

Arsenal Resident and Councillor Meeting

Questions from meeting on 17 August 2023, 1800-1930

Chair: Ward Councillors

Matchday parking and e-vouchers

Inaccessibility of Ringo: What support is there for residents who cannot use Ringo and the e-voucher system? How can they receive visitors?

Response: The council can provide tailored support for those struggling to use Ringo. Please email Parking.Ringo@islington.gov.uk or call 020 7527 2000

Enforcement: How can enforcement be improved to avoid visitors entering Bryantwood Road 24 hours before the match to avoid the restrictions?

Response: Whilst we are unable to prevent vehicles from entering the location 24 hours prior, we have instructed officers to attend the location as part of the matchday patrols in an effort to enforce any illegally parked vehicles and deter future illegal parking.

How can enforcement be improved to prevent double parking and parking in cycle lanes?

Response: Double parking and illegal parking in cycle lanes is enforced throughout the borough and also extended to match day enforcement. We cannot guarantee that this will be stopped but we are taking the action necessary to penalise vehicles observed to be parked in this manner and discourage such parking.

Can there be better enforcement of coaches on Hornsey Road and better enforcement of no idling on Cavemen Road?

Response: In addition to feeding back this information to our officers completing the patrols, we have also made Arsenal staff aware of the issue of coaches parking illegally for further action to be taken on their end.

Arsenal ward councillors will continue to investigate this with colleagues at Arsenal and council officers.

Data: Can the council provide the statistics of the number of e-vouchers being illegally sold on ebay?

Response: Ebay is one third party where we have seen the re-sale of paper vouchers. Parking space rental websites like Yourparkingspace.com have adverts for the sale of vouchers. Due to data protection laws these companies would not share their member details with us.

Unfortunately, we do not have a database of the serial numbers of our vouchers and which residents we sell them to, so we cannot determine which vouchers are being sold on third party websites. Our terms and conditions do state vouchers cannot be resold to third parties and enforcement action will be taken against any vehicle believed to have not directly purchased a voucher from the council. However, it is exceedingly difficult to prove who, and the number of residents that are doing this.

Accusation of profiteering: The switch to e-vouchers is a very heavy-handed approach when a more sensible, less profit-driven approach would have been to track down the reference numbers of the e-vouchers and punish the residents selling them.

Response: The decision to switch to e-vouchers only on match days was not solely based on resident's re-selling paper vouchers. Our overall aim is to reduce traffic and congestion in the match day CPZs during event days and deter unnecessary car journeys. The paper visitor vouchers do not allow a fuel surcharge to be applied therefore heavy polluting vehicles would be charged the same as a lower polluting vehicle.

Price increase: Why did prices for parking increase when Ringo was introduced? Why did resident parking permits increase?

Response:

A fundamental review of parking has been undertaken with the objectives to change driver behaviour and make the parking scheme more consistent and easier for residents and other users to understand.

In seeking to change resident and visitor behaviour in pursuit of the Council's ambition to be net zero carbon by 2030, the Parking Service has undertaken a fundamental review of all parking charges that the Council is able to determine.

The parking service carried out a review of charges last year including re-banding of vehicles for resident permits into 7 bands as opposed to 13. Furthermore, a new banding system was introduced for electric cars based on battery size.

Part of the aim of this review was to set charges not only to encourage a shift away from more polluting vehicles but also to encourage a shift to more sustainable travel such as walking, cycling and public transport.

Christmas parking arrangements: what paper parking vouchers will be available on matchdays at Christmas and whether these will include matchdays as they did last year?

Response: Free parking vouchers will not be provided on the 26 December (also a matchday); Parking will be carrying out standard matchday enforcement within the matchday zone. However, outside of the matchday zone there will be no enforcement and therefore free parking. Information will be included on the [council website](#) prior to the Christmas period (please note that the link is currently not working but will be updated with relevant information in December).:-

Historic parking arrangements: What happened to the pink parking permits that residents used to have?

Response: The technical issue preventing the provision of the above has now been resolved.

Disability: How is evidence of disability being collected by the council?

Response: The Department for Transport is responsible for the legislation that sets the framework for the Blue Badge scheme, and provides local authorities the responsibility to administer the scheme. Individuals completing an application for a Blue Badge are required to explain within an application form, how they experience severe difficulty walking short distances. The difficulties expressed within an application would need to be supported with evidence, such as information related to medical conditions, symptoms, as well as frequency of issues experienced. This information along with the application form, is assessed to confirm or deny eligibility. The information is held for a period of 6 years by the Blue Badge team and used where required, to assist in processing future applications made by the same individual.

LTNs: Why was the Blue Badge LTN exemption not introduced at the beginning of the LTNs?

