



# Heathrow Area Transport Forum (HATF) Parking Special Interest Group

Monday 2<sup>nd</sup> October 2023

Working together for better surface  
transport access to Heathrow



# Welcome and Introductions

Tim Leech, Heathrow Airport Limited

Working together for better surface transport access to Heathrow

# Agenda

|   | Item  | Owner   |
|---|---|---|
| 1 | Welcome and Introductions   | <i>Tim Leech, Heathrow Airport Limited (HAL)</i>            |
| 2 | Actions from previous meeting   | <i>Tim Leech, HAL</i>                                       |
| 3 | Stakeholder views <ul style="list-style-type: none"> <li>- Transport for London (TfL)</li> <li>- British Parking Association (BPA)</li> <li>- Police</li> </ul> | <i>Stakeholder representatives</i>                          |
| 4 | Action Plan <ul style="list-style-type: none"> <li>- Draft Action Plan</li> <li>- Stakeholder views on draft Action Plan</li> </ul>                             | <i>Tim Wells, HAL</i><br><i>Stakeholder representatives</i> |
| 5 | Agree next steps and partnership working  | <i>All</i>  |
| 6 | A.O.B.  | <i>All</i>  |





# Actions from previous meeting

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# Actions from previous meeting

| Action  | Owner(s)        | Update   |
|---|-----------------|--|
| Continue to collaborate with other airports and stakeholders on issues such as rogue Meet and Greet                       | HAL             | Ongoing - Planning national communications campaign to increase awareness of rouge M&G operators through help of BPA |
| Share Public Space Protection Order details with other Local Authorities  | SW (Hillingdon) | In progress<br>Further meeting took place on 25/9/23 with HAL to gain understanding on PSPOs                         |
| Provide more detail on Heavy Goods Vehicle parking proposal   | HAL (TW)        | In progress  |
| Conduct survey of private hire vehicle drivers not using the Authorised Vehicle Area                                      | HAL (SK / SJP)  | In progress  |
| Set up next meeting (2nd October at 1pm and invite Police, British Parking Association (BPA) & Transport for London (TfL) | HAL             | Completed  |



# Stakeholder Views

Transport for London, British Parking Association, Met Police

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# Draft Action Plan

Tim Wells, HAL

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# Draft Action Plan

- Draft Action plan developed through stakeholder engagement, including the first HATF Parking SIG.
- Interventions within the draft Action Plan would be delivered by the responsible organisation identified.
- Action Plan split into 6 categories:
  - Communication and awareness
  - Infrastructure
  - Pricing
  - Operational
  - Regulation and enforcement
  - Other
- Stakeholder feedback and collective buy-in is essential to ensuring an agreed Action Plan is robust and deliverable.



# Draft Action Plan – Communication and Awareness

| Mitigation proposal   | Who is responsible? | What vehicles does it mitigate against? | Implementation timescale | Progress/Update  |
|---|---------------------|---|--------------------------|--|
| Passenger communications campaign including physical and digital guidance   | HAL                 | Rogue meet and greet                    | Short term               | Underway and will continue   |
| Hand out leaflets to private hire drivers to make them aware of the AVA.  | HAL                 | Private hire                            | Short term               | Underway and will continue   |
| Hand out leaflets to private hire drivers to make them aware of the AVA, the improved facilities and the trial discount scheme (still TBC).   | HAL                 | Private hire                            | Short term               | Leaflet being designed and will be distributed on completion of the improvements and finalisation of the trial discount Ts&Cs. |
| Provide residents/local communities with signs to put up stating 'No parking. No taxis, private hire or mini-cabs. This is a residential area. Please use the designated authorised vehicle area on the Northern Perimeter Road, TW6 2EW' | HAL                 | Private hire                            | Short term               | This has been done in the past and could be done again   |
| Issue letters to all licensing authorities in England and Wales making them aware of the AVA and reminding PHV operators in their area not to wait in residential areas around Heathrow   | HAL                 | Private hire                            | Short term               | HAL to progress.   |
| Run a national press campaign about choosing a reputable airport parking provider and the risks of using a rogue meet and greet operator  | BPA;<br>HAL         | Rogue meet and greet                    | Short term               | HAL working with BPA press office to develop the national campaign   |

# Draft Action Plan – Infrastructure

| Mitigation proposal   | Who is responsible? | What vehicles does it mitigate against? | Implementation timescale | Progress/Update  |
|---|---------------------|---|--------------------------|--|
| Improve AVA facilities including a new catering provider, covered seating area, improved prayer room. | HAL                 | Private hire                            | Short term               | Implementation underway. Due to be complete by mid-October.. |
| Review potential for additional AVA location closer to T4/T5.   | HAL                 | Private hire                            | Long term                | HAL to review  |

