

# Westminster Annual Parking Report

2022/23



# Foreword

We want to create a Fairer Westminster built on the principles of openness, transparency, and partnership. When it comes to parking in Westminster, our aim is to deliver a service that is easy and safe for everyone living, working, and travelling through the city. As Cabinet Member for City Management and Air Quality, I am pleased to introduce Westminster City Council's Annual Parking Review 2022/23.

We believe in fair parking in Westminster and seek to be open and transparent about how much income is generated from our parking service and where we invest those funds. This past year saw the first full year without any COVID-19 related restrictions in the city, and as such, the city is thriving once again. We continue to work together with our partners to manage parking throughout the city.

As a Council, we are committed to tackling the climate emergency and to becoming a net zero Council by 2030. To help us reach these ambitions, we are continuing to expand our Electric Vehicle (EV) Charging Strategy as demand for electric charging points grows. We currently have approximately 2,300 EV charge points across the city, including lamp post points for residents, fast charge points and rapid chargers. During 2022/23, we increased the stock of resident charging points by over 800 and have a further 150 planned in the new financial year. We also introduced over 400 dedicated resident charging bays alongside existing resident lamp column supplied charge points to make it easier to guarantee a connection for residents.

We have continued to listen to our residents and stakeholders and are investing in active and sustainable transport by improving infrastructure and safety for journeys made by public transport, bike or on foot. As of March 2023, we have taken over the management of all secure cycle storage units in the borough by adopting those previously managed by third party providers. Bringing the management fully in-house has allowed for the standardisation of rental charges across both housing estates and on-street locations, the consolidation of waiting lists and has given residents a single point of contact for cycle-parking related queries.

We want to keep residents at the heart of all our decision-making and so, if you have any feedback on parking in Westminster, please complete the 'Online Enquiry Form' contained within the web link. [www.westminster.gov.uk/parking/contact-parking-services](http://www.westminster.gov.uk/parking/contact-parking-services)

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



**Cllr Paul Dimoldenberg**  
Cabinet Member for City Management and Air Quality



## Introduction

Westminster's Parking Service is the largest in Europe providing over 45,000 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 approx. 2,000 streets and some 600 miles of kerbside.

This annual report provides information on the activities of the Westminster Parking Service during Financial Year 2022/23. It details achievements in delivering innovative and sustainable improvements as well as looking ahead to any future developments and opportunities. 2022/23 was the first full year without restrictions imposed by Covid, and although the majority of areas of Parking revenue were back to near-normality, others continued to struggle to reach pre-pandemic levels.

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 qualitative 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 95% of people who park in Westminster comply with the parking rules. Our Marshals are there to help and not just enforce parking restrictions. 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 5.4% of drivers do not comply with the rules, which demonstrates a better understanding of restrictions on street.

The average overall compliance throughout Westminster in 2022/23 stood at 94.59%, which represents a 0.8% decrease from the previous year (95.4%). 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 B, D, and G are 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. Please note that there is currently only daytime compliance data available for Zones C and D.

Zone	Daytime	Evening	Overnight	Sunday	Average
A <a href="#">Knightsbridge, Belgravia, Pimlico</a>	95.96%	93.29%	94.94%	98.61%	95.70%
B <a href="#">Bayswater and Maida Vale (S)</a>	92.84%	97.15%	97.66%	96.00%	95.91%
C <a href="#">Harrow Road, Queens Park, St John's Wood, Maida Vale (N)</a>	95.07%				95.07%
D <a href="#">Victoria, Westminster, Millbank</a>	94.43%				94.43%
E <a href="#">Mayfair and St. James's</a>	92.52%	94.42%	96.17%	91.88%	93.75%
F <a href="#">Hyde Park, Marylebone, Fitzrovia</a>	95.42%	98.37%	97.75%	96.08%	96.91%
G <a href="#">Soho, West End, Covent Garden</a>	92.15%	81.46%	84.73%	91.47%	87.45%
<b>Average</b>	<b>94.06%</b>	<b>92.94%</b>	<b>94.25%</b>	<b>94.81%</b>	<b>94.59%</b>

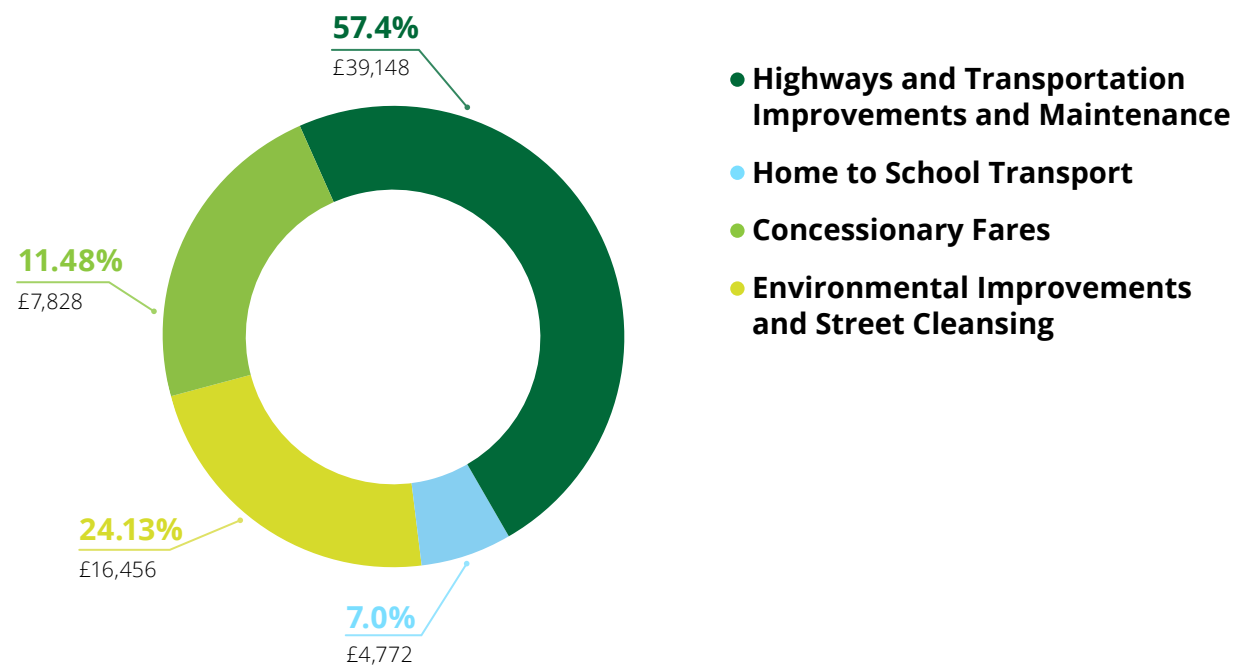
## How we reinvest the income

The Parking Service 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, Westminster City Council (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 2022/23 the four main areas of funding were Highways & Transportation Improvements/ Maintenance (£39.15m), Environmental Improvements & Street Cleansing (£16.46m), Concessionary Fares (£7.83m) and Home to School transport (£4.77m).

### What the PPRA Contributed to in 2022/23 (£,000)



## Parking Initiatives 2022/23

### Parking Contract Procurement

Contracts for the management of kerbside activity and back-office processing within the parking service were relet during 2022/23 for commencement on 1 April 2023. The previous suite of two contracts, which are People & Resources (On-Street Enforcement) and Business Processing & Technology (back office), performed adequately throughout their contract term but upon re-procurement were not considered as being the most effective method of service delivery moving forward. The procurement of new contracts gave the Parking Service the opportunity to propose a partial separation of some services in order to allow the council more control of its supplier relationships.

Following internal review and market engagement, the proposed approach was to continue with the outsourcing of parking services with a new structure aimed at ensuring clearer lines of control and the introduction of direct contracts for certain elements previously incorporated within the Business Processing and Technology contract.

Although some of the contracts remain similar and/or slightly differ, the key model changes were to separate the Technology, Cashless and CCTV requirements from the Business Processing Solutions contract. In addition, Abandoned Vehicles and Vehicle Relocations have been combined into a single contract. Unfortunately, due to external factors the tender process for the relet of the Cashless Parking contract proved unsuccessful. It was therefore decided that a short-term solution would be put in place with the current provider to facilitate additional time for the Parking Team to revise the specification and engage further with potential providers and the wider market, with a view to reletting the contract by late 2024.

### Expansion of On-Street Electric Vehicle (EV) Charging

Westminster now has approximately 2,300 on-street EV charge points (incorporating lamp post points for residents, fast charge points and also rapid chargers) on the public highway in the City, from four different competing suppliers. As of March 2023, there were 6,000 EVs in the City representing a 50% increase upon the

previous year and our expectations are that that number will continue to grow as time goes on.

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 has since significantly exceeded this target giving residents throughout Westminster the confidence to make the transition to EV in the knowledge that there is an abundance of local infrastructure on hand to support them. The ratio of EVs with a resident parking permit to charge points in the City is currently 3:1 and noting that eight hours charging from a lamp column charge point provides approximately 140 miles of driving, which is the weekly national average, Westminster is very well provisioned.

Over the past year the City Council has significantly increased the stock of resident charging points with over 800 additionally installed from the current programme and another 150 planned in the new financial year. We have also introduced over 400 dedicated resident charging bays alongside existing resident lamp column supplied charge points in order to make it easier to guarantee a connection for residents. In the new financial year, we will be upgrading a large part of the fast charger network, resulting in more dedicated bays and approximately 75% of the network will deliver a 22kW output. Otherwise, we will continue to expand the rapid charger network and plan to procure a contract that doubles their number on the public highway. We will also 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.



