



CONTROLLED PARKING ZONES: ON STREET PARKING REVIEW



A report of the Working Plymouth Cooperative Review Scrutiny group following a review of Controlled Parking Zones: On Street Parking

CONTENTS	PAGE
1. SUMMARY	2
2. INTRODUCTION	3
3. BACKGROUND INFORMATION	3
4. COOPERATIVE REVIEW PROCESS	6
5. PROCEEDINGS FROM THE COOPERATIVE REVIEW	8
• Meeting One – 16 December 2013	8
• Meeting Two – 6 January 2014	10
• Meeting Three – 6 February 2014	13
• Meeting Four – 17 February 2014	16
• Meeting Five – 20 March 2014	21
• Meeting Six – 17 April 2014	24
6. CONCLUSION	26
7. RECOMMENDATIONS	27

APPENDICES

A. BACKGROUND DOCUMENTATION	
A1. Consultation – summary of Residents Views	
A2. Consultation – summary of Business Views	
A3. Map of Current Controlled Parking Zones	
A4. Benchmarking Data	
A5. Witness Statements	

I. **SUMMARY**

- I.1 The Working Plymouth Scrutiny Panel agreed to hold a scrutiny review into Controlled Parking Zones (On Street Parking), which was endorsed by the Cooperative Scrutiny Board via the delegated approval of Councillor James (Chair) and Councillor Mrs Aspinall (Vice Chair) in consultation with the Lead Officer (Giles Perritt).
- I.2 The review identified the need for a set criteria to determine when Controlled Parking Zones (CPZs) should be considered to manage parking in order to alleviate the concerns of local residents and businesses. It was recognised that, since the implementation of several of the CPZ zones many years ago, the city had changed along with the needs of local people. There was considered to be an increased number of cars per household in the city, more students in Houses of Multiple Occupation (HMOs) and an increased number of commuters. It was considered that there was simply not enough space within the city to meet the current demand for parking therefore a rationalisation of zones and uses of zones, parking bays and car parks was required to help this problem.
- I.3 Members, throughout the course of the review, highlighted that different areas of the city experienced different problems affecting parking due to area specific issues and raised concerns that this had a detrimental impact upon residents' quality of life. Several examples included that residents of the East End did not have a Controlled Parking Zone in place, and being within commuter distance from the city centre, this caused major disruption to parking on a daily basis; residents of Peverell, situated within walking distance of Home Park, experienced major difficulties in parking on match days due to football supporters taking up limited road space; those living within close proximity of the University of Plymouth had problems parking, specifically in term time, due to the high volume of students and residents trying to park on specific streets in the area. Members also raised concerns that parking problems were further exacerbated around the city due a variety of reasons including parents dropping off and picking up children from school, people attending church services and people living near major developments in which employees and patrons' parked on-street. The impact of both these localised issues and general problems experienced throughout the city was reflected in the Panel's belief that local residents, as a majority, should have an influence regarding the future implementation of Controlled Parking Zones in their street.
- I.4 Having read the results of the On Street Parking Review consultation from 2010 and having instructed officers to conduct a benchmarking exercise against other authorities with Controlled Parking Zones it was recognised that Plymouth had the greatest number of zones within the city by comparison and therefore rationalisation was required.
- I.5 Other recommendations arising from the review included investigating the feasibility of radically reducing the number of CPZs, for residents' parking schemes to be kept under review in order to assess their success and for permits to include vehicle dimensions for both length and height.

- 1.6 The Panel, in developing their knowledge of the current position of Plymouth's current on street parking was informed about the strategic context, parking policy and possible 'next steps' to be taken. To aid the panel's discussions a number of witnesses were also interviewed and Councillors, MPs and Neighbourhood Liaison Officers had the opportunity to provide their input on known issues arising from Controlled Parking Zones in their specific wards/areas.
- 1.7 The Panel, in analysing all of the information submitted by officers and witnesses, agreed to make a number of recommendations; these will be submitted to Cabinet, via the Cooperative Scrutiny Board and are presented in section 7 of the report.

2. INTRODUCTION

- 2.1 This report presents the findings from the Working Plymouth Scrutiny Panel's Cooperative Review on the topic of Controlled Parking Zones (On Street Parking).
- 2.2 The Cooperative Review took place on six separate dates throughout December 2013 and January, February, March and April 2014.
- 2.3 Members appointed to the Cooperative Review were as follows:
- Councillor Darcy (Chair)
 - Councillor Murphy
 - Councillor Nelder
 - Councillor Martin Leaves
 - Councillor Sam Leaves
 - Councillor Singh
 - Councillor Wheeler
- 2.4 Officers supporting the Cooperative Review were as follows:
- Zoe Anning (Parking Processing and Appeals Supervisor)
 - Mike Artherton (Parking and Marine Service Manager)
 - Pauline Burrows (Parking Systems Manager)
 - Gill Peele (Lead Officer)
 - Helen Rickman (Democratic Support Officer)
- 2.5 This report summarises the findings of the Cooperative Review and makes recommendations for improvements.

3. BACKGROUND INFORMATION

3.1 Introduction

- 3.1.1 An On Street Parking Review was undertaken by Plymouth City Council in September 2010; the review was in response to increasing demands upon on-street parking within the city. The review included consultation with residents and

businesses upon what was considered to work well, what didn't work well and where improvements could be made to on-street parking in the city. (Appendix A and B summarise the outcome of the consultation).

- 3.1.2 A Controlled Parking Zone (CPZ) is a defined area which has parking restrictions applied where, during the designated period the restrictions apply; parking is only permitted to vehicles displaying a valid permit. The purpose of a CPZ is to restrict non-residents to park but not guarantee a parking space.
- 3.1.3 The first CPZ was introduced within Plymouth in 1974 and further zones had been added over the years to the point that Plymouth now had 53 CPZ's (Appendix C is a map of Plymouth's CPZs). The current 53 CPZs comprise of a total of 22 variations to when restrictions apply.
- 3.1.4 There are no restrictions to the number of permits which a residential property may apply for within a CPZ however, in May 1997, to limit the detrimental impact on parking through developments, a decision was approved at the Plymouth Joint Highways Committee to exclude properties from residents parking schemes which obtained planning permission to either be demolished, or redeveloped, be changed from single occupancy to multi occupancy or be subject to any other change involving an increased parking demand.
- 3.1.5 Plymouth City Council provides permits for businesses which require to park within a CPZ, in order to operate/deliver their service.
- 3.1.6 Table 1: Number of permits issued to individual residential properties 2011/12 (the data is also representative of current figures).

Permits issued per property	Number of properties	Number of permits	Percentage Share
1	3313	3313	39.73%
2	1302	2604	31.23%
3	461	1383	16.59%
4	149	596	7.15%
5	56	280	3.36%
6	13	78	0.94%
7	6	42	0.5%
8	3	24	0.29%
9	2	18	0.22%
Total	5305	8338	100%

- 3.1.7 In 2011/12, 30 of the 53 CPZs were oversubscribed, that being a greater number of permits were in circulation than there were resident parking bays to park in; a situation which is no better today adding to negative media and residents' frustration.
- 3.1.8 The Local Transport Plan 3 states that 'as Plymouth's population grows so too will the demand for travel. Put simply, by 2026, without taking action now to increase the use of public transport, walking and cycling, demand for travel by car will far exceed the capacity of the road network, presently significant demand for parking will outstrip the availability.'
- 3.1.9 There is currently no policy which sets out the criteria for when a residential area should be considered for a CPZ.
- 3.1.10 Historically calls for residents parking schemes or restrictions to be introduced have come from groups and/or through elected members as a result of local concerns. Many restrictions, including residential parking schemes, have been implemented on the basis, often with mixed support, and no defined criteria or uniformity.
- 3.1.11 The absence of such a policy had led to a piecemeal approach to the introduction of the residents parking schemes resulting in inconsistency, inefficiency and confusion in many areas of the city.
- 3.1.12 Many of the current CPZs do not achieve their principal objective of deterring commuter and non-residential parking which in some cases can be attributed to how the city has developed however restrictions remain unchanged or reviewed for many years.
- 3.1.13 The Parking Service team receive a significant number of complaints, and requests, related to residents' parking; including requests for the introduction of a CPZ, and requests for amendments to existing schemes. The absence of a CPZ policy, or specified criteria to determine whether a CPZ is suitable, creates difficulty managing such complaints, requests, and expectations.
- 3.1.14 The current 53 CPZ and 22 variations in the timings of operation are known to cause confusion and cause for complaint. This is linked to only 8 of the 22 variations of time restrictions run until 6pm, meaning the other 14 zones allow anyone to park in the zones up to 6pm regularly resulting in bays being full when residents arrive home and that only 2 CPZs restrictions apply on Sunday. Historically this may have been acceptable however Sundays are widely accepted as normal working days and some resident's zones experience particular issues on Sunday's due to non-resident's use.
- 3.1.15 The current variations to restrictions create challenges and inefficiency to the management and enforcement of the CPZs. Enforcement officers are not always able to get around all zones within the allocated permit zones and, particularly where zones have one or two hour restrictions, enforcement patrols are predictable for motorists who know they can park for most of the day and need

only move their vehicle during a narrow window when enforcement officers will visit.

