



City of Westminster

City
for
All

Westminster Annual Parking Report

2020/21

Foreword

As Cabinet Member for City Management, I am pleased to present Westminster City Council's Annual Parking Review 2020/21.

The aim of the Parking Department is to deliver an efficient service that is fair, easy, and safe for everyone parking across our city. However, our service has seen a number of changes as result of the Covid-19 pandemic.

The past year presented us with unprecedented challenges, but despite these difficulties, the Council continued to introduce key policies to improve our service of delivery to both residents and visitors. To recognise our NHS, care and key workers, free parking was offered to many front-line workers during the pandemic. It was our view that no key worker should have to pay parking charges during the initial crisis period.

As we transitioned out of lockdown, the introduction of our Movement Strategy enabled residents and those who work in the city to move around Westminster safely, with the use of temporary footway widening at key traffic hubs. In addition, we offered support for hospitality businesses, offering outdoor dining space. We supported businesses in over 45 streets across the borough, providing an extra 17,000 covers for businesses, more than any other local authority in the United Kingdom, with over 850 licences granted of which, 450 of those being within 'Alfresco' areas.

We have also continued the Council's Electric Vehicle Strategy which has a five year plan to the increase in the provision of charging infrastructure with the growing numbers of electric vehicles on the City's streets. The strategy sets out a target of 1,000 on-street charging points by April 2021 plus an annual target of a further 200 each year thereafter.

As part of our City for All pledge, we are working to make Westminster Greener and Cleaner. We are aware of the high level of carbon omission and air pollution our residents and residents are exposed to in the City, caused by vehicles. We remain committed to reaching our target to become a net zero City by 2040. We will achieve this through providing residents and visitors with more choices to a safer and greener travel experiences. I feel confident that we will be known for leading the way in tackling climate change and improving air quality.

As we emerge from the pandemic, we continue to look at ways that we can improve the services we offer, and address issues raised by residents. 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.

I hope you will find this report informative and that it answers the many questions you may have regarding parking in the City of Westminster.



Cllr James Spencer
Cabinet Member for
City Management

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 2020/21. It details achievements in delivering innovative and sustainable improvements as well as looking ahead to any future developments and opportunities. 2020/21 was a difficult year being dominated by lockdowns due to Covid19, but the Westminster Parking Service has continued to maintain the same high level of service throughout the pandemic.

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 2020/21 stood at 98.18%, which represents a 0.17% increase from the previous year (98.01%). 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.

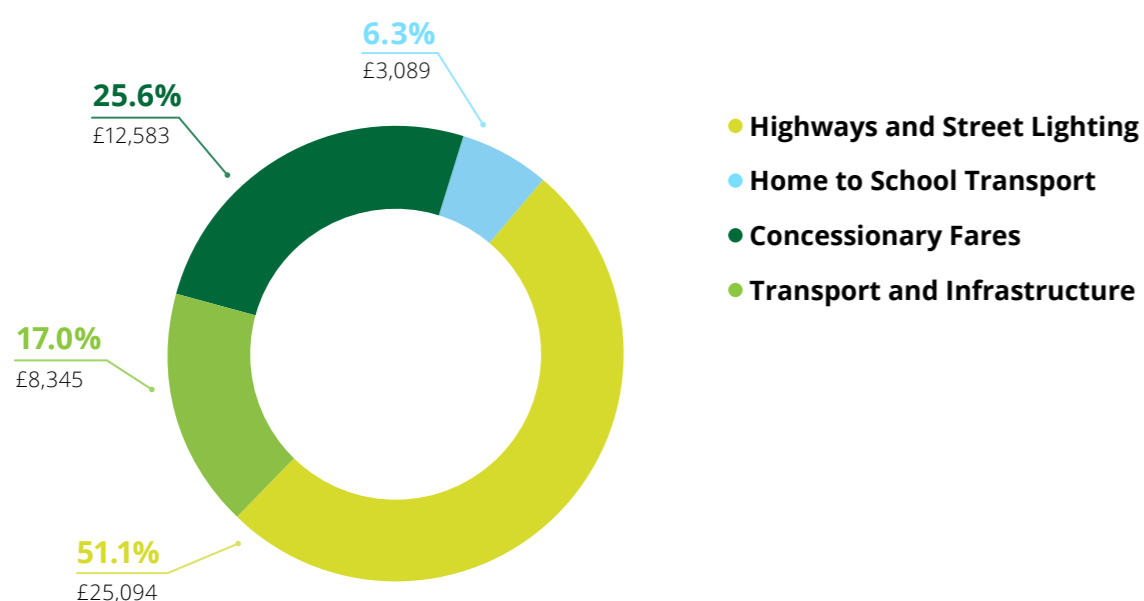
Zone	Daytime	Evening	Overnight	Sunday	Average
A Knightsbridge, Belgravia, Pimlico	94.31%	99.53%	100%	99.77%	98.40%
B Bayswater and Maida Vale (S)	96.69%	99.56%	100%	99.55%	98.95%
C Harrow Road, Queens Park, St John's Wood, Maida Vale (N)	99.14%	99.02%	100%	98.86%	99.01%
D Victoria, Westminster, Millbank	92.91%	99.45%	100%	100%	98.09%
E Mayfair and St. James's	92.22%	97.07%	100%	96.80%	96.52%
F Hyde Park, Marylebone, Fitzrovia	97.47%	99.41%	100%	98.77%	98.91%
G Soho, West End, Covent Garden	93.12%	98.53%	100%	97.99%	97.41%
Average	94.98%	98.94%	100%	98.82%	98.18%

How we reinvest the income

The Parking Service is unusual as it is accounted for differently to other areas within the council.

While the income and expenditure sits within the Council's General Fund and contributes to the overall financial position, WCC is bound by legislation to re-invest any surplus made from parking services in prescribed transport related activities only. This is recorded through a memorandum statement, the Parking Places Reserve Account (PPRA), which details the Parking surplus and how it has been reinvested. In 2020/21 the four main areas of funding were Highways & Street lighting (£25.1m), Transport & Infrastructure Enhancements (£8.4m), Concessionary Fares (£12.5m) and Home to School transport (£3.1m).

What the PPRA Contributed to in 2020/21 (£,000)



Parking Initiatives 2020/21

Westminster Response to the Covid19 Pandemic

As the full extent of the Covid19 pandemic became more pronounced, a National Lockdown came into force with a compulsory 'Stay at Home' order in March 2020. During this first initial lockdown the main priority for the Parking Service was to maintain road safety and ensure access to essential goods and services. The majority of enforcement activity, and especially that relating to lower level contraventions, ceased during the lockdown period with focus being mainly on priority areas and controls. Enforcement officers provided help and advice about where to park encouraging drivers of poorly parked vehicles to move where possible rather than issue PCNs. Main enforcement activity

concentrated more on incidents of obstructive or dangerous parking that would have had a significant impact on safety and access for emergency and essential services. This mainly involved yellow lines at junctions, bus stops, loading restrictions and obstruction of dropped kerbs. Once initial lockdown restrictions were eased the City Council endeavoured to maintain as much business-as-usual enforcement throughout the remainder of 2020/21. However, at certain times when staffing was adversely affected by travel restrictions there had to be refocusing on critical streets and locations. The reduced level of on-street activity though did lead to a reduction in PCNs issued.

On 6th April 2020, the government launched a parking pass scheme for NHS staff, health & social care workers and critical workers,

who were eligible for free parking from local authorities. The pass was distributed via employer networks to NHS staff, health and social care workers and NHS volunteers. Although initially only brought in as a temporary measure the scheme remained in place until June 2021.

Prior to the Government scheme Westminster Parking had already been providing parking 'disregards' which afforded free parking to designated keyworkers from March 2020. At its height during the first initial lockdown up to 9,000 disregards were in place allowing free parking on both on single yellow lines and pay to park bays. This remained in place for healthcare workers, teachers, police, and Ministry of Defence staff until July 2020. At the end of initial lowdown, in order to rationalise the amount of free parking being offered, as things moved slowly back to a level of normality the parking service worked closely with the Westminster-based NHS Trusts to establish a two tier scheme from July onwards:

- **Tier 1** Parking arrangement provided free parking in pay-to-park bays for the most critical NHS staff whilst on duty. This category was intended for staff who work in front-line roles and have hands-on / face-to-face patient contact.
- **Tier 2** Parking arrangement provides parking for other NHS staff whilst on duty in one of the City's pay-to-park bays, all day, for a capped daily fee of £15.

This scheme remained in place until May 2021.

Westminster Movement Strategy

As the City came out of the first lockdown in June 2020 Westminster produced a Movement Strategy to enable residents and those that work in the city to move around Westminster safely. Temporary footway widening was implemented at key traffic hubs, major walking routes and high streets in May 2020. Semi-permanent solutions on Regent Street and Oxford Street will remain in place throughout 2021.

In 2020, the council put temporary cycle lanes in place in locations across the city to encourage people to travel by bicycle when moving around. Without these measures, people would have been more likely to travel by car, leading to increased congestion and pollution. The temporary cycles lanes, totalling 13km, have been monitored over the last year and modified, where necessary, to improve their operation and ensure there is a balance between the needs of all road users, including drivers, cyclists, and pedestrians. The council is now consulting on proposals to extend a number of traffic orders which enable these temporary cycle lanes, whilst longer term solutions are being considered.

