

Annual Parking Report 2021/22



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Councillor James Asser

Cabinet Member -Environment, Highways and Sustainable Transport September 1, 2022

Foreword

This annual parking report provides information on the activities of the Newham Parking Service during the financial year 2021/22 and sets out key performance figures and financial data relating to parking enforcement, parking permits, and those initiatives continuing to be implemented during 2021/22 to improve air quality and sustainable transport within the borough.

Newham continues to be at the forefront of implementing measures to improve air quality for its residents and visitors and although these measures have already delivered a reduction in harmful emissions, residents continue to be exposed to toxic pollution caused by high emission vehicles and to this end Newham remains committed to the roll out of Healthy School Streets, Low Traffic Neighborhoods and parking charging initiatives which offer incentives to vehicle owners to switch to electric vehicles or those with low emissions. Details on how the above initiatives have been delivered in 2021/22 are set out within this report

The Mayor's Air Quality Action Plan published in 2019 continues to be at the forefront of Newham's commitment to introduce innovative initiatives to improve air quality for all its residents, and to this end, the Mayors action plan underpins almost every initiative implemented by the Parking Enforcement service.

As advised above the primary initiatives are Healthy School Streets, Low Traffic Neighbourhoods, and the emissions based permit system.

The new fully on-line emissions based virtual parking permit system (MiPermit) went live in December 2020 and since its implementation, it continues to offer Newham residents and businesses a much smoother and far more efficient customer experience when applying for permits online. The MiPermit system in effect gives residents & businesses 24/7 control of their MiPermit account allowing the ability to purchase and activate virtual permits at any time without the need to rely on back office support from Council staff.

As set out below in 2021/2022, over 65,000 virtual resident and business permits were applied for and activated online with these being in addition to over 70,000 visitor permits also being activated via MiPermit accounts. These figures are taken by the Council to indicate the successful implementation of the new online process and that it is now fully embedded with both residents and businesses. However, despite what is considered to be a very successful implementation of the new emission based virtual system, the Council continues to offer face to face support at its Libraries and in addition there is a dedicated phone support service which operates between 8am – 6pm Monday – Friday, available on 0345 520 7007.



Newham Council is also at the forefront of providing as much support as possible for its disabled residents and their parking needs. More detailed information is given below however, it is considered important to highlight that as well as being a full supporter of the Disabled Blue Badge Scheme, Newham continues to be almost unique among London Authorities in that it also has a dedicated disabled resident's permit scheme. This is in addition to a carer permit initiative, which is designed to accommodate the needs of those disabled residents who require care on a regular basis. As the data sets out below in 2021/2022 over 1600 disabled residents permits and over 1700 carer permits were issued to Newham residents.

Alongside those initiatives and policies referred to above, the council continues to have a statutory responsibility to carry out enforcement of illegal parking, keeping bus lanes free and preventing moving traffic contraventions such as stopping in box junctions, making banned turns, and illegal no entries.

Illegal on and off-street parking prevents the use of valuable parking space by those residents, businesses and visitors who have valid permits and blue badges and as such, it is essential that the enforcement of illegal parking continues to be a high priority for the Council's Civil Enforcement Officers (CEOs).

Breaches of moving traffic prohibitions such as making banned turns and illegally accessing no entries are extremely dangerous for both pedestrians and motorists. For these reasons, CCTV enforcement also remains a very high priority for the Parking enforcement service, as does the enforcement of bus lanes and yellow box junctions where breaching the prohibitions in place delay both public transport and commercial journeys, the consequence of which is more traffic congestion and in turn more harmful CO2 pollution within our boundaries.

Efficient management of our parking bays, bus lanes and ensuring road signs comply with benefits all residents, businesses and visitors to the borough. It reduces illegal parking, keeps the roads free flowing and improves road safety for pedestrians, cyclists and other drivers. We are also continuing to modernise the car pound creating a fairer system and ensuring that we are removing older and uncollected vehicles more efficiently.

The continuing key aim of the service is to deliver an efficient process that makes our roads work better. We endeavour to create as much viable parking space as possible for residents, improve bus journey times, help commercial journey times, reduce congestion and improve road safety. As advised above, the service uses several methods to achieve this including On-street Civil Enforcement Officers, CCTV cameras and issuing penalty charge notices.

This annual report provides key data on virtual parking permits, enforcement statistics and where the parking service has received requests from residents and the public to carry out enforcement on their behalf.



