



# Queen Elizabeth Olympic Park

## Event Day Parking Consultation

# 1. Why am I being consulted?

Parking Services wrote to you in August last year, regarding our proposals to introduce event day parking controls in your area to protect the local residents and businesses from the impact of parking stress caused by matches and events being held in the nearby Queen Elizabeth Olympic Park and stadium (QEOP).

The Council acknowledges that the existing hours of control in the areas closest to the Queen Elizabeth Olympic Park do not take into account events taking place at the stadium outside of controlled hours. As they are the only area bordering the park which provide free parking during events, this may lead to increased parking pressure in these roads due to visitors to the park and stadium.

West Ham United football club moved into Queen Elizabeth Olympic stadium at the beginning of the 2016/17 season and have regular football events scheduled between August and May every year. In addition there are also other major sporting or entertainment events scheduled to be held in the park and stadium throughout the year that will attract a large number of visitors to the area.

Parking Services have received feedback from some residents in roads close to the Queen Elizabeth Olympic Park who have informed us that they currently find it difficult to park during match and event days.

Based on this feedback, Parking Services are consulting all roads within walking distance (1 mile radius) of the Queen Elizabeth Olympic Park on the introduction of event day controls to protect their parking needs from visitors to the Olympic Park and Stadium during matches and events.

We are requesting your feedback on;

- Support for the introduction of event day controls in your area
- Preferred hours of operation for the event day controls if they were implemented.

Please see the enclosed map for more information about the area being consulted.

## How can I have my say?

You can have your say by completing the attached questionnaire and returning it to us using the Freepost envelope enclosed or online by visiting [www.hackney.gov.uk/parking-hys](http://www.hackney.gov.uk/parking-hys)

**Have your say by Friday 30 June 2017.**

If there is support for the event day scheme in your area, we will propose to implement the scheme in the areas shown in the attached map. If you have any comments on the proposed Event day please let us know what these are in the comments section in the attached questionnaire.

For further information on the consultation please contact Parking Services on **020 8356 8877** or visit [www.hackney.gov.uk/parking](http://www.hackney.gov.uk/parking)

## 2. How would the scheme operate?

The event day controls will operate as an extension to the current operational hours of your parking zone (PZ) but only on days when there is an event taking place at the Queen Elizabeth Olympic Park at all other times normal PZ hours will apply.

During event days residents and business permit holders and their visitors will need to display parking permits, visitor vouchers or a valid pay and display ticket until the end of the event day controls.

Zone Entry signs will show the normal PZ times as well as the additional event day controls. These signs will be updated approximately three days before every event to inform motorists as to what date the additional controls will take effect.

### 2.1 How does the Council decide on the hours of operation for event areas?

For event day controls, Parking Services have an existing event day scheme in the roads surrounding the Emirates stadium to protect the needs of the residents and businesses from parking stress caused by visitors to the stadium. The hours of operation for the event day controls in the Emirates area are;

**Monday to Friday; 6.30pm to 8.30pm and weekends; 12 noon to 4pm.**

Residents and businesses in the area will be offered similar hours as the above as part of this consultation.

In addition, due to some feedback received from the residents in the existing Event day area, Parking Services are also offering residents and businesses the option of extending their existing hours of operation to 8.30pm on weekdays and 6pm on weekends. However, these hours will apply at all times and not just on event days. This will make it easier for motorists to understand the signage in the area as there will be only one set of controlled hours displayed on the regulatory signs.

