

SALISBURY RESIDENTS' PARKING SCHEME'S REVIEW

REPORT OF CONSULTATION

MAY 2004

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Summary

1 Introduction

- 1.1 This report describes a consultation process undertaken by the Salisbury Joint Transportation Team during Spring 2004 with local residents and other local authorities. The report is intended to inform Councillors on the views of residents as an aid to decision making on the review of Salisbury's residents' parking schemes.

2 Background

- 2.1 In December 2003 a draft report regarding Salisbury's Residents Parking Schemes was considered by key District Council members on Transport matters. The report is included in this report at Appendix A. The report sought to address the need to contain costs of administering the residents parking scheme, in particular the present arrangements for visitors. The paper proposed a number of changes but noted that, in line with the Car Parks Best Value Improvement Plan, changes should be driven by customer priorities through a consultation process. Accordingly a consultation exercise was devised and is described below.

3 Consultation Process

- 3.1 The consultation process has comprised three elements:
- A questionnaire survey to every household within all Salisbury residential parking zones;
 - Two workshop sessions, one for each type of residents parking scheme; and
 - Consultation with comparable other local authorities.

Questionnaire Survey

- 3.2 A letter was delivered in March 2004 to each household in all of Salisbury's current residential parking schemes. The company engaged to deliver the letters undertook spot checks to ensure that the delivery requirements were met. The feedback from this exercise was positive. Indeed, the joint transportation team received no more than 15 requests from residents who received no (or incorrect) information.
- 3.3 The letter was accompanied by an information sheet and a pre paid postage questionnaire. This package is reproduced at Appendix B. 719 completed questionnaires were returned to the JTT offices. The actual number of households delivered to is not accurately known so it is difficult to quantify the response rate. However, the returns do provide the basis for statistically valid analysis provided the figures are aggregated by zone or by type of scheme. The proportion of responses received from each type of scheme is set out in the table below:

| Type of Zone | Proportion of Responses Received (%) |
|---------------------|--------------------------------------|
| Limited Waiting | 65 |
| Permit Holders Only | 35 |
| Total | 100 |

Analysis of Questionnaire Returns

- 3.4 The main information provided by the questionnaire is in the responses received from Section Two. This sought residents views on problems associated with the current schemes and their views on suggested options for change to the schemes.

Prioritisation of Problems

- 3.5 Residents were asked to rank in their order of priority the 4 problems identified on the information sheet (see Appendix B). The returns have been analysed by different type of residents parking scheme. However, no significant difference is apparent and therefore the results are presented in the table below for all zones. Because there are 16 possible response combinations the responses have been weighted. Problems ranked 1 have been given a weighting factor of 4, ranked 2 a weighting factor of 3, ranked 3 a weighting factor of 2 and ranked 4 a weighting factor of 1. The resultant weighted scores for each problem can be summed to produce totals and percentages as shown in the table.

| Questionnaire Responses | | | | |
|--------------------------------|-----------------|-----------------|-----------------|-----------------|
| | Ranked 1 | Ranked 2 | Ranked 3 | Ranked 4 |
| Problem 1 | 379 | 73 | 72 | 33 |
| Problem 2 | 63 | 116 | 262 | 74 |
| Problem 3 | 95 | 270 | 76 | 81 |
| Problem 4 | 31 | 59 | 99 | 312 |

| Weighted Responses | | | | | | |
|---------------------------|-----------------|-----------------|-----------------|-----------------|---------------|-------------|
| | Ranked 1 | Ranked 2 | Ranked 3 | Ranked 4 | Totals | % |
| Problem 1 | 1516 | 219 | 144 | 33 | 1912 | 35.8 |
| Problem 2 | 252 | 348 | 524 | 74 | 1198 | 22.4 |
| Problem 3 | 380 | 810 | 152 | 81 | 1423 | 26.6 |
| Problem 4 | 124 | 177 | 198 | 312 | 811 | 15.2 |

3.6 To summarise, residents rated the problems identified in the following proportions:

- The number of cars owned and parked on-street by residents themselves. 35.8% (problem 1)
- Cards and permits issued free of charge are not valued by all residents. 26.6% (problem 3)
- 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% (problem 2)
- Residents in limited free parking zones do not pay for their scheme. 15.2% (problem 4)

3.7 Residents were then asked to identify any other problem or issue that they felt related to the way the schemes were run by the District Council. The following tables record comments that were received from two or more respondents.

| LIMITED WAITING RESIDENT PARKING ZONES COMMENTS | |
|--|----------------------------|
| Comment | Questionnaire Score |
| All areas to be residents only parking | 31 |
| Current system is okay, leave things as they are | 31 |
| Willing to pay for visitors parking permits | 27 |
| Willing to pay for residents parking permits | 19 |
| The parking problem is in the evening | 18 |
| We pay Council tax, why should we have to pay to park outside our house | 16 |
| Residents parking zones should have individually marked parking spaces | 13 |
| Opposed to paying for residents parking permits | 11 |
| Trailers and commercial vans take up a lot of the parking spaces | 11 |
| All residents parking zones should be limited to two permits per household | 10 |
| First permit should be free, others permits should then be charged for | 10 |
| 2 hour free parking should be reduced | 8 |
| It is wrong to have to pay to have visitors to your own property | 8 |
| We do not own a car but would like visitors permits | 8 |
| Residents parking zones need to be made bigger | 7 |
| The elderly should receive free permits | 7 |
| Individual forecourt parking is reducing roadside parking spaces | 6 |
| The current scheme needs better enforcement | 6 |
| Extend the residents parking scheme hours of operation | 5 |
| The proposals are designed just to make revenue for Salisbury District Council | 5 |
| We are being penalised for living in the city centre | 5 |
| 2 hour parking should remain | 4 |
| All residents parking zones should be limited to one permit per household | 4 |
| Not enough parking bays | 4 |
| We have off-street parking | 4 |
| Develop the old swimming pool site into a car park | 3 |
| Parking meters should be installed into residents parking zones and commuters/shoppers charged for parking in the zone | 3 |
| Would struggle to meet the costs | 3 |

| PERMIT HOLDER ONLY RESIDENT PARKING ZONES COMMENTS | |
|--|----------------------------|
| Comment | Questionnaire Score |
| Current system is okay, leave things as they are | 16 |
| Willing to pay for visitors parking permits | 14 |
| We do not own a car but would like visitors permits | 12 |
| The current scheme needs better enforcement | 10 |
| All areas to be residents only parking | 9 |
| Not enough parking bays | 6 |
| Residents parking zones should have individually marked parking spaces | 6 |
| The parking problem is in the evening | 6 |
| Allow residents displaying permits to park in the city centre car parks free of charge | 5 |
| We pay Council tax, why should we have to pay to park outside our house | 5 |
| Willing to pay for residents parking permits | 5 |
| Opposed to paying for residents parking permits | 4 |
| Residents parking zones are being misused by shoppers/commuters with visitors permits | 4 |
| Visitors scratch card system is abused | 4 |
| All residents parking zones should be limited to one permit per household | 3 |
| All residents parking zones should be limited to two permits per household | 3 |
| Ambassadors need to relax the rules against residents with permits parking in other streets | 3 |
| Charge residents 50p per scratch card | 3 |
| First permit should be free, others permits should then be charged for | 3 |
| Opposed to paying for visitors parking permits | 3 |
| The elderly should receive free permits | 3 |
| We have offstreet parking | 3 |
| Willing to pay as a long as guaranteed a space | 3 |
| All residents parking should be free | 2 |
| Can not park outside own house | 2 |
| Garage/forecourt owners should have permit allocation reduced/removed to force them not to use valuable roadside parking space instead of their garage/forecourt | 2 |
| Introduce a reusable visitors parking disc instead of one use visitors scratch cards | 2 |
| Make more city centre streets one way to reduce the number of vehicles in Salisbury | 2 |
| The main problem is too many cars per household | 2 |
| Too many residents parking spaces have been lost to pay and display | 2 |
| No visitor permits at all | 1 |

Prioritisation of “Solutions”

3.8 Residents were next asked to list in order of priority the potential “Options for Change” detailed on the information sheet (see Appendix B). Once again this allows 21 potential outcomes. To provide a meaningful assessment the responses have been weighted. Options ranked 1 by respondents have been weighted 3, options ranked 2 have been weighted 2 and options ranked 3 have been weighted 1. The original data, the weighted scores, their summation and percentage priorities are set out in the tables below. The data has been analysed for both types of parking schemes. Again the difference between the schemes in terms of the final priorities is not statistically significant and the analysis below is for all zones combined.

| | Questionnaire Responses | | |
|-----------------|-------------------------|----------|----------|
| | Ranked 1 | Ranked 2 | Ranked 3 |
| Option A | 32 | 6 | 18 |
| Option B | 270 | 83 | 64 |
| Option C | 45 | 117 | 94 |
| Option D | 22 | 50 | 49 |
| Option E | 19 | 49 | 53 |
| Option F | 77 | 107 | 79 |
| Option G | 134 | 141 | 119 |

| | Weighted Responses | | | | |
|-----------------|--------------------|----------|----------|-------------|-------------|
| | Ranked 1 | Ranked 2 | Ranked 3 | Totals | % |
| Option A | 96 | 12 | 18 | 126 | 5.9 |
| Option B | 810 | 166 | 64 | 1040 | 48.2 |
| Option C | 135 | 234 | 94 | 463 | 21.5 |
| Option D | 66 | 100 | 49 | 215 | 10.0 |
| Option E | 57 | 98 | 53 | 208 | 9.6 |
| Option F | 231 | 214 | 79 | 524 | 24.3 |
| Option G | 402 | 282 | 119 | 803 | 37.2 |

3.9 To summarise, residents rated the potential options for change in the following order of priority;

- Reduce the number of residents permits per household (suggestion - a maximum of 2 permits per household) **(Option B)** 48.2%
- Introduce a charge (suggestion of 20p per card) for all visitor scratch cards currently issued for free) **(Option G)** 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) **(Option F)** 24.3%
- Reduce the number of free visitors daily scratch cards per household (suggestion – 50 in residents only zones, none in other zones) **(Option C)** 21.5%
- Introduce an annual visitors permit per household **(Option D)** 10.0%
- Substitute an annual visitors permit for one residents permit per household **(Option E)** 9.6%
- Abandon Scheme **(Option A)** 5.9%

3.10 In addition residents were invited to provide any further comment they had on the “Options for Change” proposals. Analysis of the comments received by Residents are similar to those received in the previous comments section therefore the residents comments from both sections have been combined and presented in Section 3.7

4. Workshop Consultation

4.1 Residents were asked to indicate on their questionnaire returns whether they would be willing to participate in a workshop session, run by officers. 156 respondents from limited free parking zones indicated a wish to attend a workshop and 89 respondents from resident-only parking zones likewise indicated their wish to attend. As a result two workshops were organized, one for each different type of scheme and these took place at the City Hall on the evenings of the 20th and 21st April between 7pm and 9pm. Residents invited to attend the sessions were randomly selected.

| Date | No. of Attendees |
|-----------------------------------|------------------|
| Tuesday, 20 th April | 21 |
| Wednesday, 21 st April | 17 |
| Total | 38 |

- 4.2 Officers of the Joint Transportation Team ran the workshops and gave an overview of Salisbury's Residents' Parking Schemes, the problems and the questionnaire responses. A copy of the agenda and presentation used is included at Appendix C. At the start of the session, participants were asked to write down what they hoped the session would achieve. At the end of the session participants were asked to complete an evaluation sheet. The feedback from the evaluation sheet is summarised in Appendix D. In general terms the style of the workshop sessions was participative and this was emphasised by ground rules established at an early stage. Residents worked in groups (each session had 4 groups) and were asked to discuss a range of issues as a group and then to "vote" on those issues according to their individual view. Prior to each group discussion, officers of the team provided the input on some of the matters that residents might consider during group discussion.
- 4.3 The general format worked well for the resident-only workshop. The residents of the limited free waiting zones spent some time questioning the process. Some of this is apparent from the feedback forms. One participant of the session for the limited free waiting zones walked out stating that professional officers should have enough experience to be able to introduce a scheme that was acceptable to residents. Once this initial questioning phase had been dealt with the session ran well and the participants were able to achieve some useful work to guide councillors in the spirit of the original aim of the workshop.