The post covid 19 period of 2021/22 presented Newham with some very complex challenges. Despite this, it is considered that the Council has continued to introduce some key high profile strategies to improve air quality and has also introduced a new parking permit application process whilst continuing to be one of the most efficient London Authorities in the area of illegal parking and moving traffic contraventions. All of the above is designed to improve customer service and address the issues that residents raise with us regarding how to deliver their parking needs on our streets, make travel in Newham easier and safer and improve air quality.



Introduction to Parking Services

Newham continues to be one of the most diverse boroughs in the country with one of the fastest growing populations. There are currently over 360,000 people living in the borough with approximately 50% of households owning a vehicle. Our primary aim as a service continues to be the implementation of the Mayors Air Quality Action Plan to provide the residents of this borough with a healthier and safer environment to live, work and travel.

It is essential that Newham council continue to strive to deliver a level of parking provision for the convenience and safety of our residents and to also support business within Newham. Therefore, the requirement to maintain and enforce parking controls within Newham is deemed both apparent and necessary and as such, the Parking Service supports the Council in sustaining a safe and efficient traffic flow across Newham, whilst ensuring safe and fair parking for all stakeholders.

The Traffic Management Act 2004 (TMA) is the primary, but not the only legislation, used by Newham to enforce illegal parking within its boundaries and this allows its CEOs to enforce illegal parking whenever and wherever it is observed. The aim of the TMA is to provide a consistent set of regulations and procedures throughout England and Wales while allowing parking policies to suit local circumstances. It also seeks to ensure that the system is fair to the motorist and effective in enforcing parking contraventions when they occur.

London Authorities also have additional powers of enforcement that do not exist outside the capital. For example in 2021/2022, only London Authorities had legislation to enforce moving traffic contraventions and footway parking.

Our objective continues to be the promotion of compliance to achieve legal parking and to reduce instances of moving traffic and bus lane contraventions and where necessary the aim is to improve compliance through efficient enforcement via CCTV and the on-street presence of CEOs who patrol the streets of the borough. CEOs are onstreet and face-to-face presence is intended to create compliant parking by enforcing parking contraventions in relation to, but not limited to, the following:

- on-street parking places
- car parks
- yellow lines
- bus stops
- taxi ranks
- commercial vehicles
- loading restrictions
- suspended parking bays
- footways and verges
- double parking



- obstruction of lowered kerbs
- school keep clear restrictions
- disabled parking bays
- Pedestrian crossings and zigzag markings.

This annual report outlines the activities carried out by the London Borough of Newham in the last financial year (2021/22). We will report on data and information relating to the work we do as a service including on-street enforcement, with a comparison against how we have performed in previous years.

This report will also contain data and information that continues to demonstrate that as a parking service, we are striving to provide a high-quality, transparent, unbiased and value-for-money service to our residents and other stakeholders. We look forward to the 2022/2023 year ahead to continue growing as a service and building on the foundations we have set this year.



Healthy School Streets

Our Healthy School Streets programme continues to expand with the aim of improving the environment outside Newham schools. The programme encompasses two main principles:

- Objective 1 A Healthier and Safer Newham by delivering residential traffic reduction schemes, safe and healthy (or 'liveable') neighbourhood schemes and healthy streets improvements to improve the quality of life and the health of our residents. Enabling increases in levels of active travel and levels of physical activity in our population through educational and behavioural change programmes.
- Objective 2 A **Greener and More Sustainable Newham.** Reducing the levels of air pollutants associated with transport and improving air quality in Newham, through traffic and congestion reduction and increased sustainable travel.



Figure X: Southern Road Primary Healthy School Street

The council has analysed every school in the borough with preliminary data in order to select new sites that possess the worst traffic issues. The council plans to continue to work



with schools and head teachers to combat these issues with the council as a cooperative and coordinated effort.

Healthy School Streets to Date

Currently the programme is split into three phases. Phase 1 consists 5 schools over four sites, Phase 2 encompasses 10 schools over 6 sites and we have recently launched Phase 3, which includes 5 schools over 5 sites. In total, we have been able to launch the programme in 20 of the 101 registered schools across Newham.