## Westminster Cycle Parking

The Westminster Cycle Parking team, created in 2021, were initially responsible for the management of 24 cycle storage units located across WCC housing estates. During 2022/23 the aim was for the team to assume management of all cycle storage units, borough wide. This was achieved by March 2023 when all units formerly managed by third party providers, 'Falco Rentals' and 'Cyclehoop', were formally adopted by the Council. In total 93 storage units were transferred along with over 450 customers. During the financial year a further 47 new units were installed, meaning the total number being managed by year end was 187, with a potential capacity of over 1,100 bicycles. Bringing the management in-house has allowed for the standardisation of rental charges across housing estates and on-street locations and given residents a single point of contact for all cycle parking related matters.

As well as managing all aspects of the rentals including processing applications, annual renewals, issuing keys and dealing with maintenance issues, the team also worked with the Geographic Information Systems (GIS) team to develop and utilise new map-based waiting lists. Residents interested in obtaining a storage space can register their interest online and indicate how far from their home address they are willing to walk to a unit. When new units have been installed, waiting lists are generated from the mapping system and automatically include everyone whose stated walking distance falls within the catchment area of the hangar. This means residents only have to register once and are automatically added to the waiting list of all applicable units, new or preexisting. During 2022/23, approximately 800 new registrations of interest were received, bringing the total waiting list figure to approximately 2,000. However, the increased capacity provided by the new units coupled with spaces being relinquished in adopted units, meant that over the course of the year 800 offers to rent a space were made to residents on the waiting list.

## SMS Charging

There are approximately 10,000 paid-for parking spaces in Westminster, made up of both pay to park and shared-use bays. Payment to park in these bays is made almost entirely via mobile phone where the industry, as a standard, offers text (SMS) alerting services

to customers so that they can be notified of parking session start and expiry. This service was born from when mobile phone parking was operated more significantly through text messaging, although it remains a function that users can opt into as part of the service. Opting into receiving text alerts is not borough specific, so if a user chooses to opt-in, they will do so across all locations that operator covers both throughout London and nationwide.

As the operator incurs a cost for the provision of the SMS service, a charge is often passed on to the motorist in the vast majority of locations. Previously Westminster was unusual in that the cost of text reminders opted into by the motorist were absorbed into the transaction cost we paid our supplier; unlike most London local authorities who pass on this cost.

Therefore, it was decided that a fee for optional SMS reminders should be introduced to users of the cashless parking service in Westminster from July 2022 onwards. This is in line with standard practice for nearly all London boroughs regardless of cashless parking operator as well as more broadly throughout the country. Customers do have the option of not receiving SMS messages, so this fee is not obligatory, and where customers do opt in it applies across the entire network covered by the operator. Our cashless parking provider reports that more than 70% of customers paying to park in Westminster also use their service to pay to park in other parts of the country. Since its introduction in July 2022, take up has been consistent at 69% which suggests that many of those parking in our paid-for parking bays are already used to dealing with SMS charging options.



## Traffic Enforcement Camera Strategy

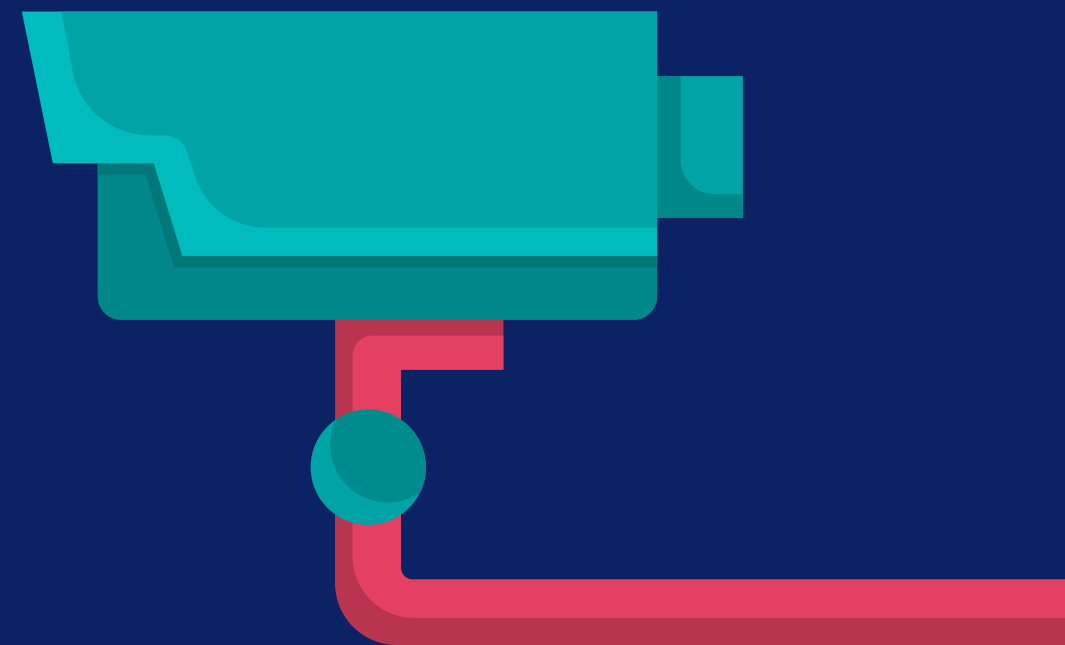
Since 2005, WCC has enforced moving traffic contraventions through the use of an unattended Traffic Enforcement Camera system under powers bestowed by the London Local Authorities & Transport for London Act 2003. At time of writing, Westminster enforces nine different moving traffic contraventions by camera at 49 different locations within the borough. Westminster will consider the installation of cameras where there is a clearly identified and evidenced issue, in terms of non-compliance with traffic management regulations at that specific location; and the use of traffic enforcement cameras is the most effective and appropriate intervention to address that issue. Our camera network complements the on-street operation of Marshals. Cameras are the only means available to deter drivers from carrying out dangerous manoeuvres on WCC's roads, improve safety and reduce congestion. Such contraventions cannot be enforced by on-street marshals.

Westminster has been increasing its camera stock and installing cameras at new locations where issues have been identified, and during

2022/23 the total camera estate increased by a further 12 traffic cameras. These were installed in two phases: the first four in October 2022 with the remaining eight during December 2022 in locations that had issues of low compliance flagged by members of the public and other stakeholders such as councillors.

Throughout 2022/23, Westminster City Council continued to use moving traffic camera enforcement to support the School Streets scheme. The School Streets scheme aims to create safer spaces around schools during school drop-off and collection times, to encourage pupils to walk, cycle and scooter on school journeys. Through the use of moving traffic camera enforcement, vehicle movements are reduced during the operating times so that school children, their parents, carers, and other visitors will have more space to walk, cycle, or scoot.

The Parking service continues to seek out new locations for potential camera installations where levels of compliance with moving traffic regulations is deemed to be low or where road safety is an issue. The Parking Service is also considering future enforcement of bus lanes and mandatory cycle lanes within the borough.

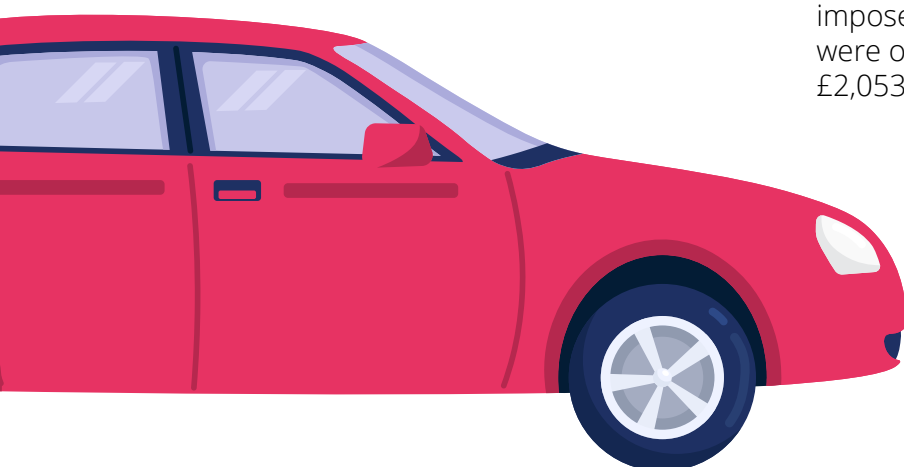


## Westminster Car Club

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. 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, operates from 185 bays throughout the City and has also operated with quarter of the fleet being made up of Plug-In Hybrid Electric Vehicles (PHEVs). Flexible car sharing also continues to operate in Westminster with approximately 65 to 70 vehicles on average available to members throughout the City. Flexible car sharing allows the driver to start their hire from one location and end it at another, including in different participating boroughs. There are 15 boroughs in London that operate the scheme, including Westminster, and there is an EV representation of approximately 40% of the fleet. Zipcar UK Ltd provides both the roundtrip and flexible car sharing services in Westminster.

New contracts have been procured to start from 1st April 2023 that will continue to offer the service to the over 20,000 residents in the City that opt to be Car Club members rather than to operate their own vehicle. In addition, through the new contracts we will be working with the car club operators to make significant strides towards to the complete transition of the car club fleets to be completely electric by the end of their contacts.