Alfresco Schemes

Support for hospitality businesses in order to offer outdoor dining space, commenced in June 2020. We supported schemes in over 45 streets across the borough, providing an extra 17,000 covers for businesses, more than any other local authority in the UK. Over 850 licences were granted with 450 of those being within 'Alfresco' areas. This programme continued to run up to the end of September 2021 when businesses were able to recommence inside dining.

There were several locations where permanent schemes were already under development and a series of consultations took place in August and September 2021 asking residents and businesses if they support the development of a permanent scheme and if so, whether they would support the temporary schemes remaining in place. Moving forward there are 11 areas where permanent public realm schemes are being developed, which could allow alfresco dining to be supported in the future.

In order to facilitate implementation of both the Movement Strategy and Alfresco schemes a large number of parking bays needed to be temporarily suspended. As the on-street works progressed, bays were suspended in a number of phases affecting a total of 688 bays from June 2020 onwards which included Pay to Park, Shared Use and Residents bays.

Enforcement of Westminster Housing Estates

The installation of the Traffic Management Orders (TMOs) onto Westminster's council-run housing estates is now complete. Proposals were originally divided into 3 phases of implementation, but these were expanded over time to include additional sites and additional amendments requested by residents and housing officers, which culminated in 2 additional phases of implementation. The first TMO came into effect in May 2019 for Churchill Gardens Estate (Phase 1A). Throughout 2019/20 the rest of the original 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 the council's Housing department. The first of the additional phases (Phase 3B) was severely hampered by the Covid lockdowns in 2020 as contractor resources were stretched, especially for the line markings team who were diverted to installing social distancing markings. This phase eventually went live with parking enforcement commencing in August 2020. The final sites of Phase 3C went live with Marshals

enforcing from May/June 2021. There are now 93 individual estate zones live with enforcement.

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.

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.

Since then, the service has seen significant development. In 2016, 44 of the 185 bays that form the roundtrip car sharing service, where vehicles operate from dedicated car club only bays and require the return of the vehicle to its bay at the end of the hire, were converted to electric vehicle (EV) bays. This required the installation of charge points at each of the 44 bays from which the EVs operate and was, at the time, unprecedented in its scale in comparison with elsewhere. This improved the greener credentials of the scheme and the vehicles have proved to be the most popular in the fleet.

In order to increase the size of the fleet in the City, Flexible car sharing was introduced in 2018 through new contracts with Zipcar and Drive Now, nearly doubling the size of the fleet. Flexible car sharing allows the driver to start their hire from one location and end it at another, including in different participating boroughs. Therefore, it removes the need for a dedicated car club bay as vehicles are granted permission to park in existing parking bays on street, so better utilise available kerbside space. Although Drive Now decided to leave the UK market early in 2020, Zipcar have seen significant growth in both the flexible and roundtrip car club service. Since they launched the flexible car sharing model it has proven to complement roundtrip and utilisation of both fleets has improved. In addition, membership levels in Westminster have nearly doubled since flexible car sharing was launched here and there are now well over 22,000 members, 90% of whom are Westminster residents. Flexible car sharing has also seen an excellent representation in EV operation in the fleet with approximately 35% of Westminster journeys being made by EV.

Covid has inevitably had an impact on the service and utilisation levels were severely impacted through the periods of lockdown. However, unprecedented levels of vehicle use, and membership growth, were seen as we came out of lockdown, particularly in 2020, in reaction to the easing of restrictions. These impacts have led to a certain amount of uncertainty in the market, so both contracts with Zipcar were

extended to July 2022 in order to allow more time for the market to stabilise ahead of re-procuring the service. The City Council is now considering the options for the future delivery of car sharing in Westminster with the principal aims of ensuring that there is a fleet appropriately sized to service the demand in the City, noting the membership increases we have seen, and also looking at the potential for new operators to improve competition.

Expansion of On-Street Electric Vehicle (EV) Charging

Across Westminster, there are now in excess of 1,000 on-street EV charge points (incorporating lamp post points for residents, fast charge points and also rapid chargers), 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 2021, there were 3,360 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 Westminster, setting targets for growth each year, in order to drive the continued transition away from fossil fuelled vehicles and minimise the impact from traffic on air quality. The strategy set a roll out target of 1,000 on street charging points by April 2021 with an indicative annual target of 200 each year thereafter. The City Council met the ambitious target set by the first year of the strategy to give Westminster more charge points any other authority in the UK. The plan for the roll out was to ensure that the installation programme served as many requests for charge points, which can be submitted through the City Council's website, as possible with the resulting position, at the end of the programme, being that 98.5% of requesters were within a 3 minute walk of a charging point.

Although the on-going ambition set by the strategy was 200 charge points, continuing on from the ambition of the previous year, the target for the second year of the strategy has been set to reach 1,500 charge points on the public highway by April 2022. The target to introduce another 500 charge points will be significantly made up of resident charge points, that utilise the power supply from lamp posts, but will also see more 22kW fast chargers and rapid charge points too. The roll out for next year will focus on ensuring a better distribution of charging points with the aim of ensuring that the ratio of charge points to EVs is at the same level in all wards across the City.

We will also be introducing approximately 400 bays dedicated for resident charging, alongside resident charging points, throughout Westminster to ensure that connecting to a charge point becomes much easier. In addition, we will also be looking to provide charge point solutions for Westminster housing estates, as well as schools and other off-street locations in the City. We will continue to monitor this rapidly changing market to ensure that we are able to see continued growth in infrastructure to complement transition towards a situation where all traffic in the City is carbon neutral as per the Council's neutrality targets.

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 2020/21, 976 vehicles were relocated within Westminster by our relocation service.

The vehicle relocation service also supports other Westminster Council departments with their on-street activities such as the City Promotions, Events and Filming, and Highways and Horticulture teams. With Events and Filming out of action due to the pandemic in 2020/21, 202 vehicles were relocated on behalf of the council's Arboriculture Team for tree pruning.

Parking Fraud

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

Westminster takes fraudulent use of disabled badges and resident permits very seriously and employ officers specifically to investigate and prosecute offenders.

Between 1 April 2020 to 31 March 2021, we successfully prosecuted 15 offenders who were misusing disabled badges to avoid parking charges as well as taking up spaces provided for disabled drivers. Fines totalling £4,100 were imposed, and defendants ordered to pay the Council a total of £5,115 in costs and victim surcharges. A further 12 blue disabled badges were cancelled where the badge holder was 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. This also resulted in the Council receiving payments totalling £47,762 in respect of compensation and costs.

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. In 2020/21, a total of 200 Sheffield stands, and 50 hoops were installed as part of the delayed 2019/20 programme. As a result of global supply chain issue, no further Sheffield stands were implemented in 2020. However, in light of the reactive measures of the pandemic and to increase flexibility and implementation times for short-stay cycle parking whilst the capital experienced various phases of lockdown restrictions and restricted public transport capacity, approximately 420 toast rack style cycle parking stands were installed to provide an additional 840 short stay parking spaces.

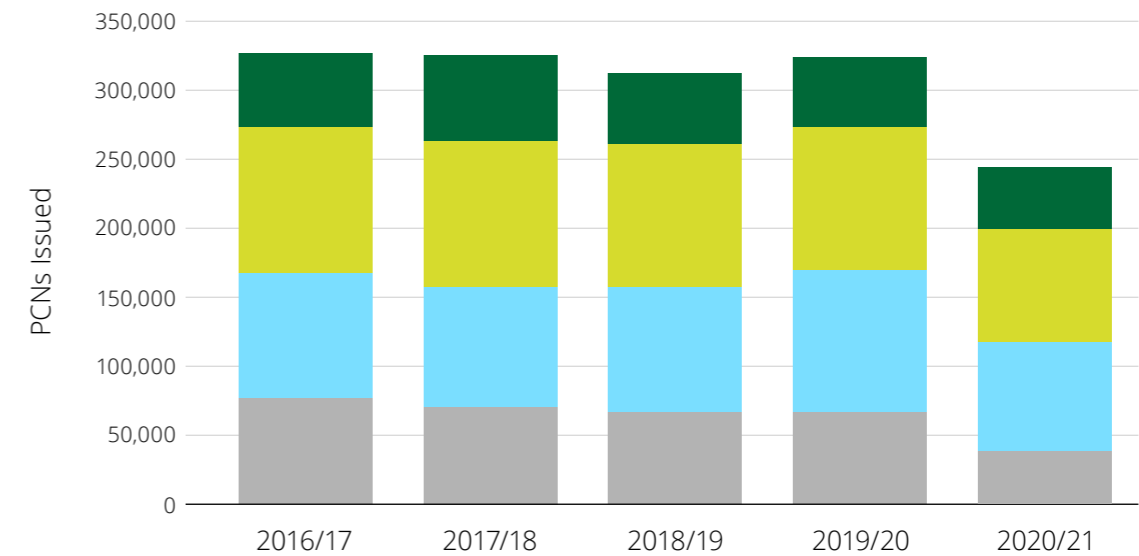
The current Cycle Parking Programme aims to procure and install a consolidated secure cycle storage asset management and customer rental system which will be a single source solution for management of cycle hangars, shelters and lockers owned by Westminster City Council. This will improve the level of service and facilitate more efficient management of secure cycling storage related assets across the borough. Since the pandemic cycle use has soared within the City and the council has continued to roll-out additional secure cycle storage in accordance with waiting list data and customer requests to meet this increasing demand for secure storage in the borough. There have now been over 130 secure storage units installed across the borough, offering almost 900 secure parking spaces. Over the coming years, the Council will seek to continue to enhance the borough's secure provision in a targeted and sustainable manner.