Table X: Current LB Newham HSS List

School	Phase
Woodgrange Infant School & Godwin Junior school	
Chobham Academy	
West Ham Church of England School	Phase 1
Lathom Junior School	
Sheringham Primary & Sheringham Nursery	
Park Primary	
Hartley Primary	
Brampton Primary	
Kay Rowe Nursery	Phase 2
Southern Road Primary, Plaistow Primary & Lister Secondary School	
Stratford Academy	
Sandringham Primary	
Kensington Primary	
Dersingham Primary	Phase 3
Ranelagh Primary	





Figure X: Stratford Academy Healthy School Street

Before and After Data

Air Quality Data – Newham has invested in multiple types of air quality that allow us to both select schools that suffer from poor air quality and monitor the effects of the scheme on the neighbourhood. One in seven of Newham's population are exposed to levels of Nitrogen dioxide (NO2) that is above the UK limit value for human health. Over the course of the scheme, we have seen the following average reductions outside schools within healthy school streets.

- 29% reduction in NO2 pollution during school hours
- 31% reduction in AM drop-off periods
- 20% reduction in PM pick-up periods

PM10 and PM2.5 are inhalable particles that are small enough to penetrate part of the respiratory system. The health effects of inhalable particulate matter are well documented by institutions such as the World Health Organization. On average, Newham residents are also exposed to a level of airborne particulate matter (PM2.5) that is 35% greater than the World Health Organisation guidelines. Poor air quality in the borough kills 96 residents every year. Overall, within the sites that have launched within the 2021/2022 school terms we have seen the following improvements in air quality:



- 19% reduction in particulate matter 10 micrometres in diameter (PM10), and
- 25% reduction in particulate matter 2.5 micrometres in diameter (PM2.5)

Traffic Data – As the scheme is launched under the experimental traffic order the council considers the first 18 months as a trial and has implemented a robust monitoring programme to make changes if necessary. Traffic is closely monitored both before and after implementation to understand both how traffic is behaving within the school street and how traffic interacts with the surrounding road network.





Figure X: Lister Community School Healthy School Street

We continue to work with the Head Teachers to promote the shift to active travel through road safety education. On average we have seen a significant reduction in trips within the restriction zone with the remaining drop offs being spread consistently around the restriction area allowing for the road network to handle the traffic distribution.

The data also shows a mean increase of 32 cycling trips per week. This may be attributed to an overall reduction in traffic within the specific Healthy School Streets that promote a greater confidence in the area for active travel throughout the day.

On average, we observed a reduction in contraventions of approximately 30% over the first month. Penalty Charge Notices continue to reduce at varying rates due to other contributing factors such as new school terms and how the scheme is adopted by immediate ward residents, parents and non-local drivers.

What's Next?

The programme has every intention of growing and continuing to expand across borough introducing new sites. We continue to work with Head Teachers, Ward Councillors and Members of Parliament to find solutions across the borough and have the goal of having a presence in every ward. For more information about the positive impact we are having in the borough, please visit our website which includes the details of each site, as well as the promotional video linked below.

https://www.newham.gov.uk/schools-education/healthy-school-streets



https://www.youtube.com/watch?v=CPd3bZYW1GA



Figure X: Sandringham Primary Healthy School Street



Figure X: Sheringham Nursery Healthy School Street





Figure X: Lister Secondary Healthy School Street



Low Traffic Neighborhoods

Newham Council remains committed to creating people-friendly streets and making it easier and safer for all our residents to consider sustainable modes of transport. Whether travelling by foot, cycling, scooting, using a wheelchair or other mobility aids, this will all contribute towards creating a cleaner and healthier borough.

The Covid-19 pandemic highlighted the urgent need to improve London's streets for walking and cycling, to reduce pressure on our road and public transport networks, and to support with social distancing. This is why we continue to prioritise our delivery programme for introducing experimental Low Traffic Neighborhoods (LTNs), as well as other measures, in the borough.

With limited capacity on public transport and with approximately over 50% of Newham households not owning a car, we need to ensure that residents have a safe and attractive alternative to get to where they need to for work, schools and local amenities, subject to government advice and the restrictions in place for social distancing.

What is a Low Traffic Neighbourhood?

A Low Traffic Neighbourhood (LTN) aims to improve street environments and local neighbourhoods for walking and cycling by reducing traffic volumes. An LTN uses access restrictions, known as 'modal filters', to prevent motorised vehicles from using local streets as a cut-through to avoid main roads. Often, motorised vehicles will use local streets to shorten their journey times, but at the same time increase local traffic, road danger and pollution levels, therefore making it harder for residents to choose walking or cycling for local journeys.

