



Heathrow Area Transport Forum (HATF) Parking Special Interest Group

Wednesday 24th January 2024

Working together for better surface
transport access to Heathrow



Welcome and Introductions

Tim Leech, Heathrow Airport Limited

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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	Local community update	<i>Roger Green, Local Community Forum Chair</i>
4	Local authority updates	Local authority colleagues
5	British Parking Association (BPA) update	<i>Sara Fisher, BPA</i>
6	Police update	<i>Mike Smooker, Aviation Police</i>
7	Heathrow update on actions and overall Action Plan	<i>Tim Wells, HAL</i>
8	Next steps	<i>All</i>
9	A.O.B.	<i>All</i>



Actions from previous meeting

Tim Leech, HAL

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Actions from previous meeting

Action	Owner(s)	Update
Provide more detail on Heavy Goods Vehicle parking proposal	HAL (TW)	Proposals being developed, timescales TBC
Conduct survey of private hire vehicle drivers not using the Authorised Vehicle Area	HAL (SK / SJP)	In progress
Local authorities to consider extent to which they want to introduce Controlled Parking Zones/Public Space Protection Orders.	Local Authorities	Updates to be provided under agenda item 4
HAL to work with local authorities to agree signage and locations.	HAL and Local Authorities	No update
HAL to share digital version of Authorised Vehicle Area leaflet.	HAL	Complete



Local community update

Roger Green, Local Community Forum Chair

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Local authority updates

Local authority colleagues

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Local authority updates

- Slough BC
- Spelthorne BC
- Surrey CC
- LB Hillingdon
- LB Hounslow
- Buckinghamshire CC
- RB Windsor and Maidenhead





British Parking Association update

Sara Fisher, BPA

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Police update

Mike Smooker, Aviation Police

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Heathrow update

Tim Wells, HAL

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Heathrow update

Progress since last meeting

- HAL has held bilateral meetings with local authorities to discuss appetite for and progress against interventions under their control.
- HAL has progressed interventions in the Action Plan under our control, including:
 - Distributed new leaflets to increase awareness of Authorised Vehicle Area amongst private hire drivers.
 - Developing and testing a process for a discount in multi-storey car parks for Authorised Vehicle Area users ahead of a proposed trial in Q1 2024.
 - Implementation of improved facilities in the Authorised Vehicle Area including new catering provider, covered seating area and multi-faith prayer room.
 - Continued developing Taxi and Private Hire Strategy.



Action Plan update

- The following slides set out the latest updates on the initiatives included within the Action Plan.
- As agreed at the previous meeting, interventions within the Action Plan will be delivered by the responsible organisation identified.
- HAL will continue to co-ordinate and update the Action Plan

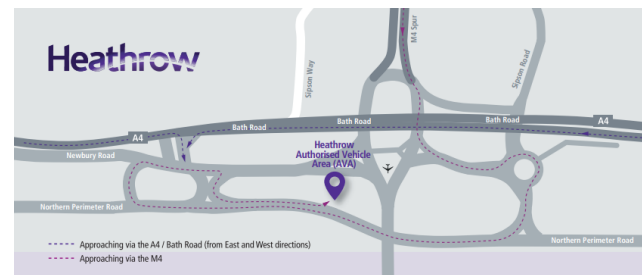
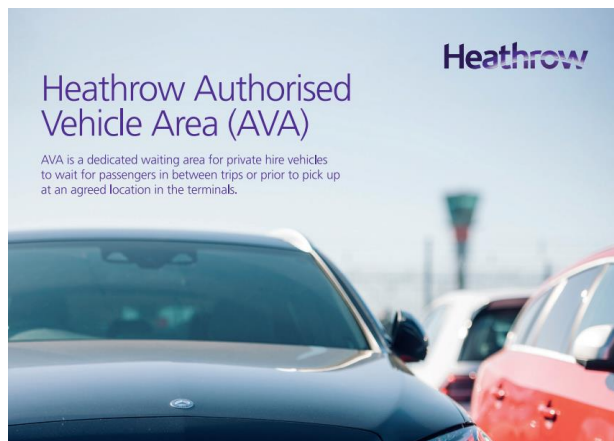
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Action Plan – Communication and Awareness (1 of 2)

Category	Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale	Progress/Update
Communication 1	Passenger communications campaign including physical and digital guidance	HAL	Rogue meet and greet	Short term	Underway and will continue
Communication 1	Hand out leaflets to private hire drivers to make them aware of the Authorised Vehicle Area and the improved facilities.	HAL	Private hire	Short term	Underway and will continue. C.250 leaflets distributed so far.
Communication 1	Hand out leaflets to private hire drivers to make them aware of the Authorised Vehicle Area, the improved facilities and the trial discount scheme.	HAL	Private hire	Short term	Leaflet designed and will be distributed on finalisation of the trial discount Ts&Cs.



