

22<sup>ND</sup> JULY 2004

AGENDA ITEM NO. 14

---

**SALISBURY: REVIEW OF RESIDENTS' PARKING SCHEMES -  
REPORT OF CONSULTATION**

**Purpose of Report**

1. To consider the outcome of consultation on Salisbury's residents' parking schemes and recommend proposed changes to the schemes.

**Background**

2. In December 2003 a briefing paper was prepared regarding Salisbury's Residents' Parking Schemes. The paper identified the need to contain the costs of running the residents parking schemes and in particular the arrangements for visitors parking. The paper proposed a number of changes but noted that, in line with the District Council's Car Parks Best Value Improvement Plan, changes should be driven by customer priorities through a consultation process. Accordingly consultation was undertaken and is described in detail in the **attached** report and summarised below.

**Consultation**

3. The consultation process comprised three elements:
  - A questionnaire survey and information pack delivered to all households in Salisbury's residential parking zones with **719 responses** received;
  - Two well attended evening workshops for residents; and
  - Information on schemes offered by 12 other local authorities.

**Results of Questionnaire Survey**

4. The household questionnaire was accompanied by an information pack that identified present problems with the schemes and suggested changes that might address those problems. Residents were asked to rank in their order of priority the problems and changes suggested. They also had the opportunity to identify other problem areas and potential solutions. Residents rated the problems identified in the following proportions:
  - The number of cars owned and parked on-street by residents themselves. (35.8%)
  - Cards and permits issued free of charge are not valued by all residents. (26.6%)
  - The extent of residents' zones and enforcement in residents only parking zones has outstripped the District Council's budget to run the schemes. (22.4%)
  - Residents in limited free parking zones do not pay for their scheme. (15.2%)

5. Residents listed the potential “Options for Change” detailed on the information sheet in the following order of priority:

- Reduce the number of residents permits per household (suggestion - a maximum of 2 permits per household) 48.2%
- Introduce a charge (suggestion of 20p per card) for all visitor scratch cards currently issued for free 37.2%
- Introduce a minimum charge (suggestion of £10 to £20 per permit for zones with 2 hour free parking, £25 to £35 for residents only zones) 24.3%
- Reduce the number of free visitors daily scratch cards per Household (suggestion – 50 in residents only zones, none in other zones) 21.5%
- Introduce an annual visitors’ permit per household 10.0%
- Substitute an annual visitors’ permit for one residents’ permit per household 9.6%
- Abandon Scheme 5.9%

6. As well as the above information, residents also identified the following additional problems and possible solutions that have been “tested” during the workshop sessions:

- The current scheme needs better enforcement
- Residents zones should have individually marked parking bays
- The parking problem is in the evening/extend the hours of enforcement
- Allow residents with permits to use city centre car parks
- Remove permits when garages and forecourt parking is available
- Works vans/trailers take up too much space

### **Results of Residents Workshops**

7. The main task of the workshops was to analyse in more depth the issues raised by the District Council and by residents in the questionnaire returns. The output from each of the workshop sessions is summarised below.

### **Workshop for “Residents Only” Scheme**

- **Introduce Charges for Daily Visitors’ Scratch cards?**
8. There was overall support for introducing a charge for visitors scratch cards. A number of participants felt that the charge for each daily card should be less than 50p and 25p was suggested.
- **Reduce the Availability of Visitors’ Scratch cards?**
9. A range of opinion was expressed with no clear mandate either to keep the current allocation or to remove visitors cards altogether. Overall there was acceptance that too many scratch cards are in circulation and that some reduction is necessary.

- **Reduce the Allocation of Residents' Permits?**
- 10. A clear mandate for change exists with a number of participants suggesting a maximum of one permit per household. (Whilst this might suit some households with only one vehicle, the change from 3 permits would be difficult for many residents to adapt to. A reduction to 2 permits would seem sensible).
- **Restrict the Size of Vehicles Allowed to Park?**
- 11. Views were divergent but overall there is support to reduce the size of vehicles allowed to park. This is aimed particularly at the box or "luton" vans that obstruct daylight to ground floor windows.
- **Should residents be allowed to use city centre car parks?**
- 12. Although there are divergent views, overall there is support to maintain the current arrangement. Residents generally recognized that this is a proposal that would be seriously opposed by and damaging to the business community.
- **Should Residents' permit allocation be reduced if curtilage off-road parking is available?**
- 13. There is a clear mandate to properly enforce the current provision and to extend it to reduce the allocation by the number of off road spaces available.
- **Mark Individual Parking Bays?**
- 14. Views are divergent, however there is majority support to maintain the present system. Residents acknowledged that enforcement action against vehicles parked over bay markings would be deeply unpopular.
- **How Much Enforcement is Required?**
- 15. There was strong support for the current level of enforcement.

