

**Guildford Town Centre Parking Management Review  
Permit Areas A to E Public Consultation  
Analysis of Returned Questionnaires**

**For Guildford Borough Council (Parking Office)**

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**CONTENTS**

<b>1.0</b>	<b>INTRODUCTION .....</b>	<b>2</b>
<b>2.0</b>	<b>QUESTIONNAIRE CONTENT.....</b>	<b>2</b>
<b>3.0</b>	<b>SURVEY RESULTS – AREA-BY-AREA REVIEW.....</b>	<b>3</b>
<b>4.0</b>	<b>CARS, PERMITS AND SPACES .....</b>	<b>10</b>
<b>5.0</b>	<b>SUMMARY OF FINDINGS .....</b>	<b>12</b>
<b>6.0</b>	<b>CONCLUSIONS .....</b>	<b>13</b>

**ANNEXES**

<b>A</b>	<b>-</b>	<b>Consultation Leaflet</b>
<b>B</b>	<b>-</b>	<b>Analysed data – All Areas &amp; All Questions</b>
<b>C</b>	<b>-</b>	<b>Permit Area Response Rates</b>
<b>D</b>	<b>-</b>	<b>Question 1 – Road name?</b>
<b>E</b>	<b>-</b>	<b>Question 3 – How many cars?</b>
<b>F</b>	<b>-</b>	<b>Question 4 – How many off-street spaces?</b>
<b>G</b>	<b>-</b>	<b>Question 5 – How many residents’ parking permits?</b>
<b>H</b>	<b>-</b>	<b>Question 6 – How close to your home can you park?</b>
<b>I</b>	<b>-</b>	<b>Question 7 – How difficult to park on Monday to Friday?</b>
<b>J</b>	<b>-</b>	<b>Question 8 – How difficult to park at weekends?</b>
<b>K</b>	<b>-</b>	<b>Question 9 – How difficult for visitors to park?</b>
<b>L</b>	<b>-</b>	<b>Question 10 – Causes of significant problems?</b>
<b>M</b>	<b>-</b>	<b>Question 11 – Options for improvement</b>
<b>N</b>	<b>-</b>	<b>Cars, Permits and Off-Street Spaces – Permit Area A</b>
<b>O</b>	<b>-</b>	<b>Cars, Permits and Off-Street Spaces – Permit Area B</b>
<b>P</b>	<b>-</b>	<b>Cars, Permits and Off-Street Spaces – Permit Area C</b>
<b>Q</b>	<b>-</b>	<b>Cars, Permits and Off-Street Spaces – Permit Area D</b>
<b>R</b>	<b>-</b>	<b>Cars, Permits and Off-Street Spaces – Permit Area E</b>

## 1.0 INTRODUCTION

- 1.1 This report has been commissioned by Guildford Borough Council and contains the findings of a public consultation undertaken with residents throughout Permit Areas A to E of the Guildford town centre Controlled Parking Zone.
- 1.2 The purpose of the consultation was to establish the residents' requirements in relation to on-street parking, how they find the current system meets their needs and to try and identify ways in which the current arrangements could be improved.
- 1.3 The format of this report has been devised on the basis that it contains sufficient information to be a technically based document but should, nevertheless, be easily understood by a wide range of interested parties. Any technical information is presented in summary form.
- 1.4 Within **Section 2.0** of this report we detail the content of the questionnaire and method of delivery and return.
- 1.5 In **Section 3.0** we outline the analysed findings on an area-by-area basis and in **Section 4.0** we look at the relationship between the number of cars kept by each household and how many off-street parking spaces and Residents' Parking Permits that are available to each household.
- 1.6 Within **Section 5.0** we summarise the findings and within **Section 6.0** we conclude the report

## 2.0 QUESTIONNAIRE CONTENT

- 2.1 The method chosen for the completion of this public consultation was through a detailed questionnaire. The format of the questionnaire was such that it formed part of a leaflet, which included an introduction and explanatory notes, in addition the questionnaire. The questionnaire form itself was A4 size and double sided. A copy of the documentation supplied to residents is included within **Annexe A**
- 2.2 **Questions 1 and 2** requested address information. This was required so that during the analysis we would be able to sort the data on a road-by-road basis and identify the Permit Area (A to E) from which each response had originated.
- 2.3 **Questions 3 to 5** sought information on the number of cars that are kept by each household and the number of Residents' Parking Permits and off-street parking spaces that are available to each household. This is clearly very useful information in assessing demand and pressure for on-street space. **Section 4.0** of this report looks in detail at the relationship between the responses to each of these questions.
- 2.4 **Questions 6 to 8** set out to establish how difficult residents find it to park in their road and whether the difficulty of parking varied at different times of the day and between weekdays and Saturdays and Sundays.
- 2.5 **Question 9** was an extension of the previous questions in relation to difficulty of parking, but related to visitors rather than residents.
- 2.6 **Question 10** set out to identify why parking problems occur and whether there were demands by non-residents (shoppers, trades people, visitors to local pubs and restaurants etc...), which exacerbated the problems at certain times of the day on weekdays, or on Saturdays and Sundays.
- 2.7 **Question 11** looked more at possible solutions to assist residents' parking in the future. Ten options were put forward for consideration and residents were asked to identify those that they felt were a good idea and should be investigated further. The final option asked whether the hours of operation should be changed from the current Monday to Saturday 8.30am to 6.00pm.
- 2.8 An area was provided at the end of the questionnaire for respondents to comment on other issues that they felt should be considered.

