



## **On Street Parking Review**

### **Phase 1 – Data Collection and Information Gathering**

#### **Summary Document**

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# **1 Background**

## **1.1 Introduction**

The purpose of this project is to carry out a comprehensive review of on-street parking. Concentrating on the following issues;

- Parking within residential parking zones
- Parking on and the use of single yellow lines
- The use of limited waiting parking
- Pay and Display Parking

The Feasibility stage of this project has been split into three phases and this document records and summarises the findings of phase 1.

## **1.2 Phase 1 – Data Collection & Information Gathering**

We have collated and mapped the entire database of traffic regulation orders relating to on street parking restrictions.

This has enabled us to visualise the current system in place and see the irregularities that have occurred from multiple piecemeal changes over the years.

Through the summer until the 6 October 2010 we engaged with the following users to seek their opinions and feedback on the current parking systems, what works well and what doesn't work well.

- Residents of Plymouth via press releases and an online survey.
- Residential Permit Holders of Plymouth via a direct mailed satisfaction survey
- Parking Supervisors and management, Civil Enforcement Officers and Parking back office administration team
- Neighbourhood Liaison Officers
- Ward Members

This document summarises the feedback we have received, gives a platform for further discussion and analysis and also contains a hot spot list identifying specific pieces of work which may be undertaken.

## 2 Feedback Summary

### 2.1 Time Restrictions in Residents Parking Zones

The residential parking schemes that we currently have in place are aimed at stopping workers, shoppers and other non residents from parking in the designated areas, enabling a resident to park close to their property.

We control this by having time restrictions in place throughout the day which ensures only permit holders are allowed to park during the designated times. A permit holder has to provide proof that they are a resident within the zone and are eligible to apply for a permit.

We currently have 22 different types of day and time restrictions and 53 different zones. The time restrictions for example are like this;

Permit Parking only between these times

- Monday - Saturday: 2pm-3pm
- Monday - Friday: 3pm-4pm
- Monday - Friday: 10am-11am
- Monday - Friday: 11am-12pm
- Monday - Saturday: 9am-7pm

The current time restrictions in the majority of residential parking zones do not achieve their stated purpose. This being, the ability for a resident to park close to their property at any point of the day. Only 22% of residents in permit zones are satisfied with the availability of parking in their street, and only 27% satisfied with the number of spaces in the whole zone.

The current time restrictions are targeted at stopping commuters parking their vehicles and walking to their destination. I.e. shop or workplace. I assume the 1 or 2 hour restricted time slots are staggered to allow the CEOs the ability to manage their beat and get from one zone to another.

Many residents have identified the main issue of not being able to park when they come home from work. Only 8 of our 22 different time restrictions run until 6pm, which is when many people identified as the time they arrive home from work. By this time, most spaces are full and they cannot park. Only 38% of residents are satisfied with the time restrictions in their zones.

The feedback from CEOs and parking supervisors also highlight time restrictions as one of the main issues.

CEOs have indicated that due to the current restrictions in place they struggle to get around to all of the zones within the allocated 1 hour of permit only times. It also becomes very predictable for motorists who know they can park practically all day and then move their vehicles for an hour, the same time every day, when they know a CEO would be visiting.

Only two restrictions cover permit parking on a Sunday. Historically this would have been acceptable, however, Sunday is almost a normal working day for many and therefore any restrictions in place during the week and on a Saturday should also be applied to a Sunday.

Feedback from all sources indicates a preference for a standardised approach to time restrictions. This could be either 24 hour, 7 days a week or at least 8am – 8pm.

The working week has changed through the years. What once was a 9am-5pm; Monday to Friday 40 hour week is now a much more flexible working week. Many employers offer much more flexible working arrangements and there are more shift and part time workers. With the increased number of bars, restaurants and clubs in and around the city centre many more people are parking close by, within residential parking zones, at any time during the day.

Where applicable a residential parking scheme should focus on allowing residents to park when required and not focus on stopping other road users from parking. These are of course linked but the first approach would be seen as a more positive way of thinking. A controlled parking zone has the opposite approach and would focus on when and where we want motorists to park.

