

**SURREY COUNTY COUNCIL**

**LOCAL COMMITTEE (GUILDFORD).**

**DATE: WEDNESDAY 13 DECEMBER 2017**



**SURREY**

**LEAD OFFICER: KEVIN MCKEE, PARKING SERVICES MANAGER, GUILDFORD BOROUGH COUNCIL**

**SUBJECT: PARKING BUSINESS PLAN 2018**

**DIVISION(S): ALL**

**SUMMARY OF ISSUE:**

This report presents the performance of all parking services and includes the Guildford Parking Annual Report for 2016-17. This report uses the information in the Annual Report and adds data up to October 2017. It makes recommendations to change a number of on street restrictions to support an expansion of the car club and improve traffic flow.

**RECOMMENDATIONS:**

**The Local Committee (Guildford) is asked to agree:**

- (i) to note the contents of Annexe 1 the Parking Annual Report for 2016-17
- (ii) formally advertise its intention to create an amendment order to convert the four bays referred to in paragraph 2.7 and shown in Annexe 2 in to bays for use by a car club car at any time. To also agree that if there are objections to the proposals which cannot be resolved that these are determined by the Parking Manager in consultation with the Chair, Vice Chair and Divisional Member but if there are no objections that the order is made.
- (iii) to agree to advertise formally the proposal to create an amendment order for further no waiting at any time restrictions in Chinthurst Lane as set out in paragraph 2.14 and Annexe 3. To also agree that if there are objections to the proposals which cannot be resolved that these are determined by the Parking Manager in consultation with the Chair and Vice Chair but if there are no objections that the order is made.

**REASONS FOR RECOMMENDATIONS:**

To provide alternatives to individual car ownership and allow access.

**1. INTRODUCTION AND BACKGROUND:**

- 1.1 Every year Enforcement Authorities are required to publish data about the way the service operates in a Parking Annual Report. The Guildford report is attached as **Annexe 1** and covers the financial year 2016-17. The aim of the annual report is to inform people about the way parking is run and how it links to the councils' Parking Strategy and wider objectives. This business plan

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builds on the annual report and looks at performance that is more recent and makes recommendations about how the service can be changed to deliver the objectives.

1.2 The Guildford Local Committee (GLC) is responsible for on-street parking, Guildford Borough Council (GBC) is responsible for its off-street car parks and both the GLC and GBC have joint responsibility for park and ride. The business plan will also be presented to the Guildford Borough Council's Executive on 23 January 2018. Presenting a combined report to both the Guildford Local Committee and Executive provides an opportunity to co-ordinate all publically controlled parking.

1.3 The high-level aims of the parking strategy are to:

- encourage the use of more sustainable transport modes including park and ride
- review the provision of car parks to encourage drivers to park and return directly along main routes in a “drive to, not through” approach
- to look to maintain capacity for off-street parking but in interceptor car parks which take traffic off the roads before it reaches the centre and reduce congestion in the centre
- provide a balanced mixture of parking options including park and ride, car parks and on street parking, needed to support a vibrant economy
- annually review parking tariffs and usage centred on the town centre in order to maintain a hierarchy of charges. Public on-street parking to have the highest tariff and for the cost of parking to reduce the further a driver parks from the centre
- keep park and ride fares low compared to parking charges, and to promote it as an alternative to parking in or near the town centre
- develop more park and ride sites subject to appropriate business cases and encourage greater use of existing sites
- monitor all available indicators to ensure that the local economy continues to be successful and to ensure that customers and businesses continue to choose to do business in Guildford
- use on-street parking controls to support the objectives listed above, to maintain safe traffic flow and where necessary, and where supported by the local community, prioritise space for residents

1.4 The strategy explains how these aims support the corporate objectives of both Surrey County Council (SCC) and Guildford Borough Council (GBC).

### **On-street Agency agreement**

1.5 The agency agreement between SCC and GBC to provide on street parking management ends on 31 March 2018. SCC have been in discussion with all boroughs and districts about the potential for a new agreement.