**2.9** The questionnaires were sent to all addresses within Permit Areas A to E (with the exception of businesses in Permit Area D – town centre area). They were sent through the Royal Mail postal system and included a reply-paid envelope for residents to return completed questionnaires. **In total, 6092 questionnaires were distributed.**

**2.10** The questionnaires were posted on **15<sup>th</sup> July 2005** and a period of **6 weeks** (up to the **26<sup>th</sup> August 2005**) was given for completion and return. This is slightly longer than would normally be given, but took account of August being a time when many residents take their annual holiday. Questionnaires received during a period of about two weeks after this date are included within this analysis.

### **3.0 SURVEY RESULTS – AREA-BY-AREA REVIEW**

**3.1** Of the **6092** questionnaires that were delivered to households in these Permit Areas, **1189 (19.5%)** were returned. Having input the responses from each of the returned questionnaires, this data can be analysed in many different ways. Initially, this was completed on an “All Areas” basis and the results of this are included in **Annexe B**.

**3.2** Whilst this “All Areas” information is useful in providing an overview of all responses, the information that is available through analysing the data on an area-by-area basis, is much more usable and appropriate due the localised demands and attractions around Guildford town centre.

**3.3** The table included within **Annexe C** shows the Response Rates on an area-by-area basis. From this it can be seen that Permit Areas A and C have a higher than average Response Rate with **24.6%** and **23.2%** respectively. Permit Area D had the lowest Response Rate with just **12.2%** of households returning their questionnaire.

**3.4** The findings of the area-by-area analysis are included within **Annexes D to M** and summarised below.

#### **3.5 Analysis of Responses from Residents of Permit Area A**

**3.5.1** Of the **1189** returned questionnaires, **484 (40.7%)** were received from residents of Permit Area A. In this area there are **1965 properties** so as **Response Rate of 24.6%** was achieved. **This is the highest Response Rate of each of the areas** and indicates that residents are keen to assist Guildford Borough Council with resolving current issues and planning for the future. Tables detailing the responses to each of the questions are included within **Annexe D to M**.

**3.5.2** From the responses to **Question 1 “Which road do you live in?”** it is evident that residents from **29 roads** returned their questionnaires. The roads where the highest response rates were achieved include:-

- Artillery Road / Terrace, Church Road and George Road
- Dapdune Road, Margaret Road, Nettles Terrace and Markenfield Road
- Springfield Road and Foxenden Road
- Walnut Tree Close
- Onslow Road

From our observations it is apparent that these roads are amongst those in the area where demand for on-street space is at its highest.

**3.5.3** From the responses to **Question 3 “How many cars are kept by members of your household?”** it is evident that the majority of households (**58.0%**) have just one car. **This area has the highest percentage of single car ownership.** However, **30.6%** have two cars, and **8.7%** have no cars.