3.2 What has been delivered so far?

3.2.1 Dual use parking – The balance of on street parking across the city, that being the type and amount of parking allocated within a defined area, highlights a number of situations where the under supply of one type of bay is matched with an oversupply of another causing difficulties for residents, businesses and visitors.

3.2.2 Under the on street parking review a number of under-utilised pay and display streets were identified within CPZs experiencing high demand for residential parking. In May 2012 an amendment order was implemented to change these pay and display bays to ‘dual use’ bays which allows the pay and display bays to be used by residential permit holders. This has proved to be very successful and popular with local residents.

3.2.3 The dual use bay approach was proposed by the Cabinet Member for Transport to be expanded within the recent Review of Parking Charges. During consultation on this paper a number of representations were received in favour of this element of the overall proposal. Representations on these proposals are currently being reviewed and will be presented to the Cabinet Member for Transport in January 2014.

3.3 Management of Parking Bays

3.3.1 As part of the review a number of trials of technology to reduce abuse of short term parking, parking to support local businesses, has been undertaken to great success. Parking machines which require a motorist to obtain and display a free parking ticket have been introduced at a district car park in Crownhill, bays to provide parking to visit local shops on Union Street and Embankment Road. The impact of this technology has been powerful with some businesses directly attributing these measures to increased turnover. The machines will refuse to give another ticket to a vehicle which has already had the allocated time and an enforcement officer will issue a parking fine to a vehicle not correctly displaying a free pay and display ticket.

3.3.2 Whilst not the primary objective of the scrutiny review, consideration needs to be given to rationalising and simplifying the current CPZs in Plymouth to respond to residents’ concerns and questions over the effectiveness of a number of Controlled Parking Zones.

4. COOPERATIVE REVIEW PROCESS

4.1 The Cooperative Scrutiny Board approved a request for a Cooperative Review on the establishment of a review into Controlled Parking Zones (on Street Parking) via delegated authority.

4.2 **Review Aims and Objectives**

4.2.1 The aims and objectives of the Controlled Parking Zones (On-Street Parking) Review were to –

- review the current CPZs in order to come up with a proposed criteria for considering future CPZs;
- to analyse current zones;
- to undertake benchmarking exercises with other local authorities;
- to provide a clear criteria for the benefit of residents and businesses in Plymouth;

4.3 **Cooperative Review Methodology**

4.3.1 The review convened over six sessions to review the documentation submitted as evidence, receive benchmarking data and to hear from a number of witnesses.

4.3.2 Meeting dates –

- 16 December 2013
- 6 January 2014
- 6 February 2014
- 17 February 2014
- 20 March 2014
- 17 April 2014

4.3.3 At each meeting the group met to consider evidence, review background information and hear from witnesses.

4.3.4 The witnesses who presented evidence to the Panel were –

- Chris Bunce (Head of Estates and Facilities Management for the University of Plymouth)
- Rob Clark (Civil Enforcement Officer)
- Bob Cocker (Development Manager – Transport)
- Councillor Coker (Cabinet Member for Transport)
- Neil Cole (Civil Enforcement Supervisor)
- Simon Dale (Interim Assistant Director for Street Services)
- Phil Durrant (Parking Operations Coordinator)
- Peter Ford (Head of Development Management)
- David Parlby (Chief Executive of the Chamber of Commerce)
- Linda Trebilcock (Deputy Locality Manager for Plymouth Community Healthcare)

4.3.5 Written evidence provided to the Panel from –

- Councillors
- MPs
- Neighbourhood Liaison Officers

5. PROCEEDINGS FROM THE COOPERATIVE REVIEW

5.1 Meeting one – 16 December 2013

5.1.1 The panel met on 16 December 2013 where they received an introduction from Gill Peele (Lead Officer) highlighting the remit of the Cooperative Review and heard an explanation of the background report submitted by Mike Artherton (Parking and Marine Service Manager). Pauline Burrows (Parking Systems Manager) and Zoe Anning (Parking Processing and Appeals Supervisor) were also in attendance at the meeting to provide Members with an overview and answer questions regarding controlled parking zones. Members were advised of the amount of CPZs in Plymouth, the increased number of zones and variations in comparison to other local authorities, that a consultation had been undertaken in 2010 regarding on street parking, initiatives undertaken to alleviate the issue of parking in Plymouth and that a policy for controlled parking zones was required in order to aid the Council in determining eligibility and criteria for CPZs.

In response to Members' questions raised it was reported that –

- (k) residents that had permit parking were able to apply for a total of 19 permits per year for visitors;
- (l) there was a general misconception that parking permits would guarantee a parking space within the applicable CPZ zone, this was not the case;
- (m) the response rate for the customer survey regarding CPZs was approximately 30%; officers would provide more information to Members at their next meeting;
- (n) officers would clarify at the next scheduled meeting the legality of refusing parking permits for students living in student accommodation due to them not paying council tax;
- (o) officers were experiencing increased challenges relating to controlled parking zones in recent years';
- (p) officers researched controlled parking zones in local authorities such as Bournemouth, Southampton and Exeter and found that Plymouth had the highest number of zones by a significant margin; officers would provide Members with examples of controlled parking zones in other local authorities as well as information on their make-up and structure;
- (q) controlled parking zones were no longer achieving their aim to limit disruption to residents/business parking in the city as circumstances had changed;
- (r) parking permits were allocated based on the weight of the vehicle other than the size; the weight and length of vehicles were to be specified on the application for a CPZ permit; officers were working closely with the Fraud Investigation Team to scrutinise falsified applications;

- (s) three people had been interviewed and cautioned by police as a result of falsifying parking applications; their permits has been taken away and invalidated;
- (t) there was expected to be an impact to on-street parking with the closure of the Civic Centre however it was not known if this would be positive or negative; officers expressed it was difficult to gauge where members of staff were parking;
- (u) parking permits cost £30 per year; this price was set to cover the cost of operating and enforcing the scheme;
- (v) controlled parking zones were oversubscribed and in some cases up to 300%; more information on this would be provided to Members at a future meeting;
- (w) officers were in a position to implement paperless parking permits however it was considered that residents preferred to see permits on display in vehicles to justify them being parked in permit parking areas;
- (x) the Council employed 35 Civil Enforcement Officers that were allocated to a patrol which included a variety of zones; officers would work for seven days a week and their patrols were changed on a rotation basis. Officers would investigate the possibility of providing Members with data issued as part of PCNs issued however highlighted that the number of tickets issued was not an indicator as to extent of problems experienced with on street parking or how effectively areas were being enforced;
- (y) GPS trackers had been installed in the radio equipment carried by Civil Enforcement Officers; data from the tracking system could be used to prove the whereabouts of CEOs if required;
- (z) officers would provide Members with more information, contained within the results of the customer survey into CPZs, specifically with regards to feedback upon patrolling of controlled parking zones;
- (aa) Officers confirmed that residents of the East End had been consulted as part of the 2011 survey however had not received a great response from residents living in this area; Officers acknowledged the increased problems of parking in the city centre, specifically the East End, however stated that challenges had increased since the survey was undertaken and confirmed the importance of review to introduce a criteria for CPZs.

Under this item Members were encouraged to consider future parking problems including the importance of mapping the potential impact of the Civic Centre staff dispersal and issues of displacement. It was considered that the introduction of a parking policy would allow for greater control and clarity.

Agreed that the report is noted and that the following information would be provided to Members at a future meeting:

- The number of online respondents to the resident consultation regarding on-street parking that was undertaken in 2010;
- If it was legal to disallow residents from student housing, who don't pay council tax, to obtain resident parking permits;
- Benchmarking exercise to be undertaken with other Local Authorities to find synergies with how Plymouth's CPZ structured and controlled;
- More information regarding the requirement for parking permits to be linked to length and the weight of the vehicle to be provided;
- More information would be provided upon the oversubscription of CPZ parking permits, specifically with regards to the 300% oversubscription;
- The feasibility of getting data on Controlled Parking Zones from PCNs issued would be investigated;

The witness schedule was also discussed at this meeting.

