

Heathrow

LOCAL COMMUNITY PARKING ACTION PLAN 2025



2024 PARKING HIGHLIGHTS

Deep clean of Authorised Vehicle Area (AVA) seating shelter (see right) and new improved seating installed

Improved cleaning regime at AVA – 2 cleaners now onsite all day

Increased communication of AVA & 'Taxi Feeder Park (TFP) via trade communications and leafleting within local community via Heathrow Rangers (see right)

Undertaken a questionnaire of AVA users, to get a better understanding of their needs and to prioritise further enhancements, with over 500 responses

Funding for Public Space Protection Order (PSPO) enforcement in Hillingdon and Spelthorne

Over 1500 parking interventions in Spelthorne PSPO between May-Dec 24

Increased signage within local communities (see right)

Reporting portal for residents to report nuisance parking launched in Q2 (April 2024) – 163 reports within the first year

Conducted a review into pricing at AVA – £1 hourly fee to remain



LOCAL PARKING ACTION PLAN: OPEN ACTIONS

Category	Action	Owner	Timeline
AM-GO	British Parking Association (BPA) to secure more members to sign up to Approved Meet and Greet Operators (AM-GO) scheme.	BPA	Ongoing
	Run a national press campaign about the importance of choosing a reputable airport parking provider and the risks of using a rogue meet and greet operator.	BPA, Heathrow	TBC - 2025
	Explore ways to raise awareness with local stakeholders of the AM-GO approved operators list.	Heathrow	Ongoing
	Lobby Government to make the meet and greet operator scheme (AM-GO) mandatory for all meet and greet providers.	BPA, Heathrow, Slough BC, LB Hillingdon, Spelthorne BC, Surrey CC, LB Hounslow, Bucks CC	Ongoing
AVA	Improve exit barrier system and reduce congestion by implementing the Apcoa Connect App payment option.	Heathrow	Summer 2025
	Replacement and re-location of toilet facility.	Heathrow	Autumn 2025
	Optimised space consolidation in the AVA to maximise capacity and reduce crowding.	Heathrow	Summer 2026
	Install new electric vehicle Charging in the AVA.	Heathrow	Summer 2026
	Planned improvements to include: catering, car wash, multi-faith prayer room, bird feeding penalties.	Heathrow	Winter 2025
	Review potential for a private hire permitting/licensing scheme which could give greater control over private hire at Heathrow. This could enable Heathrow 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.	Heathrow	Long-term: Heathrow to review and seek legal advice
	Review potential for additional Authorised Vehicle Area location closer to T4/T5.	Heathrow	Long-term: Subject to funding and suitable location
	Encourage more app-based private hire operators and taxi booking apps to geo-fence operations to the AVA (Uber and Bolt already doing this).	Heathrow	Autumn 2025

LOCAL PARKING ACTION PLAN: OPEN ACTIONS

Category	Action	Owner	Timeline
PSPOs / CPZs	Slough to implement Controlled Parking Zones (CPZs) to support enforcement against rogue meet and greet operations, private hire and/or freight.	Slough BC, LB Hillingdon, Surrey CC, LB Hounslow, Bucks CC	2025
	Continued monitoring of existing PSPOs in Hillingdon and Spelthorne.	Hillingdon, Spelthorne	Ongoing
	Heathrow to continue providing financial support for enforcement of PSPOs in Hillingdon and Spelthorne (and CPZs in Slough if successfully introduced).	Heathrow	Ongoing
	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.	Heathrow, BPA, Slough BC, LB Hillingdon, Spelthorne BC, Surrey CC, LB Hounslow, Bucks CC	Long-term: Heathrow has engaged Airports UK and will engage the Local Government Association in 2025 to discuss lobbying.
Freight	Heathrow to launch Truck Call Forward parking facility trial.	Heathrow	Trial to commence May 2025
	Slough to implement and monitor success of Poyle Road bus gate.	Slough BC	2025
Data	Heathrow to continue to share data from the Heathrow Reporting Portal with relevant authorities.	Heathrow	Ongoing
	Heathrow to continue to share AVA usage data with relevant authorities	Heathrow	Ongoing
	Heathrow and Police to collate report of parking providers (including Trading Standards of rogue operator reports).	Heathrow & Police	Summer 2025

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