- 3.5.4** From the responses to **Question 4** “How many off-street parking spaces (e.g. garage, driveway) does your household have access to?” it is evident that the majority of households (**75.8%**) do not have any off-street parking spaces. Of those who do have off-street space, **17.0%** have one space and **4.8%** have two spaces. **This area has the highest percentage of households with no off-street parking provision.**
- 3.5.5** From the responses to **Question 5** “How many Residents’ Parking Permits does your household have?” it is evident that the majority of households (**53.8%**) have one permit. However, the remainder are split fairly equally between those with two permits (**22.6%**) and those with no permit (**21.7%**). **This area has the highest percentage of households with one permit and with two permits.**
- 3.5.6** From the responses to **Question 6** “When you park on the highway, how close to your home can you normally park?” it is evident that the views of households vary, probably due to localised ‘hot-spots’. This is apparent with responses being fairly equal between those answering “within 50 metres” (**32.0%**), those answering “more than 50 metres, but in the same street” (**30.5%**) and those answering “in a different street” (**28.9%**). **This area has the lowest percentage of households being able to park within 50 metres of their house, but the highest percentage of households having to park more than 50 metres from their house, but still in the same street.**
- 3.5.7** From the responses to **Question 7** “How difficult do you find it to park during the week (Monday to Friday)?” it is evident that residents find it most difficult to park before 8.00am and after 6.00pm. Interestingly, this is when the Controlled Parking Zone (CPZ) is not operational. The responses suggest that during the day, when the scheme does operate, finding a parking space is much less difficult. **This would tend to suggest that residents’ own levels of vehicle ownership are the main cause of issues, although there may be ‘hot-spots’ around pubs / take-aways where non-residents exert an influence.**
- 3.5.8** From the responses to **Question 8** “How difficult do you find it to park during the weekends?” it is evident that residents find it difficult to park throughout the whole day on a Saturday and before 11.00am and after 8.00pm on a Sunday. Interestingly, the CPZ is operational on a Saturday, but not on a Sunday and with more residents being at home at the weekend, difficulty of parking is increased with the scheme being operational and this increased demand. It is noted that the numbers of residents identifying problems before 8.00am and after 6.00pm is greater than at other times.
- 3.5.9** From the responses to **Question 9** “How difficult do visitors find it to park at various times of the week?” it is evident that the situation is at its most difficult during the evenings and at weekends when most residents are at home.
- 3.5.10** From the responses to **Question 10** “Are there significant problems in your street caused by parking of any of the following?” it is evident that parking by shoppers is a problem on Saturdays and Sundays and parking by visitors to local pubs and restaurants is a problem during weekday evenings and on Saturdays and Sundays. In addition, a number of respondents felt that parking by residents without a permit is a problem in the evening. A sizeable number of “Other” causes were also identified and of these, **60 respondents identified skips as a problem.**
- 3.5.11** From the responses to **Question 11** “Which of the following options would you like us to consider?” it is evident that of those put forward, the three that received sizable support were:-
- Limit the number of permits issued to new households to just one per household had **27.1%** support. It should be noted that **32.3%** were opposed.
  - Strengthen the proof applicants need to provide to show that they are resident and conduct more detailed checks to make it harder for non-residents to get permits had **59.7%** support.
  - Reduce the maximum parking period for non-permit holders to discourage use had **44.4%** support.

The final element of this question related to whether the operational hours of the CPZ should change. The responses to this have shown that **45.0%** thought that the hours should change and **38.0%** thought that they should not. **This support from residents of Area A for a change to the operational hours is the only area where this has arisen. It is noted, however, that there is not a clear majority in support of a change.**

### 3.6 Analysis of Responses from Residents of Permit Area B

**3.6.1** Of the **1189** returned questionnaires, **203 (17.1%)** were received from residents of Permit Area B. In this area there are **1080 properties** so as **Response Rate of 18.8%** was achieved. Tables detailing the responses to each of the questions are included within **Annexe D to M**.

**3.6.2** From the responses to **Question 1** "*Which road do you live in?*" it is evident that residents from **20 roads** returned their questionnaires. The roads where the highest response rates were achieved include:-

- Bury Fields
- Ludlow Road and Upperton Road
- Testard Road and Wodeland Avenue

From our observations it is clear that these roads are amongst those in the area where demand for on-street space is at its highest.

**3.6.3** From the responses to **Question 3** "*How many cars are kept by members of your household?*" it is evident that the majority of households (**48.5%**) have just one car. However, **27.0%** have two cars, while **14.7%** have no cars. **This area has the highest percentage of respondents with no cars.**

**3.6.4** From the responses to **Question 4** "*How many off-street parking spaces (e.g. garage, driveway) does your household have access to?*" it is evident that the majority of households (**61.8%**) do not have any off-street spaces. Of those who do have off-street space, **22.5%** have one space and **6.4%** have two spaces. **This area has the highest percentage with one off-street parking space.**

**3.6.5** From the responses to **Question 5** "*How many Residents' Parking Permits does your household have?*" it is evident that the majority of households (**42.6%**) have one permit. However, **18.1%** have two permits and **36.3%** do not have a permit. **Outside of Area D (which has a different assessment criteria), this area has the highest percentage of respondents without a permit.**

**3.6.6** From the responses to **Question 6** "*When you park on the highway, how close to your home can you normally park?*" it is evident that the views of households vary, probably due to localised demands and to some extent the nature and lengths of road present. This is apparent with responses being split between those answering "within 50 metres" (**38.2%**) and those answering "in a different street" (**32.8%**).

**3.6.7** From the responses to **Question 7** "*How difficult do you find it to park during the week (Monday to Friday)?*" it is evident that residents find it most difficult to park before 8.00am and after 6.00pm. Interestingly, this is when the Controlled Parking Zone (CPZ) is not operational. The responses confirm that during the day, when the scheme does operate, finding a parking space is much less difficult. **This would tend to suggest that residents' own levels of vehicle ownership are the main cause of issues, although there may be 'hot-spots' around pubs / take-aways where non-residents exert an influence.**

**3.6.8** From the responses to **Question 8** "*How difficult do you find it to park during the weekends?*" it is evident that residents find it more difficult to park in the afternoons than in the mornings a Saturday and before 11.00am and after 5.00pm on a Sunday. Interestingly, the CPZ is operational on a Saturday, but not on a Sunday and with more residents being at home at the weekend, difficulty of parking is increased with the scheme being operational and this increased demand.