5.2 Meeting Two – 6 January 2014

5.2.1 Mike Artherton (Parking and Marine Service Manager) advised Members that due to the restrictive timeframe between the last meeting and the Christmas close-down period, officers were unable to provide Members with all of the information requested at the last meeting; it was confirmed that further information would be provided at a future meeting in February 2014.

Members were also advised that –

- (a) officers had undertaken a new benchmarking exercise with other local authorities in order to obtain comparative data on Controlled Parking Zones, specifically with regards to policies in place to determine CPZs and permit limitations;
- (b) of the ten Local Authorities that responded, North Tyneside was the only Local Authority that had a policy in place to determine CPZs;
- (c) local interested parties could be local businesses, clubs, or groups working within the area and were not necessarily local residents;
- (d) Bournemouth confirmed that they had parking permit limitations to two permits per house however if off street parking was available, such as a driveway, then this would reduce the number of permits to one as it was considered that the driveway should be used as a parking space;
- (e) a breakdown of more information from the benchmarking exercise, such as limits and charges for permits as well as where a CPZ was situated would be provided to Members at a future meeting;

- (f) officers had drafted proposed criteria for the consideration of introducing a Controlled Parking Zone as detailed below; it was confirmed that this was merely a discussion point and the criteria was still in draft form:

Draft Criteria for consideration of Controlled Parking Zones (for discussion):

It is proposed that a CPZ can be considered under any of the following situations:

- (1) there is evidence of difficulty parking, where 40% or more of the available spaces are being regularly taken by other road users;
- (2) where less than 50% of residential properties have access to off street parking;
- (3) where there are specific instances where residents in a number of streets regularly park in another street because of its perceived favourable location;

Where a scheme does not fulfil any of the above criteria, its introduction will not be considered unless –

- (4) it will be the most effective and appropriate way to address access needs or road safety problems;
- (5) the scheme is necessary to address the adverse impact from new development in residential area;
- (6) the scheme is to be introduced as part of a wider integrated traffic or parking management scheme or to encourage use of alternative facilities such as off street parking;

It is proposed that a CPZ will not be considered under any of the following situations –

- (7) Where there is difficulty parking which is as a result of available parking for residents not meeting demand of residents parking;

In considering the introduction of a CPZ the following principles are proposed:

- A consultation to be undertaken with all residents impacted by the proposals – a scheme should not be imposed upon a community.
- B a minimum of 51% of residents responding must be in favour of the proposals for the CPZ to go ahead.

- C upon 51% or more of residents supporting proposals, the proposals are implemented in full (i.e. applied to those not in support).
- D in the event of 'less than 51%' a scheme proposal will not be split/dissected and applied to the smaller 'in favour' residents groups (all or nothing).
- E a zone is initially considered as a 24hour zone unless there is demonstrable reasons to justify why this would cause some detriment to a user of the zone. In such a case the hours be reduced to 8am to 8pm. A scheme should not be implemented with ad-hoc hours (1 or 2 hour type schemes).

Members discussed the following areas of concern and importance –

- (g) that recommendation 3 of the proposed criteria was not necessarily required as it was considered that residents had the right to park in a street other than their own if they chose to; officers agreed to produce a tangible example in Plymouth of where this recommendation would link;
- (h) that recommendation 2 of the proposed criteria could cause difficulties due to the numbers of cars per household requiring a parking space; officers agreed to produce a tangible example in Plymouth of where this recommendation would link;
- (i) Members questioned if recommendation 6 would link with planning considerations and if it could be integrated into future planning policies; it was considered that recommendation 5 would cover the impact of new planning developments on parking in the city;
- (j) that recommendation 5 should also refer to licensed events held in the city due to the disruption caused to local residents living nearby the venue of the event however it was considered that this would be covered by recommendation 1;
- (k) more information should be provided to Members on disruption caused to residents with regards to events in the city such as the Fireworks, Half Marathon, Armed Forces Day etc;
- (l) that the Sherford development might have an impact on nearby residential areas; the introduction of a CPZ in Sherford would be based on the proposal submitted;
- (m) with regards to recommendation number 7 that indicated that a CPZ would not be considered simply because available parking did not meet residents demands, it was questioned if it should be extended to say that this be the case unless there was capping to the number of permits supplied;

- (n) due to the controversial nature of CPZs it was questioned, in relation to principle 'A' of the proposed criteria, if the minimum of 51% of residents in favour of proposals was the correct percentage; Members considered that it might be beneficial to have a higher majority such as 80% of residents in favour of a CPZ to have a clear majority however it was considered in this instance that it would mean the minority of residents would be in a position to impose their views on the majority;
- (o) with regards to principle 'E' of the proposed criteria that stated a consultation should be undertaken with all residents impacted by the proposals and that a CPZ scheme should not be imposed upon a community, Members discussed that others could be affected by the implementation of a CPZ such as a congregation and parents dropping their children off at school; it was considered that the final decision was to be with the local residents however variations to timings might be a way forward to alleviate the concerns of the collective community;
- (p) parking variations such as restricting parking for one hour seemed to be a practical solution for preventing commuter parking in areas of the city; this caused least impact on local businesses and visitors;
- (q) it was important that the timing of adjacent zones was properly considered so that people did not move from street to street depending on the time restrictions of the zone;
- (r) time restrictions needed to be considered carefully as in certain areas of the city, including the East End, some people were known to park in an area leaving their car parked all day and then cycling to work, further adding to parking problems.

The Chair thanked officers for their attendance and the work that had gone into writing the report.

Under this item Members discussed the practicality of undertaking a site visit in order to witness the benefits and problems associated with controlled parking zones in different areas of the city.

It was agreed that Members would not undertake a site visit as Mike Artherton would provide Members with a report detailing the benefits and problems of different controlled parking zones across Plymouth.

5.3 Meeting Three – 6 February 2014

- 5.3.1 Members were provided with information, requested at the 16 December 2013 review meeting regarding the following –

- The number of online respondents to the 2010 residents consultation for on-street parking
- The legality of disallowing residents of student housing, that don't pay council tax, to obtain resident parking permits
- Benchmarking data from local authorities to find synergies with how Plymouth's Controlled Parking Zones are structured and controlled - limits and charges for permits as well as where a CPZ was situated would be provided
- Information regarding the requirement for parking permits to be linked to length and the weight of the vehicle to be provided
- More information regarding the oversubscription of CPZ parking permits
- The feasibility of getting data on CPZs from PCNs issued would be investigated

Members were advised that –

- (a) Members were provided with a considerable amount of data however this included responses to questions raised at a previous meeting as well as the total number of residents permits, business permits and PCNs with bay quantities for Plymouth as a whole;
- (b) the on-street parking residents consultation undertaken in 2010 was only provided to PCC permit holders via post, an online survey did not take place; it was considered that there was approximately 8338 properties that have residents permits within the scheme;
- (c) the survey posted to permit holders as part of the 2010 consultation, as well as responses received, was attached to the agenda for the panel's information;
- (d) officers were unable to find another local authority that refused parking permits to students; it was considered that this was discriminatory action against students. Members were advised that the University discouraged students from bringing their cars to Plymouth however this couldn't be enforced;
- (e) the issue of students parking and the feasibility of not providing students with parking permits would be forwarded to the Interim AD for Street Services for consideration;
- (f) Nottingham City Council provided student permits to tenants residing at a property within a scheme area whilst they are studying – some properties where previous single dwellings have been converted into flats may not be eligible due to planning restrictions. The maximum allocation to student permits per household was three and this was made up of any combination of residents or visitors permits. Student residential and visitor permits were valid for one academic year and were subject to a charge of £70 per permit; Officers would provide Members, at a future meeting, with the cost of

normal resident permits and if there was a difference in cost between the two;

- (g) a benchmarking exercise was undertaken with other local authorities including Derby, Portsmouth, Bristol, Dover, Bournemouth, Southampton, Cardiff, Oxford, Cambridge and Croydon; the majority of Councils operate a permit scheme during working and commuter hours with the number of permits restricted per zone;
- (h) the Kassam Stadium in Oxford had specific parking restrictions which were in operation on football match days; officers would advise Members, at a future meeting, how much Oxford charged for the Kassam Stadium parking permits and if these permits were different from their normal permit prices;

