1 Greener City Action Plan (GCAP)

1.1 On 19th October a “One Year On” event was organised for the GCAP to celebrate the successes over the past year made by the Council and our partners as well as share new ideas to promote a greener Westminster.

1.2 The event was well attended and the discussion fruitful for sharing experiences. Accompanying me on the panel was Val Shawcross CBE (Deputy Mayor for Transport at the Greater London Authority (GLA), Sally Beck (General Manager at the Lancaster London), Kay Buxton (Chief Executive at Marble Arch London and PaddingtonNow BIDs), James Cooksey (Director of Central London at the Crown Estate) and Peter Harris (Director of Sustainability at UPS). Thank you to Members of the Committee who were able to attend.

1.3 A “One Year On” document was published and this lists some of our achievements to date and sets future goals. The document can be found here https://www.westminster.gov.uk/greener-city-action-plan-0.

2 Biodiversity and Open Spaces

2.1 Officers are updating strategies for biodiversity and open spaces in a single new document. The Strategy will set out our vision for protecting and enhancing biodiversity and making the best use of Westminster’s green infrastructure - both that managed by the Council and our partners.
2.2 Given the partnership approach of the strategy, we continue to have informal consultation with leading stakeholders. Formal public consultation is scheduled early next year.

3 Low Emission Neighbourhood (LEN)

3.1 In September I met with LEN partners to agree project governance and to set objectives for each work stream. WCC officers have started implementing proposals. Our next partnership meeting is scheduled later in November.

3.2 As part of the funding we must appoint a dedicated project manager for the LEN and recruitment for this post is underway.

3.3 As part of Walk to School Month in October, special walk to school assemblies were held. One of our LEN schools, St Mary’s Bryanston Square Church of England Primary School walked to nearby St Edward’s Catholic Primary School to share their travel plan and discuss innovative ideas to increase cycling and walking. St Mary’s Bryanston Square Church of England School has gained Transport for London’s (TfL) Bronze STARS award. This scheme recognises the work the school has done to encourage sustainable, active and safe travel. It is hoped their experience will help St Edwards Catholic Primary School as it develops their own plan to become TfL accredited.

3.4 On 21st October WCC held another anti-idling action campaign, focussed in the LEN. Resident and business volunteers (and some Councillors) met to interact with drivers that morning and raise awareness of the dangerous effects of running a vehicle’s engine unnecessarily. As part of the LEN a succession of these campaign days will be held. The next one will be on the 23rd November.

3.5 Officers are working on a pilot for emission-based charging for on street parking charges. We are trying to gain access to information from the Driver and Vehicle Licensing Agency (DVLA) to enable us to identify more polluting engines from data they hold. I have asked Andrew Jones MP, the Parliamentary Under Secretary of State for Transport at the Department for Transport (DfT) to help us in this regard. In the meantime, the Council plans to trial a diesel surcharge for pay to park in Zone F during standard parking hours. This charge is expected to be brought in around April 2017.

3.6 Locations for the optical taxi rank sensors are being reviewed by officers. The installation of the first bays in the LEN is expected early next year. These sensors will provide real time information on occupancy and monitor over-ranking.
3.7 With our partner Streetcharge, we are trialling a residential EV recharging scheme in the LEN. Locations have been chosen, based on residential interest and a site assessment is currently taking place, with an 18 month pilot expected to be up and running early next year.

3.8 We have allocated some Local Implementation Plan (LIP) funding to introduce measures to improve the public realm for the benefit of pedestrians as one of the steps towards to improving air quality in the LEN. The first scheme involves widening the pavements and raising a junction on Paddington Street to encourage walking as well as extending some of the planting in Paddington Street Gardens.

4 Air Quality

4.1 The Mayor of London has launched the second phase of his air quality consultation now giving the chance to comment on more detailed proposals. WCC provided feedback on the first phase of consultation in July, relaying our support for a surcharge on older polluting vehicles and a more effective Ultra Low Emission Zone. This position will be reiterated when replying to this more technical consultation.