Response: Low-traffic neighbourhoods were initially implemented with limited exemptions to include emergency services, refuse collection and some council vehicles such as Accessible Community Transport (ACT). No other vehicles were offered exemptions. The council's initial rationale to not provide exemptions was based on three reasons:

- Access to all addresses for all vehicles is maintained within LTNs, though routes may need to change following implementation.
- To create a safer environment for people to walk, wheel and cycle by significantly reducing motorised traffic on local streets.
- To reduce congestion and air pollution on the main roads. The objective of people-friendly streets is to reduce the overall number of trips, by supporting a change of behaviour to active travel over private vehicle travel.

Following feedback from organisations including Disability Action in Islington (DAII) the Carer's Forum, Islington Parents' Forum, London Travel Watch, Transport for All (TfA), Keeping Safe subgroup, Power and Control, and individual residents' correspondence, the council amended its position on exemptions and a new policy was proposed in the October 2021 PFS Executive report.

The October 2021 PFS Executive report provided the mandate for what has since been referred to as the Home LTN exemptions to be granted, enabling Blue Badge holders who live within or on the LTN side of a boundary road to nominate a single vehicle registered to their home address to be able to drive through designated camera-enforced traffic filters in the LTN in which they reside (their 'home' LTN).

TfL Holloway Road improvements works (TfL)

Budget: What is the budget for this project?

Response: £5 million

Consultation: Why was there not a second consultation? The consultation the works are based on was done in 2019 before LTNs were introduced and before 20mph speed limits were in place. Only 300 responses were received and residents were not aware.

Response: TfL has continued to improve our approach to consultation and continues to introduce new ways for people to hear about and respond to consultations. We consulted on this scheme back in 2019 with the intention of starting construction in 2020. At the time a press release was issued, we wrote to local residents and the council and members were briefed. However, the construction was postponed due to the effects of the Covid pandemic on TfL's finances. The subsequent introduction of the adjacent People Friendly Streets (LTN) measures is expected to work well with the Holloway Road scheme because the reduction in through traffic from Drayton Park will allow us to provide more green time to traffic on Holloway Road.

Bus stops: Are there any changes to bus stops anticipated?

Response: One bus stop is being moved as a result of the works and one bus stop is being removed. The northbound bus stop that is currently located between Palmer Place and Liverpool Road is being moved north. Its new location will be immediately north of George's Road. The southbound bus stop north of Drayton Park is being removed. The existing bus stop outside the university buildings will remain, a distance of c.130m. In both instances this is to allow the new junction arrangements to operate.

Traffic management during works: How is TfL managing the works and keeping traffic moving while works are ongoing? Can more be done?

Response: TfL is working hard to undertake the works in the most efficient manner and to open lanes as quickly as is reasonably possible. We understand that it is frustrating to see closed off lanes and not a lot of activity in them but the cost of clearing and storing equipment over the weekends is high. We try to work in small sections and to always have ways for people to move past works as quickly as possible and are monitoring impacts on the network. TfL have kept the operation of the traffic signals under constant review and adjusted the operation for major changes in the traffic management set up of the site.

LTNs: Can the Highbury LTN be opened while the works are ongoing?

There is a protocol that is used when looking at the requirement to suspend an LTN, this relates to planned and emergency works.

The decision to suspend an LTN is done for two reasons usually. Firstly if any temporary works or event forces a road closure, and a suspension is required to enable residents to escape from their particular roads without incurring a penalty. And secondly if a diversion is just too long and complicated and is not viable, in this instance we would consider suspending an LTN to use that particular road as part of a more agreeable diversion route.

It seems in this instance the request is being made because of the Holloway Road works, and it might make journeys longer. Not because it's a requirement, and without it penalties would be incurred.

We have to be mindful of all the travelling public, this includes residents in the affected ward, other borough residents, those who work in the borough and those who travel through it. Being selective and deciding who is more deserving is why a protocol is essential.

Plans for C50: Can you tell us more about C50 and the plans for Isledon Road?

Response: TfL explained that Cycleway 50 is an experimental scheme introducing new segregated cycle lanes between Finsbury Park and York Way in Camden. The scheme is designed to offer safer and protected routes for local cycling and to build connections to other cycle routes, enabling people to safely take longer journeys by bicycle.

Buses are protected through a large part of the Nag's Head gyratory and at either end of it with bus lanes and a bus gate already in place.

As part of Cycleway 50, this protection has been retained and a short section of bus lane extended which will enable buses to clear the bus stop and reach the stop line quicker.

We have not removed any bus lanes on Tollington Road to implement C50; we have moved the bus lane further into the road to allow for cycle bypasses.

We will be monitoring bus journey times while the temporary scheme is in place for 18 months. Find out more here <https://haveyoursay.tfl.gov.uk/c50-camden-finsbury-park>

Collaboration with other stakeholders:

What conversations are being had between TfL and LBI?

Response: LBI and TfL have many and varied conversations when coordinating works in the borough.

Is TfL able to work with the police to enforce poor turning behaviours by drivers?

Response: Yes.