**3.6.9** From the responses to **Question 9** "*How difficult do visitors find it to park at various times of the week?*" it is evident that the situation is at its most difficult during the evenings and at weekends when most residents are at home. Interestingly, there is a mixed view for weekday mornings with similar numbers of residents responding to scale 2, 3 and 5.

**3.6.10** From the responses to **Question 10** “*Are there significant problems in your street caused by parking of any of the following?*” it is evident that parking by shoppers is a problem on Saturdays and Sundays and parking by visitors to local pubs and restaurants is a problem on Saturdays. In addition, parking by residents without a permit is considered a problem during weekday evenings, on Saturdays and on Sundays. A sizeable number of “Other” causes were also identified and of these, **12 respondents identified skips as a problem.**

**3.6.11** From the responses to **Question 11** “*Which of the following options would you like us to consider?*” it is evident that of those put forward, the three that received sizable support were:-

- Limit the number of permits issued to new households to just one per household had **27.5%** support. It should be noted that **26.0%** were opposed.
- Strengthen the proof applicants need to provide to show that they are resident and conduct more detailed checks to make it harder for non-residents to get permits had **52.0%** support.
- Reduce the maximum parking period for non-permit holders to discourage use had **31.9%** support. It should be noted that **24.0%** were opposed.

The final element of this question related to whether the operational hours of the CPZ should change. The responses to this have shown that **41.2%** thought that the hours should not change and **33.8%** thought that they should.

### **3.7 Analysis of Responses from Residents of Permit Area C**

**3.7.1** Of the **1189** returned questionnaires, **166 (14.0%)** were received from residents of Permit Area C. In this area there are **706 properties** so as **Response Rate of 23.5%** was achieved. Tables detailing the responses to each of the questions are included within **Annexe D to M.**

**3.7.2** From the responses to **Question 1** “*Which road do you live in?*” it is evident that residents from **13 roads** returned their questionnaires. The roads where the highest response rates were achieved include:-

- Addison Road, Alexandra Place, Cline Road and Cooper Road
- London Road

From our observations it is clear that these roads are amongst those in the area where demand for on-street space is at its highest.

**3.7.3** From the responses to **Question 3** “*How many cars are kept by members of your household?*” it is evident that the majority of households (**54.3%**) have just one car. However, **31.7%** have two cars, and **7.9%** have no cars.

**3.7.4** From the responses to **Question 4** “*How many off-street parking spaces (e.g. garage, driveway) does your household have access to?*” it is evident that the majority of households (**68.9%**) do not have any off-street spaces. Of those who do have off-street space, **14.0%** have one space and **6.7%** have two spaces. Interestingly, in this area, **6.1%** of respondents have four or more off-street spaces. **This area has the lowest percentage of properties with one off-street parking space.**

**3.7.5** From the responses to **Question 5** “*How many Residents’ Parking Permits does your household have?*” it is evident that the majority of households (**48.2%**) have one permit. However, **18.9%** have two permits and **28.7%** do not have a permit.

**3.7.6** From the responses to **Question 6** “*When you park on the highway, how close to your home can you normally park?*” it is evident that the views of households vary, probably due to localised demands. This is apparent with responses being fairly equal between those answering “within 50 metres” (**35.8%**), those answering “more than 50 metres, but in the same street” (**29.6%**) and those answering “in a different street” (**39.2%**). **It is noted that several of the roads with what appear to be the greatest demand for on-street parking space (For example, Cline Road and Addison Road) are very long. In addition, there are no on-street parking spaces along Waterden Road and London Road**

- 3.7.7 From the responses to **Question 7** “How difficult do you find it to park during the week (Monday to Friday)?” it is evident that residents find it most difficult to park before 8.00am and after 8.00pm. Interestingly, this is when the Controlled Parking Zone (CPZ) is not operational. The responses suggest that during the day, when the scheme does operate, finding a parking space is much less difficult. **This would tend to suggest that residents’ own levels of vehicle ownership are the main cause of issues, although there may be ‘hot-spots’ around local pubs where non-residents exert an influence.**
- 3.7.8 From the responses to **Question 8** “How difficult do you find it to park during the weekends?” it is evident that residents find it difficult to park before 8.00am and after 8.00pm on a Saturday and before 11.00am and after 5.00pm on a Sunday. This would suggest that with more residents being at home during the evenings, overnight and first thing in the morning, difficulty of parking is increased due to residents and not vehicles belonging to other non-residents.
- 3.7.9 From the responses to **Question 9** “How difficult do visitors find it to park at various times of the week?” it is evident that the situation is at its most difficult during the evenings and at weekends when most residents are at home.
- 3.7.10 From the responses to **Question 10** “Are there significant problems in your street caused by parking of any of the following?” it is evident that parking by visitors to local pubs and restaurants is a problem during weekday evenings and on Saturdays and parking by residents without a permit is considered a problem during weekday evenings, on Saturdays and on Sundays. A number of “Other” causes were also identified and of these, **the main issue was schools parking**. It is likely that this relates to the schools off Addison Road and Cline Road.
- 3.7.11 From the responses to **Question 11** “Which of the following options would you like us to consider?” it is evident that of those put forward, the three that received sizable support were:-
- Limit the number of permits issued to new households to just one per household had **27.7%** support. It should be noted that **22.3%** were opposed.
  - Reduce the maximum parking period for non-permit holders to discourage use had **51.8%** support.