## 2.2 Number of vehicles / permits per property in Resident Parking Zones

The residential permit scheme currently does not limit the number of permits available to any property.

The only restriction on permits issued is when a private property applies for planning permission and is granted a change of use. At this point the property becomes ineligible to apply for a permit.

Below is the number of permits owned by individual properties. e.g. 149 Properties each have purchased 4 permits.

Number of permits each property own	Total number of properties	Percentage Share
1	3313	39.73%
2	1302	31.23%
3	461	16.59%
4	149	7.15%
5	56	3.36%
6	13	0.94%
7	6	0.5%
8	3	0.29%
9	2	0.22%
<b>Total</b>	<b>8338</b>	

The feedback from residents indicates that a huge issue is that too many permits are issued to properties. Particularly multi occupancy properties that are occupied by students. Many residents indicate how the parking problems are not as bad during the holidays when students have returned home.

30% of residents highlighted the fact there are too many permits issued per property and the increase in students parking their cars as the **main** reason for their dissatisfaction. This is the largest total.

Residents indicate an acceptance to the need to limit the number of permits on offer to properties but also indicate that they would like to see resident permits issued to permanent residents only.

It has **not** been an occurring theme from residents to suggest they would be happy to see a price increase in permits, even if this provided a better service.

As a separate issue, many residents have indicated via the general online survey their dissatisfaction at the property they occupy being excluded from the scheme where they live.

In May 1997 as an attempt to limit the number of parking permits in the system a report was taken to the Plymouth Joint Highways Committee recommending that properties situated within a Permit Parking Zone that are obtaining planning permission to:

- (a) be demolished or re-developed,
  - (b) be changed from a single occupancy to multiple occupancy or
  - (c) be subject to any other change that would involve an increased parking demand,
- should be automatically removed from the list of properties eligible to apply for any form of parking permit.

The main scenario example is as follows

Two, four bedroom houses next to each other, one house gets turned into two, two bedroom flats, after a granted planning application. This house then becomes ineligible for parking permits. The other house is rented out as four separate rooms and no planning application is submitted or required. This house is then still eligible for permits to be issued.

### **2.3 Inconsiderate / Unsafe Parking**

Residents have identified that the current bay markings gives car users the opportunity to park in such a way that can reduce the number of available spaces. 18% of residents gave this reason to explain their dissatisfaction.

It seems to be also practice that motorists park 'in the middle' of a double space so when their partner returns from work they move their car and both are able to park. This was reported quite a few times.

Unsafe parking can also occur, it happens when there is literally nowhere to park. Whilst there is no excuse, motorists are being forced into parking right up to the edges of streets or actually on corners.

## **2.4 Other Key Feedback – This is general across all information gathered**

**#4** The number of commercial vehicles being brought home and parked in residential zones – taking up more than one vehicles worth of space.

**#5** The abuse of the business permits system. Many business permits are in place but vehicles are remaining in the same place all day – therefore taking up spaces.

**#6** The number of multi occupancy properties being shared by several taxi drivers and the subsequent parking of the taxis in the street.

**#7** Commuter parking relating to the time restrictions. If someone works mornings then a 2pm-3pm permit only zone is perfect for the commuter.

**#8** Confusing restrictions. P&D, single yellow lines, residential zone, and residential zone with visitor only bays that other permits are not eligible for. Some roads have permit only on 1 side of the road and P&D on the other side of the road.

**#9** Limited Waiting Bays. The difficulty of enforcing cars parked in limited waiting bays. Need to have in place system to effectively patrol, manage & enforce if necessary. Ticket Machines, P&D and no returns could resolve this.

**#10** Disabled parking around yellow lines (non bar marked) around car parks cause problems.

**#11** Single yellow line restrictions not restricted on Sundays – people going into the City Centre on a Sunday can park for free.

**#12** Too many controlled parking zones, too many restrictions within these zones.

**#13** Natural boundaries of parking zones are not in place, therefore dispersal parking to the streets immediately outside of the zones have huge problems.

