



# Authorised Vehicle Area (AVA)

1<sup>st</sup> April 2016  
Roy Tucker

**Heathrow**  
Making every journey better

# Minicabs are creating unacceptable community impacts

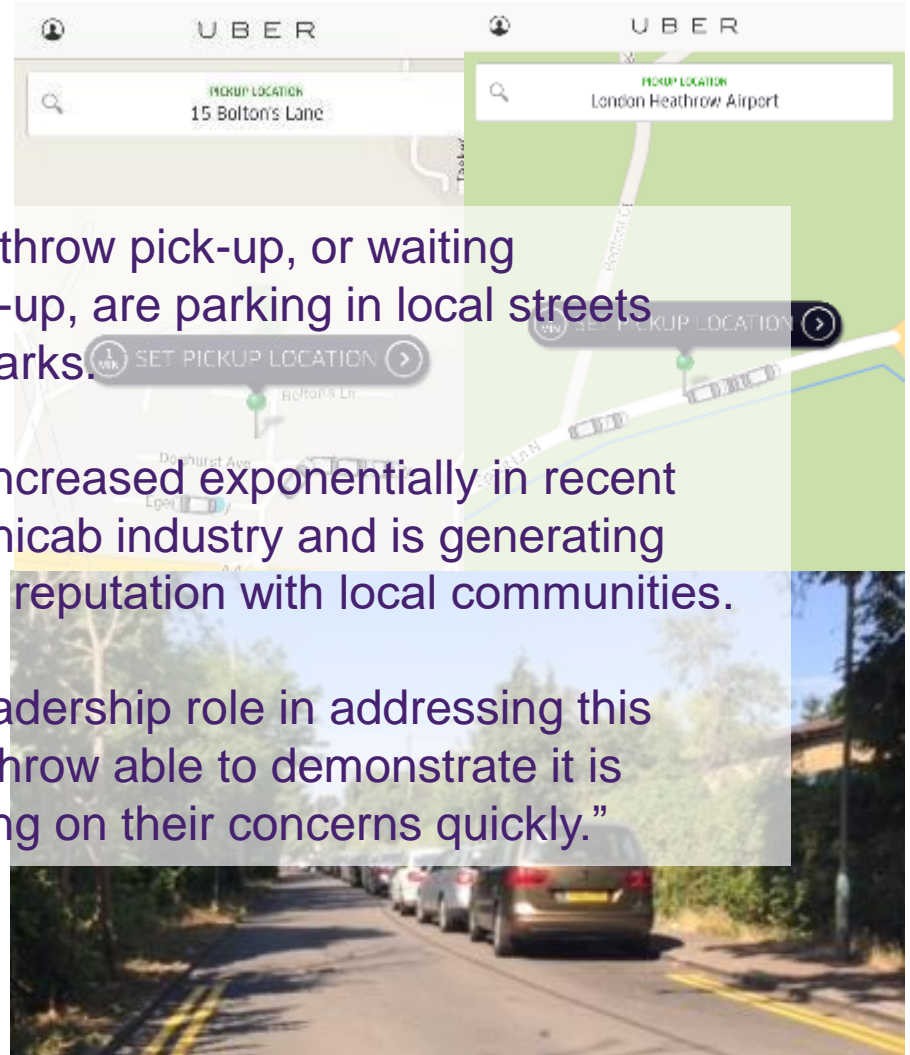


“Minicabs arriving early for a Heathrow pick-up, or waiting speculatively for a Heathrow pick-up, are parking in local streets rather than using Heathrow car parks.”

This long-standing problem has increased exponentially in recent months due to changes in the minicab industry and is generating significant damage to Heathrow’s reputation with local communities.