## 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.

Throughout 2022/23 CAFS continued to investigate the misuse of disabled parking badges and fraudulently claimed resident parking permits and these investigations resulted 47 positive outcomes, seven involving Resident Permits and 39 involving Disabled Badges. An investigation is considered to have a positive outcome if it results in a criminal prosecution, permanent seizure of a disabled badge, cancellation or retrieval of a parking permit, or some other sanction.

In respect of the 39 positive outcomes relating to disabled badges, 12 related to successful prosecutions where individuals were proven to have misused a disabled badge. A further 25 were instances where badges were permanently seized due to them being reported lost or stolen, thus preventing their further misuse. Where possible investigators arranged for a Penalty Charge Notice to be issued. Finally, in two of the disabled cases, simple cautions for disabled badge misuse were administered. A simple caution (once known as a formal or police caution) is a formal warning that may be given to persons aged 18 or over who admit to committing an offence.

The seven positive outcomes in respect of resident's parking relate to permits which were cancelled as a result of it being determined that the permit holder no longer resides in Westminster.

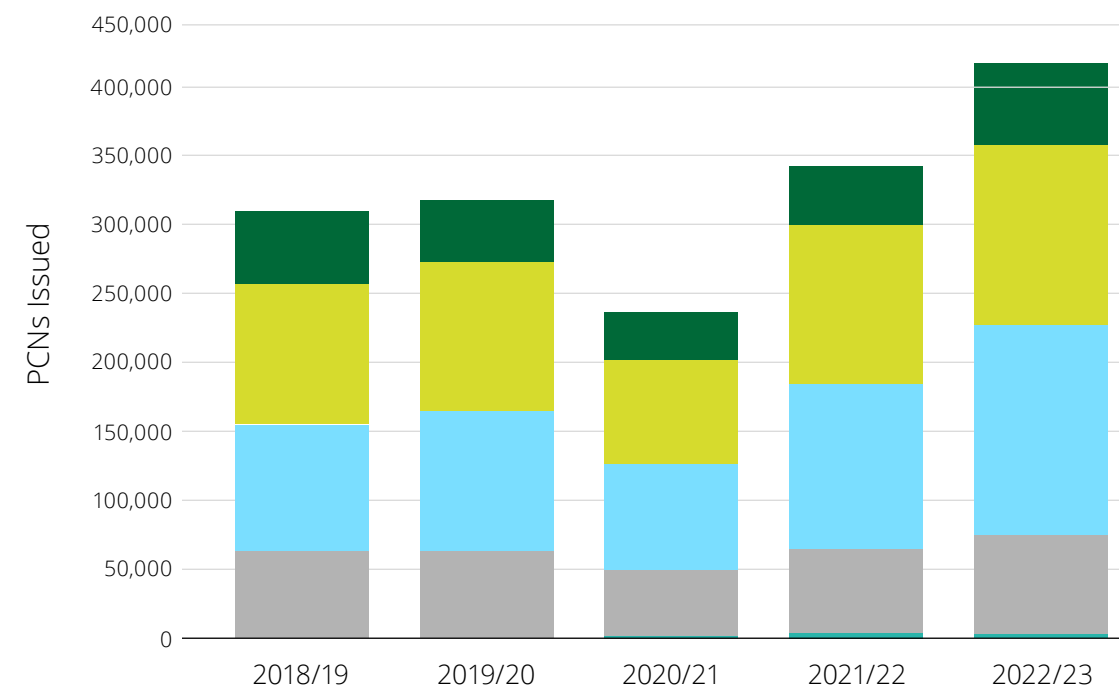
From the successful prosecutions, court imposed fines totalling £1,798; and defendants were ordered to pay the Council a total of £2,053 in costs and victim surcharges.

## Penalty Charge Notices (PCNs)

PCNs issued on-street by Marshals within Westminster are either £80 or £130 depending on the severity of the alleged contravention.

All Moving Traffic Contravention (MTC) PCNs recorded by traffic enforcement cameras and issued by post are £130.

## PCNs Issued by Contravention



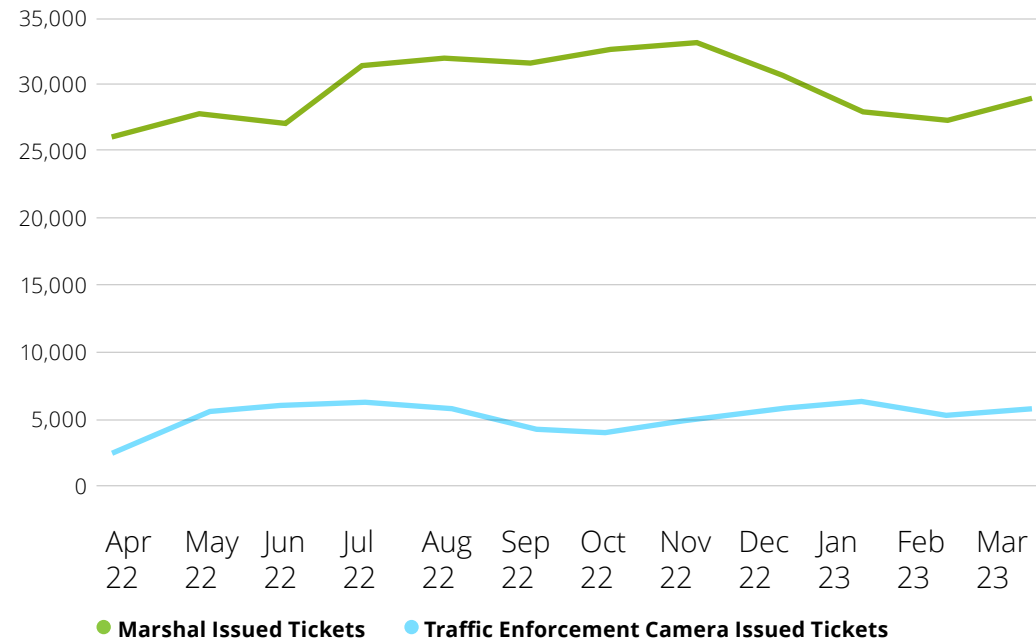
	2018/19	2019/20	2020/21	2021/22	2022/23
● Estate Parking	0	0	116	607	417
● Moving Traffic	49,727	43,952	37,827	38,523	63,002
● Yellow Lines	100,983	105,979	69,001	111,450	129,472
● Permit Bay	91,942	102,603	77,622	121,656	151,869
● Paid for Parking	66,055	64,708	51,742	69,271	78,107

2022/23 saw PCN issues rise by 23.8% over 2021/22 levels with increases seen across all main categories, namely Permit Bays (25%), Yellow Lines (16%) and Pay to Park Bays (13%). From July 2022 onwards improvements were made to intelligence-led systems that helped to deploy marshals to key areas of parking non-compliance, in a more targeted way in order to drive-up compliance. Additionally, observation periods for commercial vehicles were reduced in what are deemed 'Traffic

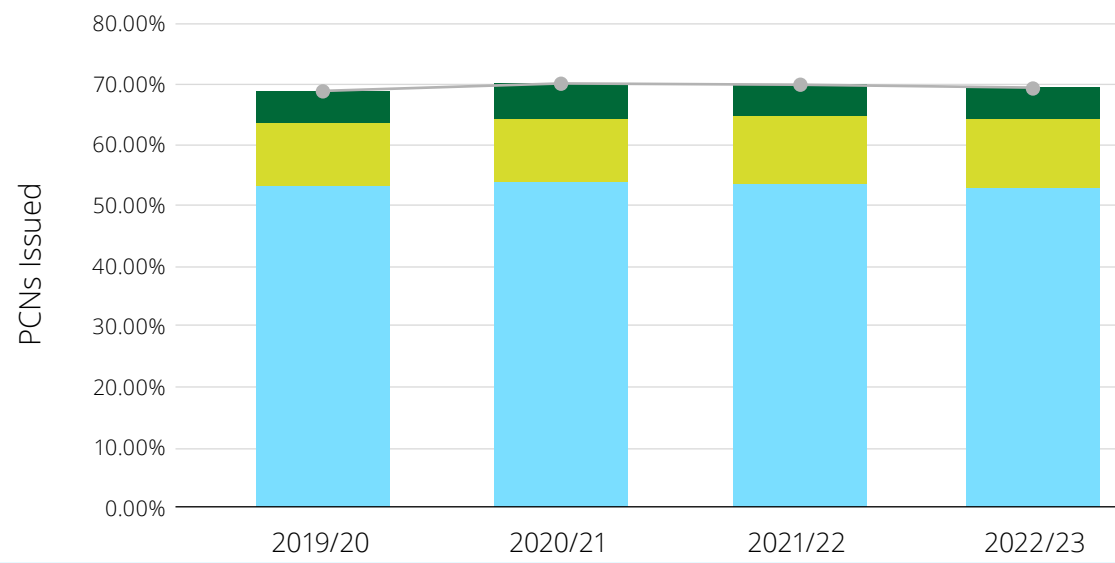
Sensitive' streets to alleviate known issues at hot-spot areas caused by delivery drivers waiting for their next delivery jobs.

Traffic Camera-issued PCNs saw a considerable 64% year on year increase due in main to the 12 additional cameras which were installed at phased intervals during the year. Further sites are due to be installed in 2023/24 as part of our ongoing Traffic Enforcement Camera Strategy.