**#14** Permit systems in place for Football & Rugby matches. To be enforced on match days only.

**#15** Loading and unloading of vehicles for local district centres. Rationalise and standardise, when it is appropriate to load and where this is done, not in limited waiting bays, bus bays or Pay & display preferably.

## **2.5 Hot Spot List**

The following is a list of specific areas which has come forward in the review more times than others.

- Requests for restricted parking in Whittington Street
- Requests for restricted parking in Amherst Road
- Requests for restricted parking in Salcombe Road
- Parking in Peverell, particularly when Plymouth Argyle plays at home.

### **3 Next Stage**

Following on from this summary document, there will be two further phases.

#### **3.1 Phase 2**

Will focus specifically on the key findings by consulting with nominated officers to seek their feedback, comments, history and deliverability of possible outcomes. This phase will also seek feedback on the Hot Spots for resident parking issues and establish the reasons for these areas which may inform future policy criteria. The proposed completion date for phase 2 is week ending 29 October.

#### **3.2 Phase 3**

Will take into consideration the work achieved in phase 1 and phase 2. It will review feedback and issues and consider this with the proposed parking strategy. Options analysis for future criteria and their impact will be developed for the project board to consider. Further consultation will follow after this phase. The proposed completion date for phase 3 is week ending 19 November.



## Appendices

### 4.1 Satisfaction Survey Results

How satisfied are you that the permit represents good value for money?

Satisfied	Not Satisfied	Other
<b>43%</b>	35%	22%

How satisfied are you with the availability of parking outside your property?

Satisfied	Not Satisfied	Other
22%	<b>62%</b>	16%

How satisfied are you with the availability of parking in your street?

Satisfied	Not Satisfied	Other
23%	<b>61%</b>	16%

How satisfied are you with the availability of parking in your zone?

Satisfied	Not Satisfied	Other
27%	<b>50%</b>	23%

How satisfied are you with the current time restrictions in your zone?

Satisfied	Not Satisfied	Other
<b>39%</b>	35%	26%

## 4.2 Online General Survey Results

408 People responded to the online survey. The key results are summarised below

### Parking within a RPS (Residential Parking Scheme)

- 63% never park in a RPS, with 22% not realising that there were times you could park.
- The main reason for parking here is visiting nearby shops or visiting friends.
- 36% park here because it is convenient, 40% because they have no alternative and only 12% because they don't have to pay
- 75% park for less than 2 hours

### Parking on Single Yellow Lines

- 61% never park on single yellow lines, with 17% not realising that there were times you could park on them.
- The main reason for parking here is dropping off or picking someone up or visiting nearby shops.
- 44% park here because it is convenient, 36% because they have no alternative and only 6% because they don't have to pay
- 92% park for less than 2 hours and 60% for less than 30 minutes.

### Parking on Limited Waiting Bays

- 60% never park in limited waiting bays, with 17% not realising that there were times you could park on them.
- The main reason for parking here is visiting nearby shops.
- 48% park here because it is convenient, 20% because they have no alternative and only 23% because they don't have to pay
- 99% park for less than 2 hours, 86% for less than 1 hour and 54% for less than 30 minutes

## Parking in Pay and Display Bays

- 79% park in pay and display with 21% not.
- 24% of people do not use pay & display because it is too expensive and 23% not using it because it is not in the area they park.
- The main reason for the use of pay and display is visiting businesses or shops (70%)
- 48% park here because it is convenient, 50% because they have no alternative
- 78% park for less than 2 hours and 30% for less than 1 hour.
- 61% of people asked think the current prices are too expensive with 12% unsure of the current prices
- Only 2% of people said they were happy with the current parking situation in Plymouth with 41% claiming their quality of life is severely affected due to the parking situation.

