

Westminster's Parking Policy Review

(2010-11)

The Council's vision for Westminster is a Living City where families can thrive, businesses are successful and visitors enjoy the best on offer in London.

Westminster functions as a national and international centre for business, shopping, arts, culture and entertainment, higher education and healthcare. The City's 47,000+ businesses provide 577,000 jobs which is 14% of all those in London and more than the City of London and Canary Wharf combined. The diversity of Westminster's employment market reflects the City's mixed character and contributes to its economic resilience. Over 70% of these businesses are small businesses employing fewer than five people and about 85% employ fewer than ten people.

Our residential population of approximately 240,000 swells to over 1m every day as a result of the substantial influx of workers, visitors and tourists that visit this area. This pressure is intense and is central to both the city's character and many of its challenges. It places enormous demands on our transport network and parking provision as well as our historic public realm. In consequence many locations struggle to accommodate the sheer extent of transport movement that prevails each day and often into the night and which almost always involves an element of walking.

The influx of visitors also extends into the evening with many more people coming into the City to enjoy its vibrant nightlife, particularly in the West End. The high level of activity at all hours of the day and night presents particular challenges for us in terms of increased noise, poor air quality and collecting and recycling waste and refuse. Similarly, our businesses need to ensure that they can receive regular deliveries and other services that they depend on.

We, therefore, need an approach to parking which balances the needs of our residents with those of our visitors, and supports businesses whilst keeping traffic moving. This Parking Policy Review will help us to understand how you travel and park around the City so that we can respond in a way which will enable us to meet the challenges of the coming decade.

Westminster's Parking Policy Review (2010-11)

In this questionnaire we have tried to ask specific questions which will provide information on travel and parking patterns and then break your responses down into different 'types' of parking issues. This will help us to focus on the more general concerns. The questions are a mix of 'tick box' and more open ended enquiries so that you have plenty of opportunities to give us your thoughts.

We value everyone's opinion and we are looking at the Council's parking policies **at a strategic level** and how our policies can be adapted or changed for the future. **If you have a particular local concern about parking, or wish to contest a Penalty Charge Notice (PCN), then please contact the Parking Information Line on 020 7823 4567 or by email www.westminster.gov.uk/parking**

The questionnaire is structured around 6 sections as follows:

- A. Questions about residents' and visitors' parking
- B. Questions about servicing and deliveries
- C. Questions about parking, servicing and deliveries in the West End
- D. Questions about 'Green' parking
- E. Questions about how you travel and park in Westminster
- F. About You

Whilst you may not use all the parking facilities we ask about in the questionnaire please answer as fully as you can. If you are unable to complete the whole questionnaire please at least try to complete Section E which seeks your views about how you travel and park in Westminster.

If you have any problems regarding this questionnaire or need it in a different format, please do not hesitate to contact us on parkingreview2010@westminster.gov.uk.

You can download this questionnaire on-line at: www.westminster.gov.uk/parking/****

**All questionnaires should be completed and returned by no later than **
November 2010**

Section A – Residents’ and visitors’ parking

Residents can apply for a resident parking permit for the zone in which they live. Currently there are two types of resident bays – ‘resident only bays’ and ‘shared use bays’. As of summer 2010, approximately 35,000 residents’ parking permits have been issued of which there are approximately 30,000 residents’ bays available on the street. Whilst some of this surplus is compensated for by allowing residents to park their vehicles on yellow lines in certain areas at night and/or at weekends, it remains the case that there are more residents’ permits than spaces. Your views on residents’ and visitors’ parking will help us to understand if changes are required.

1. Are you a Resident Parking Permit Holder?

Yes No Other, please advise.....

2. If you are a Resident Parking Permit Holder, do you experience any difficulties in finding a space in a residents’ parking bay **during the day**?

Great Difficulty	Some Difficulty	No Difficulty	Don’t know	Other, please advise

If you do experience difficulty, can you state in which Parking Zone (See the map at the end of this questionnaire or the back of your Residents’ Parking Permit to identify the Parking Zones in Westminster) or area in Westminster?

.....

3. If you are a Resident Parking Permit Holder, do you experience any difficulties in finding a space in a residents’ parking bay **at night**?

Great Difficulty	Some Difficulty	No Difficulty	Don’t know	Other, please advise

If you do experience difficulty, can you state in which Parking Zone (See the map at the end of this questionnaire or the back of your Residents’ Parking Permit to identify the Parking Zones in Westminster) or area in Westminster?

.....