- 1.6 SCC want to see other boroughs and districts form clusters like the one we operate across the boroughs of Guildford and Waverley in order to reduce costs and improve services. Discussions are continuing.

## **2. ANALYSIS:**

### **Improving Residents' Parking in the Town Centre**

- 2.1 Table 2 of the Parking Annual Report in Annexe 1 shows the ratio of permits to spaces in the controlled parking zone (CPZ) in Guildford town centre. There is pressure in the central areas and one way to reduce this is to convert some space to use by resident permit holders only. This is suggested in the Parking Strategy. To accompany this, there would need to be a review of visitors parking and modern systems allow this to be done by pay by phone or virtual permits as well, or instead, of the traditional scratch cards.
- 2.2 In the controlled parking zone, restrictions generally apply between 8.30am and 6pm Monday to Saturday. After 6pm and on Sundays there is no restriction on who uses the parking bays other than in bays designated for blue badge holders or taxis. However, in the area around Dene Road, and since the end of November 2017, the area around Millmead, controls have been extended to seven days a week and apply between 8.30am and 9pm.
- 2.3 The additional controls in Dene Road have worked well and residents have benefited from the additional protection. The change in Millmead was progressed because of a petition from local residents. The Parking Strategy suggests considering wider evening and Sunday controls.
- 2.4 The introduction of Sunday controls in the town centre can be used to support businesses. Shop workers arrive before the shops open and can currently park in the on street bays nearest to the shops all day and without charge. During the rest of the week, these bays would be controlled to provide short stay parking for shoppers. There is plenty of modestly priced and free parking in the car parks outside the town centre, which these workers could use if the bays were controlled on Sunday.
- 2.5 We will work on more detailed proposals to introduce these improvements and discuss them with local councillors. GBC's Overview & Scrutiny Committee has set up a task group to discuss how improvements can be implemented. The Task group is due to report in March.

### **Car Clubs**

- 2.6 The Guildford Car Club now has eight cars in the town centre. The utilisation rates are very high, with cars frequently being used over 50% of the time in a 24-hour period.
- 2.7 The car club would like to expand and in discussion with SCC and Enterprise, it is recommended that bays in the following location be converted for new cars:
- (a). Recreation Road near junction with Chestnut Road
  - (b). Outside 56 Harvey Road convert one space of permit only bay Road

(c). Walnut Tree Close adjacent to the existing car club bay convert so it is adjacent to electric charging point

(d). London Road opposite St. Margaret's convert existing dual use bay

- 2.8 The plan attached as Annexe 2 shows the position of the proposed bays.
- 2.9 Proposals (a) to (c) support the expansion of the car club in the town centre widening the catchment area with cars reasonably close to others. The fourth proposal is to support a developer-funded car from the McCarthy and Stone development on London Road.
- 2.10 It is recommended that Local Committee agree to the formal advertising of its intention to create an amendment order to convert the four bays referred to in paragraph 2.7 and shown on the plan in Annexe 2 into bays for use by a car club car at any time. In addition, that if there are unresolved objections that these are determined by the Parking Manager in consultation with the Chair and Vice Chair and Divisional Member.

### **Parking Reviews**

- 2.11 We conduct regular parking reviews of on street parking restrictions around the borough. In December 2016, the GLC agreed revisions to the process to achieve faster results. The changes are set out in the Parking Annual report paragraph 6.5.
- 2.12 The first review under this process started in December 2016 and priority was given to changes where residents had expressed support. These changes were implemented in November 2017. They included extending the time parking restrictions operate in the Millmead area, creating permit only parking spaces in The Oval and Annandale Road, introducing double yellow lines in Duncan Drive and a number of other isolated changes.
- 2.13 The second part of the review consists of some 30 ad hoc changes around the borough. Proposals have been designed and these are due to be advertised early next year for implementation before June, enabling the review to be completed in 18 months.
- 2.14 In addition to the changes already agreed, we request authority to advertise additional no waiting at any time restrictions (double yellow lines) in Chinthurst Lane, Shalford. As a result of controls introduced in the last review, parking is taking place further down Chinthurst Lane, and this parking has made it very difficult for cars to get access in or out of Granary Cottage. Vehicles passing the parked cars are also travelling very close to the narrow footway. The proposals need to go beyond the area immediately affected to avoid displaced cars parking in other areas and causing problems around junctions. A proposal is attached as Annexe 3. We request authority to advertise this proposal.
- 2.15 The advertising of the car club bays recommended in paragraph 2.10 and the proposal for Chinthurst Lane should not slow down the second phase of the current review as the existing proposals and the new ones can be advertised together.