Members raised the following concerns and issues –

- (i) that some local residents were unaware that they were required to pay for residents parking if a Controlled Parking Zone was implemented;
- (j) the implementation of Controlled Parking Zones could disperse parking problems from street to street;
- (k) an improved transport system may be required to alleviate the problem of commuter parking in the city centre;
- (l) there were several anomalies within the report with regards to the CPZ data relating to the total number of residents permits, business permits, PCNs and bay quantities due to historic data from 2004;
- (m) the current system of CPZ was not successful in all areas as people were known to move their vehicles, in some cases from one side of the road to another, simply to avoid a CPZ time restriction;
- (n) if Controlled Parking Zones were implemented on a 24/7 basis Members questioned if this would add to the cost of the permit; Officers confirmed that this would not be the case as the cost was an administration fee which was associated with producing the permit;

In response to questions raised it was reported that –

- (o) officers would advise Members if catering vans needed to be licensed or if they could park anywhere;
- (p) residents parking bays were not marked out individually;

- (q) all information provided in the report relating to parking capacity data was calculated within the specific parking restrictions for the zone;
- (r) the information provided included business permit and essential worker permit data;
- (s) officers would provide Members with the criteria for business permits;
- (t) officers would not advise residents requesting for a parking permit if that CPZ area was already oversubscribed and may not be able to get a parking space however people are advised that a parking permit did not guarantee a parking space;
- (u) residents were required to surrender their parking permit if they moved out of the area; permits were required in an annual basis;
- (v) officers were unable to restrict residents receiving a permit unless they were on an electoral role due to the time delay of 2/3 months;
- (w) officers would provide Members, at a future meeting, with the a concise document detailing what the Members had heard, the importance of the benchmarking data and a summary;
- (x) it was considered that some people would rather receive a penalty notice fine of £25 as it was considered to be cheaper than getting a taxi or parking;
- (y) officers would consider the option for parking permits to be provided for six months if there was only six months left on the tax of the vehicle;
- (z) PCNs were a fixed sum.

5.4 Meeting Four – 17 February 2014

5.4.1 Several witnesses were in attendance from Plymouth City Council's Planning and Transport Department, Plymouth Community Healthcare, the Cabinet Member for Transport and Plymouth's Chamber of Commerce.

Phil Durrant (Parking Operations Coordinator), Rob Clark (Civil Enforcement Officer) and Neil Cole (Civil Enforcement Supervisor) informed the panel that –

- (a) Civil Enforcement Officers (CEO) currently had a mobile vehicle, undertook a foot patrol and had a response crew for policing Controlled Parking Zones across the city;

- (b) if having received a complaint relating to on-street/ off-street parking, a CEO would go to the specific area and observe the vehicle for five minutes to see if unloading was taking place and feedback any information to the supervisor; the complainant would be advised of the outcome and the individual involved may be liable to a penalty charge;
- (c) the time from when a complaint was received to when a CEO was at the scene was considered to be approximately 15 minutes;
- (d) approximately 25-35 parking complaints were received a day across the city; busy periods were predominantly in the summer;
- (e) CEOs managed all on street and off street parking as well as car parks; the enforcement of parking on verges was currently the responsibility of the Police due to obstruction;
- (f) CEOs currently found it very challenging to undertake their duties for the allocated rounds due to the size of the zone, the differing time limited restrictions and the number of staff; two CEOs were required to work on the entire Greenbank zone however the parking restriction only applied for one hour – this was not enough time for the zone to be monitored effectively; any areas that CEOs could not cover would be prioritised when they next worked that zone;
- (g) Officers in the mobile crew and the response crew were available to monitor a zone if required;
- (h) it was considered that the introduction of dual purpose bays was a success as it freed up more parking spaces;
- (i) vehicles parking on the pavement was obstruction of the footway which was a police issue;
- (j) there were 37 full time equivalent (FTE) Civil Enforcement Officers; CEOs worked on a two shift rota;
- (k) resident parking bays were not length specific;
- (l) current operational hours for residents parking across the city was very varied; 24/7 permits would provide ease of use and monitoring for members of the public and CEOs as it would provide more predictability;
- (m) CEOs often found parents to be very confrontational when enforcing parking restrictions near schools; static cameras were placed outside some schools to monitor road safety;
- (n) several people chose to park in residents parking in the city despite not having a parking permit in order to avoid paying parking fees;

- (o) CEO beats were flexible in that specific areas were prioritised if needed however the dedicated response team were able to react quickly to problems areas specifically if complaints had been received;
- (p) the service could be improved by recruiting more CEOs - the service was currently reactive and relied heavily on customer information; CEOs considered that it would be easier for residents and the enforcement of areas if CPZs were made into bigger zones.

Members raised a concern that Controlled Parking Zones were implemented several years ago and circumstances have changed since their implementation; a delicate balance was required between controlling parking to prevent is being abused by commuters and by allowing local residents to have visitors without being disadvantaged.

David Parlby (Chief Executive of the Chamber of Commerce) advised Members that he had not been provided with briefing papers for the meeting therefore was unsure as to how to aid Members in their review of Controlled Parking Zones. The Chair provided a brief summary of the Review confirming that the Council currently did not have a policy for CPZs therefore opinions were sought from a variety of witnesses including the Chamber of Commerce in order to advise them of known issues which may be alleviated by the implementation of a new policy.

Members were advised that –

- (r) the Chamber of Commerce had over 700 members encompassing the Plymouth travel work area;
- (s) a city wide policy with regards to controlled parking zones may be required in order to provide consistency; it was often confusing to know how and when to pay for parking as it seemed to be different rules across the city;
- (t) it was deeply frustrating for car users, when paying for parking at different areas across the city, that change was not provided if incorrect change was used to pay for a ticket; the implementation of improved ticket machine technology could help to alleviate this issue;
- (u) it was often the perception that car parking charges were used as a means for the Council to raise money even if this was not the case in reality;
- (v) David Parlby was aware of the consultation undertaken in 2012 with businesses with regards to parking; the results of this survey would be provided to David for his information;
- (w) the facility for on street pay and display parking was not considered to work;
- (x) the current CPZ zones were making it difficult for some businesses across the city to operate;

- (y) a one size fits all approach may be the best way forward however it was also important to take account of different areas across the city including the night time economy;
- (z) some businesses needed parking for customers and employees; the use of the Park and Ride bus service was raised as a possibility for employees across the city other than driving into the city centre to park;
- (aa) it may be advantageous to implement business zones specifically for employees/ customer parking.

Linda Trebilcock (Deputy Locality Manager for Plymouth Community Healthcare) advised Members that –

- (bb) Plymouth Community Healthcare (PCH) was the largest provider of community healthcare in Plymouth and had over 500 employees; PCH provided direct care to patients within their homes and employed a range of specialist nurses;
- (cc) PCH used the essential worker scheme to allow staff to park in controlled parking zones across the city to enable them to visit patients and provide essential care;
- (dd) the essential worker scheme was considered to be useful for PCH staff as it enabled them to park in CPZs across the city whilst undertaking visits;
- (ee) staff parking permits were renewed annually and were given back to the employer if a member of staff left the company;
- (ff) on the whole PCH workers were able to park in CPZs without hassle however encountered difficulties in finding a parking space at busier times and within busier areas such as St Judes and Mutley;
- (gg) if a CPZ was changed to 24/7 enforcement it was not considered to benefit PCH workers as they visited patients at a variety of times throughout the day and even in the night;
- (hh) staff often expected to have to park a far distance from the patients house in order to obtain a parking space;
- (ii) some residential zones stated that there was ‘no return within two hours’ of initially parking however this was difficult for health workers that had to return to care for a patient.

Peter Ford (Head of Development Management) and Bob Cocker (Development Manager – Transport) informed the panel that –

- (jj) the Council’s adopted policy from 1997 for the Joint Highways Committee excluded a property, requiring planning permission within a controlled parking zone, from having a parking permit;

- (kk) residents parking schemes were unable to be introduced through the Planning department or committee; existing policies could be reinforced however could not be considered;
- (ll) new housing developments should not displace parking into adjacent streets or have a severe impact on parking issues; transport officers may recommend to planning officers that the development be refused on that basis;
- (mm) officers would consider how a new development would be accommodated within the existing area however there was a limit to the powers of planning due to legislation; every application was considered on its own merits;
- (nn) if a planning application was submitted which was within a CPZ then the parking team would be advised of this;
- (oo) the introduction of a policy for CPZs may help to set criteria for larger developments specifying what needed to be provided;
- (pp) Officers would provide Members with a copy of the Supplementary 1997 planning guidance; this information would be incorporate into the Plymouth Plan.