With London's public transport seemingly running at full capacity, the danger is that this will encourage more commuter journeys by private vehicles and if even a small fraction of public transport journeys is replaced by car journeys, roads will become even more heavily congested, the consequence of which would be a negative impact on both air quality and road safety.

The LTN scheme aims to deter journeys in Newham at various times and locations. However, this will not impact residents who live within the LTN nor emergency services who need to access the LTN and outside of the hours of prohibition, businesses, visitors and services, such as waste collection and emergency services will still be able to access every address within the LTN boundary.

Councillor Asser, the Executive Lead Member for Parking & Sustainable Transport has reiterated the council's position on this strategy as follows: "With less traffic, noise and pollution, local streets will be safe and more pleasant to use, especially for children to



cross the road and walk and cycle to school. The LTN will reduce the level of harmful emissions from motorised vehicles driving through the area, help people stay physically active and healthy, and encourage a shift to more sustainable ways of getting around."

Since 2018, when Newham and Waltham Forest first considered bidding for the TfL funding, there has been engagement with residents who have highlighted that vehicle speeds, safety and lack of cycle routes were key barriers to people walking and cycling.



Councillor Asser has further advised, "I am delighted we have been able to work with our neighbours and colleagues in Waltham Forest to get this unique scheme off the ground, especially in the light of the difficulties and complications created by the suspension of TfL funding, and the Covid-19 crisis.

"Newham is committed to improving the quality of life for our residents by creating more pleasant environments in the streets where they live, but critically we do not want to simply push the problems across our borders into neighbouring boroughs. This scheme recognises that traffic rarely recognises such borders, and this cooperative approach will ensure the benefits are felt for both sets of residents."



MiPermit

Since December 2020, Newham has had a new online parking permit system called MiPermit Newham, where all Newham residents and businesses can control their own parking permit account 24/7.



Since December 2020, resident and business parking permits with a start date from 6 January 2021 have been subject to emission based charging. Emission based charging costs are applied to resident, business, charity business and industrial permits. Any emissions based charging and/or additional permit costs will be calculated automatically in MiPermit Newham.

During 2021/2022 and currently, residents and businesses are able to apply for a 3 month, 6 month or 12 month permit to spread the costs. Newham residents & businesses can apply for a parking permit by registering for our online parking system MiPermit Newham.

Details on how to set up a MiPermit account and to apply for a range of permits can be found at the following Newham websites and by then following the associated links:

https://www.newham.gov.uk/parking-permits/mipermit-newham/1

https://www.newham.gov.uk/parking-permits

The following permits are available through MiPermit Newham:

- Residents
- Disabled
- Visitor
- Free parking allocation
- Business
- Industrial



- Charity business Healthy School Streets Access
- Browning Road Bridge Access
- Trade
- Courtesy
- Carer



Emissions Based Parking

- To support the aims of the Mayors Air Quality Action Plan, Newham Council
 continues to link permit charging to vehicle emissions and this applies to resident,
 business, charity business and industrial permits.
- The emission based parking permit charges are aimed at addressing Newham's
 poor air quality by financially incentivising Newham residents and businesses to
 switch to electric vehicles or vehicles with lower emissions or in turn encouraging
 residents to make more local journeys by sustainable modes of transport, like
 walking and cycling.
- Newham are also continuing to roll out improved accessibility to new electric vehicle charging points across the borough making it easier for those who choose to make the switch to electric vehicles to have greater access to public charging points.
- The emission based charging scheme is based on CO2 categories as provided by the DVLA.
- In recognition of the financial impacts that residents and businesses continued to face post Covid 19, permit charges and any additional emission based charges were not increased in the 2021/2022 financial with charges remaining at the 2020/2021 levels.



Blue Badge & Disabled Resident Parking

In addition to fully participating in the Blue Badge scheme and as a demonstration of its commitment to its disabled residents Newham also provides an almost unique permit type known as a Disabled Residents Permit. Qualifying residents/households can have a disabled resident parking bay marked outside or near their property and will be issued with a maximum of one free disabled residents permit per property, which will be allocated to the qualifying residents vehicle. All residential streets in Newham are now within residential parking zones and the disabled resident parking permit can be used in any disabled resident's bay situated within the zone for which the permit has been issued.

As advised above Newham is a fully committed participant in the Blue Badge Scheme and this commitment is demonstrated by its policy of allowing any vehicle displaying a valid Blue Badge to park for free in any resident's bay or shared use bay in any of its residents parking zones. Please note that a shared-use bay is a location where you are required to display a permit but also have the ability to pay for parking by phone.