### 3.1 Public paid for parking

The Parking Annual Report provides detailed information about the performance and the tables below show how the usage and duration of stay in paid for parking space has performed over the six-month period April 2017 to the end of September 2017.

#### Long Stay Car Parks – comparing the first six months of

Car Park	Ticket Sales			Income in £'000		
	2016-17	2017-18	Change in %	2016-17	2017-18	Change in %
York Rd	140,699	141,579	+0.6	424	419	-1.1
Farnham Rd	105,455	97,264	-7.7	491	449	-8.5
Guildford Park	36,333	36,603	+0.7	134	145	+8.2
Shalford Park	4,868	4,688	-3.7	13	14	+7.7
Walnut Tree Cl	1,974	2,110	+6.8	5	6	+20
	289,329	282,244	-2.4	1,067	1,033	-3.2

#### Short Stay Car Parks – comparing the first six months

Car Park	Ticket Sales			Income in £'000		
	2016-17	2017-18	Change in %	2016-17	2017-18	Change in %
Bedford Surface*	58,460	56,936	-2.6	127	130	+2.3
Bedford Rd MS	325,413	340,770	+4.7	719	779	+8.3
Mary Road	61,584	59,378	+3.6	154	159	+3.2
Castle*	186,705	197,470	+5.8	467	543	+16.2
Bright Hill	41,106	37,134	-9.6	96	97	+1
Portsmouth Rd	38,454	36,882	-4	53	54	+2
Lawn Road	3,458	4,615	+33.4	6	8	+33.3
St Joseph's	1,830	2,030	+10.9	3	4	+33.3
Robin Hood	1,679	1,364	-18.8	3	3	0
Millbrook	114,292	120,580	+5.5	254	274	+7.9
Tunsgate*	43,637	Closed		108	Closed	
Leapale Rd*	138,743	138,457	+0.2	291	315	+8.2
North Street	58,205	56,467	-3	493	484	-1.8
High Street*	47,883	46,659	-2.6	91	104	+14.3
G Live	75,587	85,946	+13.7	1531	1852	+21
Commercial Rd*	42,589	41,879	-1.6	80	88	+10
Old Police Stat*	59,864	59,779	-0.1	108	121	+12
Millmead Hse	1,795	2,035	+13.4	3	4	+33.3
	1,301,284	1,288,381	-1	2,902	3,063	+5

\* Car Parks where the day- time charge was increased in April 2016 from £1.20 to £1.30 per hour

On street pay and display comparison over the first six months of last three years

Period	Tickets			Change 15-16 to 17-18	Income in £'000			Change 15-16 to 17-18
	15-16	16-17	17-18		15-16	16-17	17-18	
1 <sup>st</sup> Q	119,158	111,797	109,674	-8%	178,578	163,412	164,365	-8%
2 <sup>nd</sup> Q	118,139	109,109	110,027	-6.9%	174,583	160,374	154,999	-11.2%
Total	237,279	220,906	219,701	-7.4%	353,161	323,786	318,964	-9.6%

1<sup>st</sup> Q – 1<sup>st</sup> Quarter beginning of April until the end of June

2<sup>nd</sup> Q- 2<sup>nd</sup> Quarter beginning of July until the end of September