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.

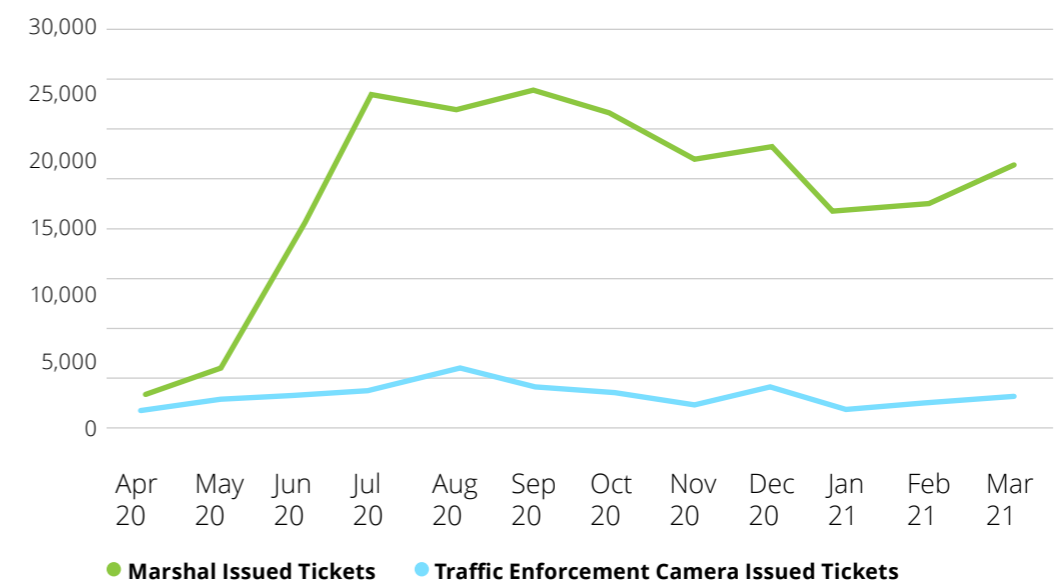
PCNs Issued by Contravention



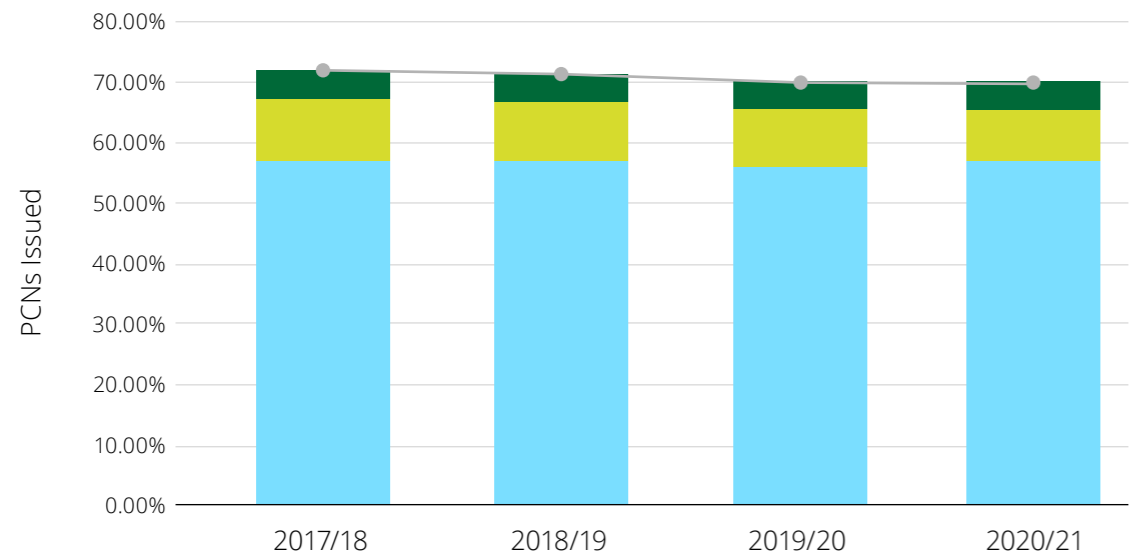
	2016/17	2017/18	2018/19	2019/20	2020/21
Moving Traffic	50,921	63,482	49,727	47,487	40,271
Yellow Lines	105,322	103,966	100,983	105,979	69,001
Permit Bay	90,167	85,289	91,942	102,603	77,622
Paid for Parking	76,044	70,950	66,055	64,708	51,742

As a consequence of the pandemic and the numerous imposed lockdowns throughout the year, overall PCN issues fell by 26% on 2019/20 levels. During the initial lockdown commencing in March 2020 only essential enforcement took place, concentrating mainly on access for emergency and essential services only. Once this was lifted in June marshal issued PCNs recovered quite well, however this fell again once restrictions were reintroduced in the latter half of 2020/21. Although Traffic Camera issued PCNs also fell during lockdowns levels remained low throughout the 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. Additional new camera sites were identified but installations were delayed due to the pandemic.

PCNs Issued by Month 2020/21



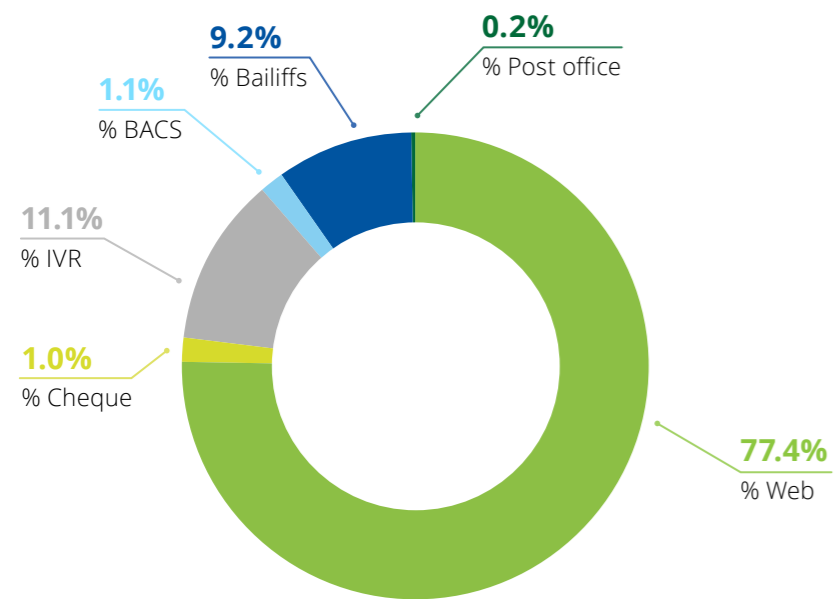
PCN Payments



	2017/18	2018/19	2019/20	2020/21
● % Paid at Charge Certificate	5.78%	5.59%	5.38%	4.34%
● % Paid at Full	10.89%	11.02%	11.49%	11.19%
● % Paid at Discount	56.33%	55.24%	53.63%	55.08%
● % Total Paid	72.99%	71.85%	70.50%	70.61%

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 2020/21 show that 55% of motorists still opt to pay within the discounted period which is an increase on the previous year.