Such is the parking flexibility given to Blue Badges they are only valid in Blue Badge bays, resident bays and shared-use bays. They are not valid in disabled residents' bays as these are quite rightly prioritised for Newham residents over blue badge holders who may not live within Newham.



Who can apply for a disabled resident parking bay?

To apply for a new disabled resident parking bay you must:

- Have a valid Blue Badge
- Live in Newham



- Receive the higher rate of the mobility component of Disability Living
- Allowance or the enhanced rate of the mobility component of Personal
- Independence Payment, or the higher rate of Attendance Allowance
- Not have off-road parking, such as a garage or driveway
- Have a car registered with the DVLA to your address.
- You do not need to be able to drive yourself to qualify.

Carer Permits

In addition to the unique ability by Newham residents to apply for a disabled residents permit Newham also provides qualifying residents with the opportunity to purchase a carer permit which is made available as a solution to meeting the parking needs of any carer(s) to who visit the qualifying resident on a regular basis. The cost of this permit is just £10 per annum.

Further information on how to apply for disabled resident permits and carer permits can be found at the following web sites and then following the associated links

https://www.newham.gov.uk/parking-permits/resident-parking-permits-1/2?documentId=547&categoryId=20124

https://www.newham.gov.uk/parking-permits/care-care-home-parking-permits/1



1. Service Performance

1.1 Penalty charge issue statistics

Table 1.1.1 – Valid penalty charge issue comparison

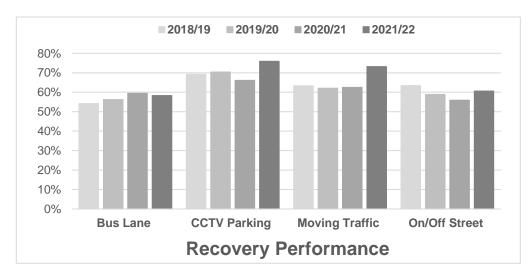
Year	Higher level parking	Lower level parking	Bus lane	Moving Traffic	Total issued
2018/19	120,517	25,164	20,554	67,396	233,633
2019/20	136,631	35,350	18,858	81,208	272,047
2020/21	72,044	11,282	11,547	117,143	212,016
2021/22	114,821	21,078	12,733	173,985	322,617

1.2 Recovery Performance*

Table 1.2.1 – Recovery rate comparison

Year	Bus lane	CCTV parking	Moving traffic	On/off street	Overall
2018/19	54.2%	69.2%	63.3%	63.4%	62.7%
2019/20	56.2%	70.4%	62.1%	58.9%	59.8%
2020/21	59.4%	66.1%	62.5%	55.9%	60.2%
2021/22	58.3%	75.9%	73.2%	60.6%	67.2%

*Recovery performance is based on the number of penalty charge notices (PCNs) issued in the financial year and the number of those that were paid.





1.3 Appeals to the Environment and Traffic Appeals service (ETA)

The environment and traffic appeals service is an independent body, coordinated by London Councils. Recipients of PCNs can appeal to this body for free if the local authority has rejected their formal challenge against the PCN being issued.

Table 1.3.1 – On/off street parking appeal statistics comparison

Year	Total appeals completed	Appeals allowed	% of appeals allowed
2018/19	1,376	674	49%
2019/20	1,037	476	46%
2020/21	628	362	58%
2021/22	1,291	678	53%

Table 1.3.2 – Bus lane statistics comparison

Year	Total appeals completed	Appeals allowed	% of appeals allowed
2018/19	86	56	65%
2019/20	123	63	51%
2020/21	75	41	55%
2021/22	149	90	60%



Table 1.3.3 – Moving traffic statistics comparison

Year	Total appeals completed	Appeals allowed	% of appeals allowed
2018/19	772	373	48%
2019/20	468	249	53%
2020/21	1208	346	29%
2021/22	2,805	1,275	45%

ETA statistical data will only differentiate between parking, bus lanes and moving traffic, it will not provide data by contravention type i.e. school zigzags, yellow box junctions and banned turns etc.

1.4 Removals

Table 1.4.1 – Removal statistics

Year	Total removals	Removals from formal disabled bays	Removal truck hours
2018/19	7,479	59	10,500
2019/20	7,624	297	12,240
2020/21	2,988	179	9,114
2021/22	7,105*	317	12,840

^{*} This figure is made up of 5862 removals due to a Penalty Charge Notice (PCN) being issued and 1243 removal of abandoned vehicles and vehicles used for fly tipping.