Improved facilities – open from 06:00 to 00:00 (Midnight)

- New caterer offers expanded hot meal selection (including halal options)
- Indoor seating
- Upgraded prayer room

Opening times:

24 hours / 7 days a week

Location:
Northern Perimeter Road,
Middlesex, TW6 2EQ

Any questions?
FAQs are provided on the AVA website

AVA website:



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Action Plan – Communication and Awareness (2 of 2)

Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale	Progress/Update
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 Authorised Vehicle Area and reminding private hire 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; HAL	Rogue meet and greet	Short term	HAL working with BPA and airports across the UK to develop a national campaign
Increase awareness of the Authorised Vehicle Area through promoting in private hire trade magazines	HAL	Private hire	Short term	HAL to progress

Action Plan – Infrastructure

Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale	Progress/Update
Improve Authorised Vehicle Area facilities including a new catering provider, covered seating area, improved prayer room.	HAL	Private hire	Short term	Implemented October 2023
Review potential for additional Authorised Vehicle Area location closer to T4/T5.	HAL	Private hire	Long term	HAL to review. Potential challenge for operators who geo-fence
Enable the right turn at the exit of the Authorised Vehicle Area to reduce journey times to Terminal 5 for private hire.	HAL	Private hire	Medium term	New signalised junction required. Impacts would need to be modelled.
Provide an HGV parking/waiting area on-airport to reduce likelihood of freight vehicles waiting in local communities.	HAL	Freight	Medium/long term	HAL working with a 3rd party to design a Truck Call Forward Facility off the Southern Perimeter Road. Timescales TBC.



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Action Plan – Pricing

Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale	Progress/Update
Trial a pricing incentive – e.g. discount in short stay car parks for users of the Au. Use trial to review impact of pricing as a measure to encourage greater use of the Authorised Vehicle Area.	HAL	Private hire	Short term	HAL has worked with APCOA to develop the operational process for a MSCP discount for AVA users. This is currently being tested.

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.	HAL	Private hire	Short/medium term	Uber and Bolt, the largest ride-hail app operators, are now geo-fenced to the Authorised Vehicle Area.

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	Parking Code of Practice developed. HAL and BPA collaborating to implement at Heathrow ahead of summer 2024.
Undertake insurance checks on meet and greet operators in HAL car parks	Met Police APCOA	Rogue meet and greet	Short term	Started in August 2023 and will continue
Increase enforcement where parking controls are in place	Slough BC; LB Hillingdon; Spelthorne BC/Surrey CC; LB Hounslow; Bucks CC; HAL	Rogue meet and greet; Private hire; 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; LB Hillingdon; Surrey CC; LB Hounslow; Bucks CC	Rogue meet and greet; Private hire; Freight	Medium term	Slough BC progressing plans for CPZs in Poyle and Colnbrook. Surrey CC require 70% community support which is highly unlikely in Stanwell Moor Village and other areas near the airport.

Action Plan – Regulation and Enforcement (2 of 2)

Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale	Progress/Update
Consider introducing Public Space Protection Orders (PSPOs) to enable dispersal of waiting vehicles	Slough BC; Spelthorne BC; LB Hounslow; Bucks CC	Private hire; Freight	Medium term	LB Hillingdon already has one in place. Spelthorne BC consulting on a new PSPO covering Stanwell Moor Village, including specific mention of private hire
Lobby Government to make the Parking Code of Practice mandatory for all parking providers	BPA; HAL Slough BC; LB Hillingdon; Spelthorne BC/Surrey CC; LB Hounslow; 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 private hire drivers to wait in the Authorised Vehicle Area. 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; BPA; Slough BC; LB Hillingdon; Spelthorne BC/Surrey CC; LB Hounslow; Bucks CC	Rogue meet and greet; Private hire; Freight	Long term	HAL, local authorities and BPA keen on this although with a General Election in 2024, lobbying will need to wait until late-2024 or 2025.

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; LB Hillingdon Trading Standards; 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; Private hire; Freight	Short/medium term	HAL to progress.



Next Steps

All

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