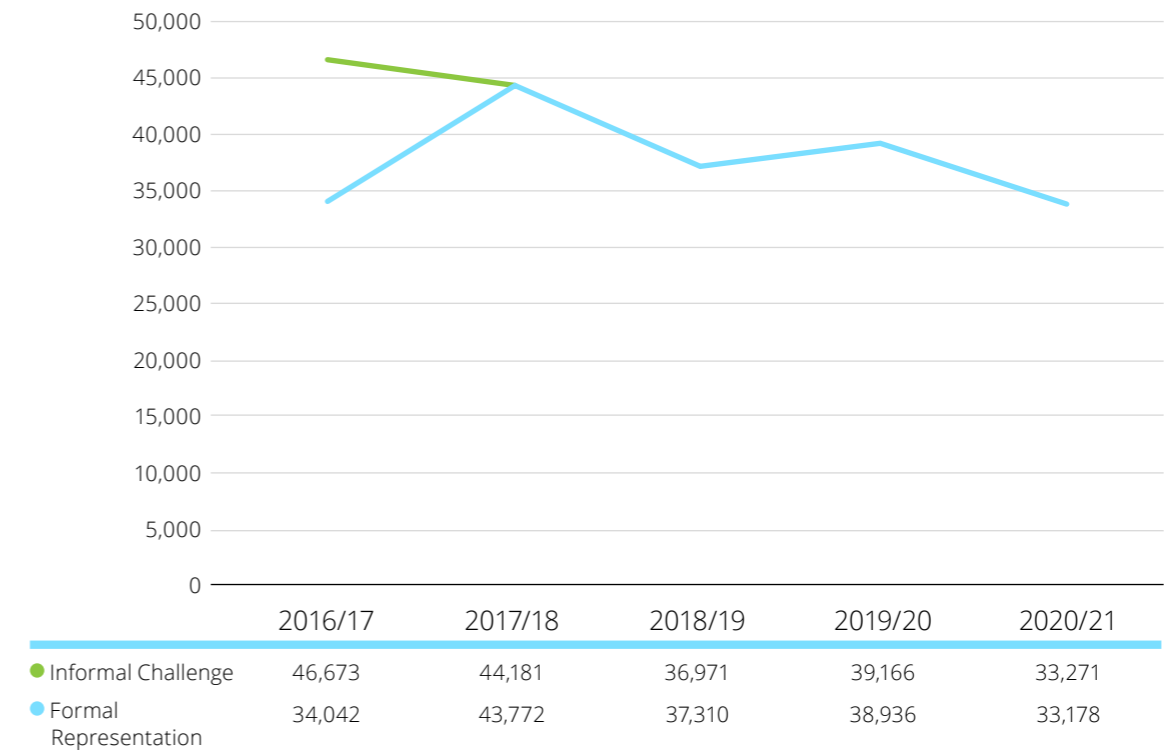
PCN Payments Breakdown 2020/21



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 77.4% of all payments received which is a slight increase on 75% in 2019/20. Telephone payment (IVR) accounts for the other largest method with 11.1%. Although still an accepted payment channel, payments made by cheque and through post offices continue to decline.

The average overall recovery rate for 2020/21 was 70.6%, which is a slight increase on the previous year, while the average value per PCN has remained at £78. PCN revenue had a considerable year on year fall as a result of both the reduction in ticket issue and through the reduced collection of outstanding debt. During the spring lockdown progression of outstanding PCN debt was put on hold and did not return to normal for the majority of the year. In turn this had a knock-on effect on the length of time taken to collect outstanding PCN debt.

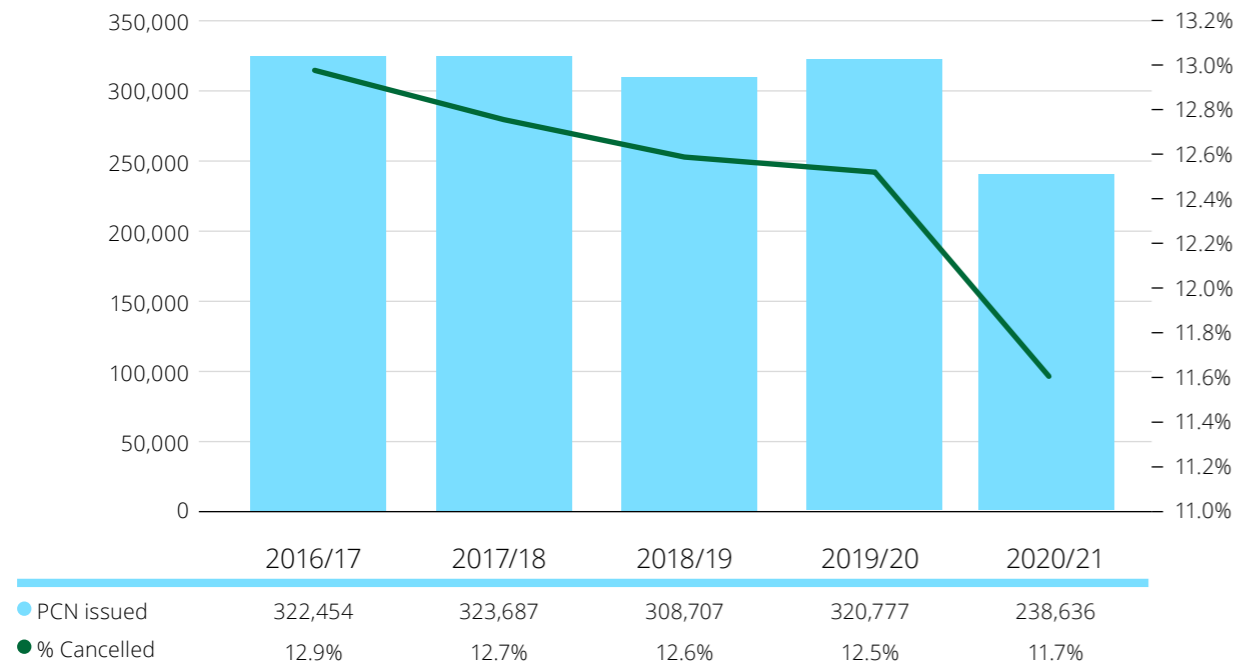
PCN Challenges



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 number of PCNs subjected to informal and formal challenges fell considerably during 2020/21 due to the reduction in ticket issue. As a percentage of PCNs issued both rose to 14% (12% in 2019/20), this was probably a result of lockdown measures as many motorists perhaps felt they had reason to challenge tickets due to extenuating circumstances such as self-isolation, financial difficulties, key worker status, etc.



PCNs Cancelled vs Issued

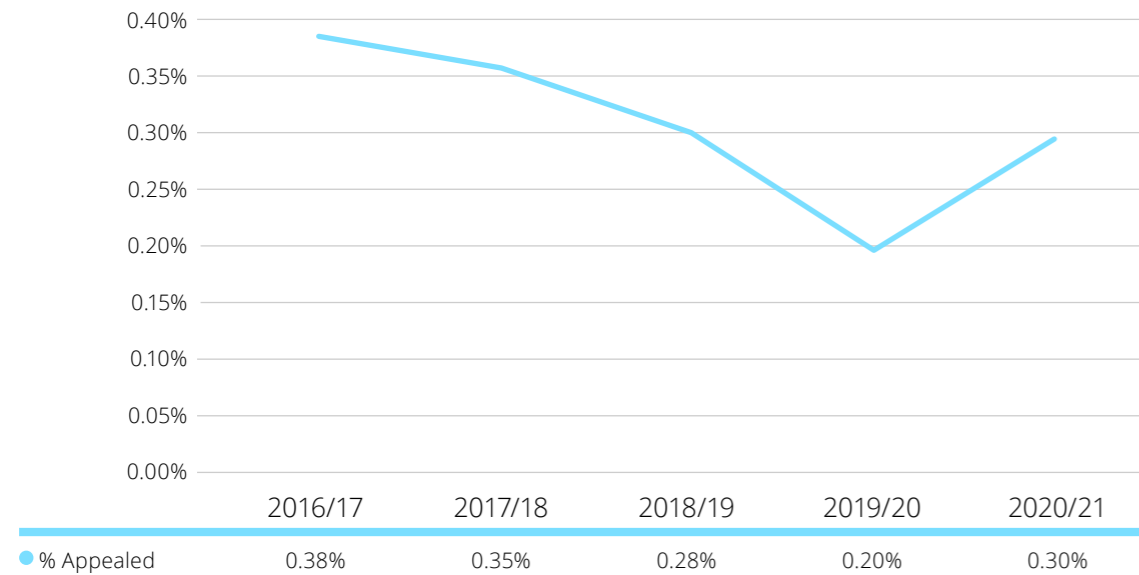


The percentage of PCNs cancelled against total issued decreased on the previous year to 11.7%. Reviewing and communicating the council's approach to handling cases of mitigation where the motorist has made a genuine mistake plus continual improvement in the quality of tickets issued have all led to reductions in PCN cancellations. However, this reduction was also evidenced by less PCNs being issued during the imposed lockdowns throughout 2020/21.