- 3.2 In the car parks, although the number of users has fallen very slightly in the first six months of 2017-18, the average duration of parking acts has increased and overall usage has increased. There continues to be a decline in the usage of on street parking pay and display. There could be a number of reasons for this. On street pay and display parking is time limited and supports shorter visits to the town centre. These types of visit are the most susceptible to road conditions with people being discouraged if they are likely to expect delays. It is also an aim of both councils to make the town centre of Guildford less car dominated and there has been a loss of some on street parking pay and display spaces.
- 3.3 The Guildford parking App produced by Ethos predicts where both on and off street space will be available when they arrive. The usage of the app is growing and there are currently over 3,500 active users. With increased use, drivers should become more confident that they will be able to find space. The app also helps reduce congestion and pollution by directing drivers to available space and avoiding queues.
- 3.4 An increase in the period of stay in the car parks is beneficial to businesses if the visitors are customers. The average duration is also increased by long stay parking by workers. These parkers normally travel at peak times, arriving early and often occupying the space all day. This type of parking in the town centre restricts the amount of parking for shoppers and other customers.
- 3.5 In April 2016, the charges were increased in a number of the central car parks from £1.20 to £1.30 per hour during the day. This increase has had no significant effect on the numbers coming to town, but appears to have moved some users from the most central to other convenient car parks slightly further from the centre. This helps support the “Drive to, not through policy” advocated in the Parking Strategy.
- 3.6 The table in Annexe 4 shows the car park charges in Guildford compared to other major shopping destinations. The £1.30 per hour charge in Guildford is the lowest other than Basingstoke and Guildford is therefore very competitive with other similar centres.
- 3.7 In view of the decline in usage of the on street pay and display parking it is recommended that the GLC does not change the current charge which 80p for thirty minutes in most places and 60p for 30 mins in the area around Harvey Road. However to encourage greater use of outer car parks and park and ride particularly by longer stay users, we will recommend to the GBC Executive that the charge in the car parks listed below is increased.

[www.surreycc.gov.uk/Guildford](http://www.surreycc.gov.uk/Guildford).

The recommended increase will be from £1.20 per hour to £1.30 per hour Monday to Saturday between 8am and 6pm, except Boxing Day, when the tariff will remain at £1 per visit.

Bedford Road MS  
 Mary Road  
 Bright Hill  
 Lawn Road (Saturdays only)  
 St Josephs Church  
 Robin Hood (Saturdays only)  
 Millbrook  
 G Live and  
 Millmead House (Saturdays only)

**Season Tickets, Contract Parking, Pre-Payment Cards and Garages**

- 4.1. GBC provides the option of season tickets in Farnham Road Multi Storey (MS), York Road MS, Guildford Park and a limited number in Bedford Road MS. These can be brought for Monday to Friday or Monday to Saturday. A Monday to Friday annual season ticket in Farnham or York Road is currently £1907.48. The demand for season tickets during the week is strong and we will recommend that GBCs Executive increase the charge for all season tickets by 3%.
- 4.2. Contract Parking provides a reserved space and is charged at a higher rate than a season ticket. A town centre contract space on Monday to Friday currently costs £2407.80 per annum. Developments in the town centre could reduce the number of spaces available and demand is strong. The Parking Strategy suggests not replacing those spaces which are due to be lost as contract spaces, but to provide additional space for season tickets holders in interceptor car parks around the outside of the town. Providing season tickets in larger car parks is more flexible than having reserved spaces, as the parking can be used when the season ticket holder is not there. The demand for the limited number of contract spaces is likely to increase and to control demand we will recommend a 5% increase in the charge.
- 4.3. Both contract parking and season tickets provide for parking over a fixed period Monday to Friday or Monday to Saturday. In recognition that not everyone works fixed hours or days, we introduced pre-payment cards in 2012 our pay on foot car parks. The pay on foot car parks are Castle, Tunsgate, York Road and Farnham Road.
- 4.4. The cards work like Oyster cards. The user buys the card with £100 credit and uses it to enter and exit and the credit is reduced each time by the parking charge less a 10% discount. The user can top up their credit at the pay stations in the car park. These cards can also be used by regular visitors as an easy and more cost effective way to pay for parking. We currently have over 200 pre-payment cardholders.
- 4.5. The parking service currently operates 80 garages around the town centre, which are in high demand. The current charge is £713.89 per annum for residents and £1199.55 for non-residents. We will recommend increasing the rent for all garages by 3%.