4. Do you agree that there should be a cap or limit on the number of residents' parking permits issued per household. Currently there is no limit.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Other, please advise

5. In some areas of Westminster there is a limited availability of residents' parking. One way of addressing this concern is to charge a higher amount for a second permit per household. Would you agree there is a case for this?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Other, please advise

6. If you regularly park in Pay by Phone, Paid Visitor parking bays or on yellow lines when permitted, i.e. at night or at weekends, do you experience any difficulties in finding an available space?

Great Difficulty	Some Difficulty	No Difficulty	Don't know	Other, please advise

If you do experience difficulty, can you state in which Parking Zone (See the map at the end of this questionnaire or the back of your Residents' Parking Permit to identify the Parking Zones in Westminster) or area in Westminster?

.....

7. Do your visitors experience any difficulties in finding a parking space in Westminster?

Yes No Other, please advise.....

If they do experience difficulty, can you state in which Parking Zone (See the map at the end of this questionnaire or the back of your Residents' Parking Permit to identify the Parking Zones in Westminster) or area in Westminster?

.....

8. If you have answered YES to question 7, would you support the following options to improve visitor parking?

	Strongly Support	Support	Neutral	Do not Support	Strongly do not Support	Other, please advise
Visitor Electronic Permits						
Shared Use Bays						
Visitor Scratchcard						

9. Please use this box to provide us with any further comments regarding residents' and visitors' parking

Section B – Servicing and deliveries

Westminster is an important centre for commerce and it is important to our economy to ensure that our businesses can receive their deliveries by van, heavy good vehicles, courier bikes etc and carry out their daily work. Making sure that this happens safely while keeping traffic moving can be a challenge in an historic city where residents and businesses exist side-by-side. Your views about servicing and deliveries from goods vehicles on the street will help us to understand how to achieve such a balance.

1. If you receive deliveries at your **home address** in Westminster do you agree that the on-street loading and waiting provision is adequate given the local road space constraints?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Do not know	Other, please advise

2. If you receive or send out deliveries from your **work address** in Westminster do you agree that the on-street loading and waiting provision is adequate given the local road space constraints?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Other, please advise

3. If you are a logistics, courier, road haulage or a delivery company operating in Westminster do you agree that the on-street loading and waiting provision is adequate given the local road space constraints?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Other, please advise

4. Please use this box to provide us with any further comments regarding servicing and deliveries

Section C – Parking, servicing and deliveries in the West End

The streets of the West End are well used by pedestrians and through traffic, drivers seeking to park and wait on the street, where access is required by emergency vehicles, there is increased presence of cyclists, London buses, theatre coaches, drivers of taxis and private hire vehicles, pedi-cabs and Tuk Tuks etc. Adding to these pressures is the increasingly prevalent 24/7 entertainment and business activity that requires access for cleansing and enforcement vehicles. All of these demand or are seeking greater access to the intensively used kerbside. With the 2012 Olympic and Paralympic Games fast approaching, the West End is likely to be busier than ever. In order to help us plan for the 2012 Games and for the long term future of the West End, your views on parking, servicing and deliveries in this area would be welcomed.

1. If you live in, work or visit the West End, what priority do you think the Council should give to the following kerbside uses?

(Please prioritise each kerbside use from a range of 1-5 where **1 represents your lowest** priority and **5 your highest** priority)

Types of kerbside uses	1	2	3	4	5	Comments
Cars and other Private Vehicles						
Car Club spaces						
Cleansing and Refuse/Recycling Vehicles						
Coaches and Round London Sightseeing Buses						
Cyclists (including Barclays Cycle Hire)						
Delivery/Goods Vehicles						
Electric Vehicles						
Emergency Vehicles						
London Buses						
Motorcycles/Scooters						
Pedestrian access						
Pedestrian access to and from Underground stations						
Pedestrian access to and from National Rail stations						
Private Hire Vehicles (non black cab private hire cars)						
Taxis (black cabs)						
Other forms of transport eg 'Pedi cabs' (rickshaws) and Tuk Tuks (small three wheeled motorized vehicles)						
Other, please advise						

2. Do you drive into the West End at night?

Yes; **Go to question 4.**

No; **Go to question 3.**

Other, please advise

3. If you **do not drive** into the West End at night, which type of transport do you usually use and why?

Type of Transport	Reason
Walk	
Cycle	
Barclays Cycle Hire	
Motorbike or Scooter	
London Bus	
Underground	
National Rail	
Taxi	
Electric car	
Car Club	
Delivery/Good vehicles	
Health or Social Services transport	
Other please advise	

4. If you drive into the West End at night, for example, to visit the theatre, eat at a restaurant, go to a night club, visit a casino, etc what, if anything, would make you leave your car at home and use an alternative form of transport?