### PCNs Issued by Month 2022/23



### PCN Payments Against Issued

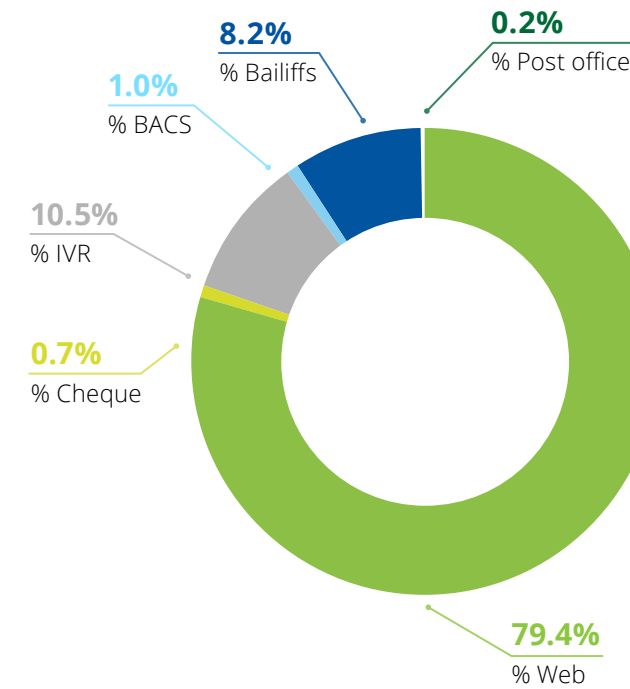


	2019/20	2020/21	2021/22	2022/23
● % Paid at Charge Certificate	5.39%	5.77%	5.51%	3.46%
● % Paid at Full	11.26%	10.87%	11.92%	12.16%
● % Paid at Discount	52.55%	53.42%	53.42%	51.86%
● % Total Paid	69.20%	70.06%	70.84%	69.48%

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 2022/23

show that nearly 52% of motorists still opt to pay within the discounted period which is a slight decrease on the previous year.

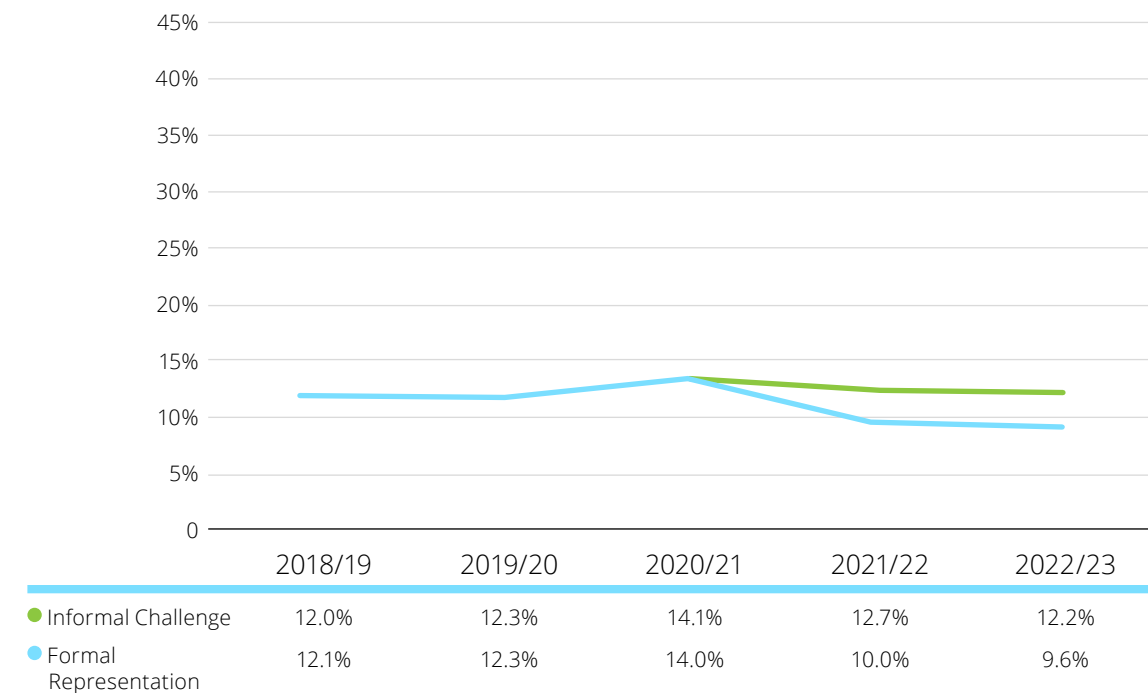
### PCN Payments Breakdown 2022/23



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 79.4% of all payments received which is in line with 2021/22. Telephone payment (IVR) accounts for the other most common method at 10.5%. Although still an accepted payment channel, payments made by cheque and through post offices continue to decline and account for less than 1% of payments made.

The average overall PCN recovery rate for 2022/23 was 70.5%, down from 71.3% the previous year, while the average value per PCN has remained at £78. PCN revenue had a 25% year on year rise as a result of both the increase in ticket issue and the continued efforts of our debt contractor in the collection of outstanding PCN debt.

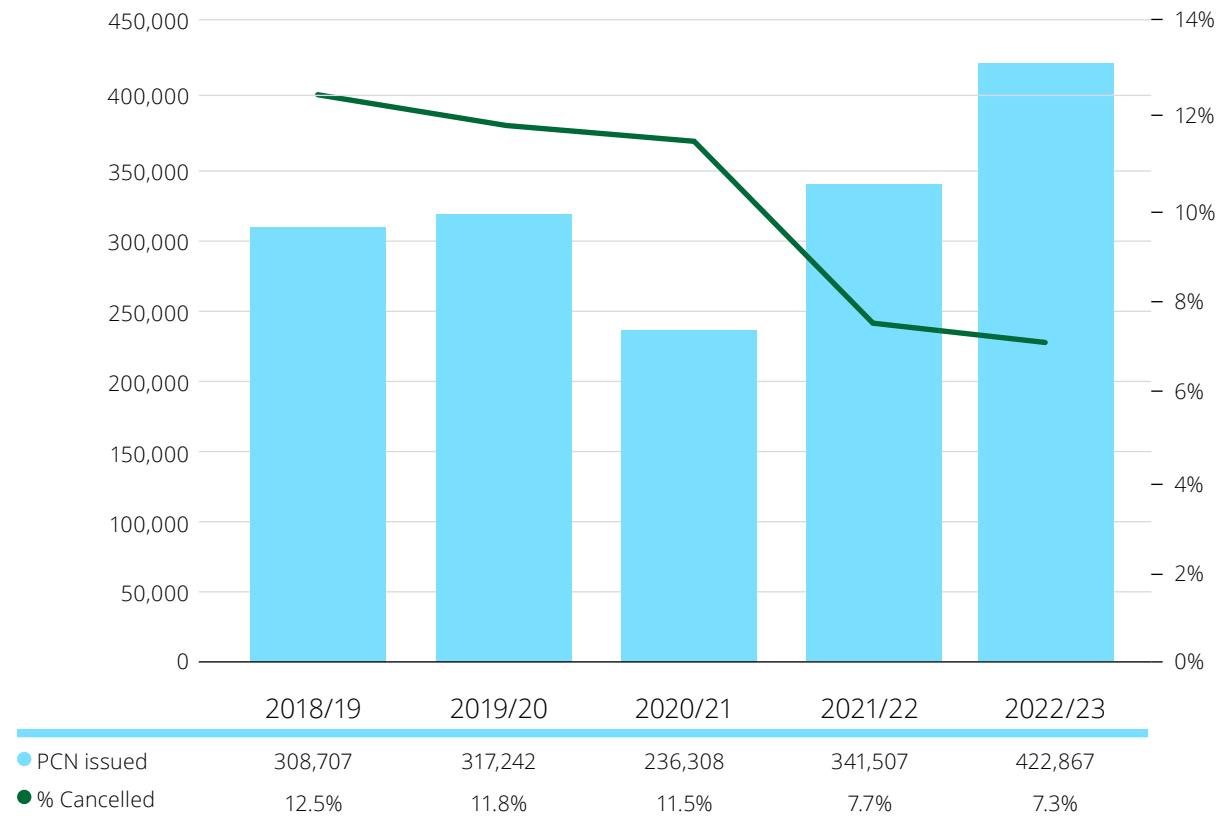
### PCNs Challenges Against Issued



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. Although the number of PCNs subject to informal challenges rose considerably during 2022/23

due to the increase in ticket issue, challenges as a percentage of PCNs issued reduced to 12.2% (from 12.7% in 2021/22) For formal representations, which include both Marshal and traffic camera issued PCNs, the slight reduction can be attributed a continual improvement in the quality of tickets issued.