Analysis of Workshop Consultations

Prioritisation Exercise

- 4.4 As an introduction to the issues raised by residents themselves, participants were asked to consider the comments made by residents in the questionnaire returns. They did this firstly in discussion in their groups and then by "voting" on the issues they felt needed to be addressed as a priority. Each participant had 3 votes to cast and these could be used on one or more issue, as they saw fit. The participants were not given information on the number of times each comment had been made (other than that each comment had been made on two or more questionnaire returns).

| PERMIT HOLDER ONLY RESIDENT PARKING ZONES COMMENTS | | |
|--|---------------|---------------------|
| Comment | Meeting Score | Questionnaire Score |
| Allow residents displaying permits to park in the city centre car parks free of charge | 7 | 5 |
| Garage/forecourt owners should have permit allocation reduced/removed to force them not to use valuable roadside parking space instead of their garage/forecourt | 6 | 2 |
| The main problem is too many cars per household | 6 | 2 |
| All residents parking zones should be limited to one permit per household | 4 | 3 |
| All residents parking zones should be limited to two permits per household | 4 | 3 |
| Charge residents 50p per scratch card | 4 | 3 |
| Not enough parking bays | 4 | 6 |
| Opposed to paying for visitors parking permits | 4 | 3 |
| First permit should be free, others permits should then be charged for | 3 | 3 |
| Residents parking zones should have individually marked parking spaces | 3 | 6 |
| Too many residents parking spaces have been lost to pay and display | 3 | 2 |
| All areas to be residents only parking | 2 | 9 |
| All residents parking should be free | 2 | 2 |
| Current system is okay, leave things as they are | 2 | 16 |
| Introduce a reusable visitors parking disc instead of one use visitors scratch cards | 2 | 2 |
| The elderly should receive free permits | 2 | 3 |
| No visitor permits at all | 1 | 1 |
| Opposed to paying for residents parking permits | 1 | 4 |
| Residents parking zones are being misused by shoppers/commuters with visitors permits | 1 | 4 |
| Visitors scratch card system is abused | 1 | 4 |
| We pay Council tax, why should we have to pay to park outside our house | 1 | 5 |
| Willing to pay for residents parking permits | 1 | 5 |
| Willing to pay for visitors parking permits | 1 | 14 |
| Ambassadors need to relax the rules against residents with permits parking in other streets | | 3 |
| Can not park outside own house | | 2 |
| Make more city centre streets one way to reduce the number of vehicles in Salisbury | | 2 |
| The current scheme needs better enforcement | | 10 |
| The parking problem is in the evening | | 6 |
| We do not own a car but would like visitors permits | | 12 |
| We have offstreet parking | | 3 |
| Willing to pay as long as guaranteed a space | | 3 |

| LIMITED WAITING RESIDENT PARKING ZONES COMMENTS | | |
|--|---------------|---------------------|
| Comment | Meeting Score | Questionnaire Score |
| All residents parking zones should be limited to two permits per household | 7 | 10 |
| All areas to be residents only parking | 5 | 31 |
| All residents parking zones should be limited to one permit per household | 4 | 4 |
| Extend the residents parking scheme hours of operation | 4 | 5 |
| First permit should be free, others permits should then be charged for | 4 | 10 |
| Opposed to paying for residents parking permits | 4 | 11 |
| The parking problem is in the evening | 4 | 18 |
| Individual forecourt parking is reducing roadside parking spaces | 3 | 6 |
| Not enough parking bays | 3 | 4 |
| The proposals are designed just to make revenue for Salisbury District Council | 3 | 5 |
| 2 hour parking should remain | 2 | 4 |
| It is wrong to have to pay to have visitors to your own property | 2 | 8 |
| Residents parking zones should have individually marked parking spaces | 2 | 13 |
| Trailers and commercial vans take up a lot of the parking spaces | 2 | 11 |
| We are being penalised for living in the city centre | 2 | 5 |
| Willing to pay for residents parking permits | 2 | 19 |
| 2 hour free parking should be reduced | 1 | 8 |
| Residents parking zones need to be made bigger | 1 | 7 |
| The current scheme needs better enforcement | 1 | 6 |
| We pay Council tax, why should we have to pay to park outside our house | 1 | 16 |
| Willing to pay for visitors parking permits | 1 | 27 |
| Would struggle to meet the costs | 1 | 3 |
| Current system is okay, leave things as they are | | 31 |
| Develop the old swimming pool site into a car park | | 3 |
| Parking meters should be installed into residents parking zones and commuters/shoppers charged for parking in the zone | | 3 |
| The elderly should receive free permits | | 7 |
| We do not own a car but would like visitors permits | | 8 |
| We have off-street parking | | 4 |

4.5 Surprisingly the priorities for participants in the workshop sessions did not correspond with those of the questionnaire respondents. Whilst based upon a lower sample size and therefore less statistically significant, the workshop respondents did benefit from additional background information and the opportunity to exchange views with other residents. The questionnaire returns are more likely to represent single-issue views relevant to the local neighbourhood.

4.6 The following points can be drawn from this exercise:

- Participants in the workshop may not be representative of wider views amongst residents
- The top three priorities that residents wish to see addressed are:

Permit Holders Only Zones

- Allow residents displaying permits to park in the city centre car parks free of charge
- Garage/forecourt owners should have permit allocation reduced/removed to force them not to use valuable roadside parking space instead of their garage/forecourt.
- The main problem is too many cars per household

Limited Waiting Zones

- All residents parking zones should be limited to two permits per household
- All areas to be residents only parking
- All residents parking zones should be limited to one permit per household

Tackling The Issues

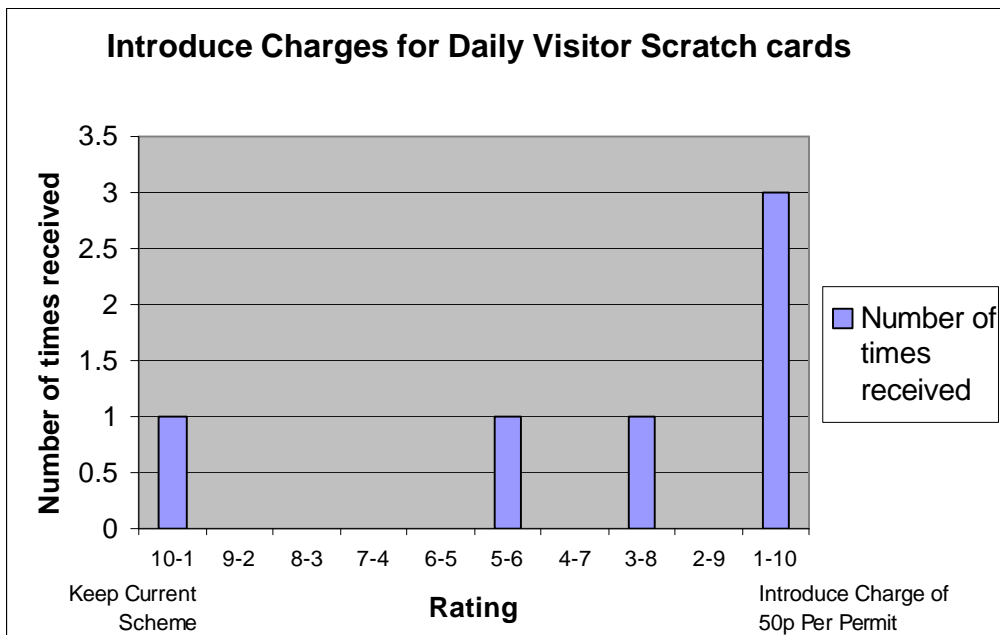
4.7 The main task of the workshops was to analyse in more depth the issues suggested by the council and issues raised by residents themselves in the questionnaire returns. The following sections of this report provided output from the discussion groups on each problem they were asked to tackle.

4.8 For each problem, officers provided limited initial comment. This was then followed by group discussion for approximately 10 to 15 minutes. At the end of each discussion participants were asked to cast **one** vote using a scale provided, indicating their preferred way of tackling each problem. In addition the groups were invited to record the main points (or dissident points) from their discussion. A couple of points are worth noting:

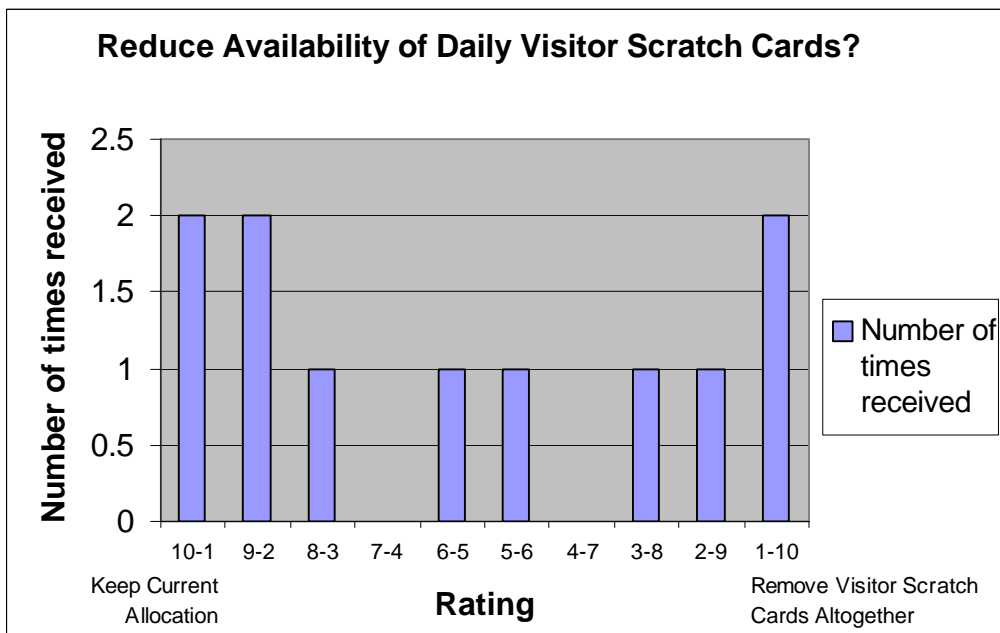
1. The number of "votes" cast vary. This is because some issues were considered by all 4 groups. Whilst other issues were considered in tandem by 2 groups each.
2. During the discussion, comments and statements were made by individual participants. They were invited to record these in the comments section. No separate record has been made of individual views.

The following sections tabulate the output from the workshops on each issue discussed.