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5. If you drive into the West End do you park on-street or in an off-street Westminster City Council Car Park or another car park (e.g. NCP)?

Type of car parking	Yes	No	Other, please advise
On-street			
Off-street Westminster City Council car park			
Off-street other car park (e.g. NCP)			
Other location e.g. workplace			

6. If you park in a car park or another **off-street** location, what makes you choose to do so?

Reason	Yes	No
Cost		
Proximity		
Vehicle Safety		
Personal Security		
Availability of space		
Other, please advise		

7. If you park **on-street**, what makes you choose to do so?

Reason	Yes	No
Cost		
Proximity		
Vehicle Safety		
Personal Security		
Availability of space		
Other, please advise		

8. Please use this box to provide us with your comments on parking, servicing and deliveries in the West End.

Section D – ‘Green’ Parking

Over the past ten years new types of electric and hybrid vehicles have become more prevalent. The City Council has led London in the provision of charging points for electric vehicles and as of September 2010 some 21 on-street spaces have been provided at 13 locations. Currently those charging their car at one of our charging points do so for ‘free’ if they pay an annual subscription. Electric vehicles are also entitled to free parking on certain bays and up to the advertised ‘maximum stay’ period advised on the street sign. Transport for London (TfL) is currently considering a scheme that will encourage more charging points across London.

Other green initiatives include the Westminster Car Club (‘Zipcar’) which currently has 2,600 members. As part of our review of our planning policies we are considering promoting more Car Clubs and also whether we should allow new residential development on the basis that it is ‘permit free’ – i.e. where residents of that development would not be entitled to a residents parking permit. This is already common in Camden and Kensington & Chelsea as well as other central London boroughs.

1. Do you support the provision of more electric vehicle bays?

Strongly Support	Support	Neutral	Do not Support	Strongly do not Support	Other, please advise

2. If you do support the provision of more electric vehicle bays, should they be provided in place of other bays?

Yes No Do not know Other, please advise.....

If yes, what type of bays.....

3. If you think that more electric vehicle bays are a good idea, where should additional bays be located?

Please advise where (post code – first 3-4 characters only or area in Westminster).....

4. Do you agree that the supply of electricity for electric vehicles should continue to be free of charge?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Other, please advise

5. Do you agree that on-street parking for electric vehicles should continue to be free of charge on certain bays up to the advertised 'maximum time' identified on the street?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Other, please advise

6. Do you agree that the Council should consider other on-street parking concessions to encourage the use of more environmentally friendly vehicles?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Other, please advise

7. Are you a Member of the Westminster Car Club ('Zipcar') or another car club?

Westminster Car Club

Yes No Other, please advise

Other Car Club

Yes No Other, please advise

8. Should there be more dedicated Westminster Car Club ('Zipcar') or other car club bays on the street?

Yes No Other, please advise.....

9. If you have answered YES to the above question, should these be provided instead of other parking bays?

Yes No Other, please advise.....

If yes, what type of bays?.....

If yes, please advise where (post code or area).....

10. If you were unable to purchase a residents' parking permit, would this deter you from living in Westminster?

Strongly Deter	Deter	Would not Deter	Don't know	Other, please advise

11. Please use this box to provide us with any further comments regarding 'green' parking.

A large, empty rectangular box with a thin black border, intended for providing further comments regarding 'green' parking.

Section E – How you travel and park in Westminster

The pressure on our transport and parking network is substantial so we wish to understand better how, when and where residents, workers and visitors travel and how those who drive, park. This important feedback will enable us to understand if there are any particular Controlled Parking Zones or areas of parking concern or stress.

1. Which of the following types of transport do you usually use in Westminster? (Tick all that apply)

Main mode	Monday to Friday	Saturday	Sunday
Walk			
Cycle			
Barclays Cycle Hire			
Motorbike or Scooter			
London Bus			
Underground			
National Rail			
Car or other private vehicle			
Taxi			
Electric car			
Car Club			
Delivery/ Good vehicles			
Health or Social Services transport			
Other please advise			

2. Where do you usually travel to **in** Westminster? (please state post code (first 3-4 characters only) or state location(s) from the list below)

Bayswater Belgravia China Town/Leicester Square Church Street Covent Garden Fitzrovia Harrow Road Knightsbridge Lisson Grove	Maida Vale Marylebone Mayfair Millbank Paddington Pimlico Queen's Park Queensway Regent's Park Soho	St James's St John's Wood Strand/Aldwych Victoria Westbourne Grove Westbourne Park Westminster Whitehall West End Other (please state)
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Monday to Friday	Saturday	Sunday
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3. Is there an area **outside** of Westminster which you usually travel to? (please state post code (first 3-4 characters only) or state location below)

