

Zero Tolerance at Zig-Zags

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HILLINGDON
LONDON



Zero Tolerance at Zig-Zags

Background

On a daily basis:

- Resident complaints - illegal parking at schools
- 30 schools visited by parking officers
- School concerns - parental behaviour and safety
- Parent complaints - nowhere to park

In 2015/16 parking officers issued 140 tickets...



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Use of CCTV

- Pilot project in 2015 - one street
- Unattended CCTV to enforce weight limit

Outcome 1

Reduced number of HGVs using street

Outcome 2

More cost effective than other alternatives

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In 2016...

- Council agreed CCTV enforcement for zig-zags
- APCOA was successful bidder
- Introduced at 70 sites covering 124 zig-zags
- In place for September 2016
- Capital costs for project = £1.7 million



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How it works

1. Fixed camera identifies incident 
2. Dome camera receives message 
3. Dome camera zooms in and records footage
4. Footage captured in high definition
5. Footage transmitted to contractor 
6. Footage reviewed by CCTV specialist
7. Penalty charge notice issued / quashed





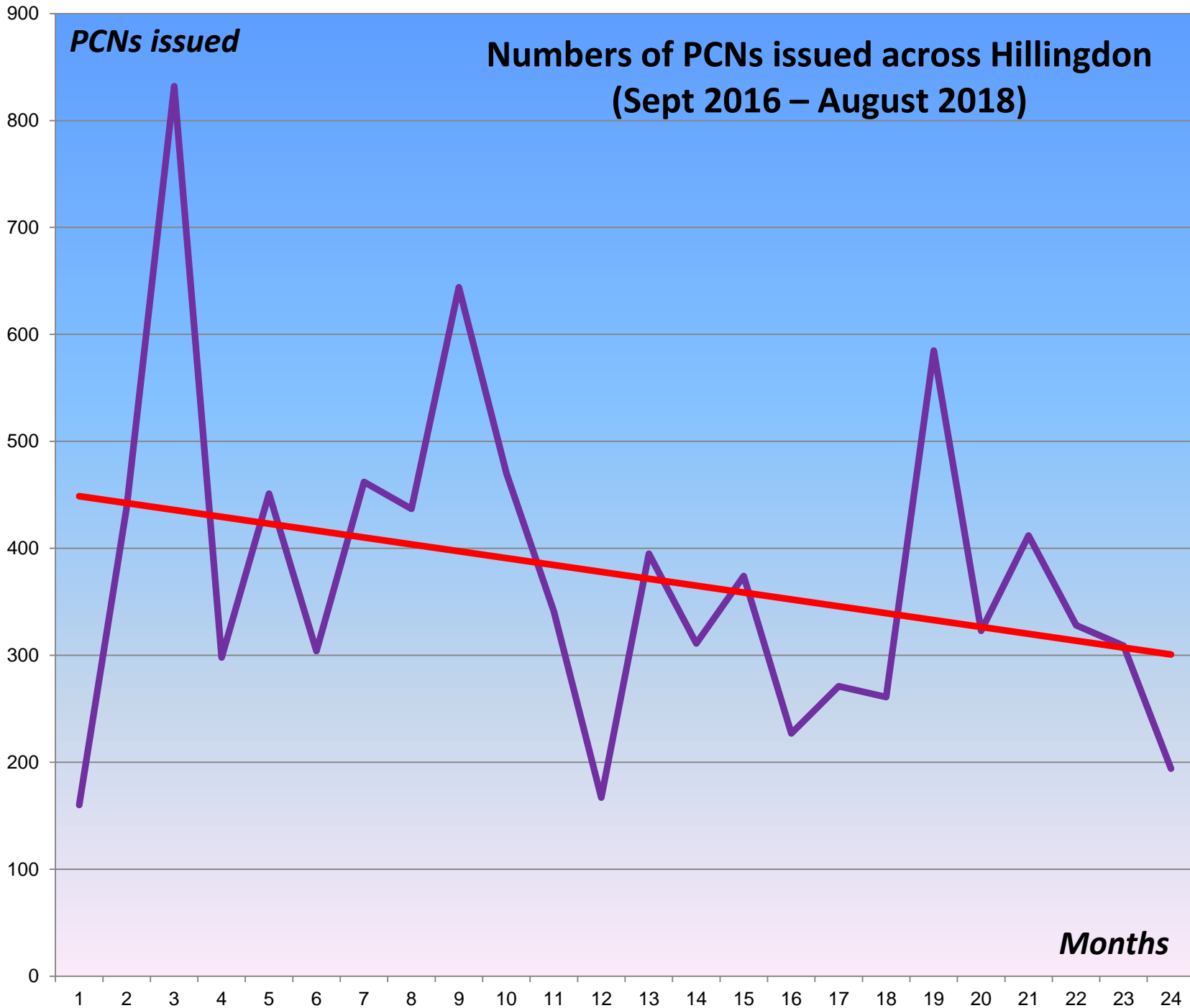
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Results