### 3. The consultation process

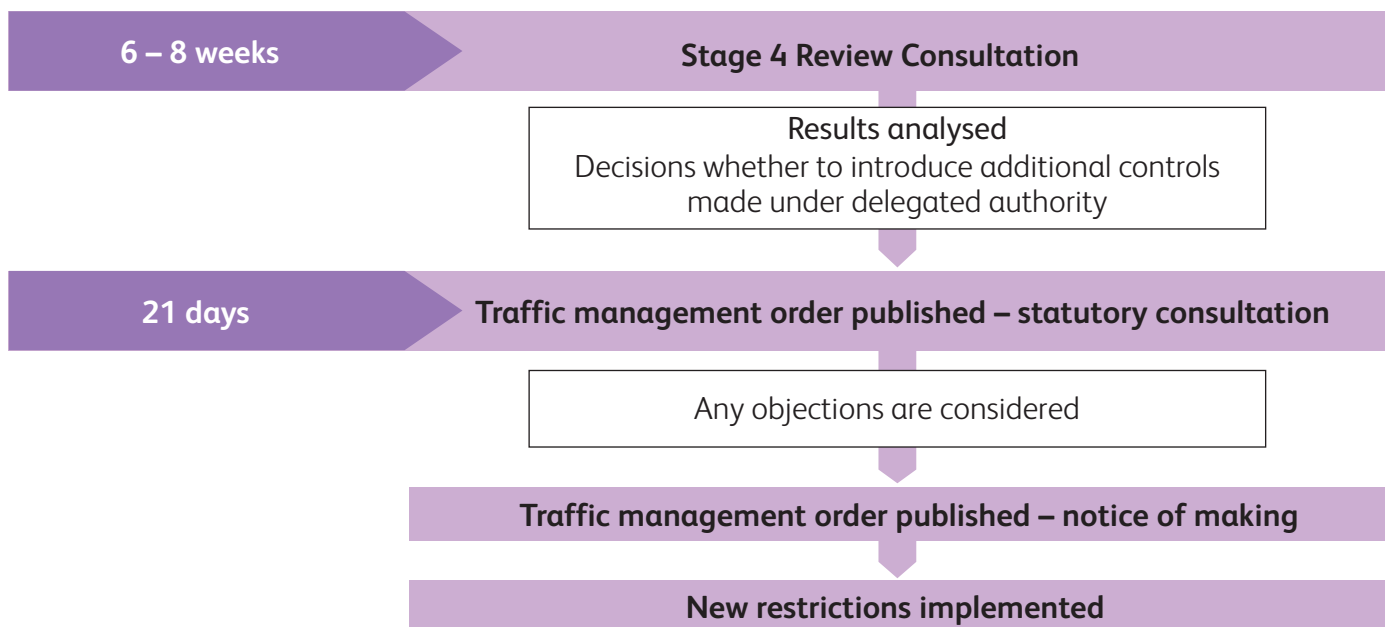
Although the consultation responses form a key part in the decision making process for any parking zone, the final decision will also take account of some or all of the factors bullet pointed above. It should be noted that the cost of introducing any proposed measures is also considered when making any final decision. For the avoidance of doubt, a parking zone consultation is not a referendum, as public opinion is only one of several factors that must be considered. We will break down the responses we receive so that we know the majority of support in each street or part of street.

#### 3.1 Informal consultation

A consultation pack including a questionnaire, letter and map is delivered to all affected residents and businesses in the area.

The Council is undertaking a Stage 4 review public consultation.

**The diagram below describes the Stage 4 consultation process that is to be undertaken by the Council before deciding whether to introduce a PZ.**



#### 3.2 Statutory consultation

Once the public consultation has been completed and any recommendations approved, the Council is then required to carry out a statutory consultation, where a traffic management order notice is advertised in the council newspaper Hackney Today for a 21 day period. This process allows anyone to formally declare their representation on the changes proposed. All representations received will be considered. The Council is then required to draft a decision audit report detailing the objections and its recommendation on whether these objections will be upheld or not. The report is then approved by the Assistant Director of Public Realm prior to the measures being implemented.

## 4. How can I have my say?

Please complete the enclosed questionnaire and return it to us using the freepost envelope provided by:  
**Friday 30 June 2017**

Alternatively you can complete your questionnaire online by visiting:

**[www.hackney.gov.uk/parking-hys](http://www.hackney.gov.uk/parking-hys)**

If you have any further questions on this consultation, please contact us using the details provided below:

Email: **[consultparking@hackney.gov.uk](mailto:consultparking@hackney.gov.uk)**

Telephone: **020 8356 8877**

## 5. What happens next?

### Closing Date

**Date: Friday 30 June 2017**

Closing date of consultation and last day to return your questionnaire.

### Consultation Results

**Date: August 2017**

Consultation results will be made available to the residents and businesses. A summary consultation pack, detailing the results, will be sent to all residents and businesses in the area by post and will be available on the Hackney website. If you have any questions regarding the consultation please contact us through the Hackney Service Centre on **020 8356 8877** or email: **[consultparking@hackney.gov.uk](mailto:consultparking@hackney.gov.uk)**.