The final element of this question related to whether the operational hours of the CPZ should change. The responses to this have shown that **39.0%** thought that the hours should not change and **34.1%** thought that they should.

### 3.8 Analysis of Responses from Residents of Permit Area D

- 3.8.1 Of the **1189** returned questionnaires, **196 (16.5%)** were received from residents of Permit Area D. In this area there are **1620 residential properties** so as **Response Rate of 12.1%** was achieved. **This is the lowest Response Rate of each of the areas.** Tables detailing the responses to each of the questions are included within **Annexe D to M**.
- 3.8.2 From the responses to **Question 1** “Which road do you live in?” it is evident that residents from **35 roads** returned their questionnaires. The roads where the highest response rates were achieved include:-
- Cheselden Road, Oxford Road and Oxford Terrace
  - Pewley Hill and South Hill
  - Friary Street, Swan Lane and Mill Lane (only one property responding from each road)
  - Tunsgate (only three properties responding)

From our observations it is clear that these roads are amongst those in the area where demand for on-street space is at its highest.

- 3.8.3 From the responses to **Question 3** “How many cars are kept by members of your household?” it is evident that the majority of households (**57.1%**) have just one car. However, **27.8%** have two cars, and **8.1%** have no cars.

- 3.8.4 From the responses to **Question 4** “How many off-street parking spaces (e.g. garage, driveway) does your household have access to?” it is evident that the majority of households (**57.1%**) do not have any off-street spaces. Of those who do have off-street space, **22.2%** have one space and **9.6%** have two spaces.
- 3.8.5 From the responses to **Question 5** “How many Residents’ Parking Permits does your household have?” it is evident that the majority of households (**46.5%**) have no permits. However, **40.9%** have one permit and **9.6%** have two permits. **It is noted that the permit eligibility criteria for this area is different to the other areas and it is not unexpected for this area to have the highest percentage of respondents with no permits and for this to be the only area where “no permits” has the highest percentage of the three options. Despite this, it is interesting to note that from the residents that have responded, the greater restriction upon permit availability does not appear to influence car ownership levels.**
- 3.8.6 From the responses to **Question 6** “When you park on the highway, how close to your home can you normally park?” it is evident that the views of households vary, probably due to limited availability of spaces due to town centre environment and many residents having a permit for an adjacent area. This is apparent with responses being fairly equal between those answering “in a different street” (**39.2%**) and those answering “within 50 metres” (**33.5%**). Compared with other areas, there were relatively few (**14.4%**) who answered “more than 50 metres, but in the same street”. In addition, Epsom Road, Sydenham Road and York Road have a very limited number of on-street spaces in relation to the number of properties. **This area had the highest percentage of households having to park in a different street.**
- 3.8.7 From the responses to **Question 7** “How difficult do you find it to park during the week (Monday to Friday)?” it is evident that residents find it most difficult to park after 8.00pm. Interestingly, this is when the Controlled Parking Zone (CPZ) is not operational. The responses suggest that during the day, when the scheme does operate, finding a parking space is much less difficult. **This would tend to suggest that residents’ own levels of vehicle ownership are the main cause of issues, although there will be ‘hot-spots’ around the town centre area where non-residents exert an influence.**
- 3.8.8 From the responses to **Question 8** “How difficult do you find it to park during the weekends?” it is evident that residents find it difficult to park between 8.00am and 6.00pm, and after 8.00pm on a Saturday and before 11.00am and after 5.00pm on a Sunday. **This would suggest that Sunday trading does cause a particular problem for residents.**
- 3.8.9 From the responses to **Question 9** “How difficult do visitors find it to park at various times of the week?” it is evident that the situation is at its most difficult during the evenings and at weekends, although mornings can also be problematic for some.
- 3.8.10 From the responses to **Question 10** “Are there significant problems in your street caused by parking of any of the following?” it is evident that parking by shoppers is a problem on Saturdays and Sundays and parking by visitors to local pubs and restaurants is a problem during weekday evenings and on Saturdays. In addition, parking by residents without a permit is considered a problem during weekday evenings, on Saturdays and on Sundays. A sizeable number of “Other” causes were also identified and of these, 15 respondents identified skips as a problem.
- 3.8.11 From the responses to **Question 11** “Which of the following options would you like us to consider?” it is evident that of those put forward, the three that received sizable support were:-
- Limit the number of permits issued to new households to just one per household had **31.3%** support. It should be noted that **26.8%** were opposed.
  - Strengthen the proof applicants need to provide to show that they are resident and conduct more detailed checks to make it harder for non-residents to get permits had **56.6%** support.
  - Reduce the maximum parking period for non-permit holders to discourage use had **35.7%** support.