**Improvements to Parking –  
Guildford Park**

- 5.1 The Guildford Park car park site will be redeveloped in 2018 to provide a multi storey of around 540 spaces and free the rest of the site for housing. The new car park will operate on the pay on foot system and the parking order will need to be changed to allow for its reconfiguration and new payment method. Authority from GBCs Executive will be sought to make this change to the parking order.

**Millbrook**

- 5.2 We have been working with Surrey County Council on designs for a right turn out of Millbrook car park and the construction is due to start on this in January 2018. This change will reduce the need for people travelling to south to go round the gyratory when they leave the car park. This will improve the customers journey and reduce traffic on the gyratory.

**Electric Charging Points in Car Parks**

- 5.3 We are in the process of installing electric charging points in the Millbrook and G Live car parks. Further points will be incorporated in the new Guildford Park Car Park.

**Access to Parks**

- 5.4 The Parks and Countryside section operate a number of car parks and the aim of these is to provide access to the parks and facilities within them. Increasingly the space is used by people working the local area, students and coach companies as a drop off and pick up for excursions. This is reducing access to the parks and causing problems for the clubs who use the facilities. The problem is growing and controls are needed to ensure people can access the parks.

- 5.5 The car parks with the greatest issues are Sutherland Memorial Park in Burpham, Kingston Meadows in East Horsley and a number around Stoke Park, namely Nightingale Road, Wild Wood, Greenark and Guildford College car park. Guildford College car park becomes a council car park for public use outside the times it is being used for educational purposes. The car park becomes a public car park in the evening, at weekends and during the college holidays. Our proposals for the College car park only relate to the times when it is for public use.

- 5.6 We have worked with our colleagues in Parks and Countryside to look at appropriate restrictions and the aim has been to control the use of the space to maintain **free** access to those visiting the parks. Groups using the parks support the need for controls.

- 5.7 Options considered include a free limited waiting for a period up to four-hours. While a four-hour period provides long enough for most activities, it is not flexible. A limited waiting period would also be very difficult and time consuming to enforce effectively with over 600 spaces in all the car parks being considered.

- 5.8 A variant on this is a free period supported by a pay and display ticket with a charge for any stay beyond the free period. Drivers would need to obtain a ticket or use pay by phone providing their registration number and the time they required. Each car would be restricted to one session per day. The charge at the end of the free period needs to be high enough to deter

workers and others who currently stay for long periods and do not use the park. The average time people spend in Stoke Park is two and a half hours.

- 5.9 It will be recommended that the car parks at Kingston Meadow, East Horsley and Sutherland Memorial Park, Burpham have a four hour limited waiting restriction. For the car parks around Stoke Park, a free period of four hours is recommended with a charge of £5 for a stays longer than four and up to six hours and a charge of £7 for stays beyond six hours. In addition, it is proposed that passes will be issued to clubs and societies who need to use the car parks so they can stay longer without charge. Parking would be free and without time limit for blue badge holders.
- 5.10 To implement the change an amendment to the off street parking order will need to be advertised and comments and objections considered by the Director of Environment and Lead Member. In addition, part of the Guildford College car park is owned by the college and cannot be operated separately from the major part of the car park so an agreement will need to be reached with the college to operate this part. An initial discussion indicates they would support the proposal subject to a satisfactory agreement.

#### **Millmead House Car Park**

- 5.11 The Millmead House car park provides access to the council offices but has 29 spaces. A number of people are using the car park to park and carry out other activities in the town. The caretakers currently monitor the car park and place notes on cars not being used by people visiting the council offices.
- 5.12 We have discussed the issue with the Facilities Manager at Millmead and consider controls are necessary to protect the space for those who are visiting the council offices. We will recommend that an amendment to the off street parking order be made to require a permit when parking on Monday to Friday.
- 5.13 There are four spaces marked for blue badge holders in the car park. One bay is reserved for the mayor. Nine spaces will be bookable for planned visits and the remaining 15 will be for drop-in visitors.
- 5.14 Drop-in visitors will be able to obtain a permit free of charge from the Millmead reception to display in their car. The purpose of this proposal is to ensure that those who need to visit the office have best chance of getting a space.