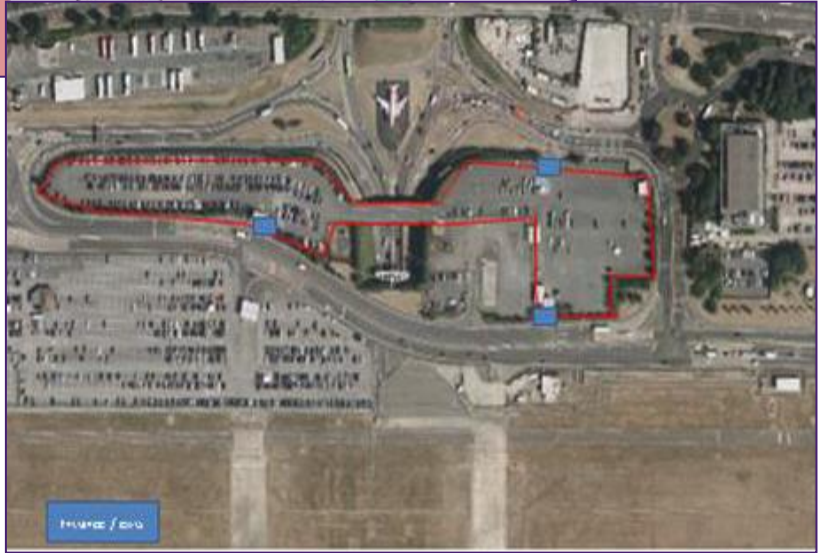
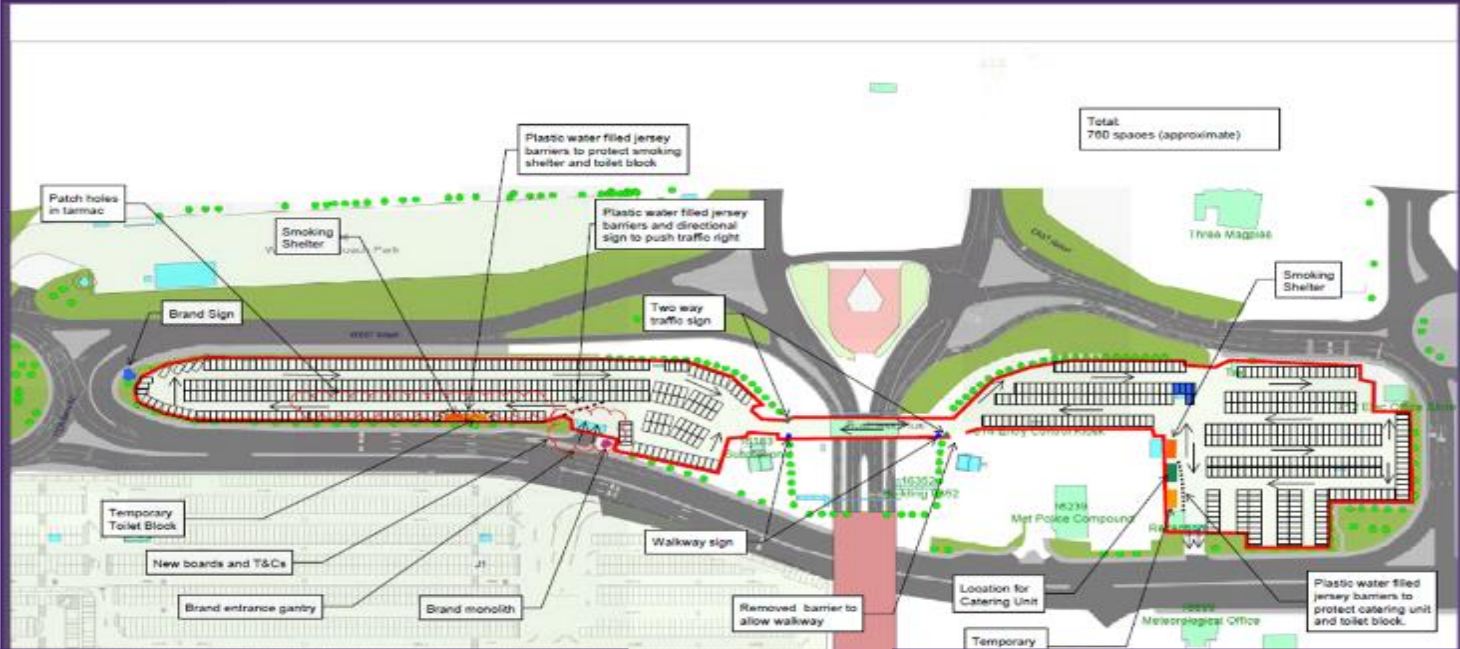
An opportunity exists to take a leadership role in addressing this long-standing problem, with Heathrow able to demonstrate it is listening to communities and acting on their concerns quickly.”



