), were introduced to discourage unnecessary car journeys throughout Westminster. There has been a further 6.8% reduction in the number of transactions compared to 2018/19 and this is prevalent across all parking zones. The number of monthly Pay by Phone (PbP) transactions did remain constant throughout the year although March 2020 experienced a marked drop due to COVID-19 restrictions. PbP still accounts for 84% of all Paid for Parking, however it is still a significant fall on the previous year. The payment facility available within the ParkRight app, introduced in April 2017, now accounts for 16% of all transactions, an increase on 2018/19. The few remaining on-street Pay & Display Terminals were finally decommissioned in July 2019 due to customers preferring to use more convenient payment methods such as mobile apps and telephone.

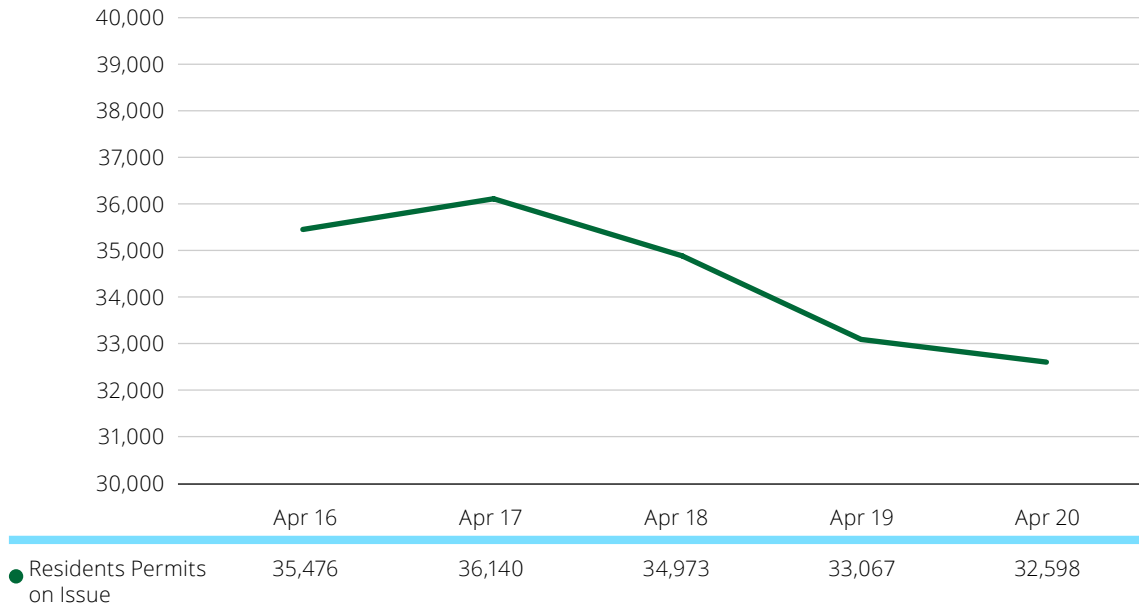
Residents Parking Permits

Resident permit charges are differentiated by engine size (< and >1200cc) and vehicle type (motorcycle and 'eco' vehicle). Specialist permit types, such as Doctors and Hospital, are a single set charge by type. Charges apply primarily to manage/restrain demand as the resident permit scheme is currently over-subscribed, which is particularly acute in certain parking zones within Westminster.