Simon Dale (Interim AD for Street Services) and Councillor Coker (Cabinet Member for Transport) informed the panel that –

- (qq) Simon's role within the Council was to merge the transport and infrastructure role with environmental service and the operational side of environmental services within the Council;
- (rr) it was vital that the Plymouth Plan encompassed issues around new housing developments and the impact they were having on local communities, specifically with regards to parking;
- (ss) the implementation of a policy determining Controlled Parking Zones was integral to define that a CPZ was required because of safety issues or due the issue of parking on pavements;
- (tt) currently Plymouth had over 50 different controlled parking zones causing confusion and frustration amongst residents; the review was required to set a criteria for residents;
- (uu) non-payment parking metres had been installed, as a result of a successful trial, to help some businesses work;
- (vv) CPZs had an important role to play within the city to deal with parking issues however the current situation with over 50 CPZs was confusing and impracticable; measures needed to be included to reduce zones but to encourage shared parking; residents needed to be consulted to say what is

best for them;

- (ww) a balance was needed between providing parking for residents, visitors and shoppers. Councillor Coker would share the results of the consultation to the cttee;
- (xx) it was considered to be imperative that a policy for the implementation of CPZs was written, and supported by all Members, in order to provide stability going forward.

Under this item the Chair advised Members that a representative from the University was unable to attend this meeting however were keen to engage with the process and therefore indicated that they would like to attend the next meeting on 20 March 2014.

At this meeting Members were provided with supplementary information, requested at the 16 December 2013 review meeting regarding the following –

- Information upon Nottingham City Council's residents parking permits
- Permits for Kassam Stadium in Oxford
- Information upon parking restrictions for Catering Vans

5.5 Meeting Five – 20 March 2014

- 5.5.1 The Chair advised Members that he had received an email from Councillor Wheeler regarding proposals for a way forward in dealing with CPZs in the future. It was agreed that these proposals would not be discussed at the meeting however would be fed into the process at a later date.

Chris Bunce (Head of Estates and Facilities Management for the University of Plymouth) was in attendance, at the request of the panel, in order to provide Members with information relating to Plymouth University's parking policy and to answer questions.

Members were advised that –

- (a) Plymouth University had a Green Travel Plan that included targets for staff and students to increase the proportion of travel to campus by walking, cycling, bus, train and park and ride and decrease the proportion of staff and students driving to campus;
- (b) statistics had shown that there was a steady decrease in both staff and students driving into the city;
- (c) targets linked with the Green Travel Plan would be provided to Members;
- (d) there had been a 2% reduction in the number of students that drove a car to campus from last year; this 2% was considered to be a vehicular reduction in the city centre;

- (e) the University only provided parking on campus for blue badge holders and visitors;
- (f) the University had little control over students parking 'on-street' that lived in private rented accommodation; students were guided through the green travel plan but it was their choice of they chose to have and use their car;
- (g) the University offered to conduct some research into the issue of student parking, specifically 'hopping' from street to street when CPZ limitations affected their stay; as this problem was exacerbated during term time it was expected that students were partly to blame;
- (h) it was not expected that the University would be continuing with the 12 build, 800 bed project that had previously received planning permission, for the foreseeable future;
- (i) it was not known if students and lecturers were leaving the University during the course of the working day to move their cars from one street to another as the result of CPZ time restrictions however this would be investigated;
- (j) University staff members used one of the levels of the Mutley Plain car park however this was under-subscribed possibly due to the cost; it was considered that there could be an opportunity to lessen the amount of cars on street if the cost to drivers for parking could be reduced;
- (k) the University currently provided staff and students with direct buses from the Royal Williams Yard and the Tamar Science Park to the City Centre; this was considered to be quite expensive however there was potential to expand this service;
- (l) the University encouraged greater participation from staff and students in public transport by having a Green Travel Plan; the University prided itself on its environmental performance and had good ratings in 'green league' tables throughout the country; Chris would further investigate forthcoming schemes which may help to alleviate parking problems in the city centre.

The Chair thanked Chris for his attendance at the meeting and encouraged the Council and the University to work together with regards to tackling the issues of on street parking and undertaking the survey.

Members discussed the possible use for vacancies in car parks to help alleviate current problems experienced by residents with parking. The Parking and Marine Service Manager advised Members that the Mayflower West car park was due to be demolished imminently and that a surface level car park would be built in its place.

Under this item Members noted the witness statements provided by Neighbourhood Liaison Officers, local MPs and Councillors relating to the issue of on-street parking within their own wards. It was considered that information provided would aid the panel in forming recommendations.

Members were provided with the following information, requested at a previous meeting, for their information:

- An extract from the Council's Supplementary Planning Document, specifically relating to section 8 and Controlled Parking Zones;
- Data regarding the average occupancy in car parks in Plymouth

Members were advised that –

- (m) the extract of guidance was taken from the Council's website and was referred to in determining accessibility;
- (n) the strategy was developed as part of the Local Transport Plan 2 however was not refreshed as part of the Local Transport Plan 3 therefore the Strategic Director for Place had commissioned external consultants to undertake a survey regarding the parking strategy to feed into the Plymouth Plan;
- (o) Members would be provided with the range of the LTP coverage (dates);
- (p) it was a requirement for developers to provide a travel plan detailing possible detriments to the area;
- (q) the link to the Council's website to access the SPD would be provided to Members;
- (r) communication between the planning and parking departments had improved since the start of this review;
- (s) the multi-story carpark in Mutley Plain was managed privately;
- (t) the data provided to Members regarding the carpark occupancy levels were obtained by a manual count, the data was accumulated between November 2013 and February 2014;
- (s) for the final meeting in April 2014 officers would provide Members with information collated so far;

Members discussed that –

- (t) the current problems associated with parking in the city was very complex;
- (u) Members requested a fact sheet detailing the Council's policy;
- (v) CPZ did not seem to be considered when discussing planning applications;
- (w) CPZ were 'within' developers needed to consider how developments might create a problem outside of their development and not just within it;

- (x) an interim position was required to help alleviate problems experienced by residents now until waiting for the Plymouth Plan to fix problems in 2018;
- (y) the SPD referred to work being undertaken on an annual basis; Members questioned why the control of CPZs was not worked into this review;
- (z) Members questioned why, if Officers were undertaking annual reviews, the informational provided as part of the pack was dated 2009; Members questioned if the information contained on the website was correct;
- (aa) Members questioned if developers' travel plans for developments were subject to review and approval by the Council as some seemed only to contain limited information relating to bus timetables other than how parking would be managed;
- (bb) in some areas of the city parking permits seemed to be forced upon residents due to big developments encouraging parking problems and gridlocking an area;
- (cc) Members requested advice from planning and transport officers regarding the travel plans and if it was simply a box ticking exercise and considered useful; it was assume that travel plans had to be ace[ted by the Council and checked;
- (dd) there was a possibility that other reviews in this area may need to be undertaken due to the scale of the issue;
- (ee) Members requested that the capacity and cost to park, relating to the car parking occupancy data information requested, would be useful;
- (ff) Members requested the number of properties in Plymouth that were classed as student accommodation and did not pay council tax;
- (gg) Members requested how many HMOs had parking permits;
- (hh) Members requested the travel plan for Council employees.

Under this item the lead officer provided members with a draft policy for their information.

5.6 Meeting Six – 17 April 2014

At this meeting Members received information relating to the Council's current Controlled Parking Zones regarding the following –

- (a) the total number of permits issued per zone, the number of business permits allocated per zone if applicable, the approximate number of parking bays available per zone and the capacity per zone;

- (b) the cost of the business support permit, the essential worker permit, the daily visitor permit, the yearly visitor permit and the resident visitor tickets;
- (c) benchmarking data with other Local Authorities to find synergies with how Plymouth's CPZ was structured and controlled.

Members were also provided with information requested at 20 March 2014 meeting regarding the accessibility graph contained within the Supplementary Planning Document, information received as part of Travel Management Plans and Councillor Wheeler's suggestions as to the Council's procedure for dealing with Controlled Parking Zones in the future. This document, as well as a draft criteria provided by Officers, prompted discussion as to what should be considered when implementing CPZs in Plymouth.