During the workshop, it was pointed out that the rationale behind the original introduction of residents parking schemes was for the additional car parking revenue to meet the cost of the scheme.

### **Workshop for "Limited Waiting" Scheme**

- **Reduce Availability of Daily Visitors' Scratch cards?**
- 16. There is support from the workshop session for a reduction in the number of cards allocated. (Residents in limited waiting schemes receive 50 free scratch cards as opposed to the 150 for resident's only scheme households.)
- **Introduce Charge for Daily Visitors' Scratch cards?**
- 17. The overall view from the session is against introduction of charges although this is not unanimous with some residents considering a charge of about 25p viable.

- **Introduce Charging for Residents' Permits?**
18. Opinion was split on this matter with some people accepting a charge provided they were able to park more easily. However the majority view was opposed to any charge.
- **Reduce the Allocation of Residents' Permits?**
19. A clear mandate for change exists with a number of participants suggesting a maximum of one permit per household. Residents' comments were similar to those in the other workshop. A reduction to 2 permits would seem sensible subject to review and further reduce the allocation if that proves necessary.
- **Should Permits be reduced if curtilage Off-road Parking is Available?**
20. There is a clear mandate to properly enforce the current provision and to extend it to reduce the allocation by the number of off road spaces available.
- **How Much Enforcement is required?**
21. There was strong support for the current level of enforcement.
- **Extending the Hours of Operation?**
22. Opinion on this subject was diverse but a majority was in favour of retaining the existing hours.
23. Overall the views of the residents in the limited waiting zones were more clear-cut than in the residents only zones. Residents in limited waiting zones are, overall, averse to any charging whereas those in the residents only zones (who already pay) are more readily prepared to consider further charges.

### **Consultation With Other Local Authorities**

24. The details below give a picture of the application of residents' parking schemes in 12 other local authority areas. The schemes vary widely because they were started to deal with specific local circumstances. Without a full understanding of those circumstances it is not always easy to understand the logic of any particular scheme. However the locations chosen aim to reflect circumstances that pertain to Salisbury because they are local or have similar townscape or traffic characteristics.
- **How many Residents' Permits are Issued?**
25. Generally most authorities limit to one or two the number of permits issued per household. Where greater numbers of permits are issued then these are usually controlled through incremental and punitive increases in the charge.
- **How much do Residents' Permits cost?**
26. A few local authorities offer free permits, sometimes just for the first permit per household. The vast majority of local authorities levy a charge. Some offer a flat rate whilst others offer a graduated rate that increases for each additional permit per household. As a result there is quite a wide variation in the charges. However a typical flat rate charge for a permit is between £25 and £60. For a graduated rate scheme the charge for a first permit is between £0 and £50. Subsequent permits vary considerably depending upon whether there is maximum limit on the number of permits or whether punitive charges are used.

- **How many Visitors' Cards are allocated?**

27. There is wide variation in the number of daily visitors' cards issued per annum, between 0 and 200. Between 50 and 100 would seem normal.

- **How much do Visitors' Cards cost?**

28. Apart from Eastleigh, which is a recently introduced scheme and Reading, where the first ten cards are issued free, all other schemes make a charge. The charge varies widely but a normal level is between 25p and £1 per daily card.

### **Summary**

29. The scale of the consultation undertaken has enabled a robust assessment of residents views on Salisbury's residents' parking schemes. It has identified those areas where there is overall support for change and other areas where there is no clear mandate to change the present arrangements.
30. The original concern of the District Council has been to control the increasing cost of running residents parking schemes. Options to reduce levels of enforcement or to abandon the schemes have been rejected by residents and the District Council is considering whether to pass on some of the cost of running the schemes on to the residents who use them. Experience and this consultation process suggest that it is only acceptable to do so if residents receive some tangible benefit. This means a reasonable chance of being able to park a vehicle for which a permit has been purchased. Residents have provided mandates to the council to limit the availability of residents' and visitors' permits in order to achieve this.
31. It is noted that residents of the limited waiting scheme do not favour the introduction of charges for residents' permits. Residents expressed similar views when charges were introduced for the residents' only scheme. However, these residents are now much more amenable to the charge and will accept increased charges in exchange for tangible benefits. To introduce the principle that "the user pays" at least a proportion of the cost of providing the service, it is suggested that a nominal charge of £10 per permit is introduced. To respond to concerns and suggestions made by the limited waiting scheme residents, it is also suggested that they are offered the choice of converting to a residents' only scheme at the same time.
32. The residents' parking schemes are currently set up to deal with parking by commuters and shoppers in residential streets. They are not intended to deal with problems of over parking by residents themselves, primarily in the evenings and weekends. The consultation process indicated that, at present, there is no support to extend the schemes into the evening with the possible punitive effect that might have on residents.