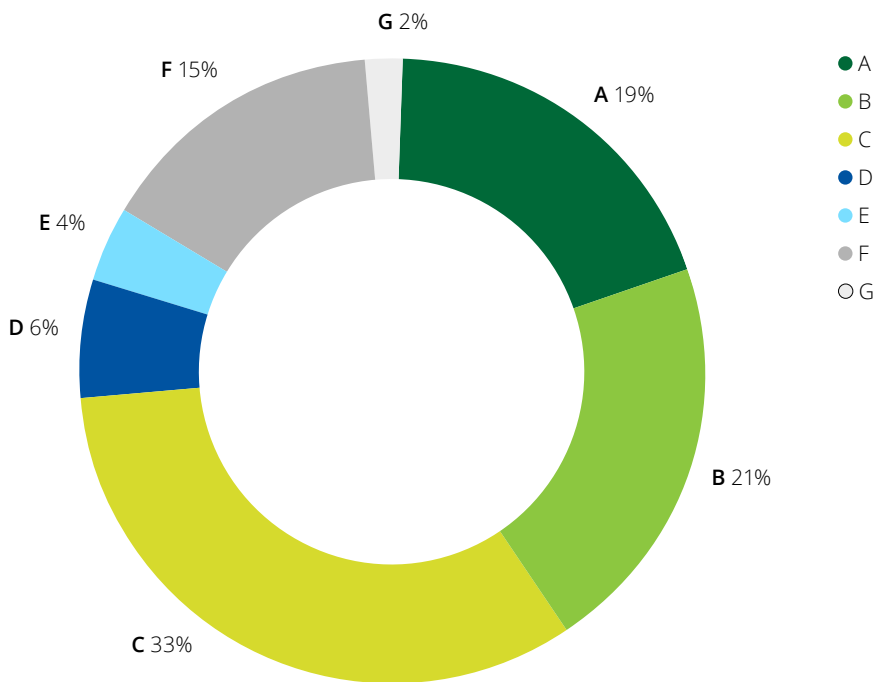
As at April 2020, there were 32,598 residents permits on issue across the city which is a 1.4% decrease on 2018/19 levels. However, the number of low emission permits continues to rise for the third consecutive year with a further increase of 34% on 2018/19 levels. There has been a distinct shift in people's transport patterns over the last few years; moving away from cars with an increase in greener options such as cycling and public transport. This along with increased car club membership shows that residents are adopting a different view on car ownership which is also evident in the increase in low emission permits.

We operate a fully integrated online system for resident permits, and online transactions account for the majority of applications and renewals. There is only a small number of permits processed by post or by emailing applications to Westminster Parking. Self service 'Your One Stop Express' hubs are available throughout the city which allows customers to complete an online permit application, with iPads and PCs being available for this purpose in Westminster libraries.

Residents Permits



Resident Permit on Issue 2019/20

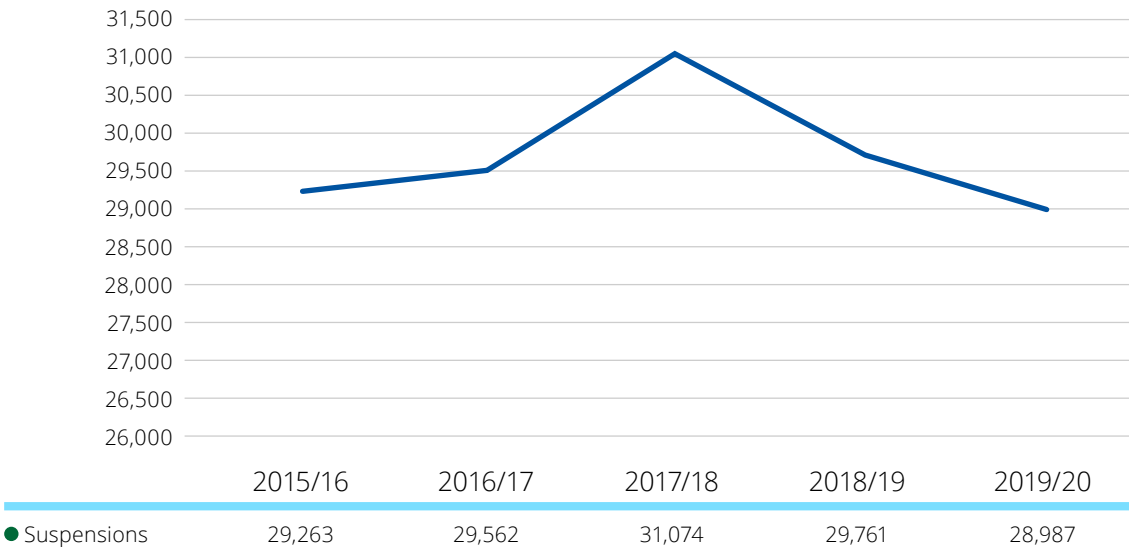


A-G refers to the resident parking zones that are in operation within the City of Westminster. A map detailing each of these zones can be found on our website at westminster.gov.uk/parking-zones-and-prices