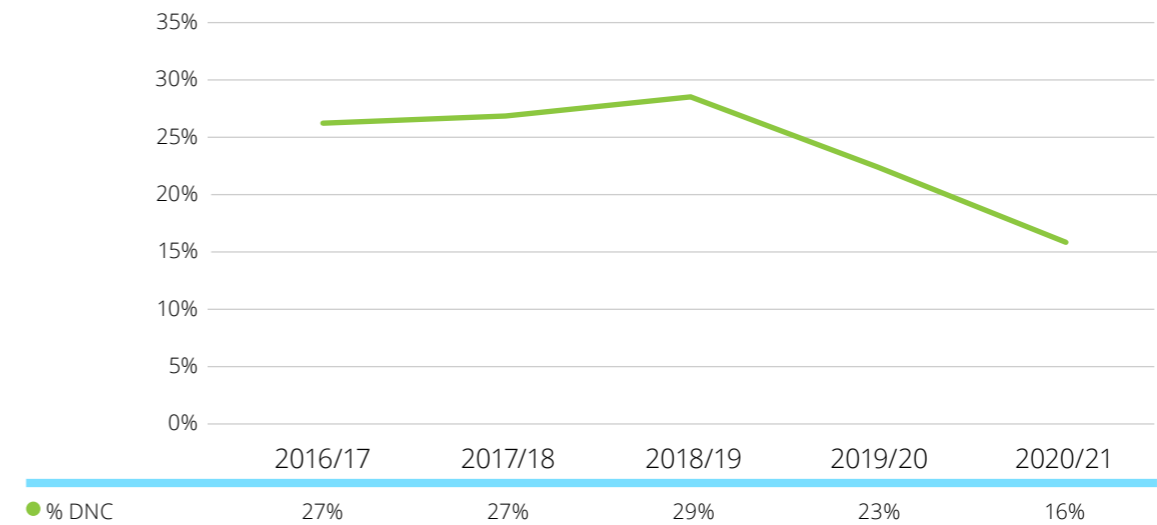
Appeals

The volume of appeals heard at London Tribunals (formally known as the Parking and Traffic Appeals Service) had an increase of 12% in 2020/21 over the previous year (709 in 2020/21 from 628 in 2019/20). The number of appeals as a percentage of PCNs issued increased year on year to 0.30% in 2020/21. This was driven by a tougher stance being taken in the transfer of liability process in respect of hire companies where we have been successfully challenging attempts to avoid payment of PCNs.

PCN Appeals

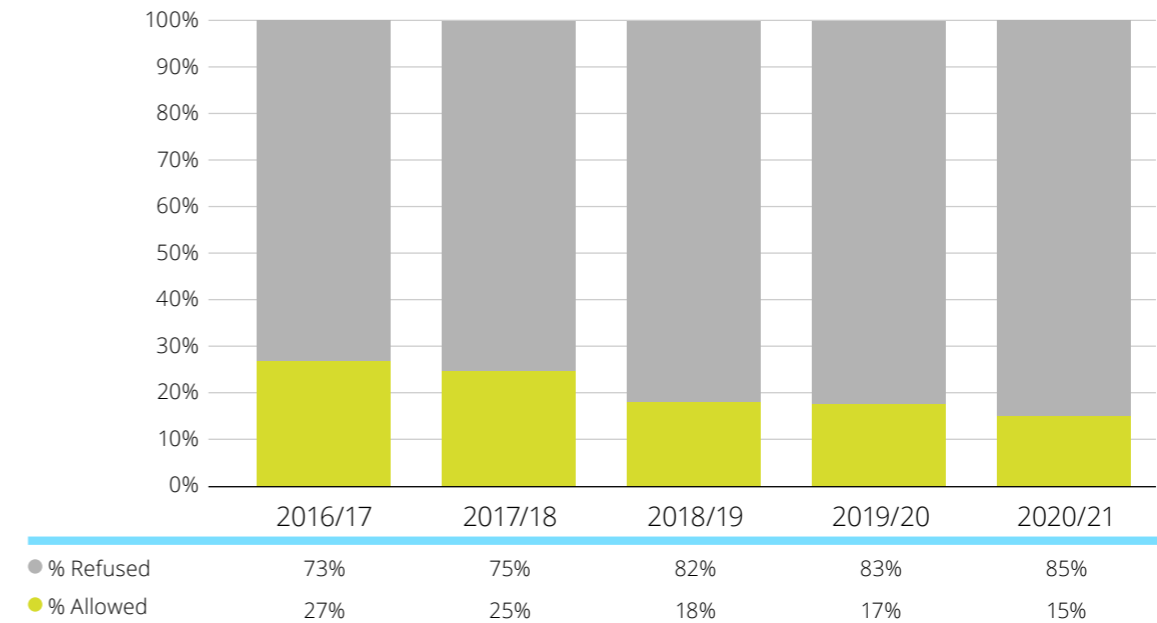


Appeals (% Do Not Contest)



The volume of cases not contested (DNCs) by the council decreased to 16% in 2020/21. The Parking Back Office robustly applies general consideration principles throughout the PCN lifecycle, resulting in more PCNs being cancelled upon of evidence from the motorist prior to going to appeal stage.

Appeal Outcome

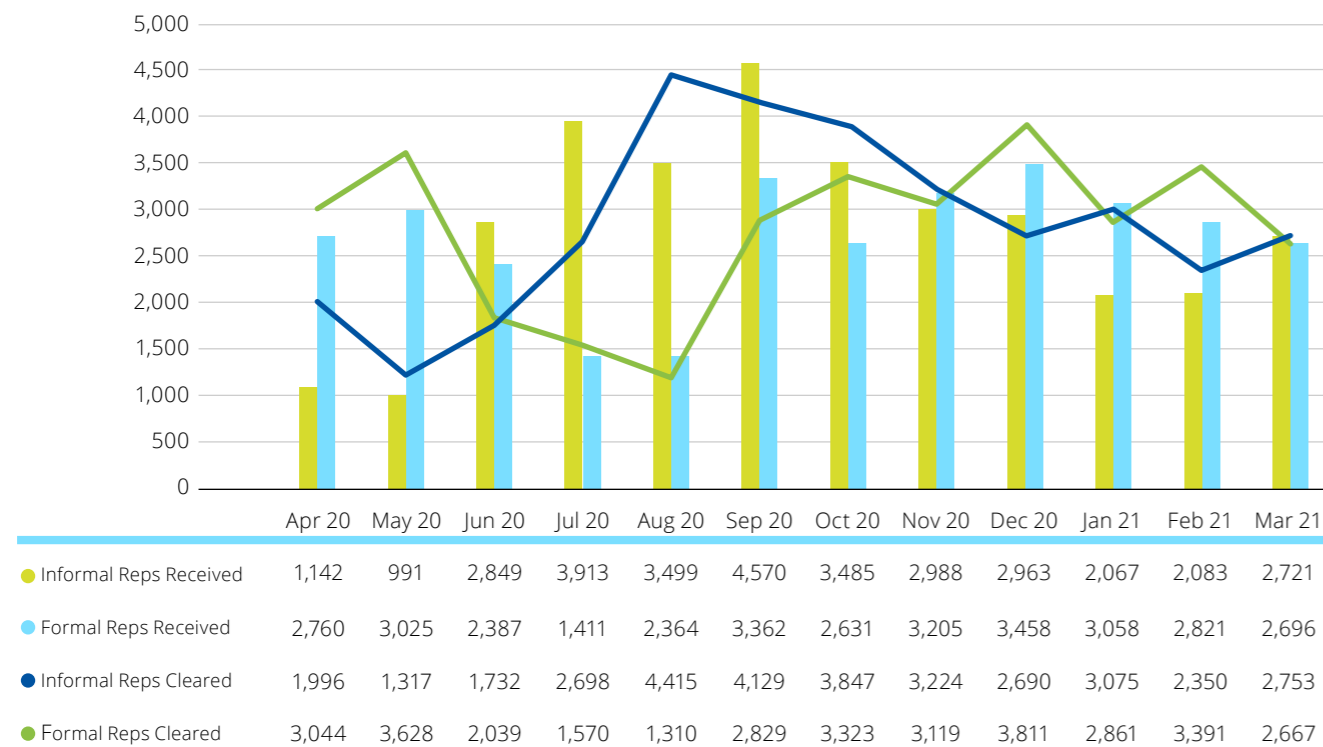


The percentage of cases where adjudicators found in favour of the council (Refused) saw another increase in 2020/21 to 85%, which is a clear indication of Westminster's commitment to providing quality, robust evidence presented at appeal stage.

Service Performance

Throughout 2020/21, 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.

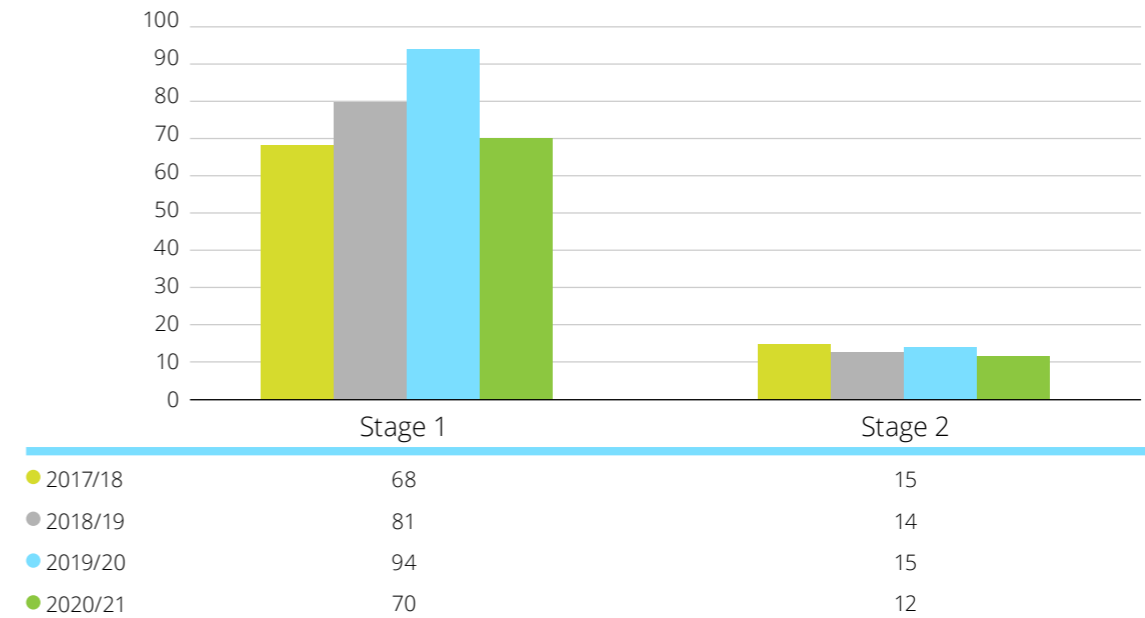
Correspondence Received/Completed 2020/21



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 representation as stipulated by our key performance indicators. The number of informal representations received were extremely low throughout the initial Covid lockdown in line with the reduced number of PCNs being issued.