Tackling the Issues – Residents – Only Scheme Workshop

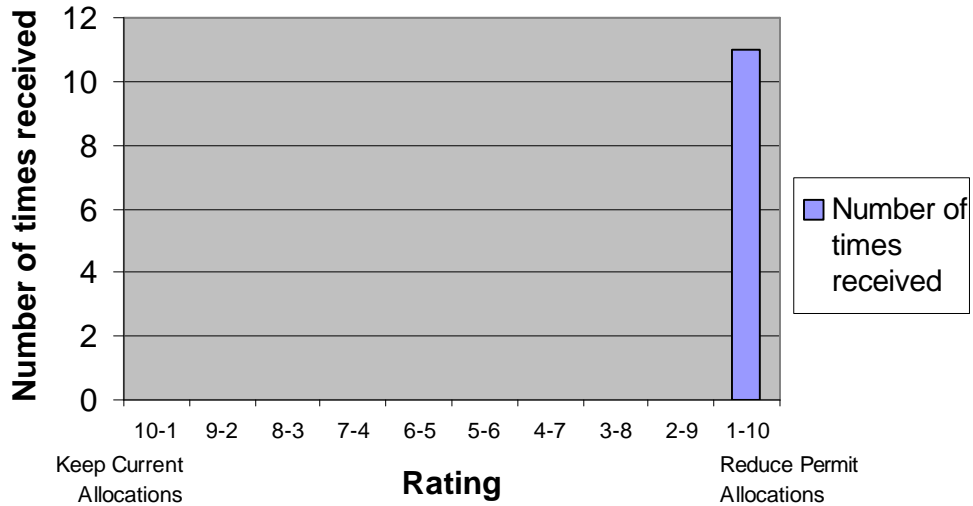


| No. of Times Received | Comment |
|-----------------------|--|
| 1 | All should be charged for at 25p - certainly cost of scratch cards should be covered. |
| 1 | Charge for visitors permit but 20p for each, 25p suggested |
| 1 | Fewer cards per household should be issued (50 per household free), after that 50p each. |
| 1 | Reduce number of free visitors permits |
| 1 | Reduce number of permits with a 50p charge for each extra one NOT £2.56. |
| 1 | Reduce to 75 per annum to decrease abuse. |



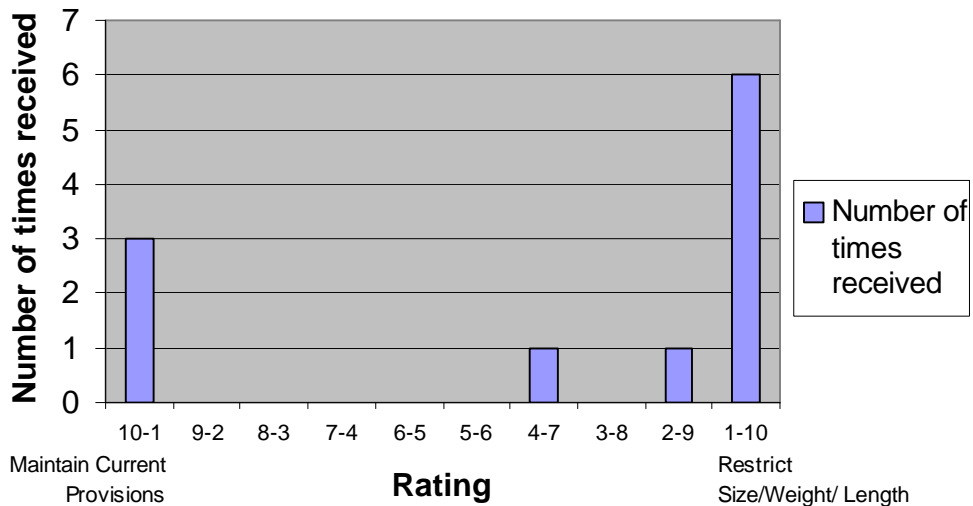
| No. of Times Received | Comment |
|-----------------------|--|
| 1 | Crack down heavily on people abusing visitors parking tickets – maybe by adding house numbers on scratch cards to identify residents responsible and permit Ambassadors to investigate legality and misuse of permits. |
| 1 | Suggest 100 visitors permits is plenty per residents (Definitely Decrease Amount) |
| 1 | Arrangement should be made for tradesmen. |
| 1 | As long as provision is made for Primary Health Visitors etc. |

Limit Residents Permits?



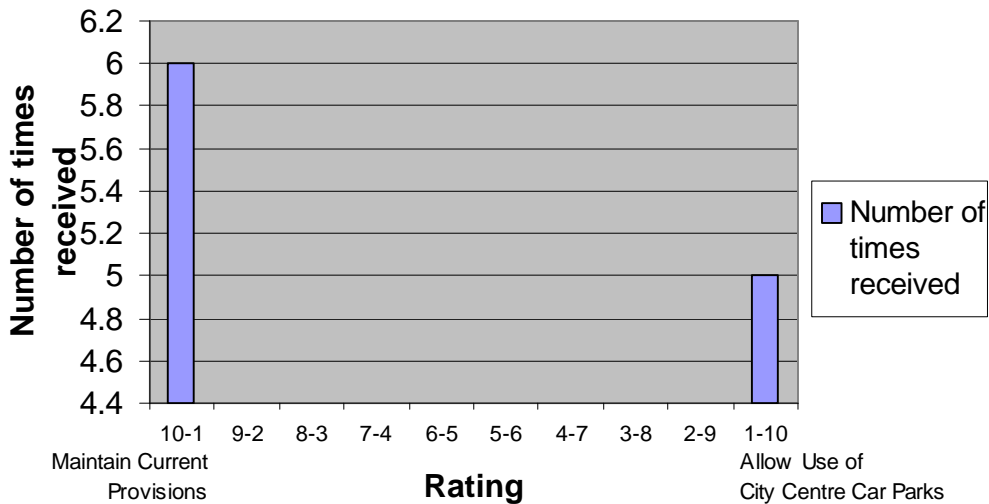
| No. of Times Received | Comment |
|-----------------------|---|
| 2 | Permits to be limited to 1 per household One person feels that there could be a system of applying for special dispensation if more than 1 car is required e.g. 1 person drives to work, the other has to drive to care for a disabled relative/or in HMOs separate permits for householder. HMOs should be limited to 50 visitor permits per household not address. |
| 1 | |

Restrict size of vehicles allowed to park?



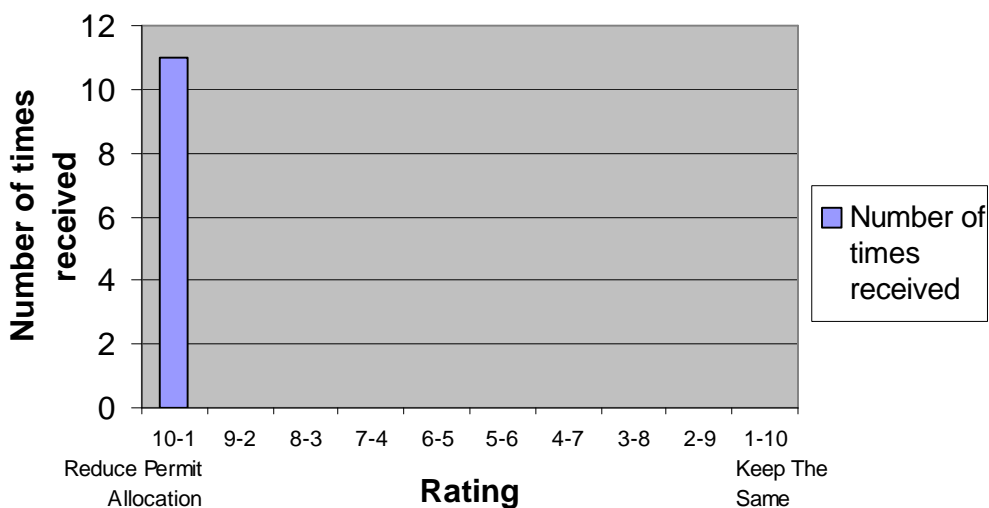
| No. of Times Received | Comment |
|-----------------------|---|
| 1 | Car transporters regularly park as visitors with 2 or 3 wrecks on board or large transit van from business premises parked as a visitor not a business. No larger than 1 ton unladen weight "Please park with care use room to spare" this is a warning notice that should be put on badly parked cars. |
| 1 | |
| 1 | |

Should resident permit holders be allowed to use city centre car parks?



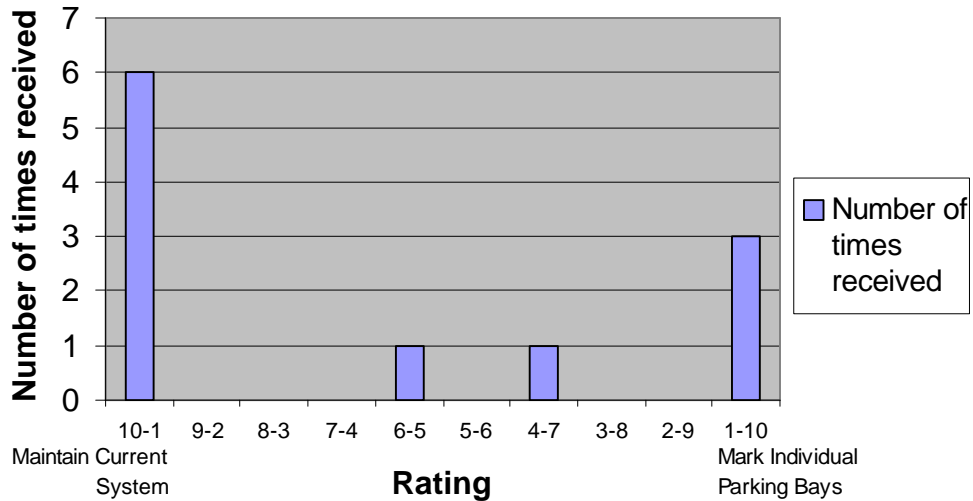
| No. of Times Received | Comment |
|-----------------------|---|
| 1 | If the business community needs more shopper car parking, more car parks for shoppers and works should be built in the city centre. |
| 1 | Residents would always prefer to park near their own house, so parking in car parks would only be used when more local spaces were not available and cars would be moved when closer spaces became available. |

Should Permits be reduced if off road parking is available (or made available)?



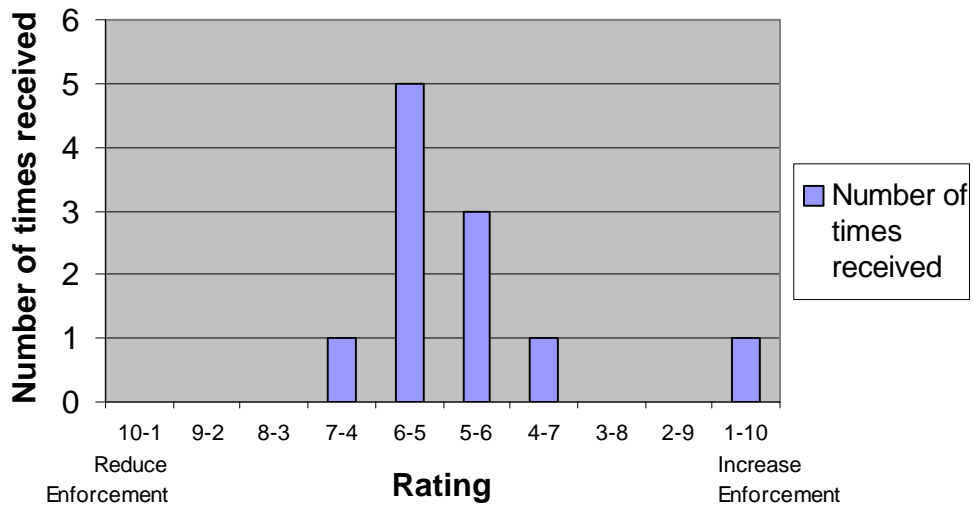
| No. of Times Received | Comment |
|-----------------------|---|
| 1 | Reduce permit allocation to zero if off-road parking available, in line with our view that if you don't have off-road parking you should only have 1 permit per household. |
| 1 | It already is, if you have off-road parking you are only allowed 2 permits rather than 3 |
| 1 | It should be reduced in conjunction with the number of permits issued per household i.e. if household permits go from 3 to 2 houses with off-street parking should only get 1 permit. |

Mark Individual Parking Bays?



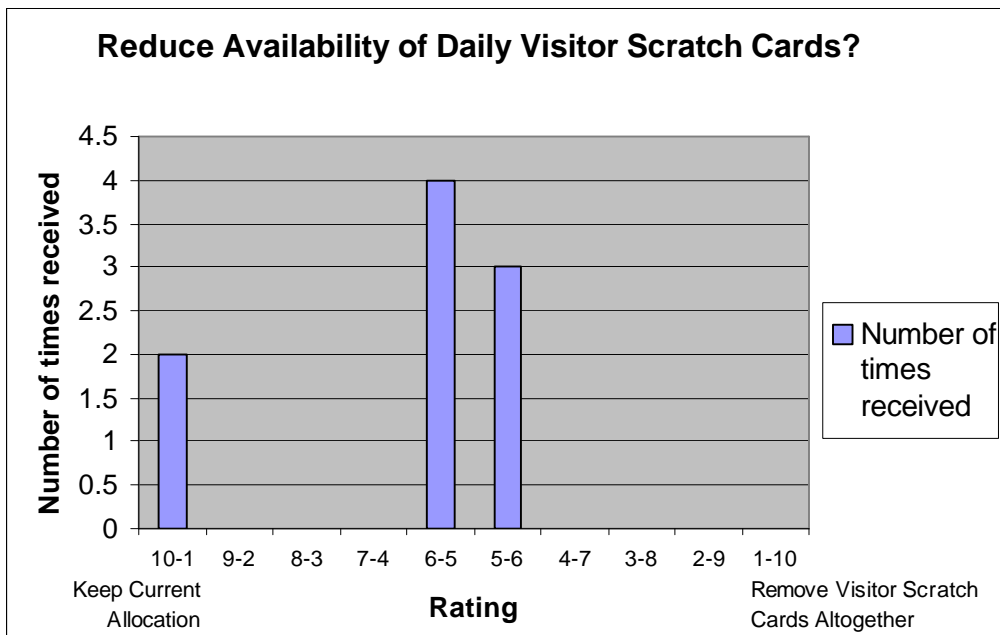
| No. of Times Received | Comment |
|-----------------------|--|
| 1 | Make odd amounts into motorbike bays |
| 1 | Mark bays for guidance but do not enforce |
| 1 | Not all parking is in multiples of car lengths |
| 1 | Worried marked bays may reduce useable spaces |

How much enforcement is required?