5 Residential Electric Vehicle (EV) Recharging Proposal

5.1 Along with the trial in the LEN, we are including other locations within Westminster to implement this 18 month pilot. Existing ECO resident permit holders have been identified and will be advised of the pilot and introduced to the operator, Streetcharge. Residents expressing interest in procuring an EV will also be asked to register their interest in joining. Their feedback will help determine locations across Westminster. It is hoped that the first of these trials can be operational this year with the others following next year.

6 EV Recharging Points

6.1 Arrangements with Blue Point London (BPL) have been finalised. Work on site selection continues with further sites being surveyed supported by resident and business input. The existing infrastructure will be replaced with BPL units subject to planning permission. BPLs new tariffs came into existence in October for new customers and existing customers will be charged from 1st January at a monthly fee of £4 plus 3.6 pence per minute charging.
6.2 A new concession agreement is being put in place with our existing operators, Chargemaster, Podpoint and Electromotive. Tariffs for these networks are yet to be decided by the operators.

7 Car Clubs

7.1 Steer Davies Gleave (SDG) has finished the options paper which analyses how the car club service could be provided in the future. The current model is round trip, with cars returned to source and we have a single operator, Zipcar. Alternative models include fixed one-way journeys, from point to point, and floating one-way, from point to a permitted “leave zone”. Officers are currently reviewing the paper before liaising with suppliers and neighbouring boroughs to further consider next steps.

8 Parking Policy Review

8.1 As part of the Parking Policy Review (PPR) the Council reviews its parking tariff annually. Tariffs are reviewed based on occupancy levels and comparisons with tariffs in neighbouring boroughs and off-street charges. It is expected that charges in zone G will change, coming into effect from 1st January.

9 Parking Technology

9.1 Officers are working with app developers to update the ParkRight app used by drivers to find available parking spaces. New features will include an integrated payment solution to make the process of paying to park much simpler. Users will need to update the app on their smartphone and reconfirm their payment card details to make use of the new features.

9.2 Following our successful trial with Pimlico Plumbers, WCC has been working with DfT to expand the Integrated Transport project to create a ‘one click’ payment system for businesses to quickly and efficiently pay for parking in Westminster.

9.3 As noted for the LEN, locations for the optical taxi rank are being reviewed by officers.
10 Parking Customer Services

10.1 The table below shows the number of calls dealt with by the parking contact centre. In September the Customer Services team dealt with 19,120 calls.

10.2 The table below shows the Average Speed Answered (ASA) for calls. The Service Level Agreement (SLA) requires the parking contact centre to answer calls within 30 seconds. In September the service level was met.
10.3 The graph below shows the percentage of calls answered within the service level. The SLA requires at least 80% of calls to be made within 30s. For September the service level was met.

![Service Level - PCN](image)

<table>
<thead>
<tr>
<th></th>
<th>Apr-16</th>
<th>May-16</th>
<th>Jun-16</th>
<th>Jul-16</th>
<th>Aug-16</th>
<th>Sep-16</th>
</tr>
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<tr>
<td>PCN</td>
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<td>83%</td>
<td>81%</td>
<td>80%</td>
<td>82%</td>
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<tr>
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<td>86%</td>
<td>87%</td>
<td>86%</td>
<td>82%</td>
<td>81%</td>
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<tr>
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<td>98%</td>
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<td>98%</td>
</tr>
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<td>85%</td>
<td>88%</td>
<td>86%</td>
<td>87%</td>
</tr>
</tbody>
</table>

10.4 The table below shows the Average Handling Time (AHT). The emphasis for our contact centre is on customer service and having one contact point for each issue.