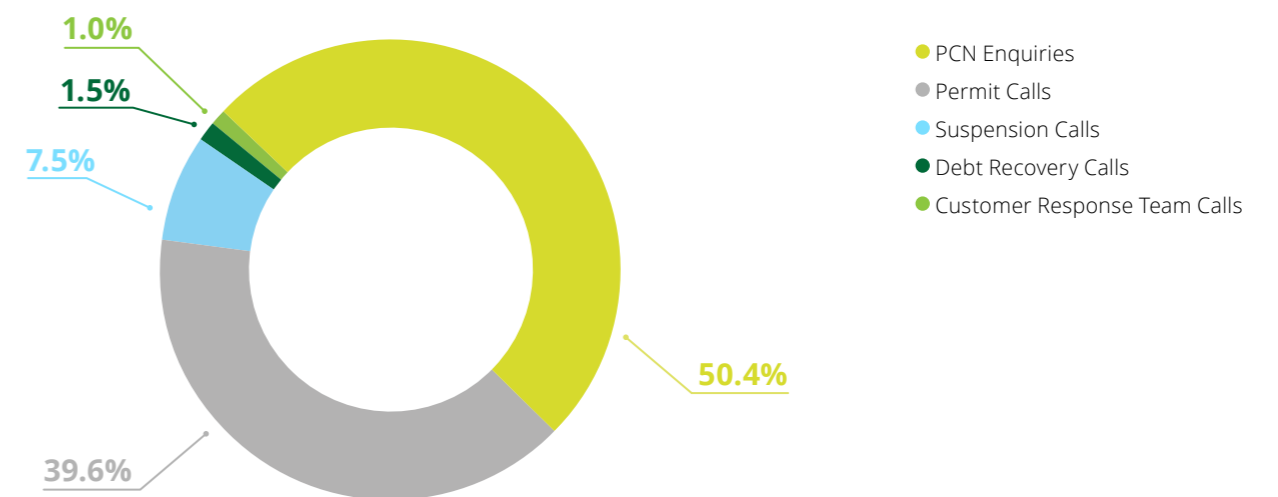


Complaints at Stage



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.

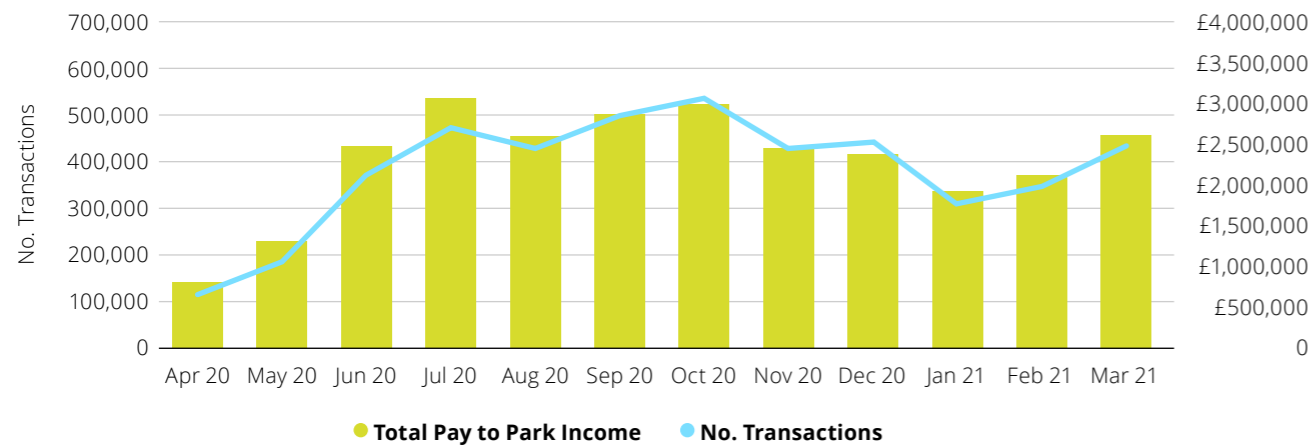
Telephony Volumes 2020/21



50% of calls received by our Customer Contact Centre are PCN related, commonly customers enquiring about payment, this increased during the pandemic. Calls to Permit enquiries also increased during the pandemic as more applications were made for resident permits.

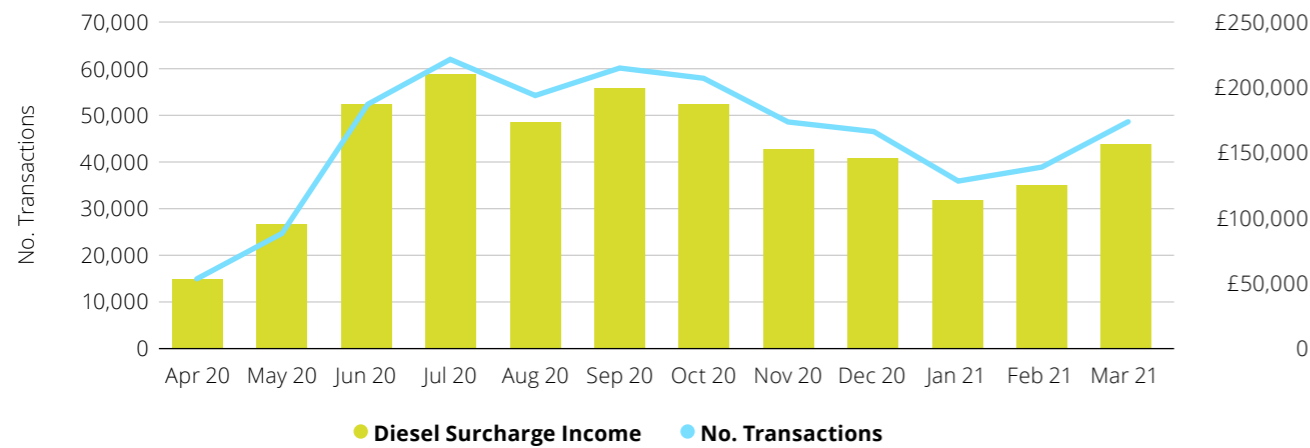
Pay to Park

Pay to Park Income vs Transactions 2020/21



Throughout the first Covid lockdown and the subsequent 'Stay at Home' order, introduced in March 2020, the number of vehicles coming into the city fell dramatically. This was reflected in the low number of transactions in April and May. Once restrictions began to lift there was some recovery, particularly during the summer months and early autumn. However, when the 'tiers' system was introduced followed by a further national lockdown from January 2020 onwards, transactions fell once more although not as significantly as experienced during April and May. Overall pay to park transactions for the year fell by 28% on 2019/20 levels.

Diesel Surcharge Income vs Transactions 2020/21



The Diesel Surcharge was introduced City-wide in August 2019 after an initial localised trial within 'F' Zone. The policy imposes a 50% surcharge on top of pay-to-park charges for pre-2015 diesel cars. Initially this accounted for around 7.2% of total pay-to-park revenue but has gradually fallen over time to 5.6% by the end of 2020/21. This fall was expected as affected vehicles age and form a smaller percentage of those coming into the City. It is anticipated that further issues such as the ULEZ extension will only increase pressures on the use of these vehicles and as such it is expected that this income stream will reduce further in future years.