### PCNs Cancelled vs Issued



The percentage of PCNs cancelled against total issued decreased on the previous year to from 7.7% to 7.3%, the lowest for a number of years. Reviewing and communicating the council's approach to handling cases of

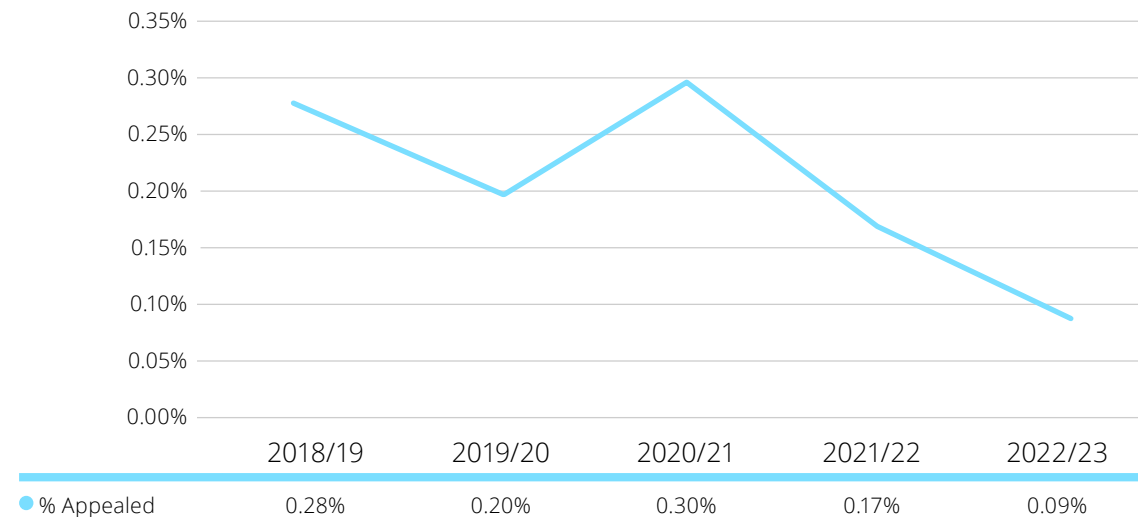
mitigation where the motorist has made a genuine mistake plus continual improvement in the quality of tickets issued have all led to reductions in PCN cancellations.

### Appeals

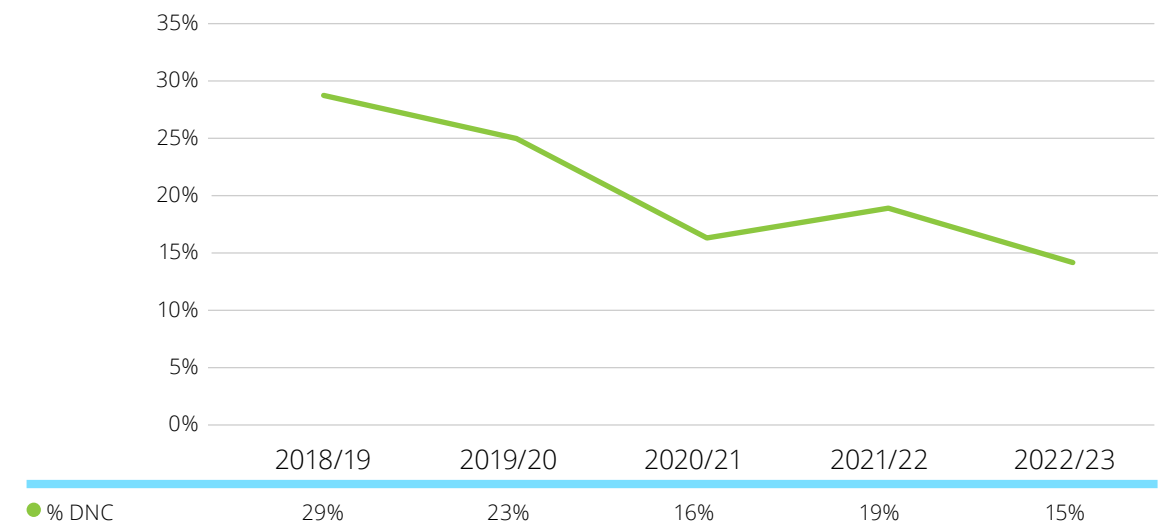
The volume of appeals heard at London Tribunals (formally known as the Parking and Traffic Appeals Service) saw a large decrease of 34% in 2022/23 over the previous year (386 in 2022/23 from 582 in 2021/22). The number

of appeals as a percentage of PCNs issued also reduced year on year to its lowest level of 0.09% in 2022/23. This was mainly driven again by improved quality of PCNs issued and of responses at the earlier stages of issue.

### PCN Appeals



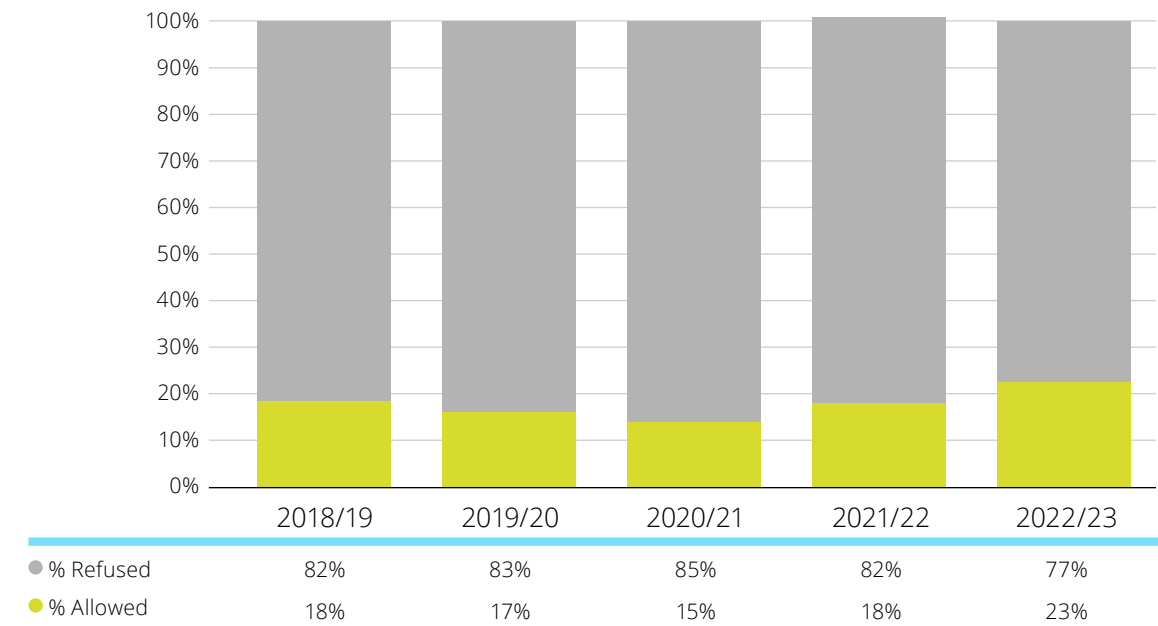
### Appeals (% Do Not Contest)



The volume of cases not 'contested' by the council decreased to 15% in 2022/22 which is a good indicator that that the Parking Back Office is robustly applying appropriate

consideration principles throughout the PCN lifecycle, resulting in more PCNs being cancelled upon of the provision 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 a decrease in 2022/23 to 77%. Although dropping under 80% there is still a clear indication of

Westminster's commitment to providing quality, robust evidence at appeal stage. Individual case feedback was also delivered back into the operation in order to strengthen future work.

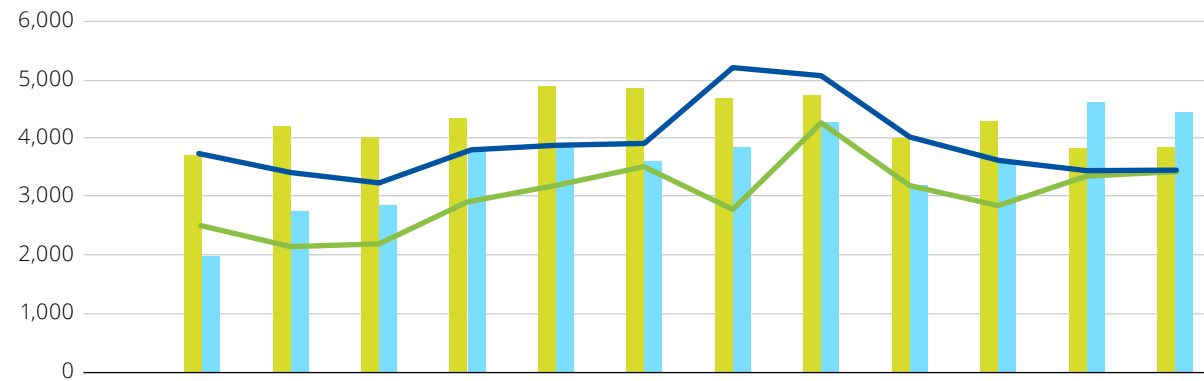


## Service Performance

Throughout 2022/23, 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 2022/23

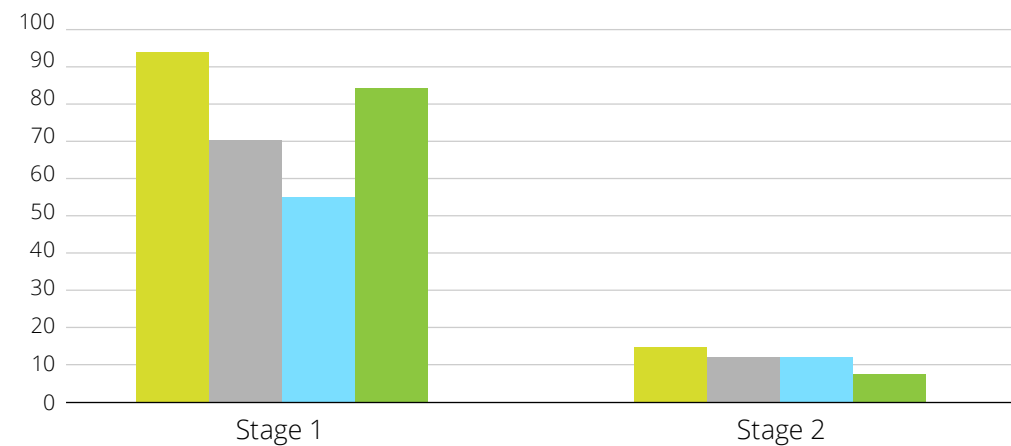


	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
● Informal Reqs Received	3,791	4,163	3,972	4,316	4,921	4,881	4,776	4,819	4,068	4,233	3,868	3,890
● Formal Reqs Received	2,022	2,761	2,867	3,907	3,912	3,383	3,538	4,288	3,232	3,380	4,655	4,543
● Informal Reqs Cleared	4,382	3,817	3,626	4,019	4,128	4,274	6,045	5,848	4,631	3,837	3,471	3,377
● Formal Reqs Cleared	2,798	2,453	2,493	3,354	3,585	4,052	3,347	4,930	3,805	3,149	3,387	3,376

The graph above displays the number of cases where we have responded to both informal and formal PCN challenges against those received. Where possible each were completed within five days for informal representations and eight

days for formal representations as stipulated by our key performance indicators. The number of both informal and formal representations received had a marked increase from July 22 onwards in line with the uplift in PCN issue.