Members discussed the following:

- (d) the detrimental impact of experiencing parking problems upon the quality of someone's life;
- (e) rationalisation of the current CPZs needed to be undertaken however Members raised the importance that different areas of the city had different circumstances affecting parking therefore one scheme wouldn't necessarily suit everyone; CPZs should be designed for the needs of the residents;
- (f) residents should have an input into how, when and if a Controlled Parking Zone should be implemented therefore it would be beneficial for Ward Councillors to meet with local residents and those of neighbouring streets to discuss options and the way forward; it was considered that a good scheme would help both local businesses as well as local residents;
- (g) a CPZ should only be considered when there was a problem with parking identified other than being implemented simply because it was requested;
- (h) a review into CPZs across the city should be undertaken every 6-12 months and would monitor the effectiveness of zones; this would ensure that the number of zones would not dramatically increase;
- (i) the number of permits should not be capped per household at the present time;
- (j) a future parking strategy should consider existing zones as well as the potential for parking problems associated with new developments;

- (k) some residents expressed concerns that current parking permits were only limited because of the weight of the car resulting in larger vehicles parking in zones taking up several parking spaces and causing further problems; Members considered that permits should also include arrangements for length and height restriction also.

6. CONCLUSION

6.1 In reviewing all of the witness evidence and analysing all of the data provided the panel identified the following areas of concern/importance; these are summarised below:

6.2 The requirement and aim of a Controlled Parking Zone Criteria

6.2.1 It was evident from the review into Controlled Parking Zones that it was necessary, from both the perspective of a resident living within a CPZ and Civil Enforcement Officers enforcing zones, that the current number of Controlled Parking Zones and variations was causing confusion and frustration and was not considered to be working effectively. It was a common misconception that to have a parking permit guaranteed that individual with a right to park within a specified zone and in some cases directly outside their property however this was not the case. The intention of a CPZ was primarily to reduce the difficulties imposed upon local residents due to commuter parking therefore the possibility of adding further zones and restrictions would have a great impact upon those who drive into the city to commute, visit friends, relatives or patients.

6.3 Time Restrictions (dispersal of parking problem)

6.3.1 The number of Controlled Parking Zones and the variety of time restrictions were varied across the city, in some instances having a detrimental impact of one zone upon another due to the dispersal of parking. Therefore care needed to be taken when implementing/changing CPZs. Members were advised that Civil Enforcement Officers frequently witnessed people moving their car from one street to another due to the difference in time restriction (and therefore possible penalty) which would ultimately affect those with a paid permit for that zone.

6.4 The importance of residents' input into initiating CPZs

6.4.1 Members highlighted the importance of residents having an input into the process for setting up a new controlled parking zone as it would affect them as residents of a particular street/area and would also result in them having to pay a charge for the permit and visitor permits if applicable. It was considered that Ward Councillors should be involved in a two-part consultation process, first informally and then formally to assess if a CPZ was right to ease the problem of parking in a specific area and then if the majority of residents considered a CPZ to be the right approach.

6.5 Number of permits issues per zone

- 6.5.1 It was evident from information provided to Members that in several parking zones across the city, the number of permits issued far outweighed the number of parking spaces available. In order to help alleviate this problem Members discussed the feasibility of not supplying parking permits to those households that were exempt from paying council tax.

7. **RECOMMENDATIONS**

It is recommended to Cabinet that –

1. A resident's controlled parking zone must improve the quality of life, for residents of an identified area, where non-resident parking prevents residents from accessing reasonable on street parking relatively close their homes. A resident's controlled parking zone should only be considered after a significant number of evidence based on-street parking issues have been raised with Ward Councillors by residents. A controlled parking zone may not always be considered as the solution; especially if the issues raised by residents are not considered to be about solving parking.
2. The initial options for design, and the boundary, should be worked up by Ward Councillors together with local residents and businesses. When working through the options, Ward Councillors must consider street(s) affected, neighbouring streets, adjacent area(s), causes and possible remedies including appropriate time restrictions. Technical advice may be sought from officers to support initial outline design concepts. Ward councillors may consider opportunities for the rationalisation of existing resident controlled parking zones, and the creation of larger zones, or possibly merging existing zones, in order to address local residents' needs. When designing a scheme the impact on the needs of a wider group must be considered such as visiting friends and relatives, professional trades' people, business parking for customers and staff and general visitors.
3. The initial consultation with residents will be informal and undertaken by Ward Councillors. In doing this the Ward Councillors will use their Living Streets budgets to pay for incidental expenses. Where the cause or proposed remedy(s) will impact on residents of more than one ward, Ward Councillors will work together to seek to identify the optimum trans-boundary scheme for all residents.
4. The informal consultation will promote engagement and return of votes from as many residents as possible. A proposed scheme will not progress to the next stage, formal consultation, if the majority do not express their approval. A low turnout/low number of votes overall may indicate insignificant support for such scheme, and may result in the informal consultation not progressing to the next stage.

5. The city currently has a significant number of different zones, with various time restrictions. The panel will recommend a study to look at the feasibility of radically reducing this number, but meanwhile Ward Councillors should consider their proposals within the following framework of restrictions:
 - 10am to 6pm, 8am to 8pm or similar
 - 24 hr 7 day week
 - Minimum requirement (e.g. for one or two hours duration) but limiting the variation in the duration of times
 - Event led or very localised condition
6. If the proposals proceed to formal consultation via the Highways Authority the Cabinet member will receive the consultation feedback and make the final decision under delegated powers.
7. Residents controlled parking zones must be kept under review. It is recommended that new zones be reviewed after the first 6–12 months and then beyond the first year on an annual or bi annual basis. Reviews will be an assessment of whether a scheme is meeting its objectives or not. Only if users or ward councillors identify problems will a more detailed review be undertaken.
8. The panel have considered the current level of charges for residents parking permits and have benchmarked with other local authorities. The benchmarking also looked at differential charging and escalating costs with the number of permits issued. The panel considered however that the current charge of £30 per permit offers good value and should not be increased, and officers confirmed that the charge covers costs of administering the scheme.
9. The panel benchmarked whether other local authorities capped the number of permits per household. This was not regarded as practical however and the panel therefore recommend that capping should not be introduced at this stage.
10. The panel received information on the vehicle dimensions allowed for a resident parking permit. The current arrangements limit this to weight only. The panel recommend that this be extended to include a length and height restriction too.
11. The panel received information regarding the number of parking spaces available in the current controlled parking zones across the city. It was noted that in some areas the permits issued far exceed the capacity for parking. The panel recommend that clarification be sought on whether households currently exempt from council tax could be considered separately and, in particular, whether these houses could be exempt from parking permits in over-subscribed areas of the city.
12. There are currently 53 resident parking zones across the city. The panel received benchmarking information from other local authorities and how some have only 2 or 3 zones. The panel recommend that officers are asked to

undertake a feasibility study to look at how far the zones can be rationalised across the city and whether a more radical approach could be achievable. The study, however, must not lose sight of the needs of users by possibly imposing unnecessary restrictions in an area.

13. The panel received information from officers on the working policies and practices when considering parking or transport related aspects of planning applications. It was clear that closer discussions must take place between Planning, Transport and Parking and that the Supplementary Planning Guidance should be reviewed.
14. The panel agreed that the recommendations in this report, if approved by Cabinet, be forwarded to officers to be included for consideration in the development of the Parking Strategy as part of the Plymouth Plan.

Appendix A

CONSULTATION – SUMMARY OF RESIDENTS VIEWS

Satisfaction Survey Results

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

Satisfied	Not Satisfied	Other
43%	35%	22%

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

Satisfied	Not Satisfied	Other
22%	62%	16%

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

Satisfied	Not Satisfied	Other
23%	61%	16%

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

Satisfied	Not Satisfied	Other
27%	50%	23%

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

Satisfied	Not Satisfied	Other
39%	35%	26%

- Only 23% 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.
- 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.
- Feedback 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 feedback from residents indicates that a huge issue is that too many permits are issued to properties, specifically 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 indicated 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.
- Residents 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 common practice that motorist's park 'in the middle' of a double space so when there partner returns from work they move their car and both are able to park. This was reported quite a few times.

Specific Points/Comments Raised by Residents: -

- The number of commercial vehicles being brought home and parked in residential zones – taking up more than one vehicles worth of space.
- 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.
- The number of multi occupancy properties being shared by several taxi drivers and the subsequent parking of the taxis in the street.
- Commuter parking relating to the time restrictions. If someone works mornings then a 2pm-3pm permit only zone is perfect for the commuter.

- 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.
- 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, Pay and display and/or no return periods could resolve this.
- Too many controlled parking zones, too many restrictions within these zones.
- Natural boundaries of parking zones are not in place, therefore dispersal parking to the streets immediately outside of the zones have huge problems.
- Permit systems in place for Football & Rugby matches. To be enforced on match days only.