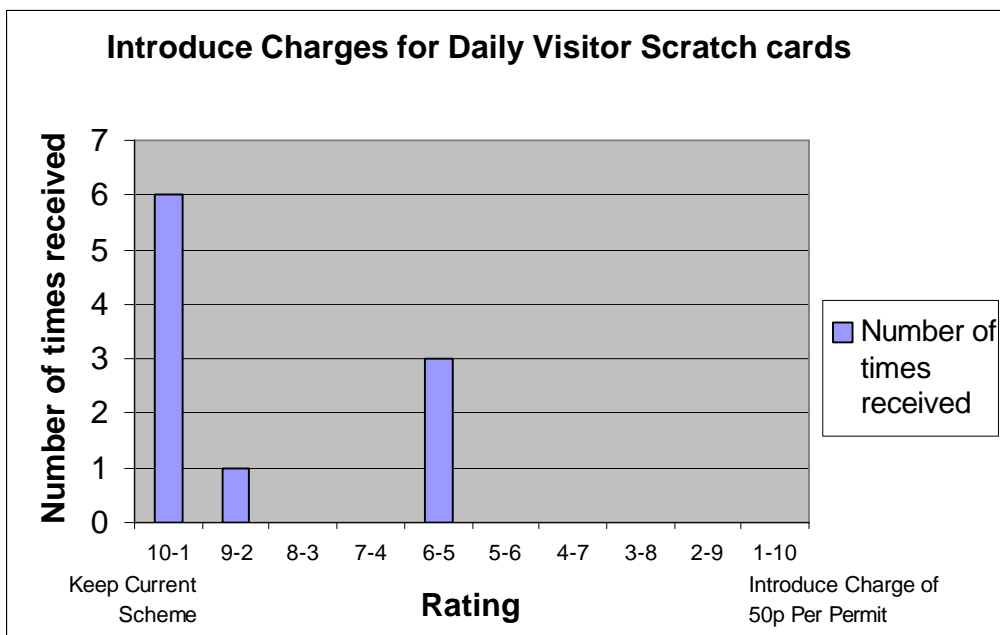


| No. of Times Received | Comment |
|-----------------------|---|
| 1 | Enforcement should include Sundays |
| 1 | If you are coming once a day could it be after 8.30am |
| 1 | Increase slightly so that a check is made twice a day in Zone B |
| 1 | The Councils does not account for the amount of revenue they receive from cars pushed into car parks by the residents parking schemes |

Tackling The Issues – Limited Waiting Zones

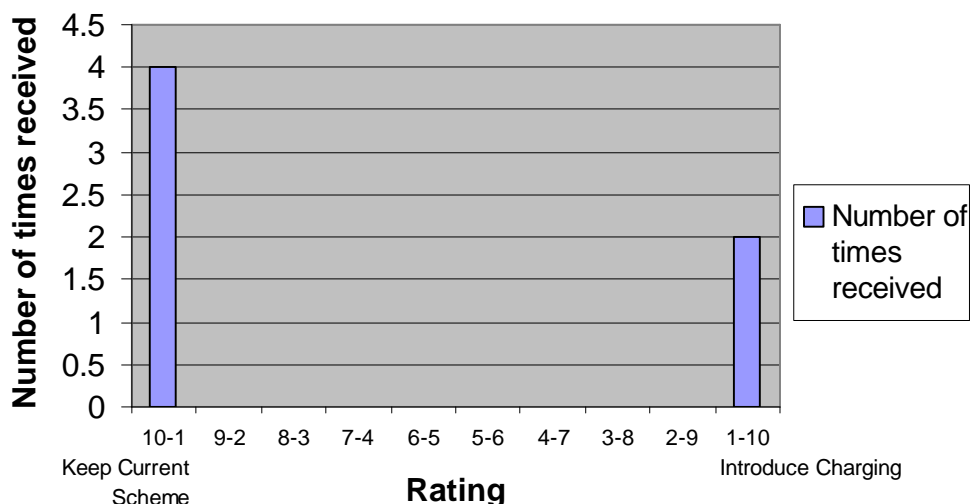


| No. of Times Received | Comment |
|-----------------------|--|
| 1 | 20 free of charge then charge for additional permits. |
| 1 | Additional charge should be graduated relating to the length of stay. |
| 1 | Keep current allocations but ensure that it is per dwelling. Multi occupancy flats/houses should purchase extra parking tickets. |
| 1 | Reduce allocation but keep it. |



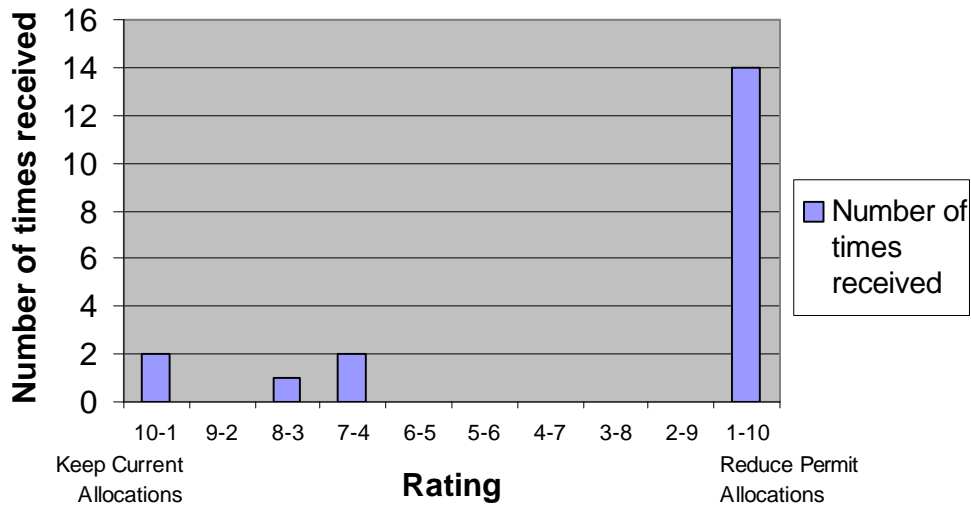
| No. of Times Received | Comment |
|-----------------------|--|
| 3 | Would be prepared to pay, but no more that 20p per permit |
| 1 | Find more cost effective mechanism for operating system. |
| 1 | Get rid of scratch cards – waste of money. Issue a tradesman permit and one visitor permit per household. Get ambassadors to monitor visitor permits and then if a permit is being constantly used over a period of time the permit should be withdrawn. |
| 1 | Give 1 st 25 – 50 permits free and then charge for extra permits. |
| 1 | Halve the supply. |
| 1 | Use computer system to help monitor for abuse. |

Introduce Charging for Residents Permits?



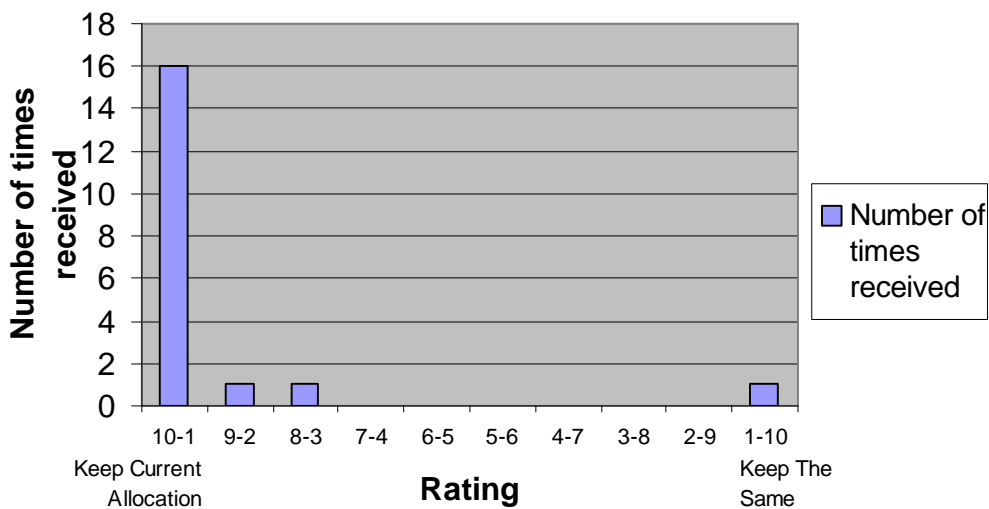
| No. of Times Received | Comment |
|-----------------------|---|
| 2 | Accept having to pay for parking provided I could park within the vicinity of my home. |
| 1 | Charge to be conditional on the ability to park. |
| 1 | Charging will not improve parking potential. |
| 1 | Do not build over existing parking spaces i.e. College Street car park, thereby removing valuable spaces and then charge residents for parking more. |
| 1 | First permit should be free charge for the others |
| 1 | I am concerned that if introduced the council will just increase it yearly making it unaffordable for people on low incomes. This makes the town centre exclusive, which is unacceptable. |
| 1 | I will only accept for having to pay for a permit, if improvements in the parking situation are introduced i.e. supply more parking spaces. Use income from this exercise to pay for it. |
| 1 | I would pay more for a 90-100% guaranteed space. I appreciate that the cost of supplying this would be reflected in the charge. |
| 1 | Increases in charges should only occur when an appropriate explanation as to how the current money is expended and the cost drivers have been identified. |
| 1 | No increase in the parking charge, it should come out of the community charge which has gone up 18% in the last 2 years. |
| 1 | Residents parking only. |
| 1 | Too many booklets of visitors permits handed out, reduce the supply but keep free. |
| 1 | When the scheme was introduced it was to bring income in for the Council. It is not making the expected amount so you are now wishing to increase/introduce a charge to cover the deficit |
| 1 | Would pay a small fee, but feel all residents should contribute across Salisbury District. |

Limit Residents Permits?



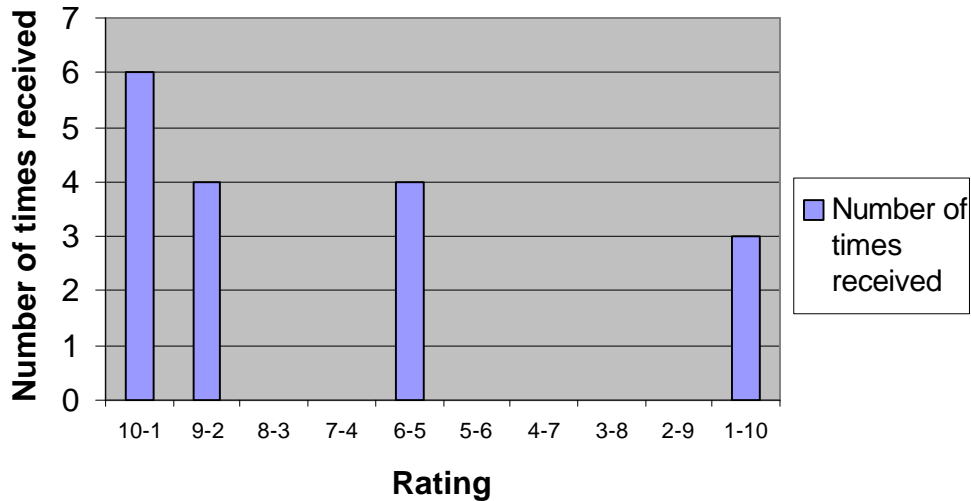
| No. of Times Received | Comment |
|-----------------------|---|
| 1 | 1 st Permit free 2 nd car pays. |
| 1 | It is really very necessary to make a clearer indication of how business building's effect parking in residential streets. |
| 1 | Need to be more flexible/creative about parking usage. Could residents park in the nearest car park, if they can't park in street, without paying or getting fined? |
| 1 | Schemes cannot be exclusively for those with the ability to pay as this makes parking exclusive for the rich areas and further increases social disintegration. |
| 1 | Some people need to let rooms to pay their mortgage they could loose this ability if their tenants cannot park nearby. Is that fair? |

Should Permits be reduced if off road parking is available (or made available)?