### Complaints at Stage

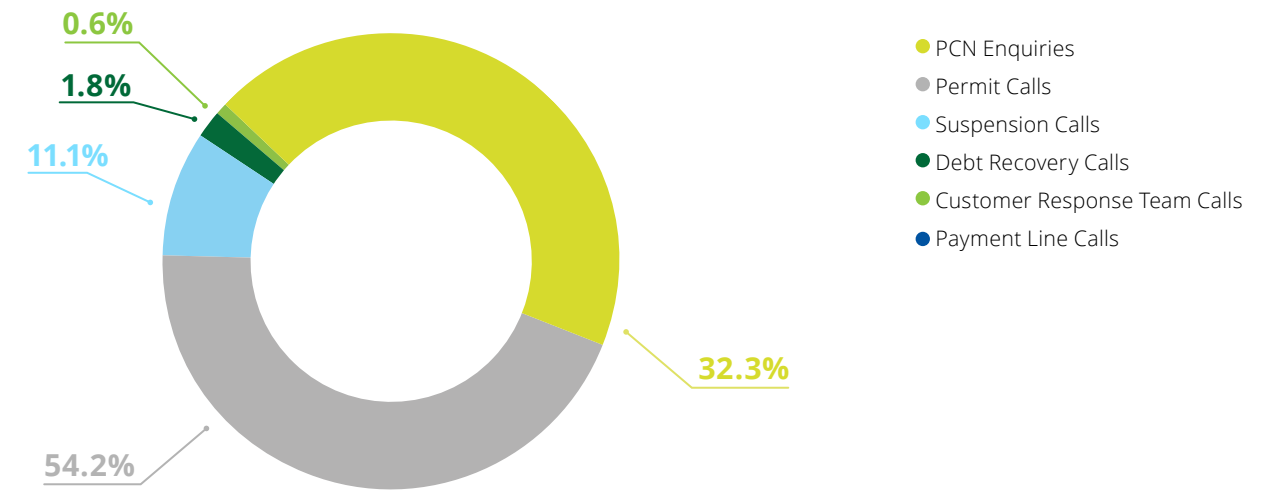


	Stage 1	Stage 2
● 2019/20	94	15
● 2020/21	70	12
● 2021/22	53	12
● 2022/23	84	8

Westminster operates a two 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 2022/23 there were 84 stage 1 complaints answered, an increase of 58% over the previous year. This was mainly due to the increase in PCN issue and motorists objecting to challenges

being rejected. The application of Westminster's parking consideration guidelines underpins our approach to the handling of complaints. These promote common sense decisions through the identification of genuine mistakes, the applying of mitigation, the use of discretion and the application of proportionality. Of the 84 stage one complaints 23 (27%) were upheld and 19 partially upheld (23%). Of the eight parking stage 2 complaints, seven were not upheld with just one upheld.

### Telephony Volumes 2022/23

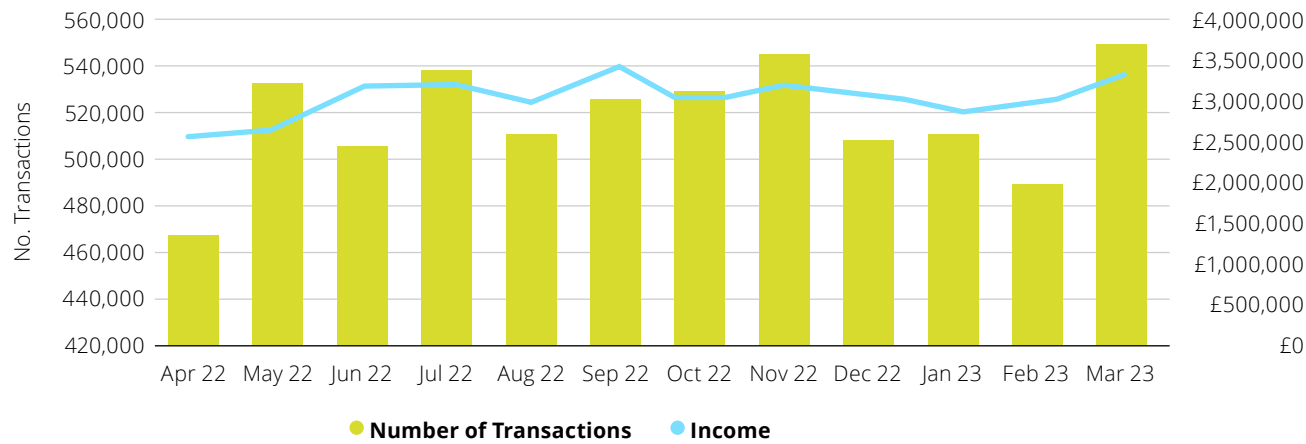


32% of calls received by our Customer Contact Centre are PCN related, commonly customers enquiring about payment. However, calls regarding Permit enquiries had a 5% year on year increase, accounting for 54% of the total calls received. In advance of the launch of our new resident permit system in April 2023 every

single permit holder was contacted and asked to create a password for their new permit account; this stimulated additional contact from permit holders who needed assistance or wanted to make sure the communication was genuine before proceeding. Postal delays also continued to have an impact throughout the year.

# Pay to Park

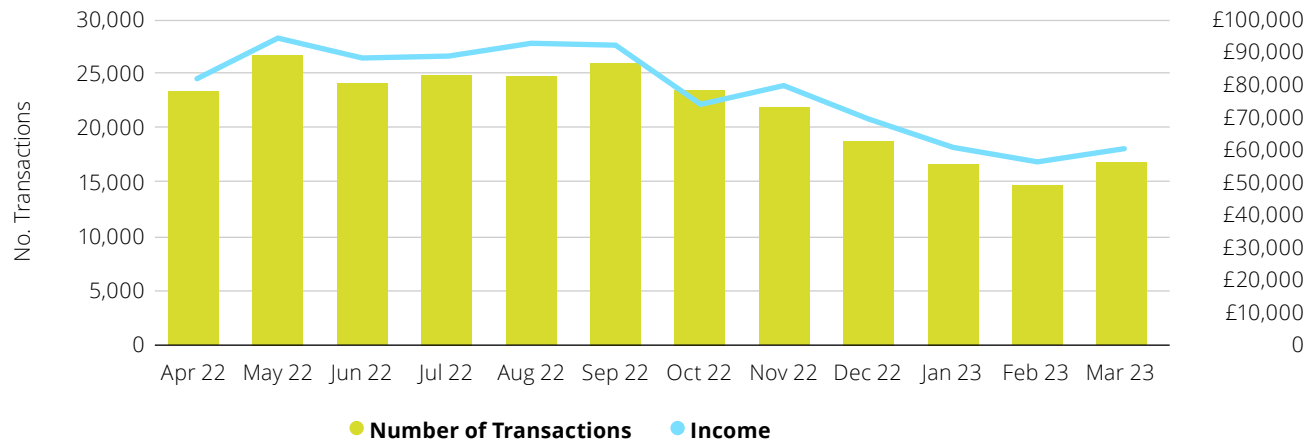
## Pay to Park Income vs Transactions 2022/23



With a total of 6.2m, the overall number of pay to park transactions for the year were at a similar level to 2021/22, however this is still not quite attaining the level experienced pre-pandemic. Although the number of transactions didn't increase, the

total revenue generated for 2022/23 saw an increase of 3.7%. This can be attributed to the introduction of SMS charging from July 2022 onwards which generated additional revenue of £990k and the tariff increases that came into effect in late February 2023.

## Diesel Surcharge Income vs Transactions 2022/23



The Diesel Surcharge has been a city-wide initiative since 2019. The policy imposes a 50% surcharge on top of the standard pay-to-park charges for pre-2015 diesel vehicles. Initially this accounted for around 7.2% of total pay-to-park revenue but has gradually fallen over time to 2.5% by the end of 2022/23. This reduction has proven the success of the scheme, although this

trend was also expected as affected vehicles age and form a smaller percentage of those coming into the City. The extension to ULEZ that was introduced in October 2021 has placed further pressures on the use of these vehicles and as such it is expected to contribute to this income stream reducing further in future years.