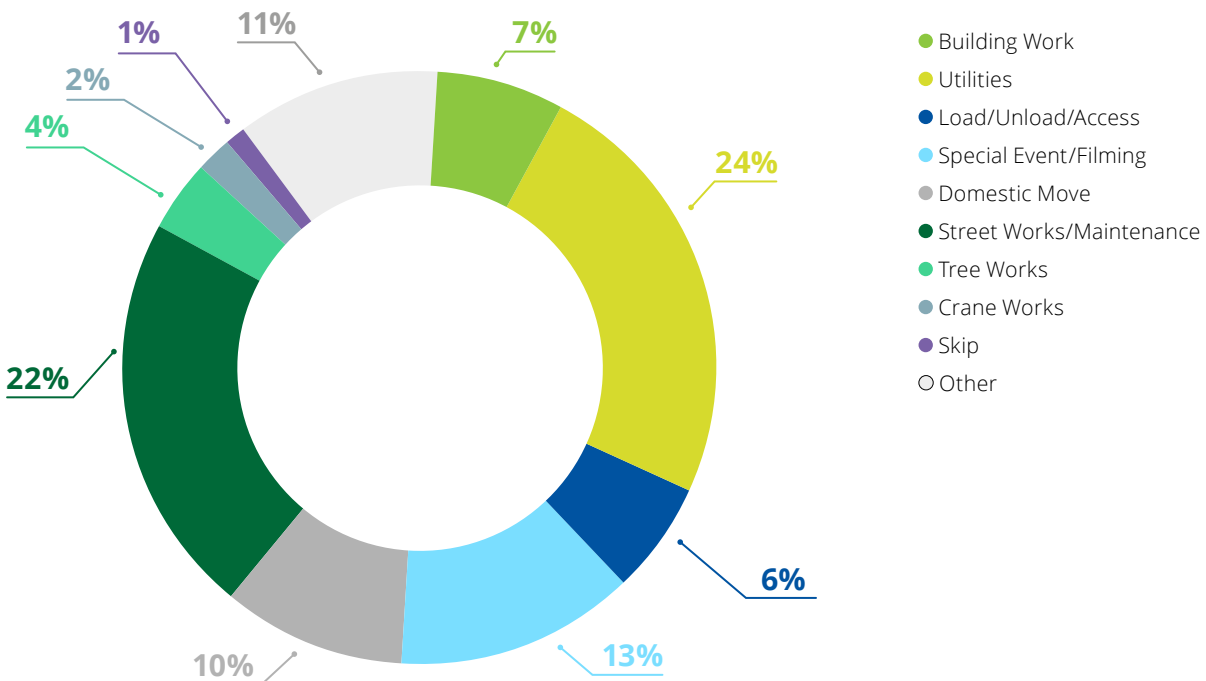
Bay Suspensions

Suspensions – Volume of Applications



Parking bays can be suspended for utility/highways works, building works, home and office removals and special events. We operate a tiered tariff structure where charges increase by duration of the suspension, which aims to discourage and deter unnecessary suspensions in order to manage kerbside demand more effectively. Charges also differ dependent upon location with a premium charged in areas of high parking stress. Although the volume of applications for suspensions received and suspensions granted fell by 2.6% during 2019/20, total revenue generated was 10% higher than the previous year. This can be attributed mainly to continued higher value commercial suspensions plus a concerted effort by the back office team in chasing down outstanding debts on unauthorised suspensions, i.e. where more space is used than has been booked, where a bay remains occupied for longer than booked for or where no suspension has been booked where it should have been. Commercial building works, including loading/unloading access, tend to be for the longer term and account for 66% of the total revenue generated. The average length of a suspension across all parking zones in 2019/20 was 5.4 days with an average 81% of total suspensions for 5 days and below which indicates that the tiered structure continues to be successful in maximising available kerbside space.