The final element of this question related to whether the operational hours of the CPZ should change. The responses to this have shown that **47.0%** thought that the hours should not change and **31.8%** thought that they should.



### 3.9 Analysis of Responses from Residents of Permit Area E

- 3.9.1** Of the **1189** returned questionnaires, **123 (10.3%)** were received from residents of Permit Area E. In this area there are **721 properties** so as **Response Rate of 17.1%** was achieved. Tables detailing the responses to each of the questions are included within **Annexe D to M**.
- 3.9.2** From the responses to **Question 1** "*Which road do you live in?*" it is evident that residents from 13 roads returned their questionnaires. The roads where the highest response rates were achieved include:-
- Acacia Road
  - Joseph's Road
- 3.9.3** From the responses to **Question 3** "*How many cars are kept by members of your household?*" it is evident that the majority of households (**45.2%**) have just one car. However, **40.3%** have two cars and **5.6%** have no cars. **This area has the highest percentage of households with two or more cars and the lowest percentage of households with no cars.**
- 3.9.4** From the responses to **Question 4** "*How many off-street parking spaces (e.g. garage, driveway) does your household have access to?*" it is evident that the majority of households (**55.6%**) do not have any off-street spaces. Of those who do have off-street space, **20.2%** have one and **10.6%** have two. **This area has the highest availability of off-street space with 42% of households having some off-street parking provision.**
- 3.9.5** From the responses to **Question 5** "*How many Residents' Parking Permits does your household have?*" it is evident that the majority of households (**40.3%**) have one permit. However, the remainder is split between those with two permits (**21.8%**) and those with no permit (**35.5%**). **This area has the lowest percentage of households with one permit and the second highest percentage of households with two permits.**
- 3.9.6** From the responses to **Question 6** "*When you park on the highway, how close to your home can you normally park?*" it is evident that **51.6%** are able to park within 50 metres of their home. **This is the highest percentage response to this question and would indicate that pressure for on-street space within this area is not as great as others.** The responses to the other options were "more than 50 metres, but in the same street" (**24.2%**) and "in a different street". **This is the lowest percentage of respondents answering in this way.**
- 3.9.7** From the responses to **Question 7** "*How difficult do you find it to park during the week (Monday to Friday)?*" it is evident that residents find it most difficult to park after 8.00pm and that there is not much of a problem during the remainder of the day.
- 3.9.8** From the responses to **Question 8** "*How difficult do you find it to park during the weekends?*" it is evident that residents find it difficult to park after 6.00pm on a Saturday and after 8.00pm on a Sunday.
- 3.9.9** From the responses to **Question 9** "*How difficult do visitors find it to park at various times of the week?*" it is evident that the situation is at its most difficult during the evenings and at weekends when most residents are at home.
- 3.9.10** From the responses to **Question 10** "*Are there significant problems in your street caused by parking of any of the following?*" it is evident that the only issue is shoppers parking in the area on a Saturday. In the "Other" category, parking associated with the cricket and football pitches in the area is considered to be a problem.
- 3.9.11** From the responses to **Question 11** "*Which of the following options would you like us to consider?*" it is evident that of those put forward, the three that received sizable support were:-
- Strengthen the proof applicants need to provide to show that they are resident and conduct more detailed checks to make it harder for non-residents to get permits had **48.8%** support.
  - Reduce the maximum parking period for non-permit holders to discourage use had **28.5%** support. It should be noted that **26.8%** were opposed.

The final element of this question related to whether the operational hours of the CPZ should change. The responses to this have shown that **43.1%** thought that the hours should not change and **30.1%** thought that they should.

#### **4.0 CARS, PERMITS AND OFF-STREET SPACES**

**4.1** There is clearly a relationship between the number of cars kept by a household against the number of off-street parking places available and the number of Residents' Parking Permits allocated. To try and assess this, we have analysed the various scenarios for each of the Permit Areas and summarised the findings into two tables. Copies of these tables, detailing the outcome of this additional analysis, are included in **Annexes N to R**.

**4.2** It is noted that there are some minor variances between the two tables. This is due to the first table only including those who answered all three questions and the second table including all responses to each of the three questions.

**4.3** This information can also be used to identify the number of households who have acquired Residents' Parking Permits when their off-street provision meets, or exceeds, their requirement for parking space, or in situations where, under the current assessment criteria, they should not have been eligible for a permit. Clearly situations where this has been identified, the circumstances should be investigated further.

**4.4** Below is a summary of the findings of this additional analysis.

##### **4.5 Cars, Permits and Off-Street Spaces – Permit Area A**

**4.5.1** Of the **484** questionnaires received from residents in Permit Area A, **471** answered each of these three questions and are included in the analysis.

**4.5.2** The most common scenario is one car, no off-street parking provision and one Residents' Parking Permit, which had **205 (43.5%)** of the responses. The second most common was two cars, no off-street parking provision and two Residents' Parking Permits, which had **96 (20.4%)** of the responses.