### **Conclusion: Options Considered**

33. The initial option that was considered was whether to impose changes to residents' parking schemes without any consultation with residents. This was discounted immediately on the basis that local residents who need to use the schemes and park on a daily basis are well placed to guide the District Council on changes required in order to achieve the necessary improvements. The subsequent process of consultation described above has considered a range of options for change and the output can be summarised as follows:
- 1) Reduce the maximum number of residents' permits to 2 per household
  - 2) Reduce the maximum allocation of residents' permits by the number of off road spaces available (including garages).
  - 3) Introduce a £10 charge for Limited Waiting Scheme permits (note: this item was not supported by consultation with residents as outlined at paragraph 31 above) Increase residents only scheme permits to £30.
  - 4) Introduce a charge of 20p per visitors' scratch card (up to a maximum of 100 per household for residents only schemes and 50 for limited waiting schemes). Additional permits can be purchased at the city centre all day parking rates (currently £3.60).
  - 5) There is no clear mandate to:
    - Mark individual bays
    - Limit the size of vehicles
    - Allow residents to use city centre long stay car parks
    - Extend the hours of operation
  - 6) There is support to review the limits on size of vehicle to disallow box vans from permits.
  - 7) The current level of enforcement is about right.
  - 8) Whilst not tested through consultation, introducing a limit of one permit per driving licence would help to reduce the number of permits in circulation and the number of works vehicles (often large vans) that are parked up in the residential zones. This would have a negative impact for some residents, particularly the self-employed.

### **Reasons for Recommendation**

34. The recommendation accords with the District Council's core values of providing excellent service and communicating with the public. It achieves the necessary financial objectives of the District Council whilst working in partnership with the local community.

## **Recommendation**

35 . That the:

- (i) Salisbury Residents' Parking Schemes are amended in accordance with the changes detailed in paragraph 33 (items 1-4) above;
- (ii) Residents in limited waiting schemes are given the option to convert to residents' only schemes; and
- (iii) Impact of restricting permits to one residents' permit per driving licence and further restricting the size of permitted vehicles is further investigated for possible future implementation.

### **GEORGE BATTEN**

Director of Environmental Services  
Wiltshire County Council

### **ERIC TEAGLE**

Head of Forward Planning and Transportation  
Salisbury District Council

---

**The following unpublished documents have been relied on in the preparation of this report:**

None

### **Environmental Impact of the Recommendation contained on this report:**

The recommendations of this paper are in accordance with the environmental objectives of the Salisbury Transport Plan

**(Paper previously considered by SDC and members)**

**SALISBURY RESIDENTS PARKING SCHEMES**

**Providing for Visitors**

The purpose of this note is to summarise the current issues and problems associated with the visitors scratch card system operated in Salisbury's residents parking zones and to suggest a possible way forward.

**Background**

1. Parking Services were asked to make a saving of £20,000 on the present scheme catering for visitors parking in residential parking zones.
2. The present system uses scratch cards that are valid for one day. Currently in zones with 2 hour free parking each household is entitled to 50 free cards. In residents-only zones this figure increases to 150. In both cases the charge for additional cards is £2.50 each.
3. The present system was introduced following an extensive consultation with residents of parking zones. In part the change to the new system was a reaction to the system of permits valid for one month that had to be applied for each time they were required. They were vehicle specific, therefore the visitors details were required.

**Relationship with Parking Best Value Review and Corporate Priority**

4. In view of the corporate commitment to customer focus and the parking best value review SCIP that contains similar commitments, any change to the current system will need to be driven by customer priorities through a consultation process.

**Critical Review of the Present System**

5. 338,100 scratch cards have been issued since April 2001. Only 1,114 cards have been purchased during that period. Generally the only people who purchase additional cards at £2.50 are those who run bed and breakfast accommodation. The cost of the cards purchased so far is approximately £36,000.
6. The free scratch cards are not valued by residents who will readily use their neighbours cards to avoid the need for payment. There is some evidence of "trading" in cards between residents and between residents and commuters.
7. The free allocations were made when the new scheme was introduced and when the central zones were converted to residents-only. In the latter case, after initial concerns and protests by residents, they have soon realized the benefits to be offered by residents only parking which is valued as an asset when purchasing or renting property.