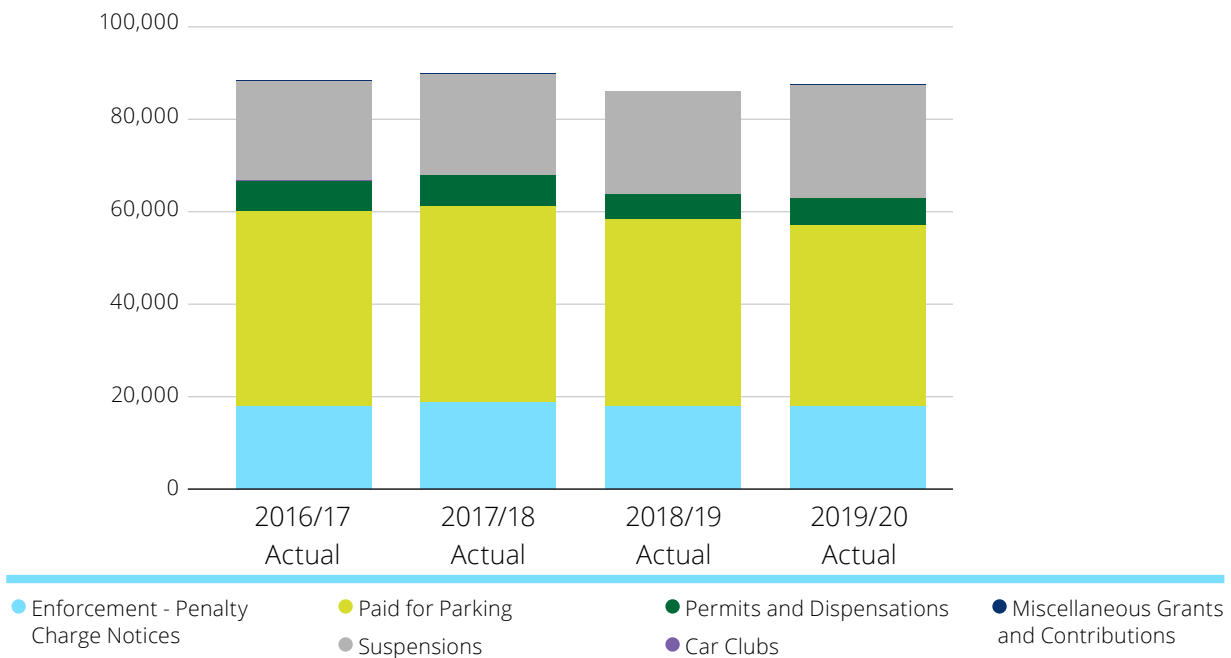
Suspension Requests 2019/20-Breakdown by Reason