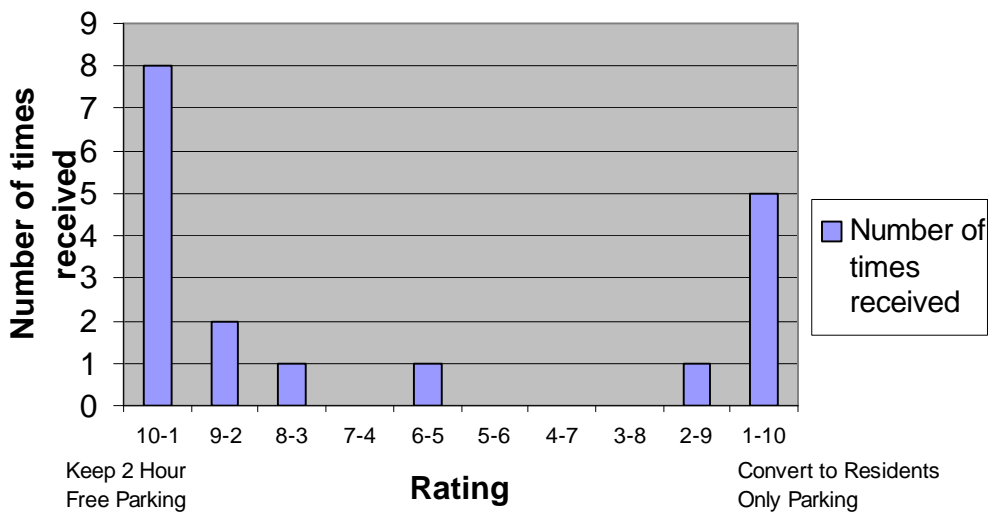
| No. of Times Received | Comment |
|-----------------------|--|
| 2 | If residents have a dropped kerb then only 1 permit is needed. |

Extend Hours of Operations?



| No. of Times Received | Comment |
|-----------------------|---|
| 1 | Does not solve the problem of spaces being available for residents when they come home from work. |
| 1 | If extended to 10pm some provision for visitors would be required. |
| 1 | If scheme is extended it will only work if more spaces and less permits are issued |
| 1 | The current scheme is from 8am-4pm as anyone who parks at 4pm can stay till 6pm when the enforcement is no longer in practice. |
| 1 | This would be a cheap and cheerful solution. The threat of a parking fine will move on everybody but the worst offenders, the occasional visit by council staff and the issuing of parking fines would ensure that this would work. |
| 1 | Too many permits issued B&B tenants take up too many spaces. |

Convert 2 Hour Free Parking Schemes to Residents Only Schemes?



| No. of Times Received | Comment |
|-----------------------|---|
| 2 | Restrict permits to 2 per household. |
| 2 | The problem is during late afternoon and evening. |
| 1 | I am concerned over people being able to park for a short time i.e. 15 – 20mins if something is being delivered or a child is being dropped off, if my zone was to become residents only. |

| | |
|---|---|
| 1 | Please take a fresh look at yellow lines they could be reduced to create extra parking spaces. |
| 1 | Reduce 2 hour parking to ½ hour free parking. |
| 1 | Some businesses in areas do need space for customers but please do not give it to them by taking spaces from residents. |
| 1 | The major problem in some roads starts in the evening when residents have more cars than there are spaces available. |

5. Consultation with Other Local Authorities.

A range of residents parking schemes offered by other local authorities have been surveyed. The local authorities have been selected because they are reasonably local to Salisbury or because the circumstances are reasonably similar (i.e historic market town). The following tables summarise the main comparisons between Salisbury and the other authorities.

| Local Authority | Number of Permits Issued |
|------------------|---|
| Basingstoke | 1 permit per household. |
| Bath | 1 permit per household (Central Zone). 2 permits per household (Zones 1-9). |
| Brighton & Hove | 1 permit per household. No permits are issued to households where offstreet parking is available within the property curtilage. A second permit can be applied for subject to a waiting list. |
| Eastleigh | 2 permits per household. A third permit may be issued at the councils' discretion. |
| Hastings | 2 permits per official postal address. |
| Poole | 1 permit per household. Permit is valid for 2 cars. |
| Reading | 2 permits per household. |
| Salisbury | 3 permits per household. Allocation reduced if offstreet parking is available within the property curtilage. |
| Southampton | 1 per person up to a maximum of two registered per official postal address. Allocation reduced if offstreet parking is available within the property curtilage. |
| Swindon | 2 permits per household |
| Weymouth | 1 permit per vehicle registered to official postal address. Allocation reduced if offstreet parking is available within the property curtilage. |
| Winchester | 2 permits per household (Inner Zones) 4 permits per household (Outer Zones) Properties built after 2002 are not eligible for residents parking permits |
| York | 4 permits per household 5 permits per household for houses of multiple occupation |

| Local Authority | Cost of Permits |
|------------------|--|
| Basingstoke | £22 |
| Bath | £60 - Central Zone £50 - 1 st permit Zones 1-9, £75 - 2 nd permit Zones 1-9 |
| Brighton & Hove | £80 - Brighton areas A-N (except H). No cost in Brighton area H |
| Eastleigh | 1 st and 2 nd permits are free of charge. Third permit issued at the councils' discretion is £25. |
| Hastings | Permits for permit holders only zones cost £52 Permits for limited waiting zones cost £25 |
| Poole | £30 per permit |
| Reading | 1 st permit free of charge, 2 nd permit £50 |
| Salisbury | Limited waiting zone permits are issued free of charge £25 - Per permit in permit holder only zones |
| Southampton | Permits issued free of charge |
| Swindon | £12 |
| Weymouth | £15 - 4 month permit £45 - 12 month permit |
| Winchester | £15 - Inner Zones £15 - 1 st and 2 nd permits Outer Zones, £30 - 3 rd and 4 th permits Inner Zones |
| York | £84 - 1 st permit, £124 - 2 nd permit, £244 - 3 rd permit, £488 - 4 th permit £120 - 1 st permit in house of multiple occupation, £124 - 2 nd to 5 th permit in house of multiple occupation |

| Local Authority | Cost and Number of Visitor Permits |
|-----------------|--|
| Bath | No visitor permits issued in Central Zone Entitled to purchase 100 permits (200 if senior citizen) in Zones 1-9. Permits cost £5 per book of 20. |
| Brighton & Hove | Visitor permits cost £1 per day and are not available in all zones |
| Eastleigh | Visitor permits are issued free of charge and are dependant on the number of residents over 18 living in the household. 1 resident - 75 permits, 2 residents - 100 permits, 3 residents - 125 permits, 4 residents - 150 permits |
| Hastings | 2 hour visitor permits cost 60p, 5 hour visitor permits cost £1.50 |
| Poole | Maximum of 20 visitor permits per year. Visitor permits are issued in books of 5 and cost £5 per book. |
| Reading | Maximum of 4 books of 10 permits per household per zone per year. First book of permits issued free of charge, subsequent permits issued at £10 per book. |
| Salisbury | 50 visitors permits are issued free of charge per household in limited waiting zones. 150 visitors permits are issued per household in permit holders only zones. Additional permits can be brought in books of 5 for £12.50 and 10 for £25. |
| Southampton | Entitled to a maximum of 60 visitors permits per year per household. All permits are issued free of charge. |
| Swindon | Book of 25 x 3 hour visitor permits costs £5 maximum of 2 books can be purchased per year Book of 25 x All Day visitor permits costs £5 maximum of 2 books can be purchased per year |
| Weymouth | 1 floating visitors permit issued per household. Permit is issued quarterly and costs £6 per quarter. The permit can be used on a maximum of 27 occasions per quarter. |
| Winchester | Use unallocated residents permits |
| York | Need to have an 'authorisation card' to apply for visitors permits. This is supplied free with the first residents' parking permit issued per household, or costs £2.50 if you don't have a residents' parking permit. Visitor permits supplied in books of 5. A maximum of 40 books allowed per household per year and a maximum of 6 books can be applied for per calendar month. A book of 5 permits costs £5. |

| Local Authority | Business Permits |
|-----------------|---|
| Basingstoke | Tradesman's waivers are available in all zones and cost £15 per week. |
| Bath | Tradesman's waivers are available in all zones and cost £2 per day. |
| Brighton & Hove | All businesses in eligible zones are entitled can apply for a maximum of 1 permit per property. £80 - Brighton areas A-L (except H), No cost in Brighton area H, £160 - Hove area M-N. |
| Eastleigh | A maximum of 2 permits per business are issued free of charge. Extra business permits may be issued at the discretion of the council. The cost of a third business permit is £50 and £100 for per permit issued above this number. Tradesman's waivers are available in all zones and cost £7.50 per week |
| Hastings | 4 hour business permits cost £4.00, 10 hour business permits cost £6.00 Tradesman's waivers are available in all zones and cost £15 per week |
| Poole | Tradesman's waivers are available in all zones and £5 per day |
| Reading | Annual business permits can be purchased, limited to 2 per company. 1 st business permit costs £50, 2 nd business permit costs £100. Daily tradesman's waivers cost £1 per day, limited to a maximum of 30 per vehicle per year. An annual tradesman's waiver costs £100. |
| Salisbury | A maximum of 2 business permits per property in all residents' parking zones (except B & E). Business permits in permit holders only zones cost £25 per year. Tradesman's waivers are available in all zones and cost £3 per day or £15 per week. |
| Southampton | Tradesman's waivers are available in all zones and costs £5 per month Annual business permits can be purchased, limited to 2 per company. Business permits cost £52 per year. |
| Swindon | Annual business permits cost £494 or £576 if for Zone A |
| Weymouth | Tradesman's waivers are available in all zones and cost £5 per week |
| Winchester | Tradesman's waivers are available in all zones and cost £10 per week |
| York | Business permits are not available for all zones due to the lack of parking spaces available. Business permits cost £300 and businesses in eligible zones can apply for a maximum of 1 permit per property. |

6 Analysis of Consultation Responses

Questionnaire Survey

Identification of Problems

- 6.1 Unsurprisingly, residents have highlighted their concerns regarding the number of residents cars parked on-street and the misuse of permits and cards offered free of charge. Issues regarding the ability of the district council to continue to meet the cost of the scheme and the free issue of permits in limited waiting zones were rated as lesser problems.
- 6.2 Additional comments raised by residents are often contradictory. Some residents are willing to pay whilst others are not. Some residents are content with the present system although many desire changes. It is likely that the responses often reflect the particular circumstances of the respondent. Some of the suggestions most frequently made by residents have been tested in more detail during the workshop sessions (i.e. allowing residents to park in city centre car parks, marking individual parking bays etc)

Options for Change

- 6.3 Figure 1 summarises the response from this part of the questionnaire. The polygon around the “current scheme” represents the degree of support for the suggested changes. The data is qualitative only. Points on the axes close to the current scheme indicate little support for the suggested change. Points closer to the suggested changes indicate increasing levels of support for the change. The polygon indicates minimal public support for annual visitors permits, whether issued in addition to the residents permit allocation or instead of one of the allocated residents permits. There is reasonable support for reducing the allocation of visitor’s cards and introducing charges for residents’ permits in limited waiting zones. Stronger support exists for charging for visitors permits and reducing the allocation of residents permits.
- 6.4 In essence the polygon provides a guide for decision makers on changes to the schemes. Changes that fall within the polygon appear to have general public support. Changes outside of the polygon are more risky. It should be noted that Option A, to abandon the schemes altogether (not shown on the diagram) received almost no support at all.
- 6.5 The aim of the subsequent consultations (through the workshop sessions and with other local authorities) has been to quantify how much change will be supported by the residents and also to test in more detail some of the suggestions put forward in the questionnaire by residents themselves.