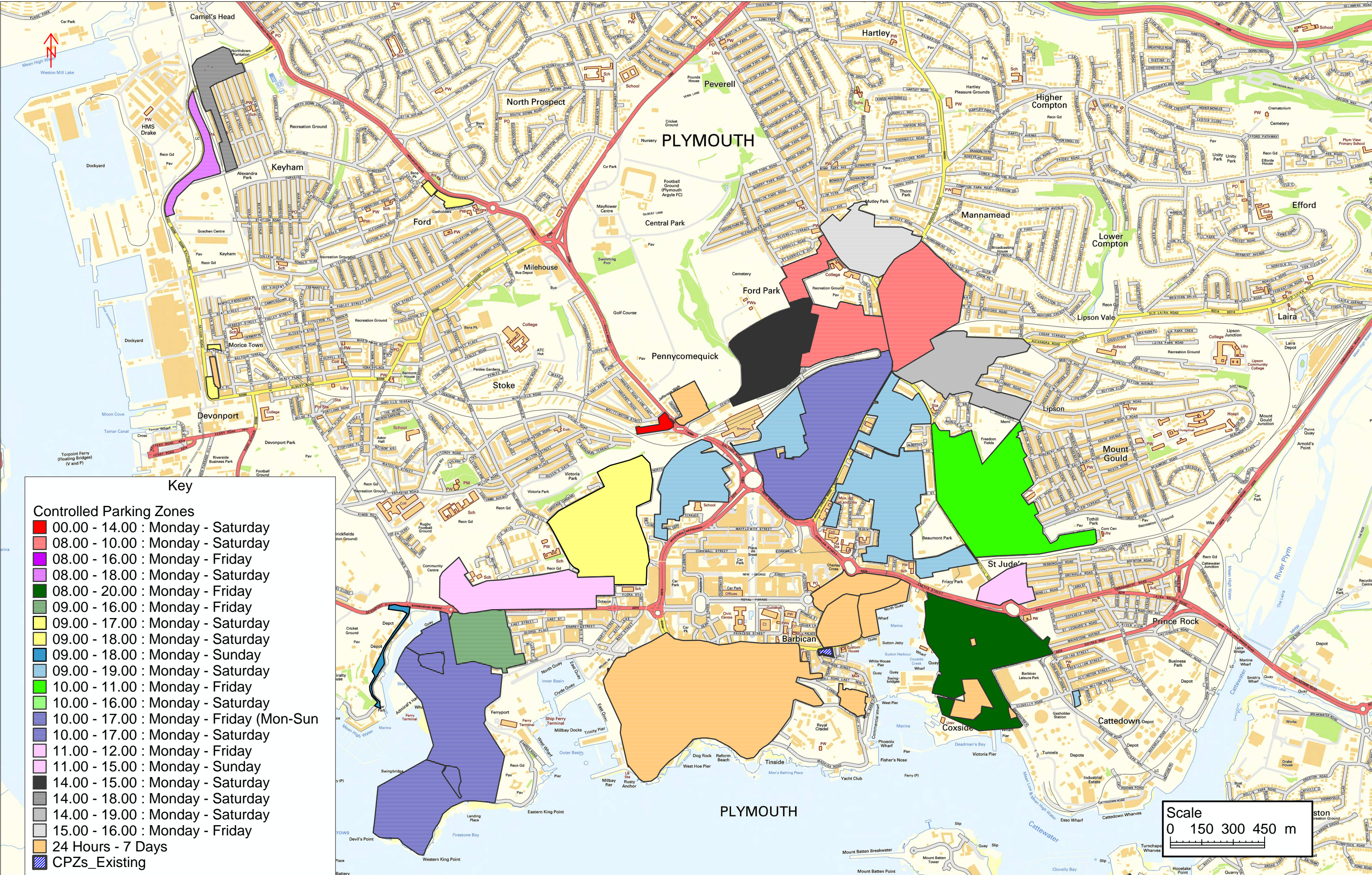
The following is a list of specific areas which came forward on a number of occasions during the consultation: -

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

Appendix B

CONSULTATION – SUMMARY OF THE BUSINESSES VIEW

1. 46% of businesses responded that they were either satisfied or very satisfied in finding parking, 38% neither satisfied or dissatisfied and 15.5% dissatisfied or very dissatisfied (11.3% stated they did not know).
2. 13.9% of businesses highlighted that they used current businesses parking permits for commuting, 33.8% to visit clients or customers, 32.3% to collect goods or merchandise and 12.3% to deliver goods or merchandise (7.7% did not specify a purpose). Whilst the majority of businesses are using permits to support business needs was a concern that 13.9% of businesses use permits for commuting; as none of the permits available to businesses are for commuting.
3. The Local Transport Plan 2011-26 highlights that, whilst the car will continue to be an important mode of transport for a range of journeys, there is a need to have an emphasis on bringing about changes in travel behaviour; this includes encouraging commuters to use public transport, cycling and walking.
4. Whilst the survey indicated that current business permits continue to support those businesses for which they were introduced for, some businesses commented they had different needs and that they would like to see a permit which offered greater flexibility; such as a permit which allowed employees to park longer, ability to park outside their business and to allow customers and clients to use permits. Businesses also indicated they would be willing to pay for the ability to park outside their business, for clients and customers to use the permits, to be able to park longer and for permits which could be used by more than one vehicle.
5. Whilst the ability to park outside of the businesses was a popular choice, and one which businesses indicated as willing to pay for, this has to be balanced with the overall demand for parking within the specific residents parking zone.
6. A new 'Business Support Permit' was introduced in April 2012 which enabled businesses to park for longer and to be used by more than one vehicle at any one time in order to provide further support to businesses during the current challenging economic climate. These permits do not conflict with existing residents parking pressures as, for the first time; they enable parking within on street pay and display bays.



Reproduced from the Ordnance Surveys digital maps with the permission of the Controller of Her Majesty's Stationery Office. © Crown Copyright. Plymouth City Council Licence No.100018633. This map extract has been produced for the sole purpose of providing you with reference information only. NO FURTHER COPIES CAN BE MADE. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings.

CPZ

BENCHMARKING

Parking and Marine Service



I Benchmarking exercise to be undertaken with other Local Authorities to find synergies with how Plymouth's CPZ structured and controlled:

It is evident from the benchmarking results below that the majority of Councils now operate permit schemes during working and commuter hours i.e.: predominately starting at 8am and ending between 5pm and 6:30pm. Several Councils restrict the number of permits, vehicle weight and length to each permit zone; Southampton City Council permit parking fact sheet is attached for general information.

	Council	No of Zones	Hours of Operation
1	Derby City Council	12	Monday to Saturday 8am to 6pm x 9 Zones 1 Zone x has two separate restrictions, the area closest to the hospital operates Monday to Sunday 8am - 6pm, Monday to Friday 8am to 6pm for the other areas. Monday to Friday 8am to 4pm (1 September to 30 June) x 2 Zones
2	Portsmouth City Council	34	Parking schemes operate at all times
3	Bristol City Council	3	Monday to Saturday 8am to 6pm (part of the Outer Zone) or Monday to Saturday 8am to Midnight (all of the Central and Inner Zone and some of the Outer Zone).
4	Dover	12	Permit scheme operational hours are a mixture of 8.30am to 5.30pm or 10.30 to 5.30pm.
5	Bournemouth	9	All permit schemes operational hours at all times.
6	Southampton City Council	22	All permit schemes operational 8am to 6pm Monday to Saturday.
7	Cardiff Council	2	Central - 8am – 10pm Monday to Sunday 50% of the street Outer Central Areas 8am – 10pm Monday to Sunday 100% of the street
8	Oxford Council	30	Permit schemes are a mixture of 'at all times', 9am to 5pm, 8am to 6.30pm etc to cover all day working and commuter hours. Specific restrictions apply in the area of Kassam Stadium as below; permit schemes are also in operation on football match days. Kassam Stadium controlled parking zones

			Blackbird Leys West (BW)	Sunday 8:30am-1:30pm, and event days
			Brake Hill (BH)	Sunday 8:30am-1:30pm, and event days
			Fry's Hill (FH)	Sunday 8:30am-1:30pm, and event days
			Minchery Farm (MF)	Sunday 8:30am-1:30pm, and event days
9	Cambridge Council	15	Permit schemes are similar to Oxford – a mixture of schemes to cover all day working and commuter hours. Schemes operational predominately between 8am to 8pm and up to 9pm daily.	
10	Croydon	16	Permit schemes operate 9am to 5pm Monday to Friday in all but the Central Croydon area which operates 8am to 12 midnight on all days.	

2 To find out from other Local Authorities when they shifted to generally 24/7 control...Plymouth seems to have an organic CPZ system with 53 zones, did other Local Authorities experience this problem and then change to what they have in place now?