# Resident Parking Permits

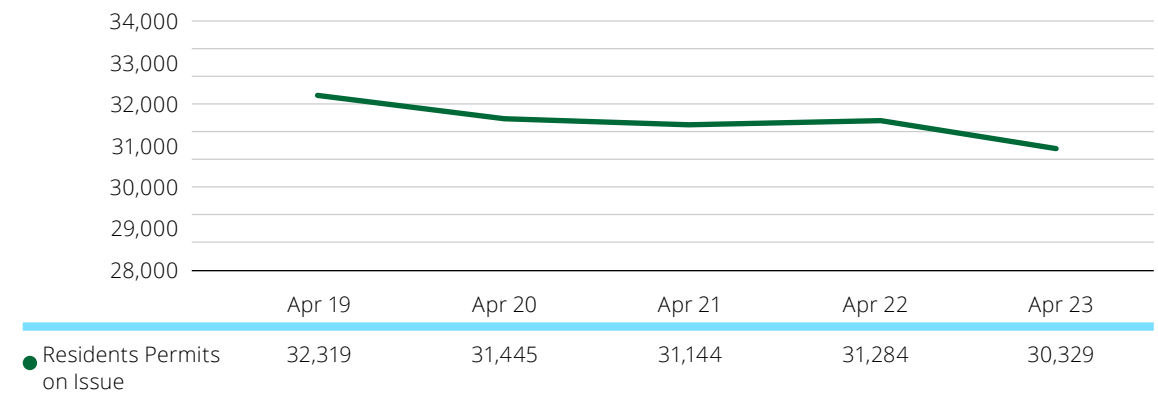
## Residents Permits

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.

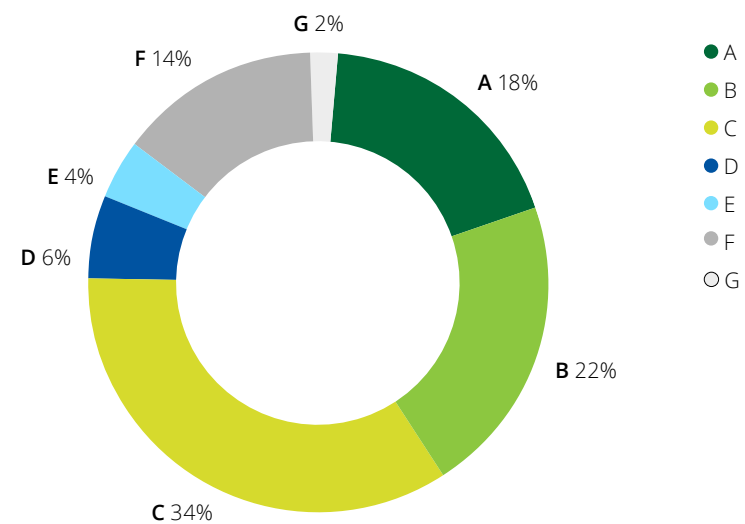
As at April 2023, there were 30,329 residents permits on issue across the city which is a further 3% decrease on 2021/22 levels. The number of low emission permits once again continued to rise for the sixth consecutive year with a further increase of 40% on 2021/22 levels. Although permits of this type continue to rise considerably, these are currently provided free of charge to residents. The distinct shift in people's transport

patterns over the last few years has seen people moving away from cars with a view to choosing more 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-service 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.



## Resident Permit on Issue 2022/23



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/parking-residents/where-you-can-park-resident-permit](https://westminster.gov.uk/parking/parking-residents/where-you-can-park-resident-permit)

### Vehicle Relocations Service

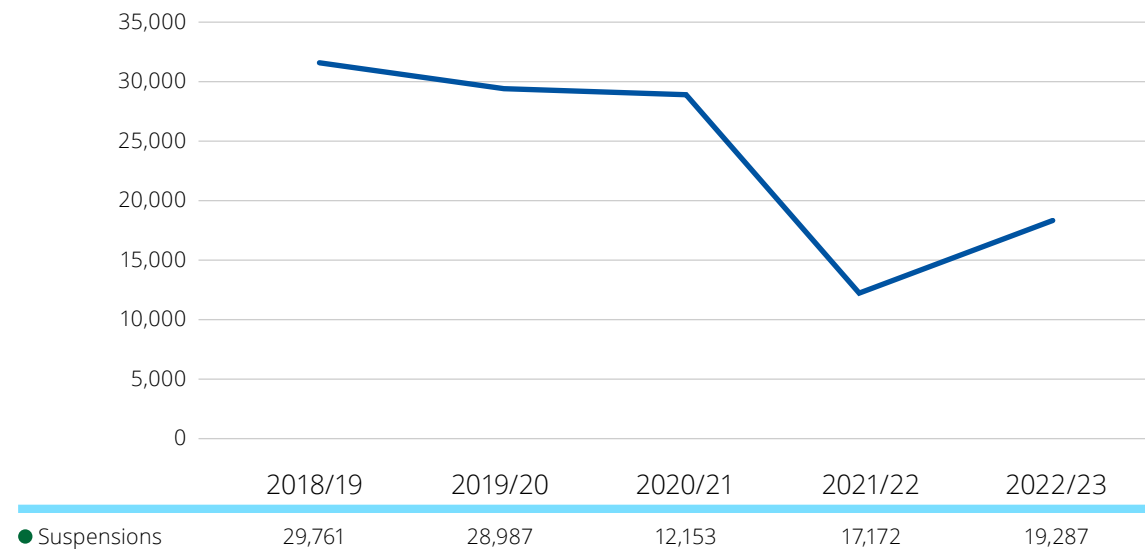
The Westminster vehicle relocations service provides a dedicated relocation vehicle between 08.30 and 14.00 Monday–Saturday. This can be used to relocate vehicles parked in contravention or in such a way that they are preventing access to the kerbside.

In 2022/23, 1,055 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. During 2022/23 there were 98 relocations attributed to Events and Filming plus a further 201 vehicles relocated on behalf of the council's Arboriculture Team for tree pruning.

### Bay Suspensions

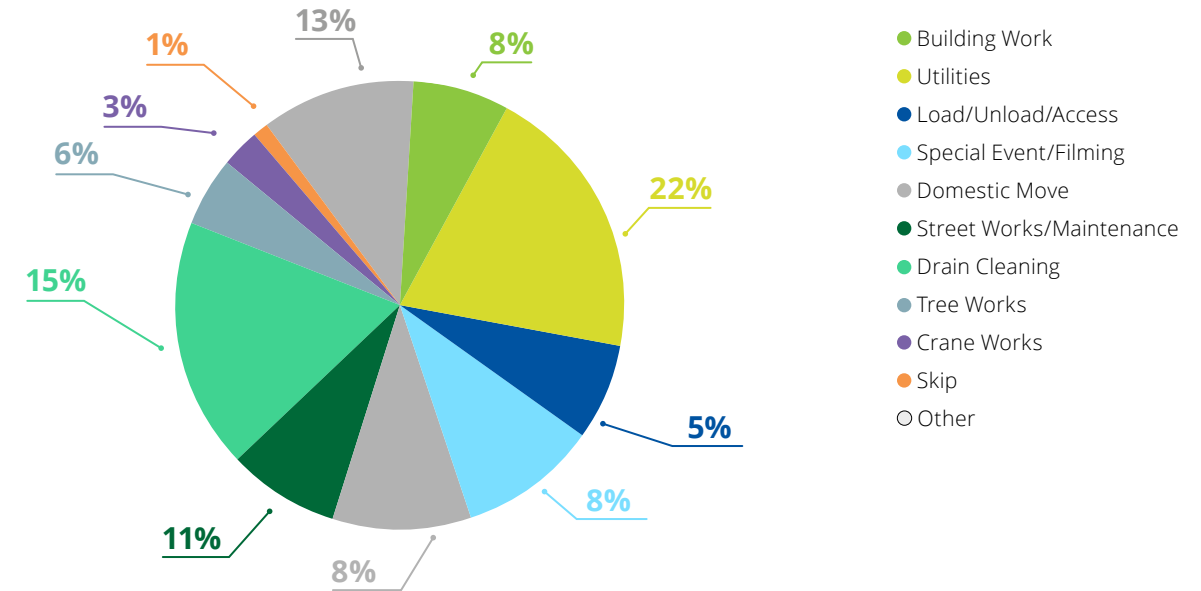
#### Suspensions – Volume of Applications



Parking bays can be suspended for utility/highways works, building works, home and office moves 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 volume of applications rose by 12% during 2022/23 leading to a total of 36,388 actual on street suspensions for the year. Total revenue generated for 2022/23 had a year on year increase of £550k (2.6%). Commercial building works, which include

loading/unloading access, tend to be for the longer term and account for 62% of the total revenue generated from bay suspensions. The back office team also continued to chase down outstanding debts, totalling £3.4m, on unauthorised suspensions, an increase of 26% on 2021/22. Unauthorised Suspensions are 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 when it should have been. On average 78% of total suspensions are for five days and below which indicates that the tiered structure continues to be successful in maximising available kerbside space.