Workshop Sessions – Tackling the Issues

Residents Only Schemes

- 6.6 The results of the residents’ only workshop session are summarised in Figure 2.

- **Introduce Charges for Daily Visitors Scratchcards?**

There was overall support for introducing a charge for visitors scratchcards. 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 Scratchcards?**

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 scratchcards are in circulation and that some reduction is necessary.

- **Reduce the Allocation of Residents Permits?**

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 with then the further option to review and further reduce the allocation is that proves necessary.

- **Restrict the Size of Vehicles Allowed to Park?**

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 luon vans that obstruct daylight to ground floor windows.

- **Should residents be allowed to use city centre car parks?**

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?**

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?**

Views are divergent, however there is a 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?**

There was strong support for the current level of enforcement.

6.7 The above results are shown graphically on figure 2. Changes to the current system that fall within the solid line and inner dashed line polygon have a good level of support from residents. Changes that fall within the dashed line polygon maybe subject to challenge whilst changes that fall outside of the polygons are nor supported by this consultation process. During the workshop, it was pointed out by a resident, 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. A suggestion not tested is to limit the number of permits available to one per driving license holder, thereby reducing the number of second vehicles, particularly works vehicles parked in the zones.

Limited Waiting Scheme

6.8 The results of the Limited Waiting Scheme Workshop session are summarised in Figure 3

- **Reduce Availability of Daily Visitors Scratchcards?**

Residents in limited waiting schemes receive 50 free scratchcards as opposed to the 150 for resident's only scheme households. There is support from the workshop session for a reduction in the number of cards allocated.

- **Introduce Charge for Daily Visitors' Scratchcards?**

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?**

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?**

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 with then the further option to review and further reduce the allocation is that proves necessary.

- **Should Permits be Reduced if curtilage Off-road Parking is Available?**

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?**

There was strong support for the current level of enforcement.

- **Extending the Hours of Operation?**

Opinion on this subject was diverse but a majority favoured retaining the existing hours. The general view was that this will only work if less permits are issued to residents so people can find a place to park.

6.9 Overall the views of the residents in the limited waiting zones were more clear-cut than in the resident's 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

6.10 The results of consultations with other local authorities is summarised in Figure 4.

- **The Number of Residents Permits Issued**

Generally the 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 increases in the charge.

- **Cost of Residents Permits**

A few local authorities offer free permits sometime just for the first permit per household. The vast majority of local authorities levy a charge. Some offer a flat rate whilst others offer graduated rates that increase for each additional permit per household. As a result there is quite 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.

- **The Number of Visitors Cards Allocated**

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.

- **Cost of Visitors Cards**

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

6.11 The above details give a picture of the application of residents parking schemes in 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 have tried to reflect circumstances that pertain to Salisbury because they are local, have similar townscape characteristics or traffic characteristics.

6.12 As with the previous diagrams, Figure 4 indicates an area within the polygon where Salisbury would be in general agreement with the application of Residents parking schemes in other locations. Outside of that polygon indicates a divergence. However, unlike the previous diagrams, it should be noted that many of the schemes fall outside of one or more of the parameters measured and in fact these may reflect local circumstances more than an inherent similarity in policy objective.

**Questionnaire Response to
"Options for Change"**

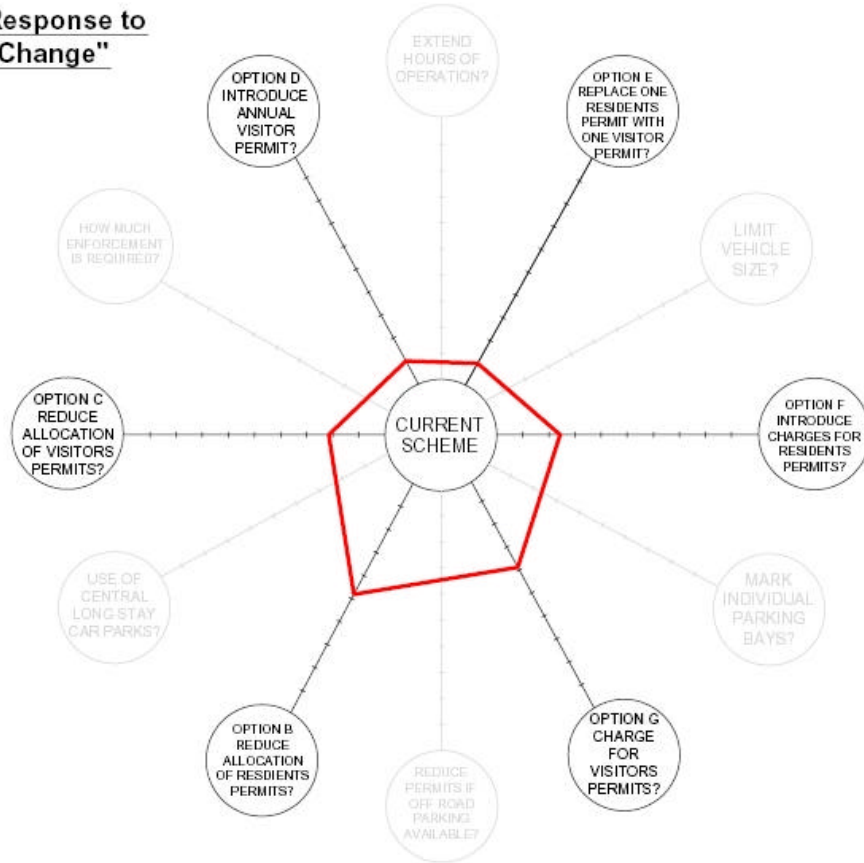


FIGURE 1

**Response from Residents'
Only Scheme Workshop**

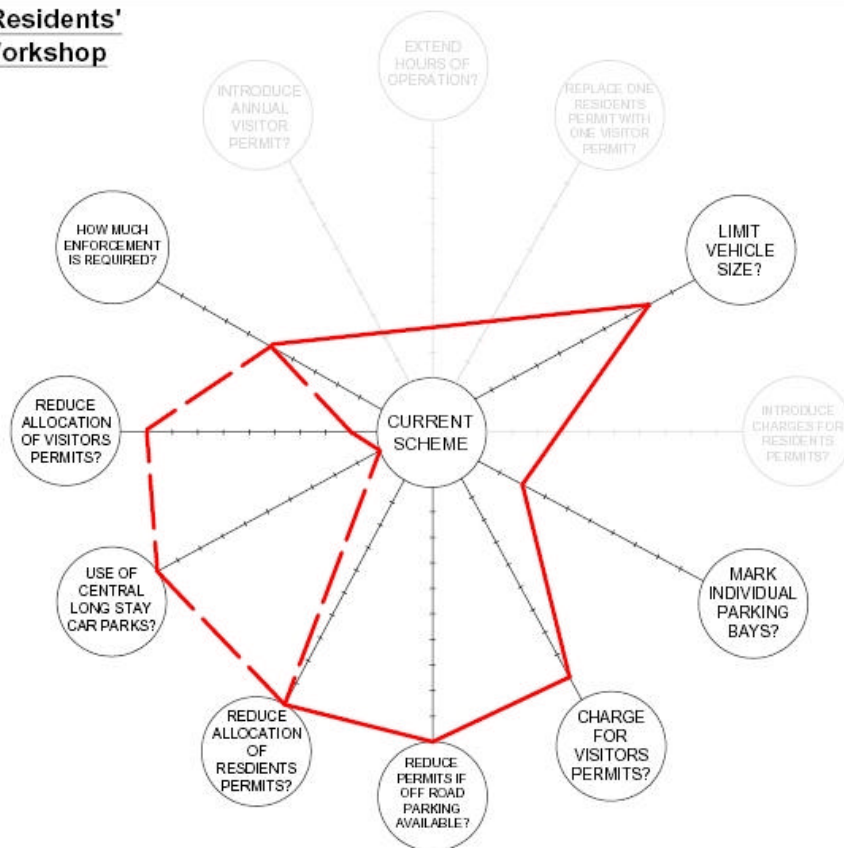


FIGURE 2

**Response from Limited
Waiting Scheme Workshop**

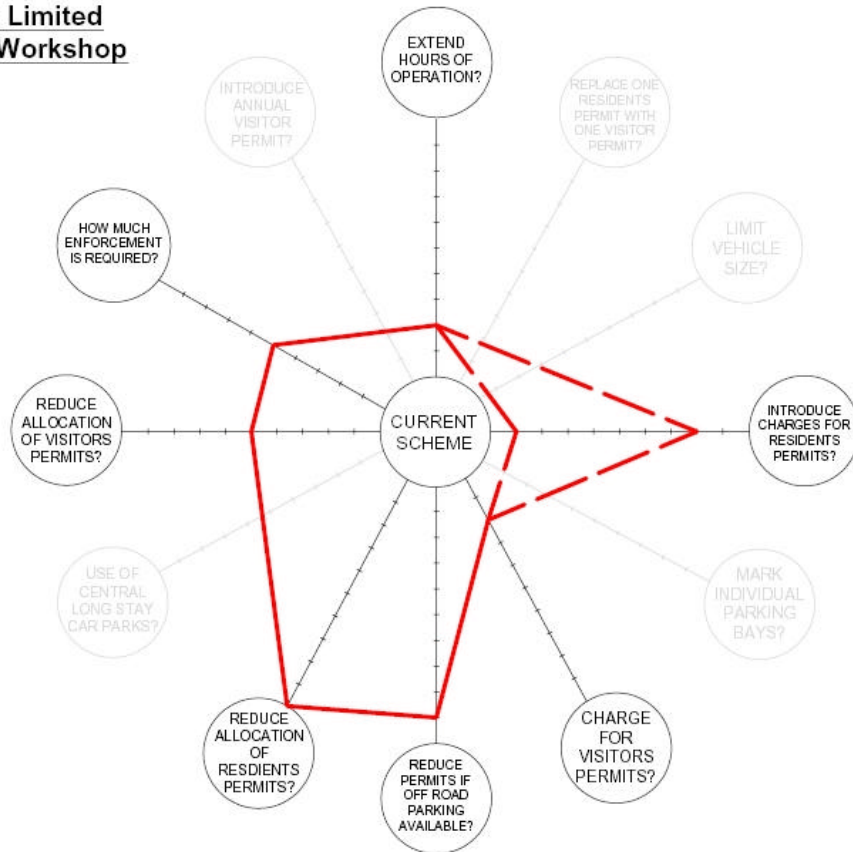


FIGURE 3

**Other Local Authority
Resident Parking Schemes**

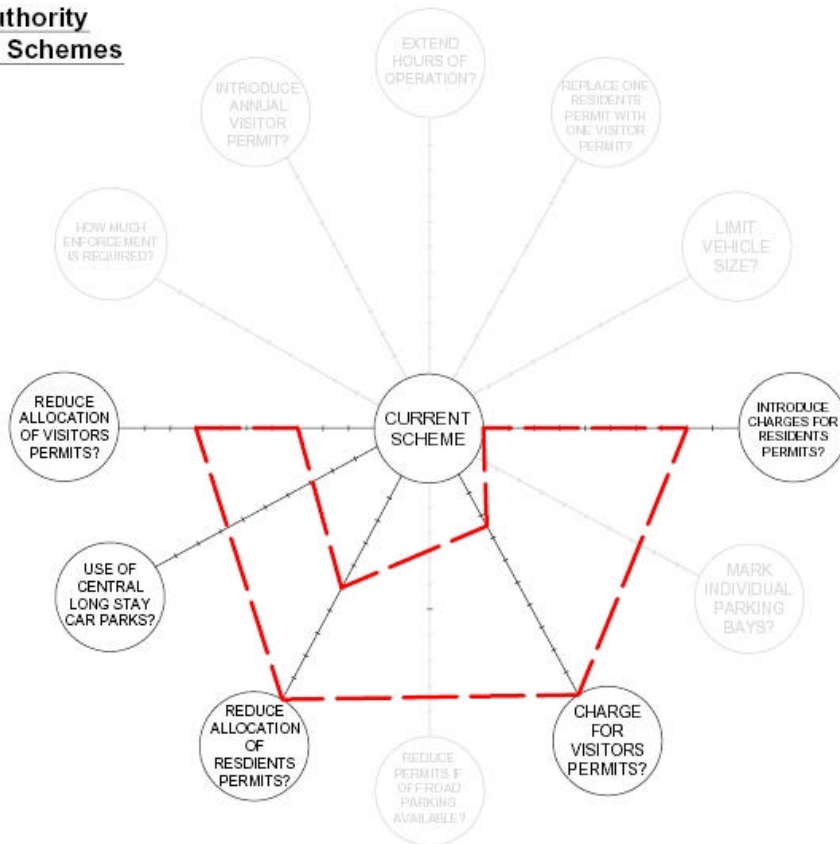


FIGURE 4

Summary

- 6.13 The consultations undertaken indicate that there would be overall support for the following measures:
- Reduce maximum number of residents permits to 2 per household
 - Reduce maximum allocation of residents' permits by number of off road spaces available.
 - (Introduce a £10 charge for Limited Waiting Scheme permits) Increase residents only scheme permits to £30.
 - 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 current city centre long stay parking rate.
- 6.14 The above measures fall broadly inline with schemes offered by other local authorities.
- 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
- 6.15 There is support to review the limits on size of vehicle to disallow box vans from permits.
- 6.16 The current level of parking enforcement is about right.
- 6.17 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.