Please state your usual destination	Monday to Friday	Saturday	Sunday

4. Taking an average day, at what time do you usually travel? (Tick all that apply)

Time of day	Monday to Friday	Saturday	Sunday
6am to 10am			
10am to 4pm			
4pm to 7pm			
7pm to Midnight			
Midnight to 6am			

5. How many journeys do you usually make on an average day?

Number of journeys	Monday to Friday	Saturday	Sunday
1-2			
3-4			
5+			
Other			

6. If you drive a vehicle, where do you **usually** park in Westminster when you are:

Parking type	At Home	At Work	Out Shopping	Out Socialising (theatre, restaurant, etc.)	Other please advise
Resident Permit Bay					
Pay by Phone bay					
Pay and Display bay					
Disabled bay					
Loading bay					
Motorcycle and Scooter bay					

Off street public car park					
Off street car park at place of work					
Special bays e.g. doctor, diplomat bays					
Single yellow lines where permitted					
Other – please advise					

7. Do you agree that parking provision for powered two wheel vehicles (motorcycles, scooters etc) is adequate?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know	Other, please advise

8. How should the City Council prioritise its scarce kerbside space, given the intense demand for access during the day and night?

9. Is there a street(s) in particular where you consider parking to be of greater concern?

9. Are there any other general questions regarding parking?

10. Finally, what do you think are the three key priorities for parking in Westminster?

1.

2.

3.

Section F – About You

1. Are you? Male Female

2. Are you a? Resident Employee Business Owner
 Tradesman Visitor Student
 Diplomat Courier/Delivery Driver
 Other (please state).....
 (Please tick all that apply)

3. What is your ethnic background?
 Asian/Asian British Chinese
 White Black/Black British
 Mixed ethnic background Other ethnic group

4. Which of the following age groups do you fall into?
 Under 16 16-24 25-34 35-44 45-54 55-64
 65-74 75-84 85+

5. How long have you lived/worked in Westminster?
 Less than 3 months 3 to 12 months 1 to 2 years 3 to 5 years
 6 to 10 years 11 to 15 years 16 to 20 years More than 20 years
 Always lived here Do not live/work here

6. **For employers/employees only:**
 Where do you work in Westminster? Postcode (first 3-4 characters only)

7. **For residents only:**
 Where do you live in Westminster? Postcode (first 3-4 characters only)
 How many people live in your household? 1 2 3 4 5 6+
 How many vehicles in your household? 0 1 2 3 4 5+

Thank you for your time in completing this questionnaire

Completed copies of this questionnaire should be returned to the

- Online address parkingreview2010@westminster.gov.uk

or

- The Freepost address:

The Westminster Parking Policy Review 2010-11

Westminster City Council

10th Floor - West

Westminster City Hall

64 Victoria Street

London SW1E 6QP

Appendix

This section provides additional information on the following:

- The context for our Parking Policy Review;
- Our Legal Duty in regard to parking;
- Time line for the Parking Policy Review; and
- A useful glossary of terms about parking in Westminster

Parking Policy

Although we have made incremental changes to our approach to on-street parking over recent years, we last undertook a major strategic revision of our on-street parking policies back in 2001. In 2001 our policies for on and off-street parking, as part of our wider planning and transport objectives, were set out in the City of Westminster Unitary Development Plan (UDP). This is being updated by what is known as the Local Development Framework (LDF) – a more spatial planning policy framework. The LDF will contain the planning, development and transport policies for Westminster and this Strategic Parking Review (2010-11) will fully inform that process. The LDF consists of an overarching plan called the Core Strategy (looking ahead some 15-20 years) and a more detailed policy document called the City Management Plan (CMP). In addition, strategic policy in the form of the Mayor's London Plan, the Mayor's Transport Strategy and central Government guidance and advice all now necessitate a review of our approach to how the street is managed in terms of the parking of vehicles, access to the kerbside and its influence over the management of traffic. We are also required to produce a statutory transport 'Local Implementation Plan' (LIP) which sets out the key transport initiatives and schemes that we will seek to deliver between 2011/12 to 2013/14.

Our Legal Duty

The Network Management Duty, introduced by the Traffic Management Act 2004 (TMA), places an obligation on the City Council to ensure the 'safe and expeditious movement of all traffic' including pedestrians. In particular, we must operate a parking service that fairly balances the needs of all road users. The Road Traffic Regulation Act 1984 (RTA) also requires us to:

- Secure the expeditious, convenient and safe movement of vehicular/ other traffic including pedestrians and the provision of suitable and adequate parking facilities on/ off the highway;
- Secure and maintain reasonable access to premises;
- Regulate and restrict the use of roads by heavy commercial vehicles;
- Facilitate the national air quality strategy;
- Facilitate the passage of public service vehicles and to secure the safety and convenience of those using such vehicles; and
- Any other matters that appear to us as the City Council to be relevant.