## 6. Frequently Asked Questions

### If an event day scheme is introduced, how can I find out when it operates?

Below is a list of helpful ways you can find out when the scheme operates:

#### Zone entry signs

Entry signs will be located on every road entering the event day area to provide advanced warning of when the next home match or event is to take place and when the controls will next come into effect. These signs are updated approximately three days before a match or event at the Olympic Stadium.

#### West Ham website

As fixture dates are subject to change, we recommend all local residents and visitors to the area visit the West Ham FC website for the most up-to-date list of upcoming fixtures.

#### Events hotline

If you prefer to hear pre-recorded information about the latest West Ham FC fixtures and other events at the Olympic Stadium, we will also be setting up a dedicated telephone line to advise members of the public of up and coming events in the area.

#### Council website

The times of event dates will also be published on our website [www.hackney.gov.uk/parking](http://www.hackney.gov.uk/parking)

### Can I submit more than one consultation response?

Only one consultation response will be accepted per person. If you would like to submit more than one questionnaire from the same household, please ensure that you provide your name as the Council will only accept more than one questionnaire from the same address if a name has been provided. This is to ensure that there are no duplications.

### As a resident in the event day area, will I have to display my permit during event days?

Yes. Essentially the event day scheme will be an extension to the current operating hours of your current zone. You will be required to display your permit for the full duration of the event day controls.

### Where can my visitors park?

Your visitors can continue to use the permit or pay and display bays as they currently do. However, they will need to display a valid visitor voucher or pay and display ticket during the event day controls.

### Where can I load and unload if I receive deliveries?

Active loading and unloading can still take place on all single and double yellow lines during events where there are no loading restrictions and also in parking bays. For any specific requests, such as removals, you can request a dispensation or a bay suspension. Please visit our website for more information [www.hackney.gov.uk/parking](http://www.hackney.gov.uk/parking)

## What if I live on an estate?

There are a number of Council housing estates in the area which have their own parking regulations; these are independent of parking zones and would not be affected by event day controls. However, as an estate resident you would still be entitled to have your say on the scheme.

## What if my street is not included in the scheme?

If a road is not included within the event day scheme, their current operational hours will remain as is. Residents and businesses can still request event day scheme controls if they are impacted when the scheme is introduced through the following process:

Email: [consultparking@hackney.gov.uk](mailto:consultparking@hackney.gov.uk)

Phone: Hackney Parking Services on **0208 356 8877**

Online: [www.consultation.hackney.gov.uk](http://www.consultation.hackney.gov.uk)

For more information on the Council's Parking Policy please visit [www.hackney.gov.uk/pep](http://www.hackney.gov.uk/pep)

## What if I live on a private road?

If you live on a private road which falls within the consultation area, your road will still be included in the consultation. Although your road will not have event day controls, you will still be entitled to have your say.

## Are parking zones just a money making scheme for the Council?

No. By law revenue generated from Parking Zones (PZs) must be invested back into transport related improvements such as concessionary fares meeting costs relating to the provision or operation of, or of facilities for, public passenger transport services. The London Borough of Hackney uses any surplus from its Parking account to contribute towards its charge for the London-wide Freedom Pass scheme.

## How will you use my personal information?

Hackney Council will use the information you have provided for the purpose of identifying support for parking controls in the area.

No personal information you have given us will be passed on to third parties for commercial purposes.

Our policy is that all information will be shared among officers and other agencies where the legal framework allows it, if this will help to improve the service you receive and to develop other services.

If you do not wish certain information about you to be exchanged within the Council, you can request that this does not happen.

All information provided will be handled under the strict controls of the Data Protection Act 1998.

## 7. More information

For more information about the cost of permits and visitor vouchers please refer to our website [www.hackney.gov.uk/parking](http://www.hackney.gov.uk/parking) or call Hackney Parking Services on **020 8356 8877**.

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

### Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

### Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

### French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

### Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

### Kurdish

Ger hun dixwazin bizanibin ku ev dokument çi dibêje, ji kerema xwe qutîka minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

### Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

### Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

### Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

### Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

### Chinese

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

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