

## **General Meeting – July 2011**

### **Notes of questions raised and responses regarding traffic issues**

Further to the Clapton Conference on 11th July 2011, Jean Cantrell (*Team Leader of Traffic Management for Streetscene (Traffic and Transportation), Health & Community Services, LBH*) undertook to have some questions answered, and information provided, if possible. The points that were raised are listed below and where possible have been answered. Where it has not been possible, the details of the relevant contact point in the council who is anticipated to be the right person to respond on the issue has been included.

1. Parking - especially where developments are going in. The planning issues were discussed - how to restrict parking etc. Problems with parking generally but the obstructive parking across dropped kerbs was raised as a key point.

**Action:** Jean to provide details of enforcement - who, when, how

Should you require enforcement because someone has parked across a dropped kerb or crossover please contact the Corporate Contact Centre on 020 8356 8877 and a member of staff will ask you for the location. You will be required to give your name and address and this must relate to the location to which the offending vehicle is blocking. You need to have the car registration details of the car that is blocking the route at time of the call. Your call will be logged, and then all details will be forwarded to the Enforcement Team.

In relation to enforcement against the illegally parked vehicles, members of the public may request parking enforcement via the Hackney Service Centre on 020 8356 8877 between 8:00 and 20:00 hours Mon-Fri and between 09:00 and 13:00 hours on Saturdays. Outside these hours, requests can be made via the Car Pound on 020 8356 7555. We will do our best to meet as many requests as possible but regret that, as a result of the constraints under which we operate, we are unable to guarantee that every single request will be met at all times.

2. Rushmore Road - this is a CPZ boundary road, one side is in the other not.  
Question: How is it decided where the boundary is drawn and what is the logic in dividing a road?

**Action:** Jean to refer to parking services team for a response.

Feasibility and design issues should be referred to [parking.tech@hackney.gov.uk](mailto:parking.tech@hackney.gov.uk) for a response. This is the generic e-mail address that can be used for these types of parking services enquiries. Alternatively contact via the postal service can be addressed to the Technical Services Manager, Parking Services, PO Box 39054, London, E8 1WS. This question has been forwarded to parking services and the answers to all the parking questions will be collated and forwarded in due course.

3. Parking 'income' - Question: where does the money go and why is the permit price so high? How do we benchmark across other London boroughs, are we cheaper, dearer?

**Action:** Jean to refer to parking services team for a response.

The 'policy' issues around parking permit pricing should be referred to [parking.policy@hackney.gov.uk](mailto:parking.policy@hackney.gov.uk) <<mailto:parking.policy@hackney.gov.uk>> for a response. This team considers parking policy and advises on issues such as pricing and how parking should be managed in the Borough. Further information is available on line on the Hackney website where details of the Parking Enforcement Plan (PEP) can be found.

4. CPZ hours - Question: why can't 2 hour exclusion zones be used?  
**Action:** Jean to refer to parking services team for a response.  
See above, parking policy.

5. Millfields Park is bisected by Chatsworth Road but the excessive on street parking seems to make the matter far worse. Question: This parking needs to be removed to help reconnect the community. The CPZ's haven't helped because they have just pushed things along the road. Any parking proposals for this section in the near future?

**Action:** Jean to refer to parking services team for a response.

Outside of CPZ's there is reactive intervention and this is primarily aims to address issues around access/egress for waste, emergency vehicles or buses. Requests for more extensive lengths of lining aimed at impacting on 'commuter' parking, particularly on the edges of existing CPZ's, should be referred onto colleagues in parking services to undertake a displacement consultation. This is when we may also consult 'uncontrolled' roads on the boundary of existing CPZs to identify whether local residents are suffering from any parking problems, and whether they would also like parking controls to be introduced. Colleagues in the parking technical services team will be able to assist with this enquiry.

6. Chatsworth Road Market - Question: Market is now doing quite well but often conflict issues with through traffic. Understand that closing the road isn't an option but understood that Head of Parking and markets was considering if there could be diversions or at least temporary signs on market days advising drivers to slow down. Also a problem exists with people being parked in the places designated for the pitches and they can't then be moved.

