

The background of the slide is a blurred image of a high-speed train moving through a tunnel. The train is captured in motion, with streaks of light and color. A large, semi-transparent circular graphic is overlaid on the center of the image, consisting of several concentric rings in shades of purple, blue, and grey. The text is centered within this circular area.

Local Community Parking Action Plan

March 2024

Heathrow

LOCAL COMMUNITY PARKING ACTION PLAN

The Heathrow Local Community Parking Action Plan has been developed in collaboration with the Heathrow Area Transport Forum, Local Community Forum, local authorities, Transport for London, Police and the British Parking Association. The Action Plan aims to reduce issues related to rogue meet and greet operators, private hire, freight and other airport-related movements.

Tackling local community parking and waiting issues requires a collaborative approach, with interventions identified for delivery by a range of organisations.

The Action Plan sets out interventions in six categories:

- Communication and awareness
- Infrastructure
- Pricing
- Operational
- Regulation and enforcement
- Other



COMMUNICATION AND AWARENESS (1 OF 2)

Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale
Passenger communications campaign including physical and digital guidance	Heathrow Airport Limited (HAL)	Rogue meet and greet	Short term
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



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:



COMMUNICATIONS AND AWARENESS (2 OF 2)

Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale
Provide residents/local communities with signs to put up stating 'No parking. No waiting. 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
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
Run a national press campaign about choosing a reputable airport parking provider and the risks of using a rogue meet and greet operator	British Parking Association (BPA); HAL	Rogue meet and greet	Short term
Increase awareness of the Authorised Vehicle Area through promoting in private hire trade magazines	HAL	Private hire	Short term



INFRASTRUCTURE

Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale
Improve Authorised Vehicle Area facilities including a new catering provider, covered seating area, improved prayer room.	HAL	Private hire	Short term
Review potential for additional Authorised Vehicle Area location closer to T4/T5.	HAL	Private hire	Long term
Review feasibility and benefits of enabling 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
Undertake feasibility to provide a heavy goods vehicle (HGV) parking/waiting area on-airport to reduce likelihood of freight vehicles waiting in local communities.	HAL	Freight	Medium/long term



PRICING

Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale
<p>Assess impact of communication and awareness, infrastructure, operational and enforcement measures and then, if required, review potential operation and benefits of a trial pricing incentive (e.g. discount in short stay car parks for users of the Authorised Vehicle Area). Use trial to review impact of pricing as a measure to encourage greater use of the Authorised Vehicle Area.</p>	<p>HAL</p>	<p>Private hire</p>	<p>Medium term</p>

OPERATIONAL

Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale
Encourage app-based private hire operators to geo-fence operations to the Authorised Vehicle Area.	HAL	Private hire	Short/medium term

REGULATION AND ENFORCEMENT (1 OF 2)

Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale
Issue 'cease and desist' letters to rogue meet and greet operators.	HAL	Rogue meet and greet	Short term
Develop a meet and greet operator code of practice (AM-GO)	BPA	Rogue meet and greet	Short term
Undertake insurance checks on meet and greet operators in HAL car parks	Met Police APCOA	Rogue meet and greet	Short term
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
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

REGULATION AND ENFORCEMENT (2 OF 2)

Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale
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
Lobby Government to make the meet and greet operator scheme (AM-GO) mandatory for all meet and greet providers	BPA; HAL; Slough BC; LB Hillingdon; Spelthorne BC/Surrey CC; LB Hounslow; Bucks CC	Rogue meet and greet	Medium/long term
Review potential for 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
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

OTHER

Mitigation proposal	Who is responsible?	What vehicles does it mitigate against?	Implementation timescale
Share knowledge with stakeholders on rogue meet and greet operators.	HAL; LB Hillingdon Trading Standards; Met Police	Rogue meet and greet	Short term
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



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