These require us not only to provide, manage and enforce adequate parking provision but also take account of traffic management, road safety, social and environmental priorities.

Timeline for the Westminster Parking Policy Review 2010-11

Stage 1 - October- November 2010	Full Public Consultation using this questionnaire, Area Forums and targeted stakeholder meetings.
November - December 2010	Analysis of all responses and production of Consultation Report. Development of initial 'policy options' to test at themed focus group meetings.
January - February 2011	Focus Groups and formulation of detailed policy options.
Stage 2 – Feb - March 2011	Consultation on detailed parking policy options and analysis of responses.
1 April 2011	Revised policies adopted for parking purposes.

Glossary of terms and how Westminster compares with other London boroughs

Westminster Position		London Position
Controlled Parking Zones (CPZs)	In respect to Pay by Phone and other Paid Visitor parking provision Westminster is split into six separate CPZs which are differentiated by their respective hours of control – see map at end of questionnaire	CPZs are common across London as a tool for managing parking. However, these do not tend to cover the whole local authority area
Deliveries	The Council has guidelines to enable deliveries to residents and local businesses to be made easier whilst not disrupting other road users. For example, outside of peak hour periods from 11:00am onwards delivery vehicles have a period of 20 minutes maximum for waiting for unloading (40 minutes for heavy goods vehicles) which is considered to be a reasonable time for such activity. For other commercial vehicles such as brewery vehicles and Dyno-rod vehicles there are further concessions provided	Across London a proposed standard limit of 40 minutes for loading and unloading is being considered.
Disabled Parking	Westminster recognises the national Blue Badge scheme within limitations and operates a separate White Badge scheme for residents and those employed in the City. Holders of White Badges can park for free of charge indefinitely in resident's parking bays, paid-for bays as well as disabled bays for a maximum of four hours	Similar badge schemes are operated in the London Borough of Camden, The Royal Borough of Kensington & Chelsea and the City of London and these provide more limited concessions to Blue Badge holders. Elsewhere in London the Blue Badge remains standard
Enforcement	Parking and moving traffic contraventions are enforced by Civil Enforcement Officers (CEOs), wireless CCTV, and mobile CCTV vehicles. The current enforcement contract is based on compliance measures	Parking enforcement is typically undertaken by contractors on behalf of London boroughs although in some such as the London Borough Croydon this is undertaken in house

Green vehicles/parking	Electric vehicles receive free parking in paid-for bays (up to the maximum stay). The City Council currently supports the rolling out of on-street charging for electric vehicles. Hybrid cars do not generally receive discounts but can be eligible for a lower cost resident's permit	The London wide position varies but a range of London boroughs, including Haringey and Bexley offer no discounts for electric vehicles
Hours of control	The controlled parking hours vary across Westminster – depending on which zone you are in and at what time of day or even day of the week. For example, on some sections of road with yellow lines parking is not permitted during the day but it is during the evening. For more information please consider the Controlled Parking Zone signs on the street or contact www.westminster.gov.uk/parking	Across London most boroughs extend their controlled hours of parking in certain areas according to differing demand and traffic conditions
Methods of Payment	Westminster operates a cashless parking policy on-street, with Pay by Phone, pay and display and scratch card payment on offer	Westminster is the only borough to have entirely removed cash from on-street parking. Pay by Phone is an option in some London boroughs as a mix of payments
Parking for Residents	Residents are eligible for a resident parking permit. The cost is variable dependent on engine size and payment method and is payable annually	All London boroughs offer some form of resident parking permit. Variations include different validity periods and differential charging depending on zone of residence
Parking for Visitors	A Visitor Parking trial is currently being piloted in Zone C (St. John's Wood) with shared-use bays operating during daytime hours	Some London boroughs operate scratch card schemes which residents can purchase to enable their visitors to park in restricted areas such as in residents' bays
Trade Parking	Trade permits are available for purchase by both tradesmen and residents. These are valid in a sub-zone for up to seven days	London boroughs offer a variety of trade permits schemes. Some also offer dedicated business parking bays and/or permits

For more information about all parking services in Westminster please visit www.westminster.gov.uk/parking

Parking Zone

Legend:

- Blue: Zones A1 through A10
- Yellow: Zones B1 through B10
- Red: Zones C1 through C10
- Green: Zones D1 through D10

Map Reference: 1000-0000

Date: January 2000 / Map Reference

Date: January 2000 / Map Reference: 2605