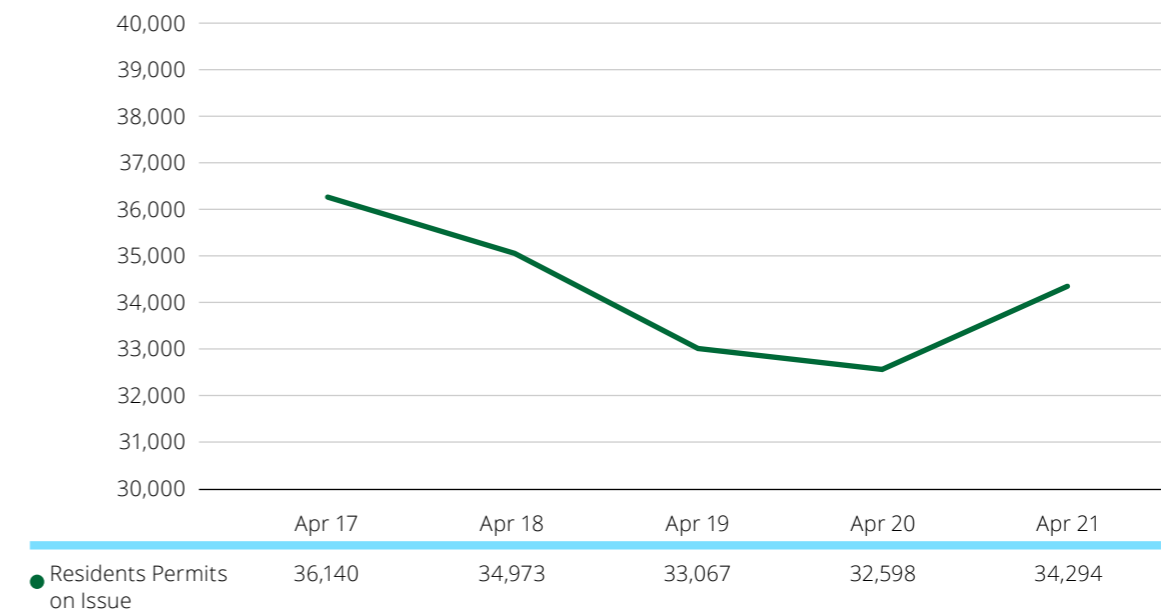
Resident Parking Permits

Residents Permits

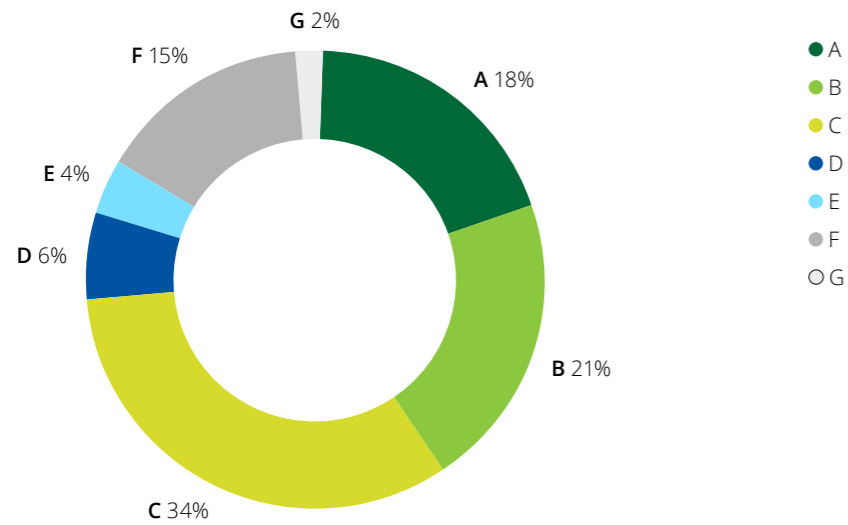
Resident permit charges are currently differentiated by engine size (< and >1200cc) and vehicle type (motorcycle and 'eco' vehicle). Specialist permit types, such as Doctors and Hospital, are a single set charge by type. Charges apply primarily to manage/restrain demand as the resident permit scheme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

As at April 2021, there were 34,294 residents permits on issue across the city which is a 5.2% increase on 2019/20 levels. In the first half of 2020/21 demand for resident permits rose with applications up 4% due to more people being and working at home. The number of low emission permits has continued to rise for the fourth consecutive year with a further increase of 39% on 2019/20 levels. This is evident from the 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. 'Your One Stop Express' self-servcehubs 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.



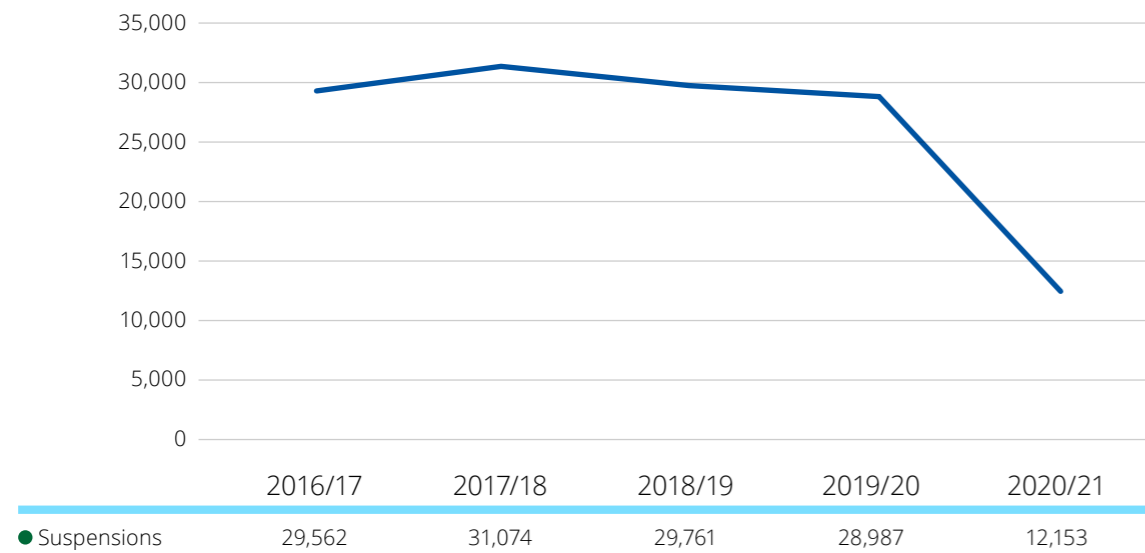
Resident Permit on Issue 2020/21



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

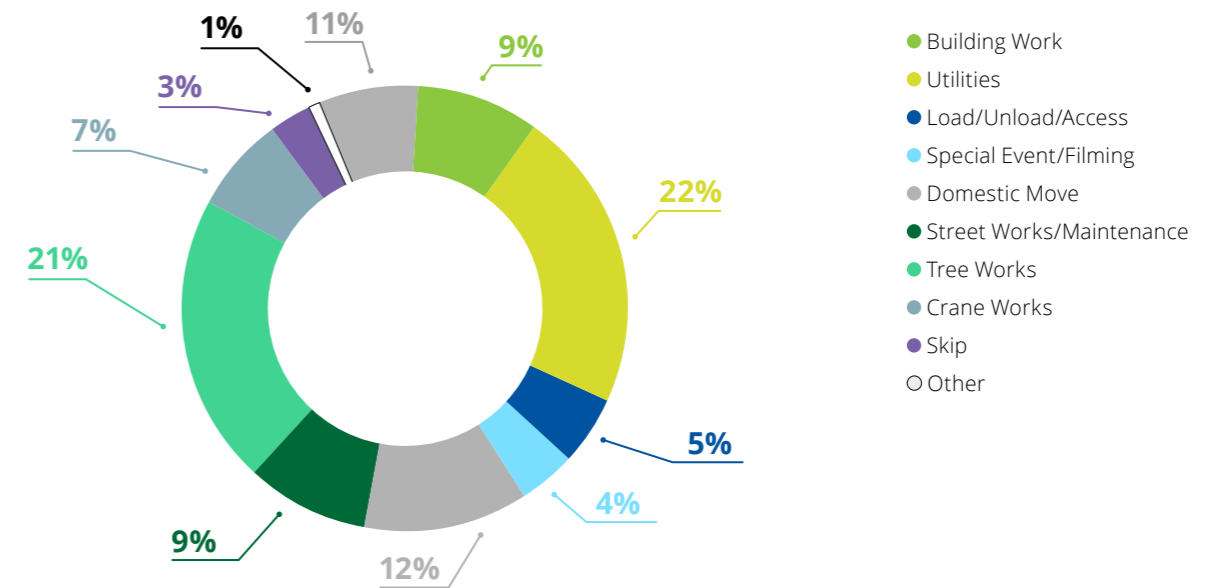
Bay Suspensions

Suspensions – Volume of Application



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. The pandemic and numerous lockdowns had a severe effect on the volume of applications for suspensions received falling by 58% during 2020/21. Commercial building works, including loading/unloading access, tend to be for the longer term and account for 68% of the total revenue generated. However, both commercial building and street works took a major hit throughout the year due to the continued uncertainty around Covid and the possibility of further restrictions being imposed. Throughout the pandemic the back office team continued to chase 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 at all where it should have been. 71% of total suspensions are for 5 days and below which indicates that the tiered structure continues to be successful in maximising available kerbside space.