#### **Merrow Car Park**

- 5.15 The car park beside Merrow Parade on the junction with Merrow Street and Epsom Road has just over 20 spaces and is regularly full. This prevents access for shoppers and people going to the adjacent allotments to it getting access. We will recommend to the Executive that a time limit of four hours be put on stays in the car park. We will also recommend that a limited number of permits can be issued to those with a need to stay longer.

#### **Enforcement**

- 6.1 The Parking Annual report provides detailed information about enforcement activity in 2016-17. One of the factors limiting the level of enforcement we can provide is the ability to recruit and retain Civil Enforcement Officers (CEOs).

- 6.2 The aim of enforcement has to be to deter but not necessarily catch every offender. To help use our resources effectively we welcome information about where problems occur. It is most useful if specific details of times and places are provided so we can target the problem.
- 6.3 When fully staffed we have a Full Time Equivalent (FTE) of 21 officers. At all times, we have one CEO in our control room, which our staff operate between 7am and 7pm Monday to Saturday. This equates to 72 hours a week or two FTE. Three CEOs are deployed in Waverley. Leaving 16 of which nine are deployed on street and seven in the car parks. The CEOs work a five day 37 hour week but need to cover six days. Sundays are covered by voluntary overtime. Of the nine on street, the resource is spread over a six-day week and with holiday, training and sickness means we can expect between six or seven on street each day in Guildford. However, we currently have three vacancies and this depletes the available resource further.
- 6.4 There is a case for expanding the enforcement resource particularly in the evening and increase coverage in areas further from Guildford. To avoid weakening the current level of enforcement, this will require additional staff. However, recruitment has been an issue for some time and we are working on solutions. The uncertain position with regard to the agency agreement with SCC also does not help the recruitment process.
- 6.5 There is also an opportunity to use the CEOs in the control room to conduct CCTV enforcement of bus lanes and we will explore this possibility.

**School Parking Watch**

- 6.6 We receive regular reports of parking problems around schools caused by parents picking up or dropping off children. Parents often tell us that they are concerned for their children's safety and feel the need to deliver and pick them up. While the sentiment is understandable, the mass of cars around a school's gate often pose a significant risk to the children and others particularly if they are parked in an inconsiderate way.
- 6.7 We regularly patrol outside schools to try to ensure a more orderly situation and increase the safety for everyone. We will normally ask drivers to move if they are parked in contravention of the restrictions.
- 6.8 To highlight the work we started recording more details of the effect of our patrols at the start of the school year. In the first half of the autumn term, we conducted 94 patrols outside schools, issued 88 penalty charge notices and caused 779 cars to move off parking restrictions. However, we can only take enforcement action where there is a breach of a parking restriction.

**Park and Ride**

- 7.1 The data in Appendix 6 of the Parking Annual Report (Annexe1).shows that the usage of park and ride fell in 2016-17 compared to 2015-16 by 7%. However income increased by 12%.
- 7.2 The drop in usage is likely to be due to the effect of the charge for older people's passes, which was introduced in November 2015. At that time around 45% of users of the park and ride used concessionary passes.

Following consultation, which supported the introduction of a charge, a £1 fare was introduced for older persons pass holders. It was expected that some might decide not to use the park and ride. The older persons pass would allow them to catch a local bus from nearer their homes without charge.

- 7.3 2016-17 was the first full year the charge applied and there was expected to be a reduction in usage as a result. However, a comparison of the first six months of 2017-18 with the corresponding period in 2016-17 shows that the number of users are increasing by around 3% across all sites.