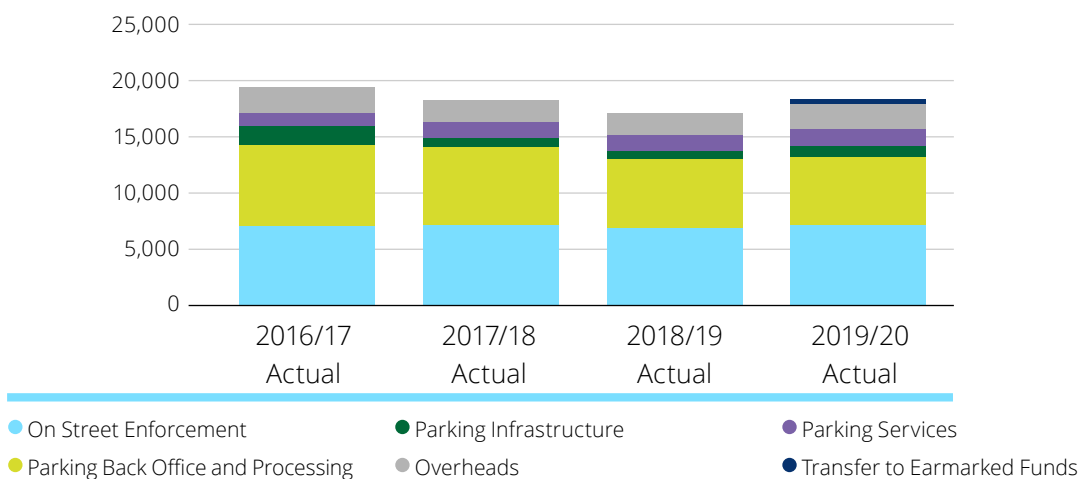
Financial Information

The reported level of revenue generated from the parking service for 2019/20 saw an increase of 1.4% over the previous year. PCN revenue increased by 2.4% in line with the increase in marshal issued tickets. The continued high level of kerbside permissions saw suspension revenue increase by 10% on 2018/19 levels. However, the decline in paid for parking transactions across the city resulted in a 3.8% drop in revenue, this was partly mitigated by additional revenue generated from the full rollout of the diesel surcharge. Restrictions imposed on street in March 2020 due to the COVID-19 pandemic had a significant effect on the level of parking revenue generated in the last remaining weeks of the financial year.

On-Street Parking Revenue



On-Street Parking Expenditure



Total expenditure in 2019/20 increased by 6.9% compared to 2018/19, to £18.3m. This is primarily due to a slight increase in on-street enforcement costs year on year plus a portion of additional revenue derived from the diesel surcharge was transferred to the Schools Clean Air Fund.

The surplus generated for 2019/20 was virtually the same level as that reported the previous year.

Parking Surplus (Contribution to PPRA)



| | 2016/17 Actual | 2017/18 Actual | 2018/19 Actual | 2019/20 Actual |
|---|-------------------|-------------------|-------------------|-------------------|
| ● Parking Surplus (Contributions to PPRA) | 68,826 | 71,589 | 69,453 | 69,471 |

Parking Income and Expenditure Statement

| Revenue | 2016/17 Actual | 2017/18 Actual | 2018/19 Actual | 2019/20 Actual |
|--|---------------------------|---------------------------|---------------------------|---------------------------|
| Enforcement - Penalty Charge Notices | 17,089 | 18,786 | 17,232 | 17,646 |
| Paid for Parking | 43,396 | 42,437 | 40,930 | 39,366 |
| Suspensions | 20,615 | 21,950 | 21,954 | 24,194 |
| Permits and Dispensations | 6,417 | 6,161 | 5,738 | 5,499 |
| Car Clubs | 278 | 278 | 553 | 837 |
| Miscellaneous (Inc. Grants and Contributions) | 405 | 196 | 200 | 273 |
| Total Revenue | 88,200 | 89,808 | 86,607 | 87,815 |
| Expenditure | 2016/17 Actual | 2017/18 Actual | 2018/19 Actual | 2019/20 Actual |
| On Street Enforcement | 7,126 | 7,315 | 6,892 | 7,313 |
| Parking Back Office and Processing | 7,158 | 6,883 | 6,195 | 5,980 |
| Parking Infrastructure | 1,677 | 883 | 615 | 973 |
| Parking Services | 1,289 | 1,282 | 1,547 | 1,455 |
| Overheads | 2,124 | 1,856 | 1,905 | 2,373 |
| Transfer to Earmarked Funds | | | | 250 |
| Total Revenue | 19,374 | 18,219 | 17,154 | 18,344 |
| Expenditure | 2016/17 Actual | 2017/18 Actual | 2018/19 Actual | 2019/20 Actual |
| Parking Surplus (Contributions to PPRA) | 68,826 | 71,589 | 69,453 | 69,471 |