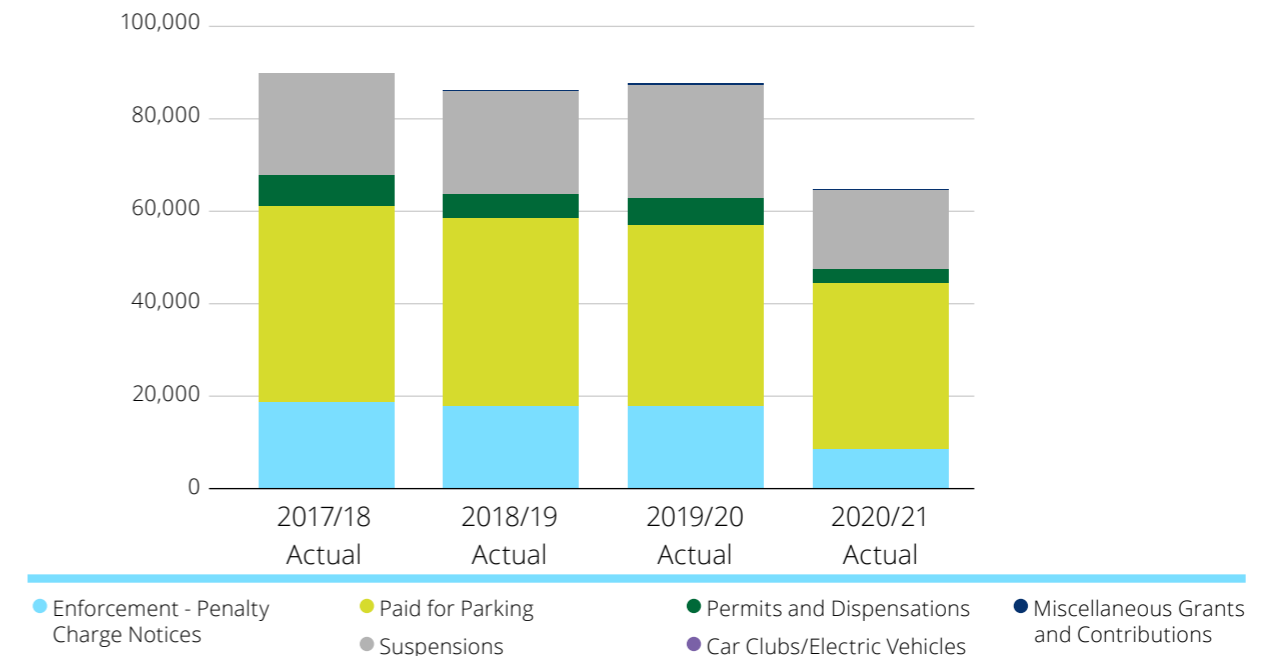
Suspension Requests 2020/21 – Breakdown by Reason



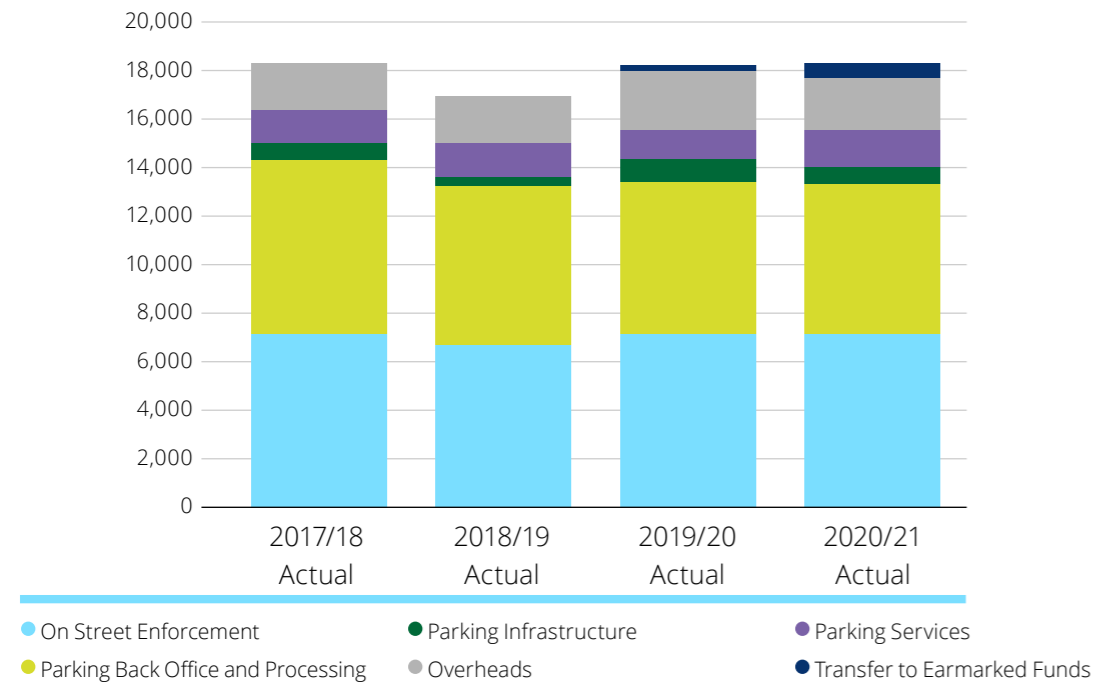
Financial Information

Restrictions imposed by the Covid-19 pandemic had a massive effect on the reported level of revenue generated from the parking service for 2020/21 which saw a decrease of 23.4% over the previous year. This reduction was across the majority of revenue streams with the most prominent being Paid for Parking (-22%), Penalty Charge Notices (-29%) and Suspensions (-27%). The only revenue stream to report any increase was Resident Permits that had a year on year uplift of 4% due to the increased demand in the number of permits issued.

On-Street Parking Revenue



On-Street Parking Expenditure

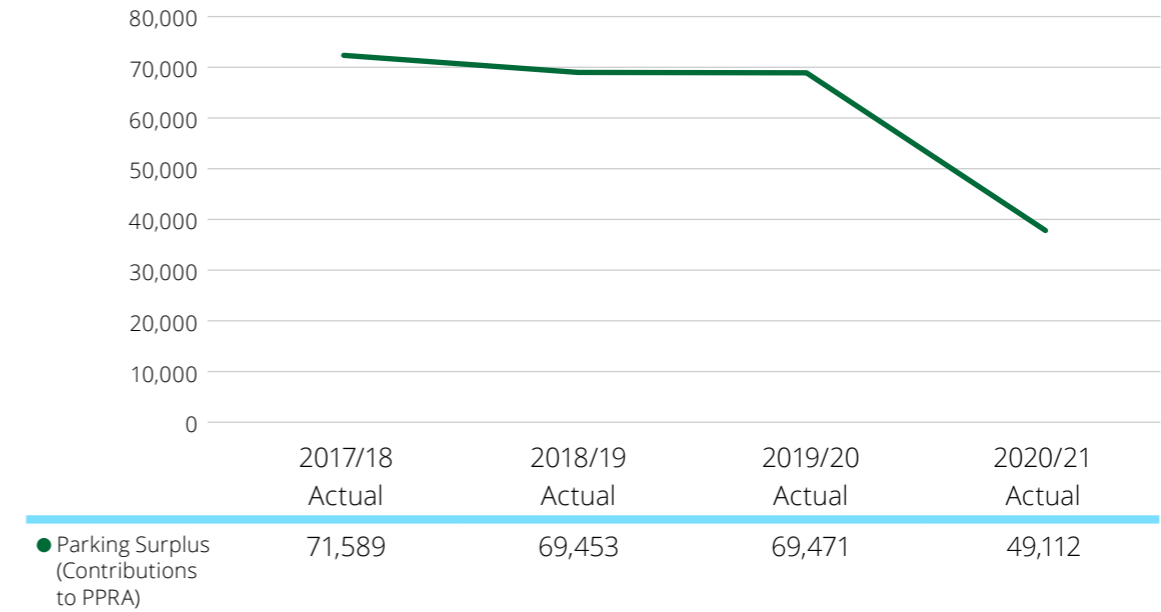


Total expenditure, however, for 2020/21 was in line with 2019/20 at £18.3m. This was due to Westminster's commitment to maintaining the level of service on street throughout the pandemic, although some variable contract savings were made for example in transactional led areas such as Paid for Parking. A proportion of revenue derived from the diesel surcharge was also transferred to the Schools Clean Air Fund as part of the council's commitment to become a greener city.

The surplus generated for 2021/21 was 30% lower than that reported the previous year which was reflected in the reduction of available funding to the PPRA.



Parking Surplus (Contribution to PPRA)



Parking Income and Expenditure Statement (£'000)

Revenue	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual
Enforcement - Penalty Charge Notices	18,786	17,232	17,646	12,473
Paid for Parking	42,437	40,930	39,366	30,850
Suspensions	21,950	21,954	24,194	17,564
Permits and Dispensations	6,161	5,738	5,499	5,570
Car Clubs	278	553	837	710
Miscellaneous (Inc. Grants and Contributions)	196	200	273	269
Total Revenue	89,808	86,607	87,815	67,436
Expenditure	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual
On Street Enforcement	7,315	6,892	7,313	7,348
Parking Back Office and Processing	6,883	6,195	5,980	5,773
Parking Infrastructure	883	615	973	943
Parking Services	1,282	1,547	1,455	1,593
Overheads	1,856	1,905	2,373	1,917
Transfer to Earmarked Funds			250	750
Total Revenue	18,219	17,154	18,344	18,324
Expenditure	2017/18 Actual	2018/19 Actual	2019/20 Actual	2020/21 Actual
Parking Surplus (Contributions to PPRA)	71,589	69,453	69,471	49,112