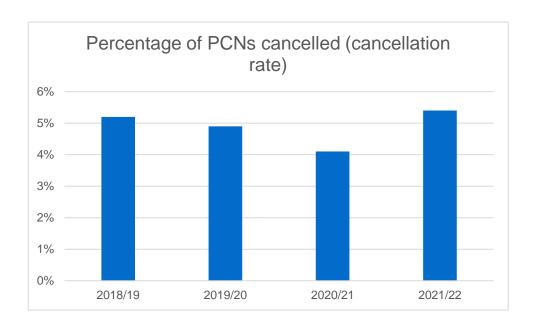


1.5 Cancellations

Table 1.5.1 – Cancellation rate comparison

Year	Percentage of PCNs cancelled (cancellation rate)
2018/19	5.2%
2019/20	4.9%
2020/21	4.1%
2021/22	5.4%





The above table shows the percentage of PCNs cancelled against the number issued. Although cancellation rates have increased slightly in 2021/22 this needs to be taken in the context that in 2021/22 financial year 322,617 PCNs were issued whereas in 2020/21 financial year, due to covid, 212,016 PCNs were issued. Although PCN issuance has increased by over 50% cancellation rates have only increased by just over 1% which is taken as an indication of an improvement in the accuracy and validity of the PCNs being issued. The more accurate the PCN the less likely that it can be challenged and ultimately cancelled.



1.6 Permits

Table 1.6.1 – MiPermit Virtual Permit issue statistics

Permit type MiPermit (01 April 21 – 31 March 22)	3 month	6 month	12month
Resident 1st	11,623	8,123	30,856
Resident 2nd	7,101	3,322	4,984
Resident 3 rd +	2,178	645	890
Business	989	612	1,616
Staff Business issued from MiPermit Staff Business issued from CRM (paper)	100 1560	N/A 357	567 N/A
Industrial	28	9	22
Business charity	23	15	128

Visitor Permit Type	Number of books
Visitor - 6 hour sessions (10 cards)	36,735
Visitor – 12 hour books (5 cards)	16,234
Visitor – 24 hour books (5 cards)	1,531
Visitor – Free (All Zones; lots of 8; 2hrs/month)	16,738



Visitor - Free (30 all day sessions 12 months; lots of 10) 18,095

Permit type	Duration	Number of Permits
Disabled courtesy(2wk)	2 weeks	46
Resident courtesy(2wk)	2 weeks	3,546
Disabled resident	12 months	1,605
Carer		1,774
Trade		7,299
Care Home		12
Access Permit (inc. Browning Road)		1,719



2. Financial Summary

2.1 Income - 2021/22

Table 2.1.1 – Parking and traffic enforcement income

Item	Income (£)
Penalty Charge Notice (PCN)	£18,757,262
Removals	£1,324,629
On Street Pay by Phone charges	£1,492,501
On Street Permits and Visitor permits	£7,354,250
Suspensions	£2,362,067
Other Income	£151,126
Total Income	£31,441,835

2.2 Expenditure - 2021/22

Table 2.2.1 – Parking and traffic enforcement expenditure

Item	Expenditure (£)
Employee Costs	£5,863,007
Premises	£71,629
Transport	£70,129
Supplies and Services	£489,440
Third Party Payments	£2,086,153
Support Services	£1,770,391
Capital Financing	£O
Total Expenditure	£10,350,751
Surplus	£21,091,084



2.3 Application of surplus and balance – 2021/22

Table 2.3.1 – Parking and traffic enforcement application of surplus

Item	Expenditure (£)
School Crossing Patrols	£394,736
Roads Maintenance and Environmental Improvements	£20,696,348
Total expenditure	£21,091,084
Balance	£O

The surplus from on-street parking helps to fund Low Traffic Neighborhoods, Healthy School Streets and electric charging points, in addition to other measures that support active and sustainable travel'

2.4 Off Street Parking Income and Expenditure

Table 2.4.1 – Parking and traffic enforcement off street income

Item	Income (£)
Off Street Pay and Display	£1,464,935

Table 2.4.2 – Parking and traffic enforcement off street expenditure

Item	Expenditure (£)
Premises	£612,655
Supplies and Services	£182,597
Third Party Payments	£855
Support Services	£45,000
Capital Financing	£78,600



Total expenditure	£919,708
Surplus	£545,277