# Draft Action Plan – Pricing

| Mitigation proposal  | Who is responsible? | What vehicles does it mitigate against? | Implementation timescale | Progress/Update                                  |
|--|---------------------|---|--------------------------|--|
| Trial some form of pricing incentive – e.g. making the AVA free for the first hour or discount in short stay car parks for users of the AVA. Use trial to review impact of pricing as a measure to encourage greater use of the AVA. | HAL                 | Private hire                            | Short/medium term        | HAL to investigate – logistics, competition law. |



# Draft Action Plan – Operational

| Mitigation proposal   | Who is responsible? | What vehicles does it mitigate against? | Implementation timescale | Progress/Update  |
|---|---------------------|---|--------------------------|--|
| Encourage private hire operators to geo-fence operations to the Authorised Vehicle Area (AVA) | HAL                 | Private hire                            | Short/medium term        | Uber and Bolt, the largest ride-hail app operators, are now geo-fenced to the AVA. |

# Draft Action Plan – Regulation and Enforcement (1 of 2)

| Mitigation proposal   | Who is responsible?  | What vehicles does it mitigate against?           | Implementation timescale | Progress/Update  |
|---|--|---|--------------------------|--|
| Issue 'cease and desist' letters to rogue meet and greet operators.   | HAL  | Rogue meet and greet                              | Short term               | Underway and will continue   |
| Develop a Parking Code of Practice  | British Parking Association  | Rogue meet and greet                              | Short term               | Underway   |
| Undertake insurance checks on meet and greet operators in HAL car parks   | Met Police<br>APCOA  | Rogue meet and greet                              | Short term               | Started in August and will continue  |
| Increase enforcement where parking controls are in place  | Slough BC;<br>LB Hillingdon;<br>Spelthorne BC/Surrey CC;<br>LB Hounslow;<br>Bucks CC;<br>HAL | Rogue meet and greet;<br>Private hire;<br>Freight | Short/medium term        | HAL provided funding to LB Hillingdon as part of a trial, potential to widen this to other local authorities |
| Increase the extent of Controlled Parking Zones (CPZs) around Heathrow. Collaborative approach between local authorities to avoid moving the issue. | Slough BC;<br>LB Hillingdon;<br>Spelthorne BC/Surrey CC;<br>LB Hounslow;<br>Bucks CC         | Rogue meet and greet;<br>Private hire;<br>Freight | Medium term              |  |
| Consider introducing Public Space Protection Orders (PSPOs) to enable dispersal of waiting vehicles   | Slough BC;<br>Spelthorne BC/Surrey CC;<br>LB Hounslow;<br>Bucks CC                           | Private hire;<br>Freight                          | Medium term              | LB Hillingdon already has one in place   |

# Draft Action Plan – Regulation and Enforcement (2 of 2)

| Mitigation proposal   | Who is responsible?   | What vehicles does it mitigate against?           | Implementation timescale | Progress/Update   |
|---|---|---|--------------------------|---|
| Lobby Government to make the Parking Code of Practice mandatory for all parking providers   | BPA;<br>HAL<br>Slough BC;<br>LB Hillingdon;<br>Spelthorne BC/Surrey CC;<br>LB Hounslow;<br>Bucks CC | Rogue meet and greet                              | Medium/long term         | Regulation change so may take some time.  |
| Implement a private hire permitting/licensing scheme which could give greater control over private hire at Heathrow. This could enable HAL to make it mandatory for PHVs to wait in the AVA. There is not currently a legal way to do this. | HAL   | Private hire                                      | Long term                | HAL to review and seek legal advice   |
| Lobby Government to reverse the 2015 decision to prevent local authorities enforcing parking restrictions through CCTV. Local authorities could then enforce against waiting private hire drivers more easily.                              | HAL;<br>Slough BC;<br>LB Hillingdon;<br>Spelthorne BC/Surrey CC;<br>LB Hounslow;<br>Bucks CC        | Rogue meet and greet;<br>Private hire;<br>Freight | Long term                | Only worth doing if local authorities would make use of any change in legislation |



# Draft Action Plan – Other

| Mitigation proposal   | Who is responsible?                                    | What vehicles does it mitigate against?           | Implementation timescale | Progress/Update            |
|---|--|---|--------------------------|----------------------------|
| Share knowledge with stakeholders on rogue meet and greet operators   | HAL;<br>LB Hillingdon Trading Standards;<br>Met Police | Rogue meet and greet                              | Short term               | Underway and will continue |
| Develop a reporting portal on the Heathrow website for local community issues, including parking/waiting issues. This would enable up-to-date tracking of the latest local community issues | HAL  | Rogue meet and greet;<br>Private hire;<br>Freight | Short/medium term        | HAL to progress.           |



# Stakeholder views on draft Action Plan

All

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# Agree next steps and partnership working

All

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