### Suspension Requests 2022/23 – Breakdown by Reason

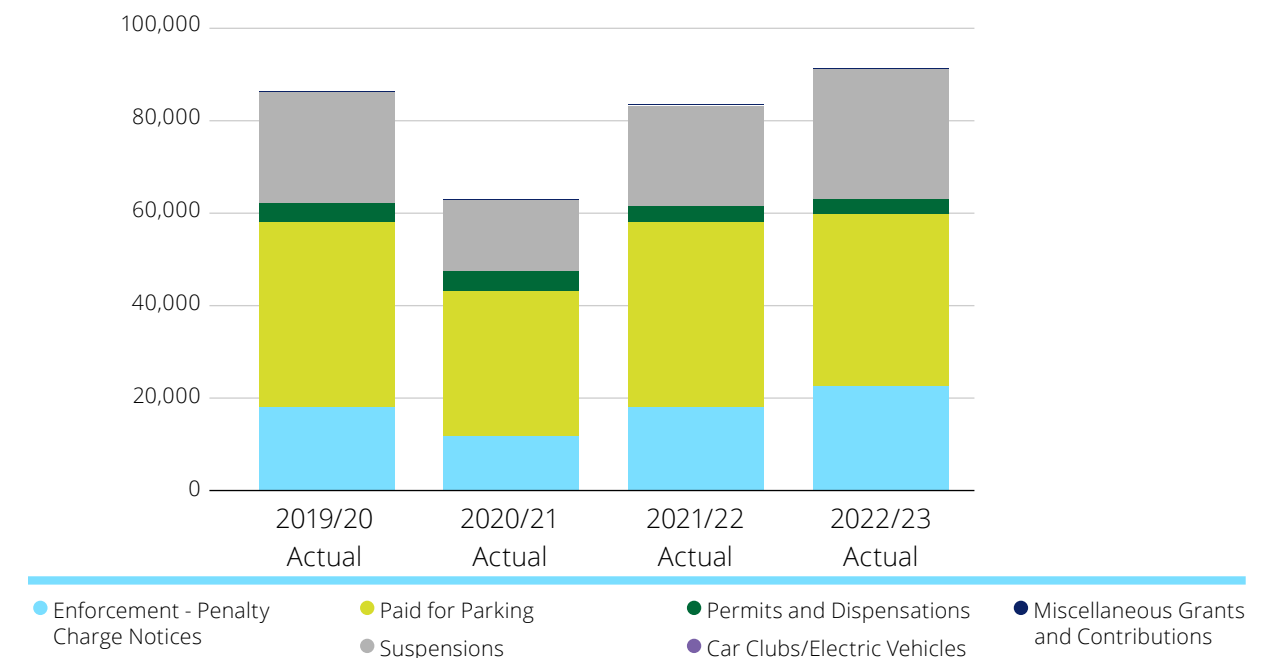


### Financial Information

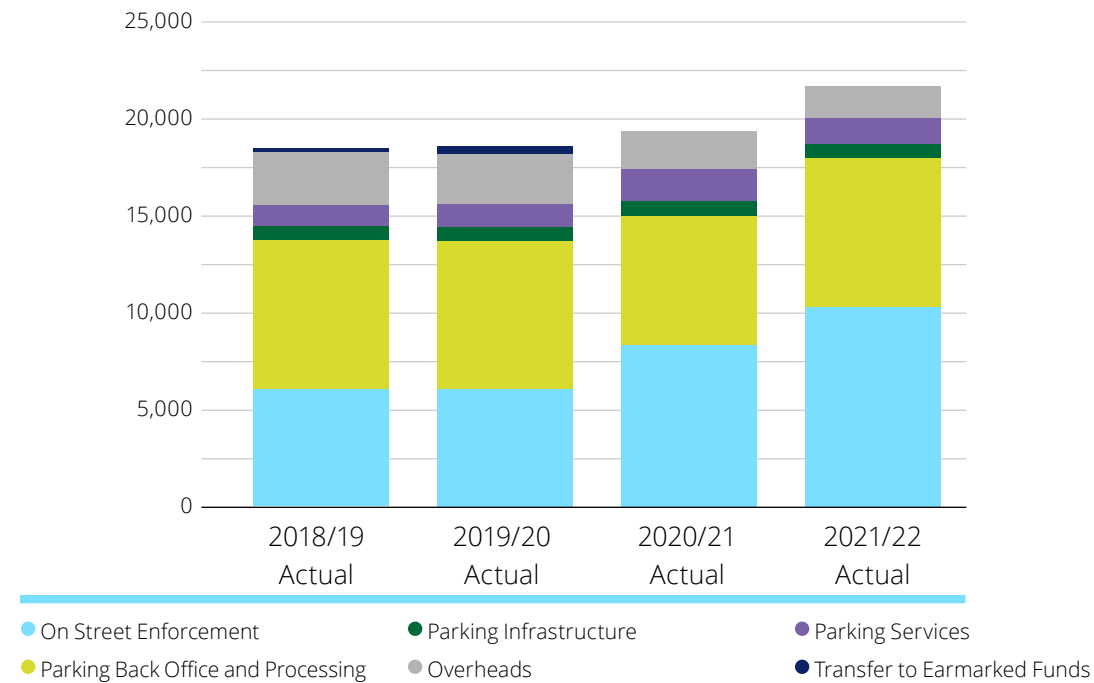
The reported level of revenue generated from the Parking Service for 2022/23 was £90.2m, an overall increase of 7.3% over the previous year. PCN revenue increased by 24.7% in line with the increase in both marshal and Traffic Enforcement Camera issued tickets. The continued high level of kerbside permissions saw suspension revenue increase by 2.6% on 2022/23 levels. Although there was only a

minimal rise in Pay to Park transactions, this was mitigated by additional revenue generated from the full rollout of SMS charging resulting in a year on year increase of 3.7%. The further reduction in Residents Permits on issue contributed to a 5.8% year on year reduction in permit revenue. That said, 2022/23 was the first time that total annual revenue generated for the year returned to a pre-pandemic level.

### On-Street Parking Revenue (£'000)



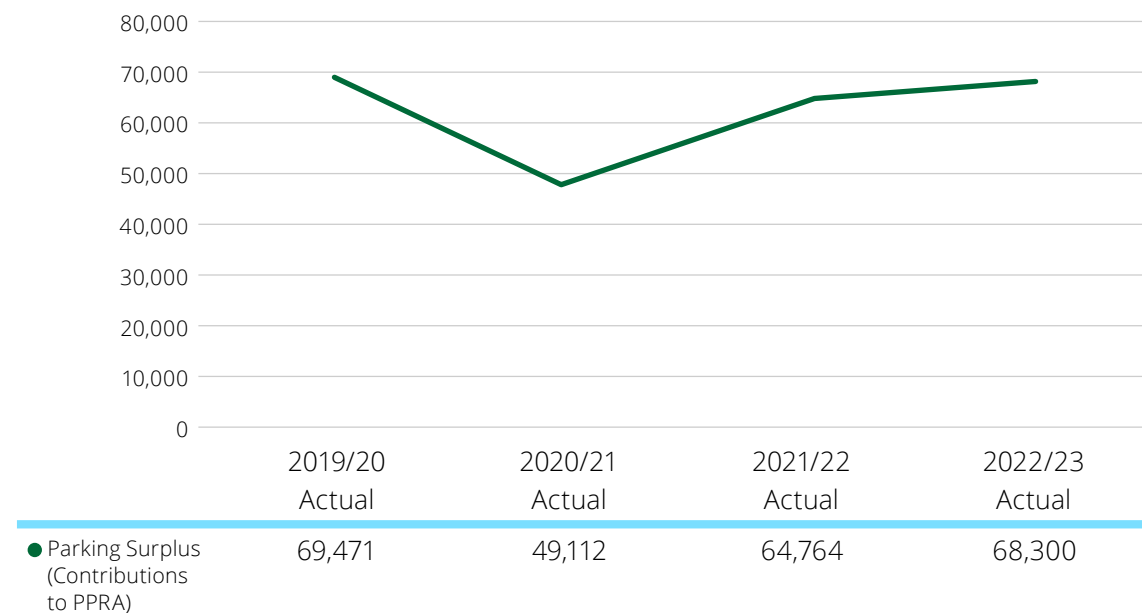
## On-Street Parking Expenditure (£'000)



Total expenditure, for 2022/23 increased 13% on 2021/22 to £21.9m. The largest increase was seen within Enforcement (+18.2%) due mainly in part to the increase in variable staffing cost of Marshals on-street. Increased PCN issues also lead to a corresponding uplift in Back Office costs (+10.2%) as some of these are activity-led such as debt registration and payment processing.

The surplus generated for 2022/23 was 5.5% higher than that reported the previous year which was reflected in a £3.53m increase in available funding to the Parking Places Reserve Account (PPRA). However, this figure was still 1.7% lower than before the pandemic in 2019/20, although this can be attributed to the rise in operating costs.

## Parking Surplus-Contribution to PPRA (£'000)



## Parking Income and Expenditure Statement (£'000)

Revenue	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 Actual
Enforcement - Penalty Charge Notices	17,646	12,473	18,655	23,264
Paid for Parking	39,366	30,850	37,571	38,958
Suspensions	24,194	17,564	21,013	21,563
Permits and Dispensations	5,499	5,570	5,693	5,219
Car Clubs	837	710	787	728
Miscellaneous (Inc. Grants and Contributions)	273	269	386	484
<b>Total Revenue</b>	<b>87,815</b>	<b>67,436</b>	<b>84,105</b>	<b>90,216</b>
Expenditure	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 Actual
On Street Enforcement	7,313	7,348	8,870	10,483
Parking Back Office and Processing	5,980	5,773	6,243	6,880
Parking Infrastructure	973	943	675	865
Parking Services	1,455	1,593	1,633	1,771
Overheads	2,373	1,917	1,917	1,917
Transfer to Earmarked Funds	250	750	-	-
<b>Total Revenue</b>	<b>18,344</b>	<b>18,324</b>	<b>19,338</b>	<b>21,916</b>
Expenditure	2019/20 Actual	2020/21 Actual	2021/22 Actual	2022/23 Actual
<b>Parking Surplus (Contributions to PPRA)</b>	<b>69,471</b>	<b>49,112</b>	<b>64,767</b>	<b>68,300</b>