8. The ease with which free permits can be obtained has encouraged residents to apply and has flooded the zones with additional parking pressures including from commuters who are obtaining the cards from residents. In the past few months this has increased since the present card issue is only valid until end of 2003 so residents are keen to use all the cards. (Note – a letter has been written to all residents telling them that 2003 cards will remain valid in 2004 until a decision has been made on an alterations to the visitors parking scheme arising from the present review).

### **Review of Systems Operated by Other Local Authorities**

9. A review of residents parking schemes has been undertaken within the local area and beyond. It is clear that most schemes have been developed by each authority, usually from small beginnings to deal with specific local problems. As a result there is a wide diversity of approach.
10. As far as it is possible to generalize the schemes surveyed the following points can be made:
  - i. Nearly all schemes limit the number of residents permits issued per household to either 1,2 or 3 permits.
  - ii. Nearly all schemes make a charge for residents permits. The permit cost varies between £10 and £50 or more but an average cost is about £20 per permit.
  - iii. Visitors are catered for by two methods:
    - Annual unallocated permit.
    - Daily card.

In the former case the permit is issued to a householder but without a registration number on it so it can be moved from car to car. Annual visitors permits are open to abuse and increase the number of permits in circulation compared to the number of parking spaces. To a lesser extent daily cards are also open to abuse and increase parking demand unless a maximum issue is set for each household.

### **Additional Points in the Salisbury Context**

11. At present the residents' only zones have a charge of £25 per permit but these are issued free in the 2 hour free parking zones. This was justified when the residents only zones were introduced as an "administration" fee to pay for the cost of enforcement. Whilst it is true that these zones receive a higher level of enforcement than the outer zones, it is also true that the administration and enforcement of the outer zone does incur a cost to the district council which is met entirely through the parking account rather than any notion that the "user pays". Whilst this situation has not been challenged to date it is an anachronism of the present system. It could be considered fairer all round to introduce an administration charge for the outer zones. A charge of £10 per permit is suggested.

12. At present the district council is very generous in the number of permits and scratch cards that are issued free to households. This has resulted in residents' zones being swamped with unrealistic car parking demands. Ultimately this has just created a problem for all residents' as they cannot find a space to park and threatens to bring the whole system into disrepute. Residents argue that if they do not stand a reasonable chance of finding a car parking space then why should they have to pay for the permit.

| Zone Name    | Approximate No. of Spaces | No. of Permits Issued |
|--------------|---------------------------|-----------------------|
| A            | 718                       | 1005                  |
| B            | 131                       | 262                   |
| C            | 711                       | 261                   |
| D            | 55                        | 186                   |
| E            | 287                       | 511                   |
| F            | 150                       | 133                   |
| G            | 95                        | 114                   |
| H            | 157                       | 380                   |
| I            | 10                        | 12                    |
| <b>Total</b> | <b>2314</b>               | <b>2864</b>           |

13. In view of the foregoing commentary the following principles are suggested to guide potential changes to the present visitor parking system:

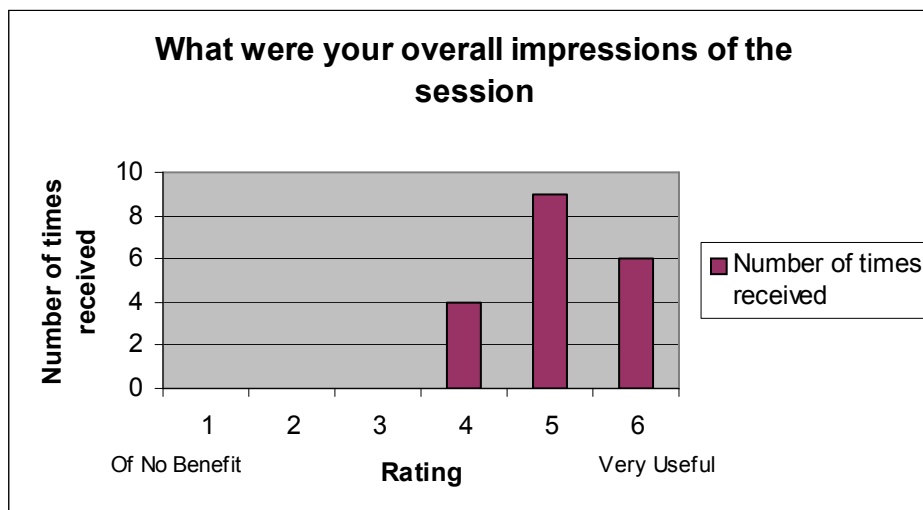
- i. Changes must be driven by customer needs and consultation should play a key element of any review process
- ii. There is a need to redress the balance between the number of permits issued and the number of parking spaces on street.
- iii. There is a need to redress the balance between the administration fee paid in the residents only parking zones and the free system where 2 hour free parking is allowed.
- iv. The issue of so many free scratch cards has led to widespread abuse of the system that is not valued by the residents.