![AHT](image)

<table>
<thead>
<tr>
<th></th>
<th>Apr-16</th>
<th>May-16</th>
<th>Jun-16</th>
<th>Jul-16</th>
<th>Aug-16</th>
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<tr>
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<td>03:06</td>
<td>03:17</td>
<td>03:19</td>
<td>03:17</td>
</tr>
</tbody>
</table>
11 **Operation Neon**

Operation Neon continues to address hot spot taxi and Private Hire Vehicle (PHV) parking issues as well as engine idling. Cumulative results from 8th May 2015 to 22nd October 2016 are as follows:

- 153 operations
- 11,335 PHV drivers advised and moved on to keep roads clear for taxis and booked PHVs.
- 464 PHV drivers reported for not having a badge and were stopped from working for the remainder of the evening.
- 5,425 PHV drivers reported for not wearing their badge.
- 67 PHV drivers reported for plying for hire offences (this includes plying and section 2 offences).
- 1,423 PHV drivers reported for parking on taxi ranks.
- 3,878 Parking tickets issued.
- 16 instances of engine idling was recorded. The low number is due to the fact that this operation focuses on substantial parking offences and so will record this issue as an offence rather than within engine idling.

12 **Engine Idling**

12.1 Marshals including our dedicated ‘Air Force’ marshals continue to take action against vehicles unnecessarily idling when stationary and advising drivers to switch off their engine. As of 23rd October, records show 6,898 drivers have been spoken to since its introduction in April 2015.

12.2 Officers are putting in place a new process to allow our Marshals to issue Penalty Charge Notices (PCNs) to drivers unnecessarily running their engines. Previously only Fixed Penalty Notices (FPNs) of £20 could be imposed. The change requires updating the Traffic Orders. The PCNs will only be applied for repeat offenders. All the data on when a Marshall has spoken to a driver is held on the system, so it is easy to identify offenders.

12.3 As previously discussed another Anti-Idling Campaign day was held in Westminster. Volunteers from local residents and businesses interacted with drivers to raise awareness of the dangerous effects on unnecessarily running a vehicle’s engine. Another campaign day is scheduled for 23rd November and will send volunteers to Mayfair and Marylebone.
13 Cycle Schemes

13.1 A formal application for two on street bike hangars on Ilbert Street went into the planning process. Only one hangar will be installed initially, should planning be approved, with a second only installed should demand warrant it.

13.2 The contract for the bike loan scheme has been awarded to London Cycling Campaign (LCC). Officers are working with LLC to develop a Service Level Agreement (SLA) to make sure residents are provided with an effective service. The scheme will be promoted to residents in due course.

13.3 At the end of November, WCC staff will test the Public Health app promoting cycling and walking. After one month’s trial, the app will be assessed before more widely.

14 Central London Cycle Grid

14.1 The series of stakeholder sessions on Cycle Superhighway 11 have finished and TfL is using this information to examine and adjust designs where necessary. I have written to TfL reiterating that while we wish to promote cycling, we cannot support this scheme in its current form. Furthermore a number of requests for further information from TfK has been made by the Council and by residents, some of which is still outstanding. I made it clear that we could not endorse any new proposal until we have assessed this data. I also restated our concerns regarding closure of The Regent’s Park gates and the potential knock-on effect of displaced traffic on residential streets.

14.2 Quietway Bloomsbury to Southbank (QW68) in Wellington Street is currently being constructed. This began in October and is due to be complete in April.

14.3 Quietway Hyde Park to Belgravia (QW19) was completed in October.

14.4 Quietway Regents Park to Gladstone Park TfL Road Network (TLRN) junction is currently being constructed at Boundary Road and Finchley Road.

14.5 Quietway Camden Town to Little Venice TLRN junction was completed in October at Edgware Road and Blomfield Terrace.
15 The Walking Strategy

15.1 Consultation for the draft Walking Strategy closed on 30th September. Officers are reviewing feedback and a first summary of the responses and issues considered by Sustainable Travel Task Group on 25th October. Thank you to those Committee Members who responded to the consultation and took the time to review comments at the Task Group. The Task Group feedback was very helpful advising that the Strategy should focus on those elements that will have the most effect, for example removing street clutter. It was also considered that the Strategy should have more ambition in generating a modal shift. A number of stakeholder meetings were held during the development of the Strategy and it is thought that this level of engagement encouraged the very helpful, detailed comments received from landowners, BIDs, residents and other interested parties.

15.2 With the use of LIP funding, we shall implement measures to improve walking in Marylebone. The first scheme involves widening the pavements and raising a junction on Paddington Street to encourage walking and to extend the planting next Paddington Street Gardens to create a more pleasant walking environment on the street.