**4.5.3** From the above it is clear that in this Permit Area over two-thirds of the respondents rely upon the Controlled Parking Zone and associated Residents' Parking Permits to meet their total parking requirements.

**4.5.4** **41 (8.7%)** of the responses appear to admit to operating outside of the current permit assessment criteria, or, where their off-street provision meets their requirements, but they still have a Residents' Parking Permit to allow them to park on-street. The most common of these is those who responded as having one car, one off-street parking space and one Residents' Parking Permit, which had **18 (3.8%)** of the responses. The second most common was those who interestingly responded as having no car, no off-street parking space and one Residents' Parking Permit, which had **7 (1.5%)** of the responses.

##### **4.6 Cars, Permits and Off-Street Spaces – Permit Area B**

**4.6.1** Of the **203** questionnaires received from residents in Permit Area B, **201** answered each of these three questions and are included in the analysis.

**4.6.2** The most common scenario is one car, no off-street parking provision and one Residents' Parking Permit, which had **69 (34.3%)** of the responses. The second most common was two cars, no off-street parking provision and two Residents' Parking Permits, which had **29 (14.4%)** of the responses.

**4.6.3** From the above it is clear that in this Permit Area almost half of the respondents rely upon the Controlled Parking Zone and associated Residents' Parking Permits to meet their total parking requirements.

**4.6.4** 11 (5.5%) of the responses appear to admit to operating outside of the current permit assessment criteria, or, where their off-street provision meets their requirements, but they still have a Residents' Parking Permit to allow them to park on-street. The most common of these is those who responded as having one car, one off-street parking space and one Residents' Parking Permit, which had 3 (1.5%) of the responses.

**4.7 Cars, Permits and Off-Street Spaces – Permit Area C**

**4.7.1** Of the 166 questionnaires received from residents in Permit Area C, 158 answered each of these three questions and are included in the analysis.

**4.7.2** The most common scenario is one car, no off-street parking provision and one Residents' Parking Permit, which had 64 (40.5%) of the responses. The second most common was two cars, no off-street parking provision and two Residents' Parking Permits, which had 27 (17.1%) of the responses.

**4.7.3** From the above it is clear that in this Permit Area nearly two-thirds of the respondents rely upon the Controlled Parking Zone and associated Residents' Parking Permits to meet their total parking requirements.

**4.7.4** 7 (4.4%) of the responses appear to admit to operating outside of the current permit assessment criteria, or, where their off-street provision meets their requirements, but they still have a Residents' Parking Permit to allow them to park on-street. There is no one area that has a high noteworthy level of responses.

**4.8 Cars, Permits and Off-Street Spaces – Permit Area D**

**4.8.1** Of the 196 questionnaires received from residents in Permit Area D, 189 answered each of these three questions and are included in the analysis.

**4.8.2** The most common scenario is one car, no off-street parking provision and one Residents' Parking Permit, which had 62 (32.8%) of the responses. The second most common was one car, one off-street parking place and no Residents' Parking Permits, which had 22 (11.6%) of the responses.

**4.8.3** As previously noted, Permit Area D has a different permit assessment criteria to the other permit areas. It is likely that this tighter management of the on-street parking space has led to the situation where households live within their own off-street provision and fewer households with only one off-street parking space go on to have two cars. This has resulted in the situation where households' having sufficient off-street space to accommodate their own requirements is in the top two scenarios.

**4.8.4** Only 4 (2.1%) of the responses appear to admit to operating outside of the current permit assessment criteria, or, where their off-street provision meets their requirements, but they still have a Residents' Parking Permit to allow them to park on-street. Again, it is likely that this has resulted from the tighter control over Residents' Parking Permits in this permit area.

**4.9 Cars, Permits and Off-Street Spaces – Permit Area E**

**4.9.1** Of the 123 questionnaires received from residents in Permit Area E, 120 answered each of these three questions and are included in the analysis.

**4.9.2** The most common scenario is one car, no off-street parking provision and one Residents' Parking Permit, which had 31 (25.8%) of the responses. The second most common was two cars, no off-street parking provision and two Residents' Parking Permits, which had 23 (19.1%) of the responses.

**4.9.3** From the above it is clear that in this Permit Area just under half of the respondents rely upon the Controlled Parking Zone and associated Residents' Parking Permits to meet their total parking requirements.

- 4.9.4** 7 (5.8%) of the responses appear to admit to operating outside of the current permit assessment criteria, or, where their off-street provision meets their requirements, but they still have a Residents' Parking Permit to allow them to park on-street. There is no one area that has a high noteworthy level of responses.