### 4.3 Complete Time Restrictions & Traffic Order List

Type Of Restriction	Different times throughout city restriction in place
<b>Disabled Driver Only Parking Bay</b>	At Any Time 9am-6pm
<b>Goods Loading Bays</b>	At Any Time
	Mon-Fri 6am-11am Mon-Sat 8am-6pm
<b>Limited Waiting</b>	10am-5pm 11am-3pm 8am-6.30pm 9am-6pm Mon-Fri 10am-5pm Mon-Fri 8am-6.30pm Mon-Fri 8am-6pm Mon-Fri 8am-8pm Mon-Fri 9am-11am and Sat 8am-1pm Mon-Fri 9am-4pm Mon-Fri 9am-5pm Mon-Fri 9am-6pm Mon-Sat 10am-4pm Mon-Sat 10am-5pm Mon-Sat 10am-6pm Mon-Sat 7am-4pm Mon-Sat 8am-2pm Mon-Sat 8am-3.45pm Mon-Sat 8am-6.15pm Mon-Sat 8am-6.30pm Mon-Sat 8am-6pm Mon-Sat 8am-8pm Mon-Sat 9.15am-3.45pm Mon-Sat 9.15am-4.15pm Mon-Sat 9.15am-5pm Mon-Sat 9am-4pm Mon-Sat 9am-5pm Mon-Sat 9am-6pm
<b>No Loading/Unloading</b>	7am-10am and 4pm-7pm 7am-7pm 8am-9.30am and 3.45pm-6pm At Any Time Mon-Fri 3.45pm-6pm Mon-Sat Mon-Sat 2pm-4.15pm Mon-Sat 3.45pm-6pm Mon-Sat 7am-10am and 4pm-7pm Mon-Sat 8am-6pm Mon-Sat 8am-9.15am Mon-Sat 8am-9.15am and 3.45pm-6pm Mon-Sat 9am-6pm Sun-Thurs

Type Of Restriction	Different times throughout city restriction in place
<b>No Waiting</b>	8am-6pm 8pm-midnight and midnight-8am Mon-Fri 10am-4pm Mon-Fri 10am-5pm Mon-Fri 8am-5pm Mon-Fri 8am-6pm Mon-Fri 8am-6pm and Sat 8am-1pm Mon-Fri 8am-9.15am Mon-Fri 8am-9.30am and 2pm-4pm Mon-Fri 8am-9am and 1.30pm-4.30pm Mon-Fri 9am-4pm Mon-Fri 9am-5pm Mon-Sat Mon-Sat 10am-4pm Mon-Sat 10am-5pm Mon-Sat 3.45pm-6pm Mon-Sat 8am-1pm Mon-Sat 8am-4pm Mon-Sat 8am-5pm Mon-Sat 8am-6.30pm Mon-Sat 8am-6pm Mon-Sat 8am-8pm Mon-Sat 8am-9.15am Mon-Sat 8am-9.15am and 4.15pm-6.15pm Mon-Sat 9am-5pm Mon-Sat 9am-6pm Mon-Sat 9am-7pm
<b>Pay And Display Parking Places</b>	10am-4pm 10am-5pm 10am-6pm 6pm-midnight and midnight-8am 8am-11.59pm 8am-6pm Mon-Fri 11am-6pm and Sat-Sun 8am-6pm Mon-Sat 10am-4pm Mon-Sat 10am-6pm Mon-Sat 8am-6pm

Type Of Restriction	Different times throughout city restriction in place
<b>Permit Parking</b>	11am-3pm 8am-8pm 9am-6pm Mon-Fri 10am-11am Mon-Fri 10am-5pm and Sat-Sun 10am-5pm between 01 Mon-Fri 11am-12pm Mon-Fri 3pm-4pm Mon-Fri 8am-4pm Mon-Fri 9am-4pm Mon-Fri 9am-5pm Mon-Fri 9am-6pm Mon-Sat 10am-4pm Mon-Sat 10am-5pm Mon-Sat 10am-8pm Mon-Sat 12pm-2pm Mon-Sat 2pm-3pm Mon-Sat 2pm-6pm Mon-Sat 2pm-7pm Mon-Sat 5pm-midnight and midnight-9am and Sun Mon-Sat 8am-10am Mon-Sat 8am-6pm Mon-Sat 9am-7pm