- ✓ 5,004 PCNs issued in Year 1 (09/16-08/17)
- ✓ 3,487 PCNs issued in Year 2 (09/17-08/18)
- ✓ 30% reduction in PCNs - Year 1 to Year 2
- ✓ **General** picture of increasing compliance
- ✓ £430,708 income (£97,208 outstanding) to date
- ✓ Reduced staff / contractor costs

Numbers of PCNs issued across Hillingdon (Sept 2016 – August 2018)

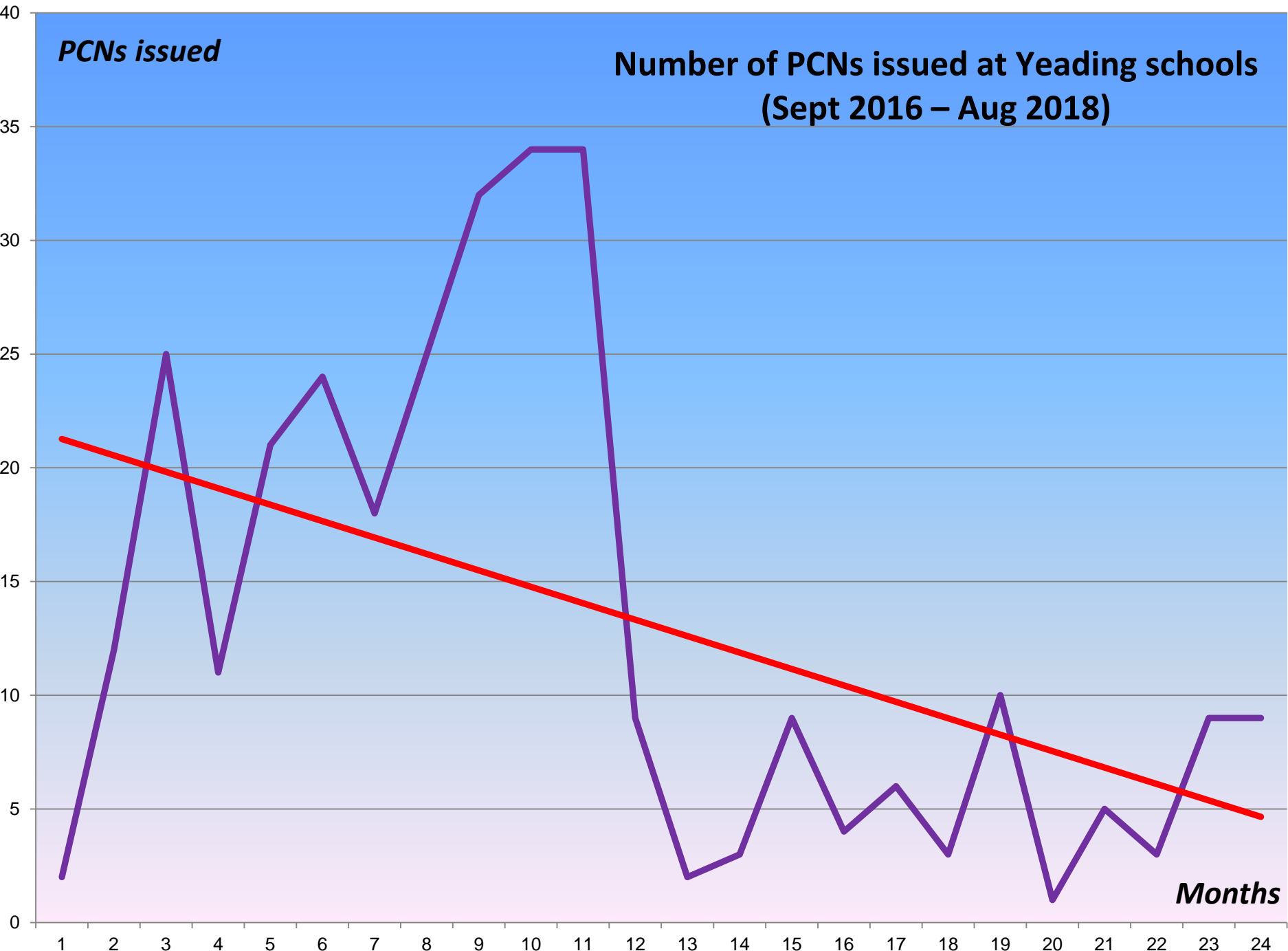
PCNs issued



Months

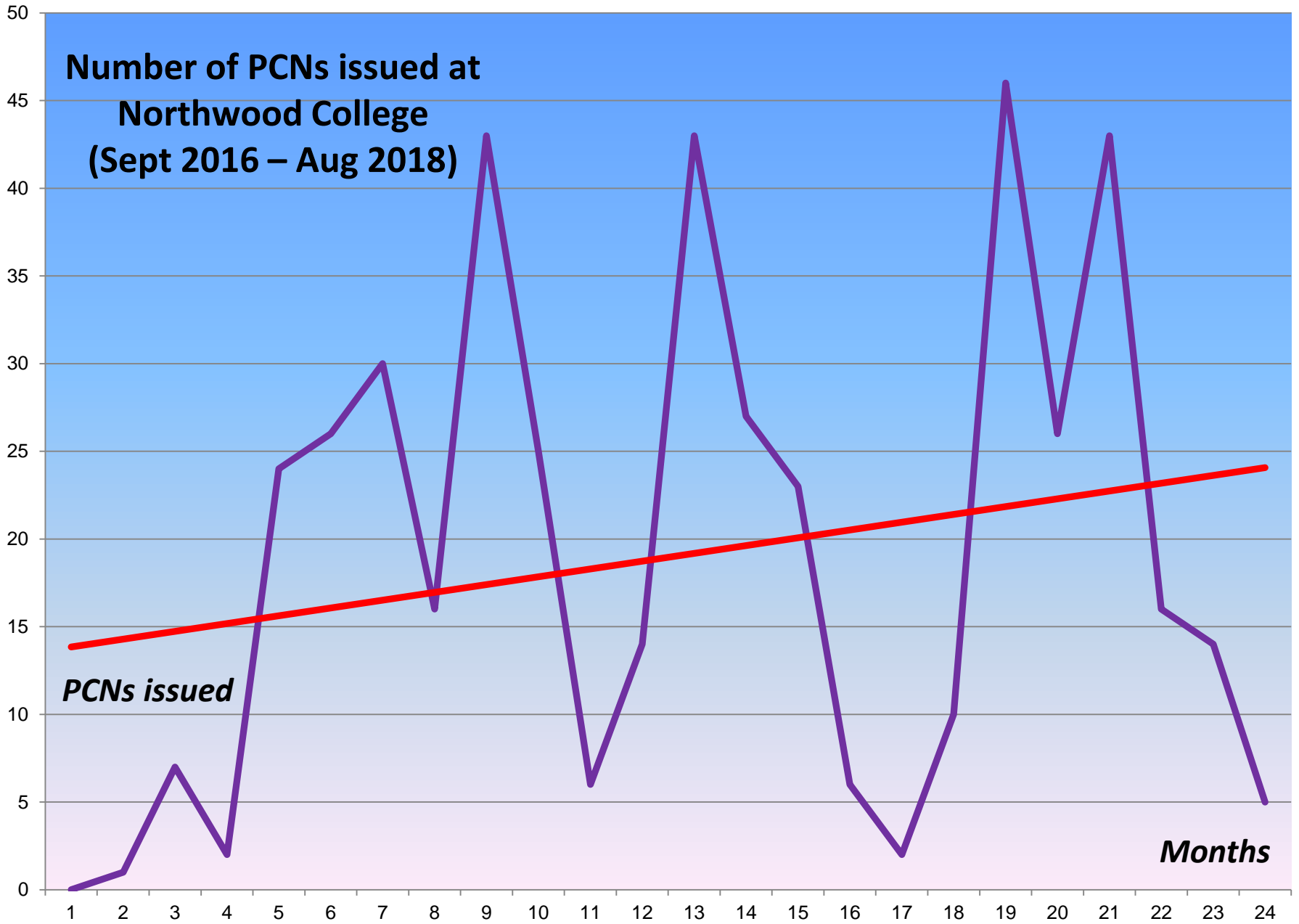
Number of PCNs issued at Yeading schools (Sept 2016 – Aug 2018)