# Solving the problem involves a programme of activity working with a complex set of stakeholders

<b>Workstream</b>	<b>Scope (key next milestone)</b>
<b>New AVA facility</b>	To design, develop and open a new AVA facility on airport.
<b>On airport enforcement</b>	To ensure there is are plans in place to minimise impact on airport operations.
<b>Industry engagement</b>	To secure support from operators, trade bodies for the solution.
<b>Off airport enforcement</b>	To work with communities, local authorities and TfL to develop solutions to minimise Private Hire parking in local residential streets

# The pilot AVA facility will be at Business Parking Plus



# The operating model



## Charging model:

- £1 per hour up to 4 hours
- Reverts to short stay charges
- All pick ups at MSCPs at full tariff

## Additional facilities

- Toilet blocks
- Smoking facilities
- Payment machines
- Small reception with seating

We have a co-ordinated operational plan supported by forecourt resource for monitoring and enforcement



# We have reduced tensions through a co-ordinated approach with boroughs and consistent communication



## Uber drivers 'will cause massive riot' parking in Stanwell streets, claim residents

06:30, 18 JAN 2016 | UPDATED 12:01, 18 JAN 2016 | BY HATT STRADWICK

Uber drivers are said to have "blocked roads" and "blared music out of their cars" while waiting to pick up passengers from Heathrow Airport.

326 SHARES | 1 COMMENT



### Spelthorne

## Are you affected by inappropriate parking, littering or anti-social behaviour?

Then please let the relevant people know

<p><b>P</b> <b>Inappropriate parking</b></p> <p>If a vehicle is parked on a dropped kerb or across your driveway do not approach the driver of the vehicle directly, report your observation to Spelthorne Parking Services who may be able to help.</p> <p>Telephone: 01784 459955 Email: parking@spelthorne.gov.uk</p> <p>Otherwise, if a parked vehicle is causing an obstruction to your street or home please call Surrey Police on 101.</p>	<p><b>Out-of-hours 'emergency' noise service</b></p> <p>A response to 'emergency' noise problems relating to parties, events, commercial premises (e.g. pubs, clubs, shops, offices, schools), construction sites and more. This service is available Monday to Thursday, 17:00 to 06:00 the following day, Friday from 17:00 to 08:00 the following Monday. 24 hour cover for weekends, Bank and Public Holidays.</p> <p>Telephone: 01942 425080 www.spelthorne.gov.uk/whoservice</p>
<p><b>T</b> <b>Littering</b></p> <p>Littering is illegal and could warrant an on-the-spot fine called a Fixed Penalty Notice of £80. Please report littering to Spelthorne Borough Council.</p> <p>Telephone: 01784 446411 Email: streetclean@spelthorne.gov.uk</p>	<p><b>Spelthorne Borough Council Contact Centre</b></p> <p>Telephone: 01784 451469 (Monday-Thursday, 8:00-18:00, Friday: 08:00-17:00). There is also an out-of-hours automated service. Email: customer.service@spelthorne.gov.uk</p> <p>Council Offices Kingsley Green Staines-upon-Thames TW18 1XS Monday-Thursday: 08:45-17:00 Friday: 08:45-16:45</p> <p>Twitter: SpelthorneBC Facebook: SpelthorneCouncil Engage App: download our Engage App to report issues, pay bills and keep up to date www.spelthorne.gov.uk/engageapp</p>
<p><b>A</b> <b>Anti-social behaviour</b></p> <p>To enable a Borough identification of anti-social behaviour such as a noise disturbance keep a record for up to two weeks, noting the dates, start/finish time, severity and vehicle registration number if applicable.</p> <p>Telephone: 01784 446322 Email: communitysafety@spelthorne.gov.uk</p>	



We have a plan in place to open the facility in June and a comms plan for key stakeholders

Key milestones	Date
Clear site and start of works	15 <sup>th</sup> April 2016
On site works complete	31 <sup>st</sup> May 2016
Facility open	15 <sup>th</sup> June 2016
Three month review of facility	15 <sup>th</sup> September 2016
Feedback to Taxi Forum	October 2016



# Heathrow

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