(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 resident's 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 |
| Total | 2314 | 2864 |

- 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).

THE OCCUPIER

**IMPORTANT CONSULTATION
ON RESIDENTS' PARKING
SCHEME**

Date: 2 February 2004

Dear Sir/Madam,

Review of Salisbury Residents Parking Scheme

You may recall that Salisbury District Council wrote to you before Christmas providing information on the visitor scratch card system. It was also stated that the visitor scratch card system is under review. This is part of a wider review of the residents' parking scheme.

My purpose in writing to you now is to provide you with information on the review and ask for your views on the potential options for change. These are set out on the information sheet overleaf. I have also enclosed a questionnaire (prepaid postage) that you might like to use to inform me of your views.

I realise that parking is a matter of concern to many residents. Whilst the District Council will not be able to accommodate the needs of all residents, the purpose of this consultation is to help the Council to better understand the parking problems and the potential solutions for as many residents as possible. I would like any changes to the permit scheme to be agreed and introduced this spring.

Before the Council makes a final decision on any changes, I would like to discuss in more detail, with a random sample of residents their concerns with the scheme and their own ideas for change. This would take place over an evening (7.30pm – 9.30pm) and would involve no more than 25 residents in a workshop session rather than a formal meeting. If you have strong views on the residents' parking scheme and are willing to participate please complete the relevant section of the questionnaire.

Thank you in advance for your time and help in dealing with this matter. As a reminder, please continue to use your 2003 visitor scratch cards. These will continue to be accepted until further notice - you just don't need to scratch off the year box.

Yours faithfully

Graham Wright
Transportation Officer
Salisbury Joint Transportation Team

SALISBURY RESIDENTS PERMIT PARKING SCHEME

INFORMATION SHEET

Background

- 1 Between 1989 and 1997, 5 residents' parking zones were introduced in Salisbury city centre. The aim was to help reduce problems caused to residents due to daytime parking by commuters and shoppers. However up to 2 hours free parking was allowed for non-residents'.
- 2 The District and County Councils have continuously sought to enhance the scheme and meet the needs of residents. Since 2001 a further 4 zones have been added and one previous zone extended. In addition, one new zone is currently being developed and other zone extensions have been requested. Also in 2001 the visitor scratch card system was introduced. In 2002 four of the city centre zones were converted to residents'-only and a charge of £25 was introduced for each permit.

Problems With the Current Scheme

- 3 As the residents parking scheme has developed in recent years four problem areas have been identified.
 1. The number of cars owned and parked on-street by residents continues to rise. At present in some zones the number of permits outweighs the number of available parking spaces. Life for some residents has become especially difficult in the evening when most residents are at home and when the scheme does not operate.
 2. The area covered by the resident's parking scheme has more than doubled since 2001 and the level of enforcement in the residents'-only zones has increased. This has added to the cost of enforcement and administration. Income from the sale of permits and scratch cards and receipts from penalty charge notices falls well short of the increasing cost of running the scheme.
 3. Cards and permits that are issued free of charge are not valued by all residents. There is evidence that some residents apply for their free allocation of scratch cards and pass them on for non-resident shoppers and commuters to use. This further reduces the number of spaces available to legitimate users and undermines the value of the scheme.
 4. Whilst an administration charge of £25 was introduced to cover some of the extra costs of enforcing residents'-only zones, zones operating the original scheme still have to be enforced and administered. Residents only meet a small fraction of the actual costs
- 4 We are also aware of some specific local problems in some of the zones (eg the creation of forecourt parking that reduces the number of public on-street parking spaces available to other residents). We are asking residents' for help in identifying and resolving some of these problems.

What Do Other Local Authorities Do?

- 5 A review has been undertaken of residents parking schemes offered by neighbouring local authorities and beyond. It is clear that most schemes have been developed piecemeal by each authority, usually from small beginnings to deal with specific local problems. As a result there is a wide diversity of approach.
- 6 As far as it is possible to generalize from the schemes surveyed, the following points can be made:
- Very nearly all other local authority schemes limit the number of residents permits issued per household to either 1,2 or 3 permits.
 - Very nearly all schemes make a charge for resident's permits. The permit cost varies between £10 and £50 or more but an average cost is about £20 per permit.
 - Visitors are catered for by two methods:
 - i. Annual unallocated permit.
 - ii. Daily scratch card.(In both cases charges apply)

In the case of annual visitor permits, these are issued to each householder but do not have a registration number so they can be moved from car to car. Annual visitors permits are open to misuse and increase the number of permits in circulation compared to the number of parking spaces. To a lesser extent daily scratch cards are also open to the same misuse.

Possible Ways Forward

- 7 The three principle issues to be dealt with are:
- The need to minimise the level of misuse of the residents' parking scheme – in the main from misuse of the scratch card system
 - The need to reduce overall the number of permits in circulation
 - The need to meet the escalating costs of providing the scheme
- 8 Broadly speaking there are three possible ways of dealing with these issues:
- Set a maximum level of permits and scratch cards per household.
 - Charge for permits and scratch cards to encourage proper use.
 - Abandon the scheme altogether.
- Whatever proposals come forward, the scheme will have to be easy for the Council to administer and enforce and for residents to understand and use.
- 9 The table overleaf suggests a range of possible options. The pros and cons of each approach are assessed. Some options can work in combination (eg combining the use of an annual visitors permit with limited use of scratch cards would help residents cater for more than one visitor). We want to know your views on the options and other suggestions of your own.
- 10 This information sheet does not go into details. A booklet explaining the present rules of the scheme is sent out with every permit application form. It is also available from the parking office at Pennyfarthing House (Tel: 01722 434650). The workshop session will provide an opportunity to explore the scheme in more detail and discuss the questionnaire responses.

Assessment Table

Possible Options for Change

| | Options | Advantages | Disadvantages |
|----------|--|---|---|
| A | Abandon scheme | Zero cost, easy to understand | Chaos for residents trying to compete for parking with commuters and shoppers |
| B | Reduce the number of residents permits per household (suggestion - a maximum of 2 permits per household) | Fairer for all households to have reasonable access to on-street parking | Some households with more than 2 cars will lose out Doesn't help to meet the cost of the scheme. |
| C | Reduce the number of free visitors daily scratch cards per household (suggestion- 50 in residents only zones, none in other zones) | Reduces opportunity for abusing the system. Improves the chances of local residents being able to park on-street | Makes it expensive to receive visitors. Doesn't help very much in meeting the costs of the scheme |
| D | Introduce an annual visitors permit per household | Easy to administer and use. | Wide open for some residents to abuse the system. Will make it more difficult for residents to find a car parking spaces Will only allow one visitor per household at any one time |
| E | Substitute an annual visitors permit for one residents permit per household. | Easy to administer and use Gives residents a choice of how they use one of the permits allocated per household | Still open to abuse. It will still make it difficult for residents to find a parking space. Still only allows one visitor per household at any one time. Doesn't help to meet the costs of the scheme. |
| F | 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) | Easy to administer and use Helps meet costs of the scheme. | Reduces likelihood of abuse of the system. Residents will have to pay for scheme. |
| G | Introduce a charge (suggestion of 20p per card) for all visitor scratch cards currently issued for free. | Easy to administer and use. Helps meet cost of the scheme | Reduces likelihood of abuse of the system. Residents will have to pay for scheme. |



REVIEW OF SALISBURY RESIDENTS' PARKING SCHEMES RESPONSE FORM

Please use this form to provide us with your response to the review.

Section 1 - About You

Q1. Please state the name of the street you live in? _____

Q2. Please state which zone you live in? _____

Q3. How many motor vehicles do you own? _____

Q4. Where do you currently park? (Please tick one box)

On Road

Off Road

Section 2 - Your Assessment of Salisbury's Residents Parking Scheme

Q1. Please rank in your order of priority the problems identified in **Section 3** of the information sheet.

| | | | | | | | |
|-----------|--|-----------|--|-----------|--|-----------|--|
| Problem 1 | | Problem 2 | | Problem 3 | | Problem 4 | |
|-----------|--|-----------|--|-----------|--|-----------|--|

Q2. Please use the space below to draw to our attention any other problems you experience or examples of misuse of the scheme that you are aware of. (This will be used for internal information only and no direct action will be taken)

Q3. Please list in order of priority your top three 'Options for Change' as described in the information sheet.

| | | | | | |
|------------|--|------------|--|------------|--|
| Priority 1 | | Priority 2 | | Priority 3 | |
|------------|--|------------|--|------------|--|

Section 3 - Workshop Session

If there is a sufficient interest it is proposed to set-up a small group of residents to receive the results of the consultation and help develop firm proposals. The group will be run by officers from the Salisbury Joint Transportation Team. The purpose of this group is to help officers bring the maximum benefits to residents within the parking zones.

If you are willing to take part in the workshop then please provide us with your contact details in the space below. (Please use block capitals).

Name _____ Email _____

Address _____

Please turn over and use the space to provide any other comments you may have and for details of how to return your form

Completed questionnaires must be returned to Salisbury District Council by:
Midday, 1st March 2004

OTHER COMMENTS

Please use the space below to provide us with any other comments you have on the proposals.

PLEASE CONTINUE ON ADDITIONAL SHEETS IF NECESSARY

HOW TO RETURN YOUR QUESTIONNAIRE

1. Fold questionnaire along FOLD 1
2. Fold questionnaire along FOLD 2.
3. Fold questionnaire along FOLD 3.
4. Tuck SECTION A into SECTION B.
5. Post it.

