

MAYOR AND CABINET			
<b>Report Title</b>	Response: Parking Policies and Associated Charges		
<b>Ward</b>	All	<b>Item No.</b>	
<b>Contributors</b>	Executive Director for Customer Services		
<b>Class</b>	Open	<b>Date</b>	7 December 2011

## 1. Purpose

- 1.1. On 15 September 2011 the Sustainable Development Select Committee considered a report on parking and made recommendations requiring a response from the Executive Director for Customer Services. This report now sets out the responses to the recommendations that were made.

## 2. Policy Context

- 2.1 The Council's policy framework sets out the priorities ensuring efficiency and equity in the delivery of excellent services to meet the needs of the community. The work to attract the best possible contract for the provision of the Council's parking services meets the requirements of the existing policy framework, in particular the Sustainable Community Strategy.
- 2.2 The London Plan details the overall strategic plan for London setting out an integrated economic, environmental, transport and social framework for the development of London over the next 20 - 25 years.
- 2.3 The London Mayors' Transport Strategy: Proposal 124 will seek to ensure fair and consistent enforcement of parking and loading regulations across London.

## 3. Recommendation

It is recommended that the Mayor:

- 3.1. Note the responses contained in this report; and
- 3.2. Agree that the report should be forwarded to Sustainable Development Select Committee for their consideration.

## 4. Response to recommendations

- 4.1 **The Committee would like to see a full cost breakdown of the finances related to controlled parking zones including all related income and expenditure, and performance against predicted income for 2011/12 so far.**

### Response

- 4.1.1 A full cost breakdown of the finances related to controlled parking zones is provided in Appendix 1.

- 4.2 **The Committee recommends that the level of price increase in relation to visitor parking permits be reviewed. The Committee also recommends that, whilst reviewing the impact of the recent price increase, consideration be given to the options of (i) providing a number of “free” visitor permits with every residents permit issued and (ii) introducing a 1 hour visitors permit in addition to the current 5 hour visitors permit.**

Response

- 4.2.1 All permit costs were reviewed as part of the 2011/12 budget process and the new charges were set at similar levels to neighbouring boroughs. Following the implementation a further review is in progress which is due to report to Mayor and Cabinet as part of the budget report in February 2012.
- 4.2.2 Any offer to reduce the cost of permits or offer free permits will have an impact on income and charges would need to increase elsewhere to offset this loss. It is for this reason that it is not recommended that an offer of free visitor permits is made with the purchase of a residents permit. However, as part of the Council’s introduction of on line permit application and renewal the Council will give an option to buy a set of 10 visitor permits at a reduced cost. The exact reduction has yet to be determined.
- 4.2.3 At present visitor permits can be purchased for a ½ day at £2.80 or a full day at £5.60. The cost of producing a permit makes anything less than ½ day not financially viable as the cost of permit production is £1 per unit and administration plus delivery costs would need to be added to this.
- 4.3 **The Committee recommends that the differentiation of charging at different locations within the borough is reviewed, with reference to charging appropriate to the attractors in the surrounding area and impact on local businesses.**

Response

- 4.3.1 Lewisham implements CPZ where the majority of local residents are in favour of such schemes being installed. This approach will generally focus the location of CPZ where there are more significant parking attractors such as railway stations or other such amenities already exist. In this respect in current process of developing and implementing CPZs does provide some level of differentiation in CPZs are focused around the key parking attractors.
- 4.3.2 In addition, the introduction of a differentiated charging in one CPZ would be likely to have an impact on surrounding CPZs and these affects are likely to be very difficult to forecast. For these reasons a differentiated charging policy is not favoured.
- 4.4 **The Committee is currently undertaking an in depth review into “Financial Exclusion” in Lewisham. The Committee recommends that the potential financial exclusion of some people by the administration of CPZ charging be considered when preparing to tender for the renewal of the parking contract.**

**Specific consideration should be given to spreading payments for permits across the year in line with Council Tax payments, and the associated costs of alternative payment methods, such as mobile phone payment.**

Response

- 4.4.1 The Council cannot offer payment by instalment for residents permits using its current systems. This is because it would be very difficult to withdraw a paper permit following a missed instalment once it has been issued. However, the Council plans to introduce 'virtual permits' as part of the new parking services contract. Virtual permits will allow the immediate withdrawal of a permit for non payment and therefore enable the Council to offer payment by instalments.
- 4.4.2 As part of the 2010/11 budget process the Council agreed a saving of £200K by the removal of the pay and display machines and replacing them with mobile telephone payment. This option is already used successfully elsewhere and has been shown to improve compliance and achieve high levels of customer satisfaction. However, the Council is aware that not all customers will have access to a mobile phone so a further back up option will be needed. This change will require a significant investment so will be included as a development requirement in the specification for the new contract.
- 4.5 **The Committee recommends that 2 hour CPZ be considered by the Council.**

Response

- 4.5.1 Lewisham has looked into the feasibility and effectiveness of 2 hours CPZs in the past. Through implementing short time CPZs would require lower costs of permits commensurate with the time parked. This creates an issue on the cost to administer permits which is currently circa £1 and as such would make a 2 hour CPZ uneconomic and detract from the benefits of the CPZ being in place.
- 4.5.2 Where CPZs have already been implemented the introduction of a 2 hour CPZ would require extensive re-consultation of the existing CPZs on the basis that significant change to the CPZ would be applied. This process would be expensive to implement and create additional administrative costs in implementing the differential charging.

**5. Financial Implications**

- 5.1 The recommendations made in this report have no direct financial implications.
- 5.2 Car parking charges are being reviewed as a part of the budget review process for 2012-13 and will be reported back to Mayor and Cabinet in February 2012. Any change to the charging for CPZ's will have significant financial implications and will require detailed analysis prior to proposals going forward for consultation.

**6. Legal Implications**

- 6.1 There are no direct legal implications arising from this report.

**7. Crime and Disorder Implications**

7.1 There are no direct crime and disorder implications arising from this response.

**8. Equalities Implications**

8.1 The introduction of payment by instalment for residents permits as part of the new contract will help those on low incomes.

**9. Environmental Implications**

9.1 There are no environmental implications arising directly from this report.

**10. Background Papers and Report author**

10.1 There are no background papers on this report.

10.2 If you require further information about this report, please contact Ralph Wilkinson, Head of Public Services on 020 8314 6040.