14. The following scheme is suggested for consultation purposes:

- i. An administration charge of £10 is introduced to the residents parking zones where 2 hour free parking is permitted.
- ii. Daily scratch cards for visitor parking is continued but no more free cards are issued.
- iii. Daily scratch cards are issued at a charge of £1 each with a review of the need to introduce half-day cards at 50p a card.
- iv. Introduce a charge of 20p per visitor scratchcard (up to a maximum of 100 per household for residents only schemes and 50 for limited waiting schemes). Additional permits can be purchased at the city centre parking rate.
- v. Residents of 2 hour free parking zones are given the opportunity to convert to resident's only if they chose to.
- vi. Replacement of lost or stolen cards is at a fee of £10 (as opposed to £5).

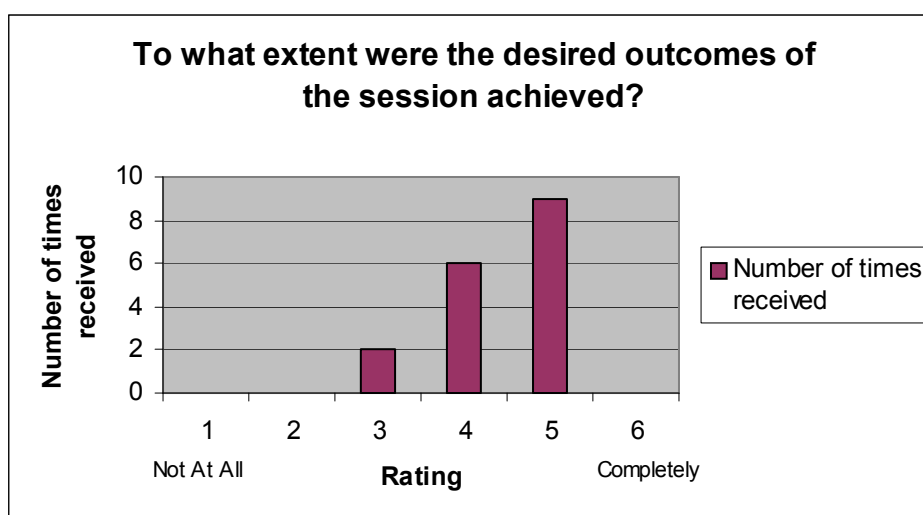
Workshop Evaluation – Residents Only Zones

Q1. What were your overall impressions of the session?



| No. of Times Received | Comment  |
|-----------------------|--|
| 4                     | Useful, Informative, discussion format well planned, no time wasted.   |
| 2                     | Good idea to have the session – would appreciate feedback on points to be taken forward, issues handled were presented fairly. |

Q2. To what extent were the desired outcomes of the session achieved?



**Q3. What were the two most significant achievements?**

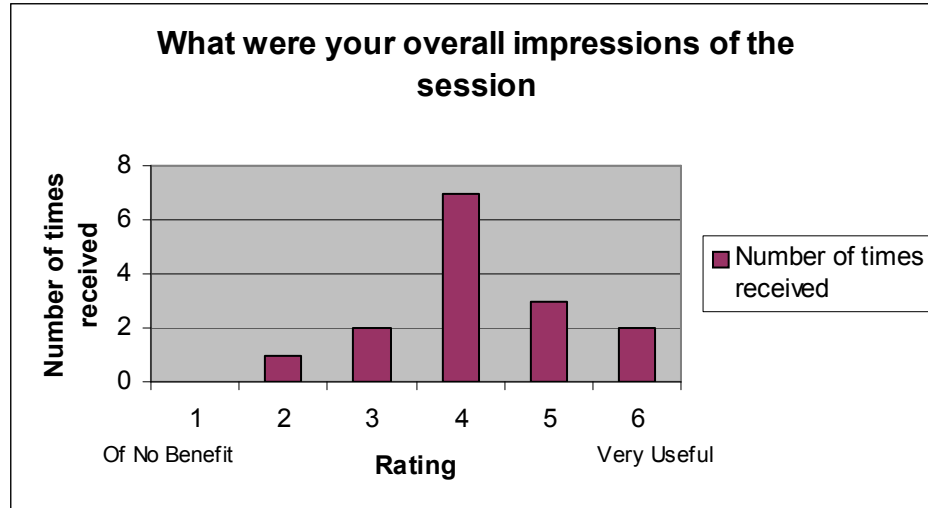
| No. of Times Received | Comment                       |
|-----------------------|-------------------------------|
| 8                     | To hear other peoples ideas   |
| 7                     | To get our views heard by SDC |
| 6                     | Understanding the problem     |
| 2                     | Permits and visitors permits  |