FOLD 1

SECTION A

BUSINESS REPLY SERVICE
Licence No. SA 100/2

Transportation Officer
Salisbury District Council
The Council House
Bourne Hill
Salisbury
Wilts
SP1 3UZ

211

FOLD 2

SECTION B

FOLD 3

**SALISBURY RESIDENTS' PARKING SCHEME REVIEW
WORKSHOP SESSIONS FOR RESIDENTS**

A G E N D A

| | |
|--|---------------------|
| 1. INTRODUCTION | ALL |
| 2. AIM | OFFICERS |
| 3. GROUND RULES | ALL |
| 4. FORMAT OF THE SESSION | OFFICERS |
| 5. THE PRESENT SCHEME | OFFICERS |
| 6. THE MAIN ISSUES TO DEAL WITH | OFFICERS |
| 7. RESULTS OF THE QUESTIONNAIRE SURVEY | OFFICERS |
| <ul style="list-style-type: none">• Answers to the questions• Summary of the comments | |
| 8. WHAT DO OTHER LOCAL AUTHORITIES DO? | OFFICERS |
| 9. PRIORITISATION EXERCISE | PARTICIPANTS |
| 10. TACKLING THE ISSUES | PARTICIPANTS |
| <ul style="list-style-type: none">• Detailed comment and assessment of the issues identified | |
| 11. SUMMARY SESSION | ALL |
| <ul style="list-style-type: none">• WHAT HAVE WE ACHIEVED ?• WHAT REMAINS TO BE DONE? | |
| 12. WORKSHOP EVALUATION AND CLOSE | ALL |

**SALISBURY RESIDENTS' PARKING SCHEME REVIEW
WORKSHOP SESSIONS FOR RESIDENTS**

INTRODUCTIONS

IN PAIRS EXCHANGE:

- **NAME**
- **SOMETHING INTERESTING ABOUT YOURSELF**
- **WHAT YOU HOPE TO BE ACHIEVED FROM THE EVENING**

WRITE DOWN NAME AND "HOPE" ON THE FORM PROVIDED

TELL THE REST OF YOUR TABLE WHAT YOU HAVE JUST HEARD

**SALISBURY RESIDENTS' PARKING SCHEME REVIEW
WORKSHOP SESSIONS FOR RESIDENTS**

GROUND RULES

- **ONE PERSON SPEAKING AT A TIME**
- **THE PROCESS IS INCLUSIVE OF INDIVIDUAL VIEWS**
- **WE NEED YOUR VIEWS AS INDIVIDUALS**
- **OUTPUT OF WORKSHOP WILL BE TO AGGREGATE VIEWS OF ALL INDIVIDUALS**

SALISBURY RESIDENTS' PARKING SCHEME REVIEW WORKSHOP SESSIONS FOR RESIDENTS

MAIN ISSUES

- 1. THE NUMBER OF CARS OWNED AND PARKED ON-STREET BY RESIDENTS IN SOME ZONES. THE NUMBER OF PERMITS OUTWEIGHS THE AVAILABLE PARKING SPACES.**
- 2. THE AREA COVERED BY THE RESIDENT'S PARKING SCHEME HAS MORE THAN DOUBLED SINCE 2001 AND THE LEVEL OF ENFORCEMENT IN THE RESIDENTS'-ONLY ZONES HAS INCREASED.**
- 3. CARDS AND PERMITS THAT ARE ISSUED FREE OF CHARGE ARE NOT VALUED BY ALL RESIDENTS.**
- 4. RESIDENTS DO NOT MEET THE FULL COST.**

SALISBURY RESIDENTS' PARKING SCHEME REVIEW - WORKSHOP SESSION FOR RESIDENTS

Frequency of Ambassador Patrols

| | Frequency of Ambassador Patrols |
|---------------------------------|--|
| Limited Waiting Zones | 2 Patrols Per Week (4 visits) |
| Permit Holders Only Zone | Daily |

SALISBURY RESIDENTS' PARKING SCHEME REVIEW - WORKSHOP SESSION FOR RESIDENTS

Number of Residents Parking Spaces
and Permits Issued in Salisbury

| 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 |
| Total | 2314 | 2864 |

SALISBURY RESIDENTS' PARKING SCHEME REVIEW - WORKSHOP SESSION FOR RESIDENTS

No. of Visitor Parking Permits Issued 01.04.02 - 31.03.03

| | Visitor Permits |
|---------------|------------------------|
| Zone A | 96,600 |
| Zone B | 37,800 |
| Zone C | 70,350 |
| Zone D | 18,900 |
| Zone E | 70,350 |
| Zone F | 21,000 |
| Zone G | 10,500 |
| Zone H | 11,550 |
| Zone I | 1,050 |
| Totals | 338,100 |

| | Visitor Permits Issued (%) |
|-----------------------|-----------------------------------|
| Free of Charge | 99.7 |
| Purchased | 0.3 |

SALISBURY RESIDENTS' PARKING SCHEME REVIEW

WORKSHOP SESSION FOR RESIDENTS

SALISBURY CITY CENTRE CAR PARKING CHARGES FROM 05/04/04

Short Stay Car Parks

| | 0-1 Hour | 0-2 Hours | 0-3 Hours | 0-4 Hours | 0-5 Hours | All Day |
|---------------------|----------|-----------|-----------|-----------|-----------|---------|
| Brown Street (east) | 90p | £1.60 | £2.00 | £2.60 | £3.00 | N/A |
| Brown Street (west) | 90p | £1.60 | £2.00 | £2.60 | £3.00 | N/A |
| Central Short Stay | 90p | £1.60 | £2.00 | £2.60 | £3.00 | £5.90 |
| Lush House | 90p | £1.60 | £2.00 | £2.60 | £3.00 | N/A |
| Salt Lane | 90p | £1.60 | £2.00 | £2.60 | £3.00 | N/A |
| The Maltings | 90p | £1.60 | £2.00 | £2.60 | £3.00 | N/A |

Ultra Short Stay Car Parks

| | 0-1/2 Hour | 0-1 Hour | 0-1 1/2 Hours | 0-2 Hours |
|--------------------------------------|------------|----------|---------------|-----------|
| Market Place Maximum Stay 2 Hours | £1.40 | £2.70 | £4.00 | £5.30 |

Long Stay Car Parks

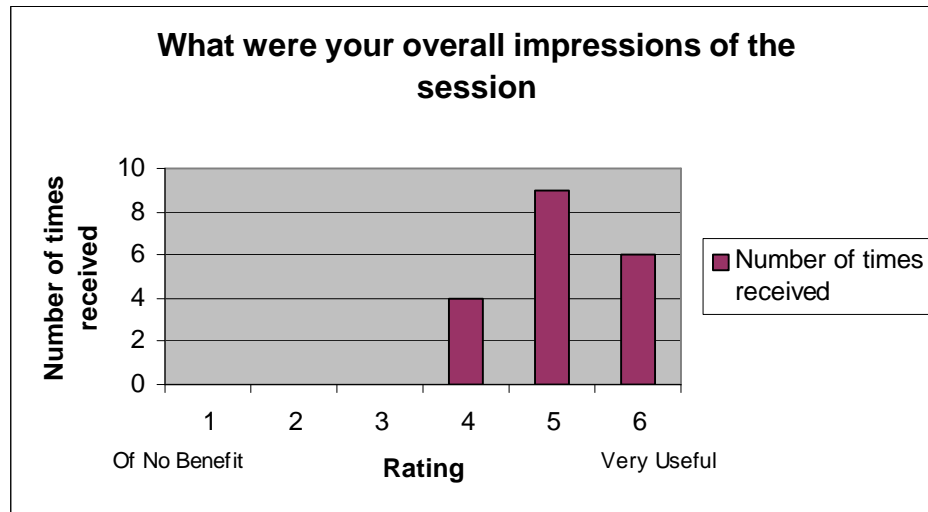
| | 0-1 Hour | 0-2 Hours | All Day |
|-----------------------------------|----------|-----------|---------|
| Central Car Park Approach Road | 90p | £1.60 | £3.60 |
| Central Long Stay | 90p | £1.60 | £3.60 |
| College Street | 90p | £1.60 | £3.60 |
| Culver Street | 90p | £1.60 | £3.60 |
| Millstream | 90p | £1.60 | £3.60 |
| Swimming Pool | 90p | £1.60 | £3.60 |

Season Tickets

| | 12 months | 6 months | 3 months |
|-----------------------------------|-----------|----------|----------|
| Central Car Park Amesbury | £150 | N/A | N/A |
| Central Car Park Approach Road | £730 | £400 | £210 |
| Central Long Stay | £730 | £400 | £210 |
| College Street | £730 | £400 | £210 |
| Culver Street | £730 | £400 | £210 |
| Millstream | £730 | £400 | £210 |
| Rear of Play House | £950 | N/A | N/A |
| Salt Lane | £730 | £400 | £210 |

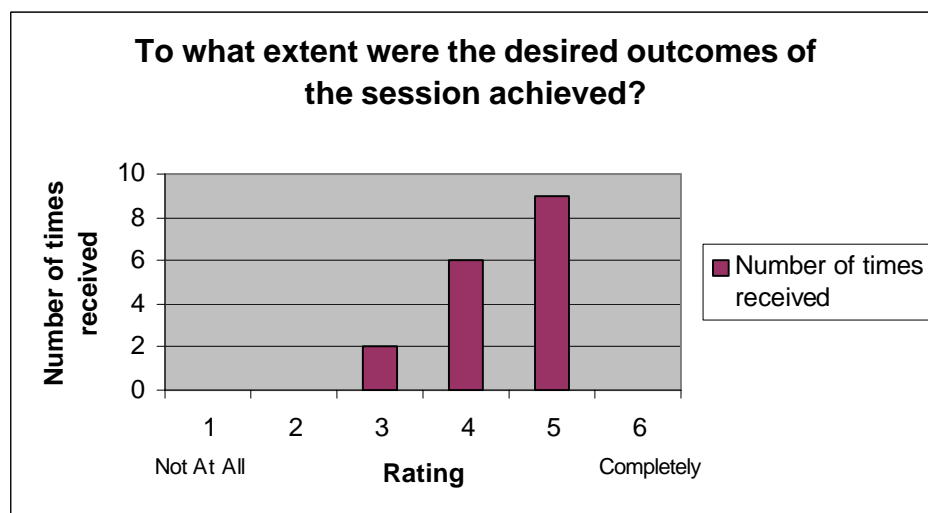
Workshop Evaluation – Residents Only Zones

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?

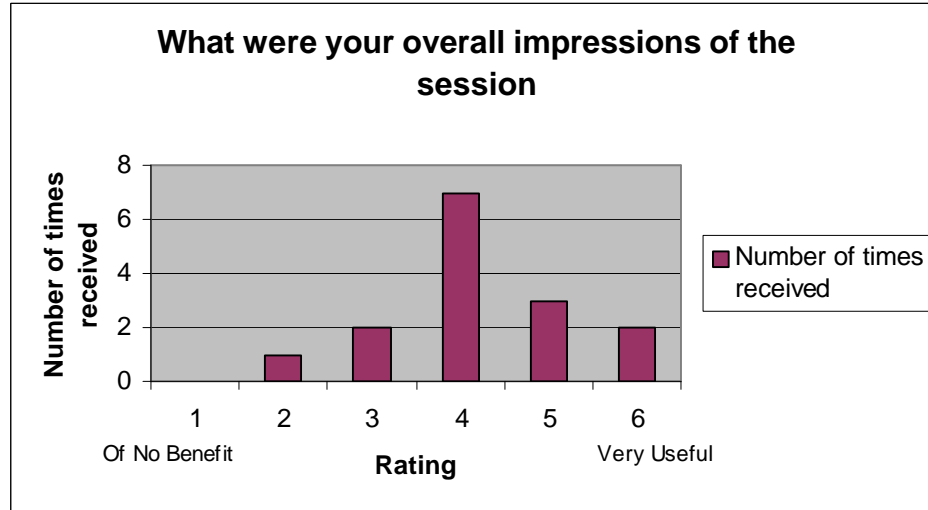
| No. of Times Received | Comment |
|-----------------------|-------------------------------|
| 8 | To hear other peoples ideas |
| 7 | To get our views heard by SDC |
| 6 | Understanding the problem |
| 2 | Permits and visitors permits |

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 |

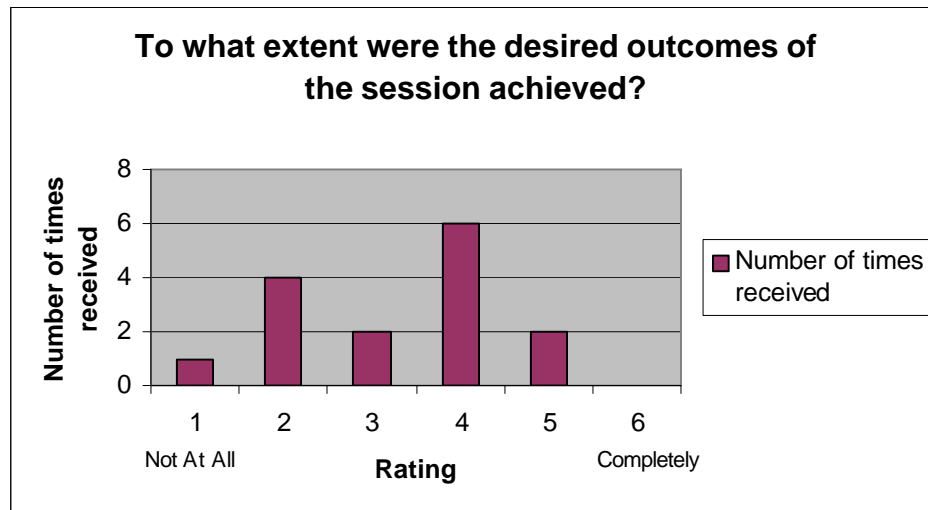
Workshop Evaluation – Limited Waiting Zones

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. |