PCNs issued



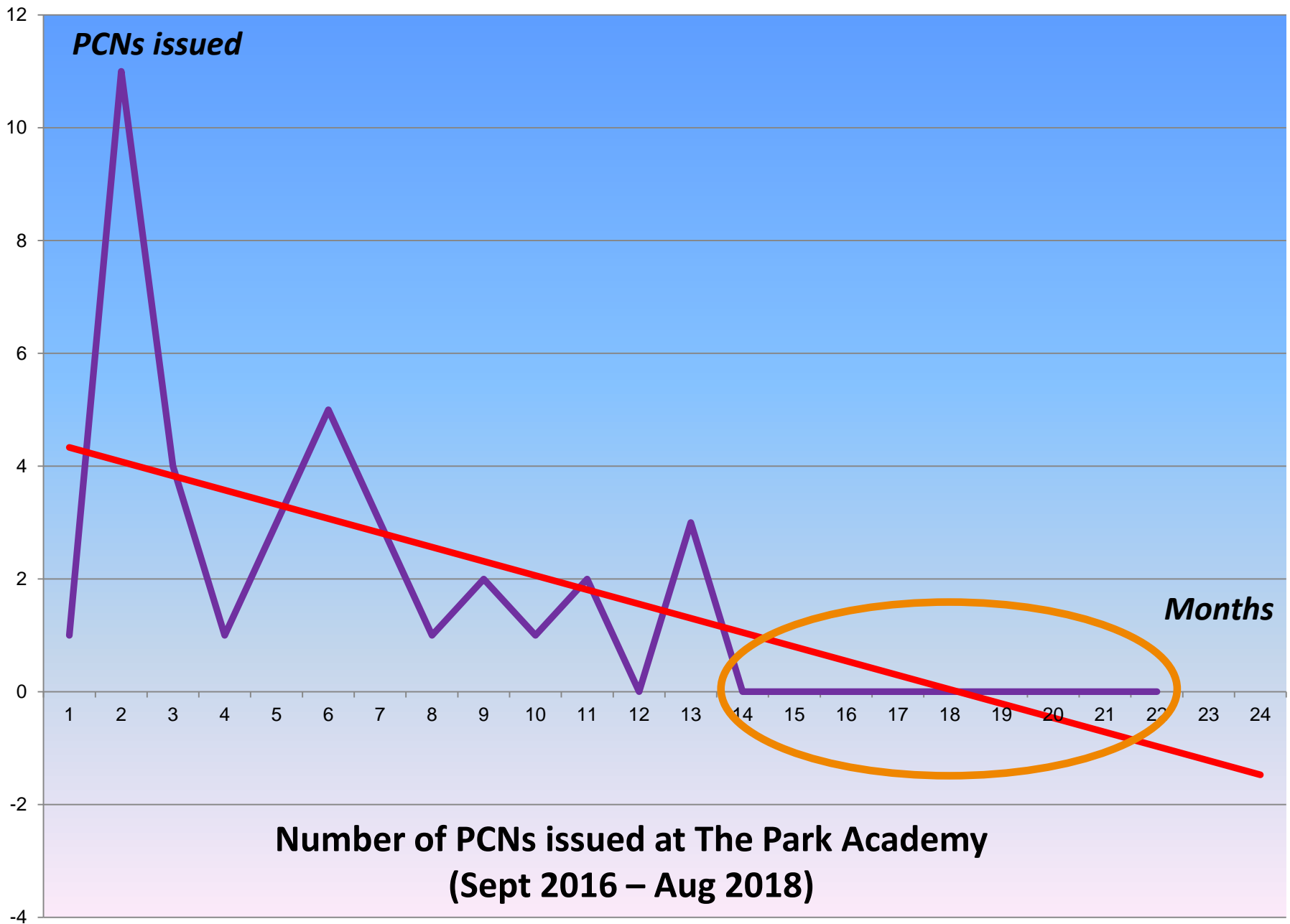
Months

**Number of PCNs issued at
Northwood College
(Sept 2016 – Aug 2018)**



PCNs issued

Months



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Other outcomes

- + Increased confidence in CCTV technology
- + CCTV enforcement used for other offences
- + Further reductions in staff / contractor costs
- Parking displaced - increased requests for PMS
- Multiple offenders (10 tickets in a week...)
- Bizarre parental behaviour



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Next Steps

- Ongoing analysis of PCN data
- Review of sites - relocation, new installations
- Data sharing with schools
- Research to establish behavioural change



Questions?



For more information about
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please contact

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