The Parking Service spoke to 4 authorities responded that CPZ operational times were mostly decided with and after consultation with residents and amended at their request. Portsmouth, whose operational residents permits are currently 24 hours daily Monday to Sunday are considering introducing additional short time CPZ's in outer areas of the City that have been impacted on by the 24 hour restrictions. Further information was gathered from 3 additional Councils who were asked if they had previously had short term operational times i.e.: 1 or 2 hours.

Council	Hours of Operation
Portsmouth	Portsmouth Council operates an 8am – 8pm policy which deters business owners from parking during the day. They are currently advertising several zones with shorter 2 hour restrictions (2pm - 4pm). It is a new zone to be created on the outskirts of an existing zone and is most likely due to residents complaining that their streets are being used for parking by commuters avoiding the restricted CPZ areas.
Nottingham	Nottingham Council has 1 or 2 residents parking zones with a 2 hour restriction. Some zones have “split” restrictions, for example 10am -12 noon then 2pm - 4pm. One zone increased operational hours from 8am – 6pm to 8am – 8pm at the request of residents.
Southampton	Operates long time restrictions but allows shorter 1-2 hour “visitor times” throughout the day in different zones. Because of the size of the City the Council fully consult with residents for their requirements for operational hours; no amendments are made without first consulting residents.

Cambridge	Has two zones where residents permits are fixed at 8am – 6pm and business permits fixed at 8am - 8pm. This was the result of a review where residents requested these times.
-----------	--

Controlled Parking Zones: On Street Parking Review Witness Statements

Gary Streeter MP	'Not aware of too much pressure to introduce more schemes like this in Plympton/ Plymstock but am grateful for the opportunity to comment'
Alison Seabeck MP	<p>I am pleased that Plymouth City Council are carrying out a review into the current parking situation and the operational efficacy of Controlled Parking Zones. I welcome the opportunity to comment and share my views and experiences.</p> <p>Parking is an issue which certainly makes the top 10 of my postbag and is also regularly raised when I knock on doors. I have particularly been picking up concerns about parking problems in residential areas which are close to large public buildings, such as Derriford Hospital or Crownhill Police Station. When canvassing the area around Derriford Hospital, i.e. Rogate Drive and Challock Close, concerns were raised that Marjon and hospital staff were parking in residential roads and thus exacerbating the already tight parking situation. In a spot survey I asked constituents whether they thought that a residential parking permit might help. The outcome at the time was 50:50.</p> <p>Equal concerns were raised with me around Crownhill Police Station, with staff using residential parking in the area.</p> <p>Other regular concerns involve parking and drop-off points at schools, the blocking of driveways, parking on double yellow lines (particularly in the area around West Park shops/Parade Road) and associated lack of enforcement. Others have also raised issues around access and egress for emergency vehicles where there was tight and/or inconsiderate parking.</p> <p>No doubt, asking residents to pay for residential parking would not be a popular suggestion and if a scheme were to be implemented, it would only be as good as its enforcement – which is something many of my constituents feel is almost non-existent. There would have to be careful weighing up whether the benefits outweigh the costs and operational effort. However, given the generally rising number in vehicles in roads which were not built with that in mind, a long-term solution may only be possible when considering residential parking permits. Any scheme would have to be a low cost one and ideally offset against other measures so as to not penalise residents too harshly.'</p>

Councillor John Smith	Not aware of any issues in the Southway ward.'	
Councillor Rennie	Believes they have already been raised by Councillor Nelder.	
Councillor P Davey/ S Davey	We have a consistent issue with residents in Whittington Street, De La Hay Avenue and Amherst Road who want residents parking and attend every single Have Your Say meeting to see when the review will be complete and when they can or cannot have restricted parking to stop people parking and leaving their cars all day. This has been a neighbourhood priority for at least 3 years.'	
Neighbourhood Liaison Officer for Mount Gould	Road/Street	Known problem
	Mount Gould Road	There is currently a large number of vehicles parking on Mount Gould Road outside residents houses, these vehicles are mostly patients visiting Mount Gould Hospital. There is adequate parking in the hospital and it is free parking. Often residents have to park away from their houses.
	Freedom Fields area	It has been reported at various neighbourhood meetings that parking in and around the park there has been dangerous parking.
	Roseberry Close/Avenue	Residents have reported dangerous/inconsiderate parking in Roseberry Avenue/Roseberry Close and have been unable to access their houses and garages.
	Chaddlewood Avenue junction of Beaumont Road	Dangerous parking has been reported on the junction of Chaddlewood Avenue and Beaumont Road. There have been reports of the refuse lorries being unable to gain access to empty wheelie bins due to inconsiderate parking in this area.

	Greenbank Avenue/Lanhydrock Road	There have been problems with parking in the Greenbank Avenue/Lanhydrock Road area which has resulted in Refuse lorries being unable to gain access to empty bins.
Neighbourhood Liaison Officer for Egguckland	I'm a quite newly appointed NLO for Egguckland. I'm told we have no CPZ in the area'.	
Neighbourhood Liaison Officer for Stoke	<ul style="list-style-type: none"> • 'De La Hay Avenue and Whittington Street would like resident parking with restrictions on permit parking between 08.30 – 09.15am • Double yellow lines on Ford Hill and Milehouse Road need to be repaired so that they can be enforced. Vans park on the double yellow lines causing an obstruction.' 	
Neighbourhood Liaison Officer for Stonehouse	<p>'Stonehouse neighbourhood has various CPZs and the following issues persist:</p> <ul style="list-style-type: none"> • Inconsistent application of TRO across the area. Several areas have TRO's in place in some streets but then no TRO in neighbouring streets. This is particularly prevalent in Millbay where residents in Emma Place/Caroline Place/George Place have to pay for parking passes, but businesses appear able to park on pavements/incompletely marked areas without penalty just around the corner – this creates resentment and frustration; Claremont St has a CPZ on part of the street, but the rest is unrestricted – the whole street is used primarily by commuters and residents feel there is a strong case for it to all be residents parking. • TROs in place do not effectively manage the inconsiderate parking issues at all times when there are problems. E.g. Millbay area residents say that commuter parking/Cremyll Ferry parking use the residents bays outside of the 10-5pm restriction preventing them from parking when they get home. This could be exacerbated once Strand St carpark charges are brought in. • 2 Hour restricted bays are not enforceable – need metered parking free for 2 hours no return. • Adelaide Homezone area – TRO is only for 11am -3pm – may be a case to extend the timescale and also needs to extend the area to include lanes up to Toys R US as 	

	<p>these are being used/abused and are often completely blocked by local businesses parking/working on cars.</p> <ul style="list-style-type: none"> • Survey all existing TROs and ensure they are complete and enforceable e.g. Incomplete Yellow Lines on Manor St and unenforced 2 hour waiting zone allows relatively new and existing vehicle repair businesses to use the area as garage forecourts with vehicle recovery trucks regularly parked and cars being worked on in spaces outside the Children’s Centre. E.g. Claremont St has yellow lines in place but the TRO does not correspond with the lines to the end - therefore inconsistent enforcement – residents been lobbying to have it rectified for over 1 year – no response! • Need more targeted enforcement of particular hotspot areas. • Any further action that could be taken on persistent offenders e.g. Union St Car Sales received tickets almost daily for persisting in parking on pavement next to yellow lines on Rendle St – blocking access for parents/pushchairs who have to walk in the road to get by – but they still persist in this nuisance practice. • Areas such as Millbay/City Centre perimeter could be residents parking and 2 hour restrictions – then there is still an offer for quick visit parking but commuter parking is addressed, and residents have a better chance of parking when they want to – whilst other users get to use spaces when people are at work. (e.g. Durnford St is all residents parking but there are frequently lots of spaces during the restriction times). <p>There is also an important message that whilst we want to make it easier for people to park near their homes, by excluding all other parking, we give the message that there is an entitlement to park – which there isn’t and given there are more cars than spaces, we should avoid encouraging that expectation.’</p>
<p>Nick McMahon Neighbourhood Liaison Officer for the East End</p>	<p>There are real problems in the residential areas north and (especially) south of Embankment Road, that are often reported at neighbourhood meetings - in particular the lack of available on street parking for residents particularly during the day time, also some residents' reports of long term parking of vehicles from outside the area, and reports of congestion issues caused by parking on corners or in locations making it difficult for larger vehicles to</p>

	<p>manoeuvre. There are no alternative places for residents to park. There is a popular view that the area is used as a free car park for City commuters. That said, we have also heard two views as to whether CPZs would be favoured, this would need to be tested by a proper survey.</p>