**Comparison of passenger journeys over the first six months of 2017-18 compared to the first six months of 16-17**

Year	Spectrum	Artington	Merrow	Onslow	Total
2016-17	90,247	168,310	106,142	43,785	408,484
2017-18	87,576	172,006	114,971	46,172	420,725
Change	-3%	+2.2%	+8.3%	+5.5%	+3%

- 7.4 The funding for the park and ride is set out below

<b>Funding 2016-17</b>	<b>£</b>
Bus contract price (net of fare income)	308,731
Car park running costs (rent, site maintenance, site guards, general rates and other costs)	358,558
<b>Total cost</b>	<b>667,289</b>
Guildford on-street parking surplus 2016-17	594,870
Paid from Guildford on-street parking reserve	72,419
<b>Total funding</b>	<b>667,289</b>

This compares favourably with the costs in 2015-16, which was

Bus contract price (net of fare income)	389,232
Car park running costs (rent, site maintenance, site guards and other general rates)	344,481
<b>Total funding</b>	<b>733,713</b>

**Improving the Park and Ride Service**

- 7.5 At the start of the year, SCC awarded a commercial contract to Stagecoach to operate bus services for all four parks and ride sites. The contract is subject to a payment for Onslow of £192,000 because of the level of usage but there will be no further bus costs. In turn, Stagecoach keep the fare income. There is also provision for income sharing if the fare revenue goes above £800,000. In future years, the park and ride operating costs will be the £192,000 for the buses and the site running costs, which in 2017-18 are estimated at £388,000, making a total estimated cost of £580,000.

- 7.6 In August 2017, SCC bidding with Stagecoach, Alexander Dennis and University of Surrey won a £1.5million award to provide a fleet of electric buses for the park and ride service in Guildford. These buses are due to start service in March 2018 and will further help reduce emissions in the town centre. Stagecoach also want to increase the operating hours for Artington to provide an earlier start and later finish to address unmet demand.
- 7.7 The new contract with Stagecoach offers an opportunity to build a strong collaborative partnership with all three partners. Stagecoach will improve the marketing and promotion for the service and plan to simplify the fare structure. They have already introduced contactless payment on the buses which speeds up boarding.
- 7.8 New RTPI displays showing the bus arrival times will be installed at the bus station for the 300 and 400 routes. Additional signage has been ordered for Onslow Park and Ride to make the route clearer for drivers once they come off the A3.

#### **8. OPTIONS:**

- 8.1 The report presents options for dealing with a number of issues and the possibilities are discussed at the relevant parts of the report.

#### **9. CONSULTATIONS:**

- 9.1 The new restrictions recommended in this report require consultant before being implemented. The feedback will be discussed with local ward and divisional members before a recommendation is made to the Committee.

#### **10. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:**

- 10.1 The Parking Annual Report provides a breakdown of financial performance in 2016-17 at appendix 1. The breakdown shows that pay and display income was considerably down on previous years and the potential reasons for this are discussed in section 3.2 of this report. It also shows that income from penalty charge notices was down and this reflects a reduced number of staff. We also changed our IT system to provide more on line facilities and the implementation process has slowed down the recovery of unpaid penalty charges.
- 10.2 Despite the reduction in the cost of park and ride the on street surplus was not sufficient to cover the full cost. The balance was made up from the park and ride reserve. The Guildford on street reserve created from the Guildford Surplus stands at £169,670 which is controlled GBC's Executive and the GLC. The on street reserve from our work in Waverley which stands at £208,470 is controlled by GBCs Executive.

#### **11. EQUALITIES AND DIVERSITY IMPLICATIONS:**

- 11.1 We provide a wide range of parking facilities for the disabled. These include unrestricted and time limited on-street disabled parking bays. Blue badge holders can also park for up to three hours on yellow lines not subject to

loading restrictions for up to three hours. They are exempt from charges for parking on-street. They can also park for an unlimited period in residents' only, shared-use, or limited waiting parking places, and in pay and display car parks.

## **12. LOCALISM:**

- 12.1 Parking, as a policy tool, is most effective when it is co-ordinated. Surrey County Council and Guildford Borough Council have responsibility for different parts of the service. A combined business plan being considered by both authorities represents co-ordination at a local level.