**Q4. What was not achieved that you had hoped would be?**

| No. of Times Received | Comment   |
|-----------------------|---|
| 2                     | Excellent meeting but parking is only one piece of jigsaw, with not enough time to discuss others |
| 1                     | Breakdown of funding  |
| 1                     | Administration of system  |
| 1                     | Pricing   |

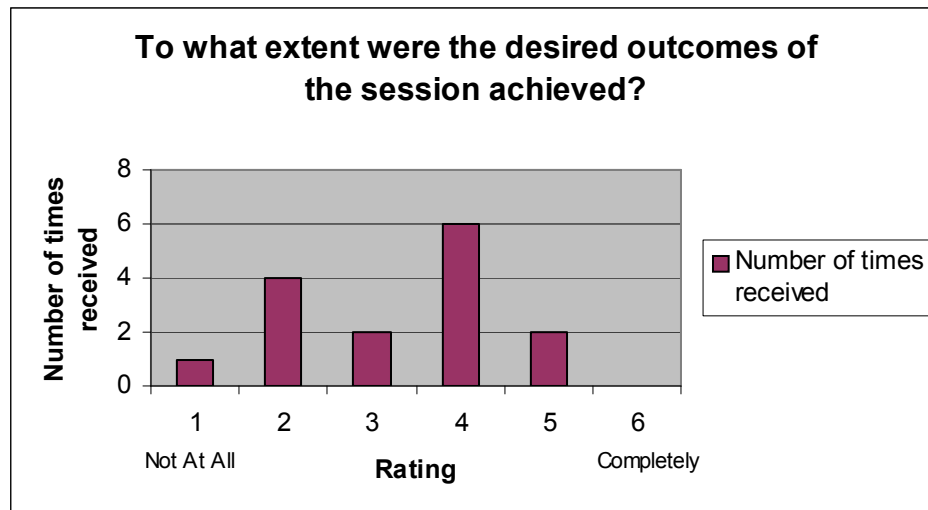
## Workshop Evaluation – Limited Waiting Zones

**Q1. What were your overall impressions of the session?**



| No. of Times Received | Comment  |
|-----------------------|--|
| 2                     | Very useful exercise for you to ascertain our feelings about a very difficult problem. |

**Q2. To what extent were the desired outcomes of the session achieved?**



**Q3. What were the two most significant achievements?**

| No. of Times Received | Comment  |
|-----------------------|--|
| 3                     | An appreciation of problems encountered by other residents, and in other zones |
| 3                     | A good proportion in favour of residents' only parking.                        |

**Q4. What was not achieved that you had hoped would be?**

| No. of Times Received | Comment  |
|-----------------------|--|
| 2                     | Not enough suggestions from organizers to alienate parking problems. i.e. suggesting alternative ways, allowing unused areas to be used for parking. |
| 2                     | Some individuals were obstructive and slowed the opportunity of recording individual views   |
| 1                     | Constructive improvement in available parking spaces.  |
| 1                     | Examine new ideas/obtain an idea of where money is currently spent.  |
| 1                     | If we pay more we get more spaces provided for residents parking only, would pay more for this, if reasonable.                                       |
| 1                     | Not enough discussion on commercial vehicles   |
| 1                     | Proposals to increase available spaces, or not to reduce the spaces at the very least.   |
| 1                     | Residents only, marked bay parking.  |
| 1                     | The current thinking of the council about some of the issues that confront us all in this matter.  |
| 1                     | Would have liked an idea of when the situation may change (if its going to).   |
| 1                     | Would have liked more information on the pros/cons of possible solutions. Very important to keep car own house in the evenings.                      |