

Report for: Environment and Community Safety Scrutiny Panel – 3rd October 2019

Title: Update on Parking Transformation Programme

Report authorised by : Ann Cunningham – Head of Operations: Environment and Neighbourhoods.

Lead Officer: Fred Fernandes – Parking Schemes Manager

Ward(s) affected: All

Report for Key/ Non Key Decision: N/A

Summary

The Transport Strategy requires the development of a Parking Action Plan to meet modal shift aspirations and a reduction in congestion and corresponding improvement in air quality. The Parking Transformation Programme now allows an accelerated improvement programme that will take parking services to best in class over the coming three years, with the infrastructure to continue to develop the future service. This includes the following:

- Procurement of a new Parking Management IT System (PMIS)
- New operating model
- Extension of parking controls and moving traffic enforcement
- Service developments
- Review of existing Policy

New Parking Management IT System (PMIS)

The new Parking Management IT System (PMIS) will underpin most service improvements and will not only improve the efficiency of the on-street and back office services but will have direct and tangible benefits for anyone accessing our service. This will include, but is not limited to:

- End to end 24-hour self-service access to all parking services, i.e. permits, suspension of parking places and other parking permissions, without the need to interact with the Council.
- Virtual permits and Automatic Number Plate Recognition (ANPR) enforcement.
- New Disabled Badge administration arrangements, introducing the much-needed improvements.
- Remote briefing facilities for enforcement staff, ensuring clear communication lines and connectivity.
- ANPR enforcement of parking to aid and complement Civil Enforcement Officer (CEO) deployment.

- Mapping of enforcement activity to ensure that enforcement is prioritised in areas with greatest need.
- The ability to easily introduce complex environmental charging models to encourage the use of greener vehicles.
- Improved back office efficiency and recovery of outstanding debts.

New Operating Model

The proposed new operating model will unlock the benefits and efficiencies offered by the new IT system and will also ensure that adequate staffing resources are available to deal with demand and respond to customers and stakeholders in a timely and positive manner.

At the centre of this new operating model is a proposed dedicated business innovation team, bringing us in line with several high performing parking services. This team will take the transformation programme forward and ensure that the service continues to adapt to a fast-changing commercial, legislative, technological environment. It will ensure the insight and

analysis required to understand influences as well as building strong networking arrangements with external agencies and collaborating with partners to influence and unlock future funding streams and investment opportunities.

The parking service is expected to grow from £19m income to in excess of £26m over the coming three years. This new team will help stabilise parking finances, taking account of expected compliance arising from the Council's modal shift aspirations, as well as that arising from the extension of the Ultra-Low Emission Zone (ULEZ). Consideration is also being given to devolving speed enforcement to Local Authorities. While this is at a very early stage of discussions, it should be considered as something that the Council may need to respond to soon.

Extension of parking controls and moving traffic enforcement

Demand for parking controls across the borough exceeded our ability to respond, leaving parts of our community with congested roads and unable to park near their home for long periods. The additional capital investment now allows us to respond quicker to community expectations and an extensive programme of work is already underway.

The Council will also invest an additional £500k in extending moving traffic enforcement (banned turns box junctions etc) which is undertaken by CCTV cameras, across the borough to make our roads safer and less congested.

Service developments

In addition to service improvements directly attributable to the new IT system, we intend offering the following, with some elements being delivered immediately and others to be considered over time and are subject to further funding:

- Greater choices for paying for parking and will introduce contactless (card) facilities in our busier areas to complement the cashless (phone) arrangements already available.
- Digitally map all our parking restrictions and develop an interactive map that allows any interested party to establish parking arrangements in advance of any visit or indeed moving to the borough.

Review of Policy

The Haringey Transport Strategy is expected to deliver ambitious outcomes. Those outcomes cannot be achieved without changes to parking policy. The main changes proposed are as follows:

Charging policy

The Council already operates a CO2 emission-based charging structure for the majority of parking permits. To improve air quality, encourage model shift and the use of less polluting vehicles, we believe it necessary to take this further and tackle pollutants from diesel vehicles. We are therefore proposing to consult on the introduction of a surcharge for diesel vehicles both in relation to parking permits and short stay parking arrangements. Many boroughs have already introduced such measures and we believe it necessary to complement the ULEZ extension which will cover all of Haringey.

We also propose to continue to incentivise the use of lower polluting vehicles but will increase charges for higher polluting vehicles and consult on introducing an incrementally higher charge for permits in households with more than one vehicle per household.

We also propose consulting on introducing of a charge for motorised two-wheel vehicles. Those vehicles while emitting lower pollutants, do still contribute to emissions and are often a size that takes up a parking space and as such a charge should apply.

Permit policy

We will review our parking permit policy to ensure that it supports our strategic aims. This applies in particular to the Essential Service Permit Scheme, which is deemed essential to supporting Local Authority Services, NHS Health professionals, charities and not-for profit organisations who provide healthcare, counselling or social care to Haringey residents, but in some aspects now conflicts with our wider transport and air quality objectives.

Enforcement Policy

In recognition of the growing 24-hour economy and increase in parking on double yellow lines and footway parking into the early hours of morning, parking enforcement needs to be extended beyond the current threshold of 10pm. The current threshold was established in response to the introduction of Wood Green Inner CPZ which is operational until 10pm 7 days a week. There is now a need to extend enforcement beyond this.

Disabled parking arrangements

We will move towards the introduction of dedicated disabled parking bays and review the eligibility criteria ensuring that those in need of the concession can access it through a transparent arrangement. In addition, we will improve administration of the Disabled Blue Badge Scheme, through the introduction of the new IT system, as well as making more information available on our website. We will ensure that our front-line staff are well informed and well trained and able to respond quickly and politely to all enquiries and requests. The

proposed new Business innovation team will also ensure an oversight of this service, ensuring that systems and processes are reviewed periodically, and that front-line delivery, including arrangements with our NHS partners who undertake mobility assessments are measured to ensure excellence in delivery.

Controlled Parking Zones

The approach adopted in recent years was to only progress the implementation of a controlled parking zone (CPZ) when there is clear evidence of community support. This also involves a requirement for petition signed by residents before it being added to the works programme. This has worked well, and we propose to formalise this approach, which based on current demand, will ultimately achieve borough wide coverage within the next three years.

This current approach has offered residents a choice of operational hours, which to date has included the option of two-hour controls. While this has worked well, going forward consideration needs to be given to measures required to reduce unnecessary private vehicle trips, and a two-hour CPZ may not achieve the level of reduction required to meet transport strategy aspirations.

Modal Shift / Road Space Hierarchy

In order to reduce private car use and move to more sustainable means of transport, when introducing new CPZs, if possible and appropriate we will consider reducing the numbers of residential and shared use parking spaces provided, and reallocate that space to electric vehicle charging points, cycle hangars, planting or refuse storage – subject to available funding.

Next Steps

A number of the measures outlined above will require Cabinet decision and so over the coming months we will be bringing a number of reports to Cabinet:

- **Sept - Civica Extension and New Parking Management IT System (PMIS)**
- **Sept - Blue Badge and Disabled Bay Operational Review**
- **Oct - Nuisance Vehicle Contact**
- **Jan - ULEZ readiness**
- **Jan - Contactless Card Payment**
- **Feb - Review of Essential Service Permits (ESP's) and Teacher Parking Provision**