## **13. OTHER IMPLICATIONS:**

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications arising from this report.
Sustainability (including Climate Change and Carbon Emissions)	Set out below.
Corporate Parenting/Looked After Children	No significant implications arising from this report.
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report.
Public Health	No significant implications arising from this report

### Sustainability implications

- 13.1 Parking sits alongside Climate Change and Air Quality within the strategies that feed into the Surrey Transport Plan. Therefore, in many respects, these strategies and sustainability are inter-dependant.
- 13.2 The Parking Business Plan discusses ways to reduce congestion and promote sustainable means of transport.

## **14. CONCLUSION AND RECOMMENDATIONS:**

- 14.1 In conclusion the Local Committee (Guildford) is asked to agree:
- (i) to note the contents of Annexe 1 the Parking Annual Report for 2016-17
  - (ii) to formally advertise its intention to create an amendment order to convert the four bays referred to in paragraph 2.7 and shown in Annexe 2 in to bays for use by a car club car at any time. To also agree that if there are objections to the proposals which cannot be resolved that these are reported to a future meeting of the Guildford Local Committee but if there are no objections that the order is made.
  - (iii) to agree to formally advertise the proposal to create an amendment order for further no waiting at any time restrictions in Chinthurst Lane as set out in paragraph 2.14 and Annexe 3. To also agree that if there are objections to the proposals which cannot be resolved that these are reported to a future meeting of the Guildford Local Committee, but if there are no objections that the order is made.

**15. WHAT HAPPENS NEXT:**

- 15.1 The plan is due to be considered by Guildford Borough Council's Executive on 23 January 2017.
- 15.2 If agreed, the proposed changes to on street parking restrictions will be advertised in the early part of 2018 and if objections are received, a report will be presented to the Committee.

**Contact Officer:**

Kevin McKee, Parking Services Manager, Guildford Borough Council  
(01483) 444530

**Consulted:**

Road users and people living near the proposed changes to on street restrictions will be consulted as part of the process of introducing the change.

**Annexes:**

- Annexe 1 – The Parking Annual Report 2016-17  
Annexe 2 – Proposed position of Car Club Bays  
Annexe 3 – Proposed new restrictions in Chinthurst Lane  
Annexe 4 – Comparison of parking charges in other towns and centres

**Sources/background papers:**

A sustainable Parking Strategy for Guildford

**Annexe 4 - Comparison of Short-Stay Parking Charges in other Towns /Cities**

The data presented in the table is taken from websites in November 2017 and maybe subject to review. Most tariffs are reviewed in January or April and so the comparison is what was being charged towards the end of 2017.

Town/City	Monday to Saturday	Hours Mon to Sat	Charge on Sunday	Change from last year
Basingstoke (Festival Place)	£1.20 up to 1 hr £2.40, up to 2 hrs £3.00 up to 3 hrs, £3.50 up to 4 hours	24 hours	Same as other days	No change
Kingston (Bentalls)	£1.40 per hour (other car parks £1.40)	Variable – 8.00 until midnight typically	Same as other days	No change
Portsmouth City Council	£1.60 ( 2 hours £2.60, 3 hours, £3.50)	24 hours	Same as other days	No change

Portsmouth (Gunn Wharf)	£2.90 (for first 2 hours) 3 hours £3.90, 4 hours £6	24 hours	Same as other days	No change
Reading (Oracle Riverside)	1 hour -£1.70 2 hours £4.00 3 hours £6.00 4hours £8.00	24 hours	Same as other days	Charging rate was £3.50 up to 2 hours, £5.50 up to 3 hours
Southampton (West Quay Podium)	£3.00 up to 2 hours, £4.00 up to 3 hours, £5.00 up to 4 hours	8.00am to 1.15 am and 3am at weekends (£2 per evening after 5.00pm)	Same as other days 10.00am to 1.15am	After 5pm charge increased from £1 to £2
Woking	£1.40 per hour up to £10.	Daily charge applies 6.00am to 7.00pm then £1.40 between 7.00pm and 6.00am	£1.40 per hour up to £3	Increased from £1.30 per hour to £1.40
Guildford	£1.30 per hour	Daily charge applies 8am to 6pm then evening charge £1 per visit until 10pm.	£1.50 per visit. In central car parks this increases to £2.50 for +3 hours	No change