## **5.0 SUMMARY OF FINDINGS**

- 5.1** Having completed the data entry and analysed the data on an area by area basis, the following summarises the findings:-

### **5.2 Permit Area A has:-**

- The highest Response Rate to the consultation
- The highest percentage of households owning one car
- The lowest percentage of households owning three cars
- The highest percentage of households with no off-street parking provision
- The lowest percentage of households with two off-street parking spaces
- The lowest percentage of households with three off-street parking spaces
- The lowest percentage of households with four off-street parking spaces
- The lowest percentage of households with no Residents' Parking Permit
- The highest percentage of households with one Residents' Parking Permit
- The highest percentage of households with two Residents' Parking Permits
- Had 60 respondents identify skips on the highway as causing a parking problem
- The only Permit Area where more respondents would prefer a change to the operational hours of the CPZ, than not
- The lowest percentage of households able to park within 50 metres of their house
- The highest percentage of households able to park more than 50 metres from their house, but still in the same street

### **5.3 Permit Area B has:-**

- The highest percentage of households with no cars
- The lowest percentage of households with two cars
- The lowest percentage of households with four cars
- The highest percentage of households with one off-street parking space
- The highest percentage of households with no Residents' Parking Permit (excluding Area D, which has a different permit eligibility criteria)
- Had 12 respondents identify skips on the highway as causing a parking problem

### **5.4 Permit Area C has:-**

- The lowest percentage of households with one off-street parking space

### **5.5 Permit Area D has:-**

- The lowest Response Rate to the consultation
- The highest percentage of households with no permit
- The lowest percentage of households with two permits
- The lowest percentage of households parking more than 50 metres from their house, but still in the same street
- The highest percentage of households having to park in a different street

**5.6 Permit Area E has:-**

- The lowest percentage of households with no cars
- The lowest percentage of households with one car
- The highest percentage of households with two cars
- The highest percentage of households with three cars
- The highest percentage of households with four or more cars
- The lowest percentage of households with no off-street parking spaces
- The highest percentage of households with two off-street parking spaces
- The highest percentage of households with three off-street parking spaces
- The highest percentage of households with four or more off-street parking spaces
- The lowest percentage of households with one Residents' Parking Permit
- The highest percentage of households able to park within 50 metres of their house
- The lowest percentage of households having to park in a different street

**6.0 CONCLUSIONS**

- 6.1** Guildford Borough Council's parking management policy seeks to balance the increasing pressure for parking in the central areas, with the needs of local residents, businesses, shoppers and commuters.
- 6.2** As part of this continuing policy, Guildford Borough Council commissioned a questionnaire-based parking survey of the residents in the areas around the town centre which currently have on-street parking controls in the form of a Controlled Parking Zone.
- 6.3** This survey endeavoured to obtain feedback from local residents living in the central areas and gauge the effectiveness of the existing measures. From this feedback, parking issues that are currently causing difficulties may be identified and prioritised. If necessary, future measures may be developed to address these difficulties.
- 6.4** The survey has provided a wealth of raw data that can be utilised in the future as a benchmark to aid the design of street specific measures or assess area-wide trends. These conclusions aim to provide a helpful interpretation of the principle area-wide issues that have arisen from the analysis.
- 6.5** The average response rate of the two page questionnaire was a significant **19.5%**. This is a reflection of how sensitive the issue of on-street parking is to residents in the survey area.
- 6.6** In general, and under the existing parking controls, the following conclusions may be drawn:
- From the responses to **Question 6** "*When you park on the highway, how close to your home can you normally park?*" it may be concluded that circa **60%** of residents are able to park within the same street and of these, a significant proportion (**60%**) are able to park within 50m of their home.
  - From the responses to **Questions 7 & 8**, "*How difficult do you find it to park during the week and at weekends?*" it may be concluded that the existing Controlled Parking Zone works satisfactorily for the majority of its period of operation. The survey identifies that it is during the evenings and weekends (outside the operating hours of the parking controls), when most residents are at home, that the greatest problems are experienced. This would tend to suggest that residents' own levels of vehicle ownership are the main cause of issues.
- 6.7** Therefore, the residents appear generally satisfied that the parking controls are working satisfactorily, but have expressed concern about evenings and weekends.
- 6.8** The questionnaire response may be used to gauge the strength of feeling within the area to refinements of the existing parking controls. **Question 11** "*Which of the following options would you like us to consider?*" invited feedback to a range of options that may be considered. A significant proportion of residents are in favour of making changes to improve the situation, but of the options tabled, only strengthening the proof applicants need to provide and conducting more detailed checks to make it harder for non-residents to get permits, received general support across all areas.

- 6.9** Support for more fundamental changes, such as limiting permit issue to one per new household, was less clear, with approximately equal proportions for and against. Similarly, there was no clear desire to see changes in the operational hours of the controls. Whilst overall there is a desire to reduce the maximum parking period for non-residents from 2 hours to 1 hour, on an area-by-area basis, this is less clear, with some areas opposing such a change.
- 6.10** Therefore, it would appear that residents replying to this survey support only minor changes to the operation of the system to meet current difficulties.
- 6.11** However, it is unlikely that minor changes, such as those mentioned previously, would have a significant impact in resolving the issues identified during the evenings and weekends. Therefore, Guildford Borough Council and Surrey County Council may need to look at other ways of reducing vehicle ownership or residents reliance upon on-street parking.