**Action:** Jean to refer to parking services and markets team for a response.

Understood that Seamus Adams had undertaken to respond on these issues and this has been forwarded to Letitia Davidson to assist with collating a response on these matters.

7. Mare Street and the 242 - problems over the reliability were raised and the possibility of not running via the Narrowway was raised. That isn't being considered at the present. Question: A suggestion of having a service - 38a - to shadow the 56 route was raised but generally the operators resist either split routes or alternative routing because of the additional costs. It can be asked at the next Public Transport Liaison Meeting.

**Action:** Roger Blake to raise at a future meeting

Route 242 continues to be one of the better-performing routes in Hackney although performance in the most recent quarter for which data is available, April-June 2011, is slightly worse than for the same quarter in 2010. A key impact on the route is ongoing roadworks in the City and West End area. It will therefore be necessary sometimes to curtail individual services short of their final destination in order to maintain a broadly even level of service along the route as a whole; the alternative is bunching preceded and followed by long gaps in service. Not running via Mare Street Narrow Way is not possible as that is a crew changeover point, and would also omit a key destination, interchange and originating point for many passengers. Route supervisors will only instruct drivers do so in conditions of extreme congestion. Changes to bus routes are normally only made when contracts change, generally every 5 or sometimes 7 years, and are not decided by individual operators but by Transport for London.

8. 393 and bus stand at ponds - ongoing disturbance from often 3 buses parked up with engines running. Local people keen to develop/pedestrianise pond area. London Buses promised to remove the stands from here. Roger outlined that streetscene are working to review all the lines and signs in the area so that the Newick road stand can be used more frequently and the intention is to reduce the stand on Lower Clapton Road outside the alms houses.

**Action:** Roger Blake will raise the engine idling issue at a future meeting

Bus drivers have standard instructions to switch off engines while on bus stands. Infringements need to be reported to London Buses quoting full details such as vehicle registration number with date and time so that disciplinary action can be taken against the driver concerned.

9. Lower Clapton Road stops south of roundabout by church entrance - the bus stops extend across the dropped kerbs but some drivers stop for a long time, seems to be for an unnecessarily long time. Sometimes they are stopped across the dropped kerb when there is space to move forward. Drivers have even got a PCN when they are stopped waiting to get into the dropped kerb!

**Action:** Roger Blake to raise at a future meeting

There is inadequate kerb space to avoid this happening on occasion. Passengers paying cash and needing change can be a source of delay.

10. Upper Clapton 20 mph zone. Question: Why the original scheme was changed from humps to cushions. No signs are place - usual for boundary signs only don't have internal 'repeater' sign plates. Problem with passing cars damaging wing mirrors on Mount Pleasant Lane, speeds of vehicles.

**Action:** - Jean to investigate and contact Conny Schmidt direct as well as feedback to group.

Confirmation that the change in traffic calming was as a direct result of the responses received from consultees. The result was that the measures were changed from humps to cushions and the absolute minimum numbers were installed.

20mph sign plates and carriageway 'roundels' have been installed at junctions along the boundary. Repeater signs/markings within the zone are not required.

Mount Pleasant Lane is a fairly narrow carriageway, parked on both sides. There are few junctions and cross overs with the result that not many 'natural' passing places exist. This means that on occasions a 'high noon' scenario occurs and if drivers do not give way parked vehicles may be damaged by cars/drivers forcing their way through a narrow space. The usual solution is to create passing places by installing sections of lines that will discourage drivers from parking in that section of road. The passing places need to be long enough to allow one vehicle to draw in and then pull out so around 6m in length or one car space. The down side to that is obviously the overall 'loss' of on street parking spaces affects all within the community. Any such proposal would require local people to be in general agreement with the introduction of waiting restrictions.

11. Lower Clapton Road shops opposite the Ponds - issues around trade waste on the footway, loss of cycle stands and new free standing cash machine. Confirmed that TfL manage and maintain the highway. The trade waste matter will be dealt with by Hackney.

**Action:** Jean to ask TfL why cycle stands were removed and if they are being replaced. Jean will also research who agreed the cash machine installation.

Niall Coward at TfL contacted to resolve the cycle stand and cash machine issue.