

# Assessment of Resident Parking Scheme - Survey Report

## Introduction

In order to assess residents views on the current resident parking scheme and how it could be expanded or improved, a survey was sent to all present permit holders. Surveys were sent to 199 households across the borough with a response time of 3 weeks. After 2 weeks a reminder survey was sent out to non-responders. In total we received 118 completed surveys giving us a reasonable response rate of 59%. The survey consisted of three sections; 'About where you live'; 'About the existing scheme' and 'An improved and expanded resident parking scheme'. This report will summarise results for each section of the survey.

## About where you live

The first section of the survey collected some demographic information of those responding to the survey in order that their views may be attributed to specific factors if necessary.

The tables below show the types of property that respondents live in along with the number of off-street parking spaces they have, and whether they normally use them to park their vehicles.

### What type of property do you live in?

	Count	Percent
Detached	8	6.8
Semi-detached	45	<b>38.1</b>
Flat/Apartment	21	17.8
Terrace	43	<b>36.4</b>
Businesses	1	.8
	Base = 118	100.00

### Number of off-street parking spaces

	Count	Percent
0	29	<b>28.4</b>
1	44	<b>43.1</b>
2	16	15.7
3	7	6.9
4 or >	6	5.8
	Base = 102	100.00

### If you have an off-street space do you normally use it to park your vehicle?

	Count	Percent
No	12	17.4
Yes	57	<b>82.6</b>
	Base = 69	100.00

The majority of residents who have permits live in semi-detached or terraced housing. 72% of respondents have at least one off-street parking space at their address. Of those respondents who have off-street parking 83% use it normally to park their vehicles. This still leaves a number of residents who do not take advantage of their off-street parking.

The number of off-street parking places may be connected to the type of property; the cross-tabulation below shows exactly how many off-street parking spaces respondents have for each type of property. 35% of terraced

housing and 38% of flats or apartment have no off-street parking, whereas 43% of detached houses have 3 or more off-street parking spaces.

Property Type	Number of off-street parking spaces			Total
	0	1-2	3 or >	
Detached	0	4	3	7
	0%	57.2%	42.8%	100%
Semi-detached	10	28	4	42
	23.8%	66.7%	9.5%	100%
Flat/ Apartment	6	8	2	16
	37.5%	50%	12.5%	100%
Terrace	13	20	4	37
	35.1%	54.1%	10.8%	100%
<b>Total</b>	29	60	13	<b>Base = 102</b>
	28.4%	58.8%	12.7%	100%

It is important to establish whether those respondents who have the facility of off-street parking use this to park their vehicles rather than parking on-street.

Property Type	If you have an off-street space do you normally use it to park your vehicle?		
	No	Yes	Total
Detached	0	7	7
	0%	10.1%	10.1%
Semi-detached	9	22	31
	13%	<b>31.9%</b>	<b>44.9%</b>
Flat/ Apartment	0	8	8
	0%	11.6%	11.6%
Terrace	3	20	23
	4.3%	29%	33.3%
<b>Total</b>	12	57	Base = 69
	17.4%	82.6%	100%

The majority of respondents who can park their vehicle off-street do use this facility, however a number of respondents who live in semi-detached properties and a few who live in terraced properties still park their vehicles on-street. This will add to unnecessary on-street parking and could be an issue that needs looked at further.

#### Number of registered vehicles at property

	Count	Percent
0	21	18.1
1	57	<b>49.1</b>
2	35	30.2
3	2	1.7
4	1	0.9
Base =	116	100.00

Nearly 80% of respondents have at least 1 or 2 vehicles registered at their property. Only 18% have no vehicles registered.

## About the Existing Scheme

This section reports opinions of respondents regarding the existing resident parking scheme. Initially we wanted to find out overall how satisfied they are with the current parking scheme.

	<b>Count</b>	<b>Percent</b>
Very Satisfied	24	21.2
Satisfied	53	46.9
Dissatisfied	22	19.5
Very Dissatisfied	14	12.4
Base = 113		100.00

As is shown in the above table, 68% of respondents are 'satisfied' or 'very satisfied' with the current scheme. This leaves one third of the respondents who are 'dissatisfied' or 'very dissatisfied' with the scheme as a whole.

Respondents were then given the opportunity to give their satisfaction levels with particular areas of the scheme. If they reported that they were dissatisfied with any aspect they were given the opportunity to explain further any issues or problems they may have experienced.

### Has satisfied are you with the enforcement of the scheme?

	<b>Count</b>	<b>Percent</b>
Very Satisfied	28	27.5
Satisfied	41	40.2
Dissatisfied	17	16.7
Very Dissatisfied	16	15.7
Base = 102		100.00

This is the area with the lowest satisfaction rate reported. One-third of respondents are dissatisfied with the enforcement of the scheme at present. When asked why they were dissatisfied there was one resounding result. Out of those who were unhappy, 95% felt that there were no signs of any enforcement at all. One residents commented that they were unhappy to pay an annual charge when there was no enforcement of the scheme.

### Has satisfied are you with the operating times of the scheme?

	<b>Count</b>	<b>Percent</b>
Very Satisfied	25	24.0
Satisfied	50	48.1
Dissatisfied	19	18.3
Very Dissatisfied	10	9.6
Base = 104		100.00

Of those who were dissatisfied with the operating times, 60% reported that the scheme did not operate for long enough, with 20% feeling that the scheme should operate all day. Other respondents commented that leisure centre users take up resident spaces.

### **Has satisfied are you with the operating days of the scheme?**

	<b>Count</b>	<b>Percent</b>
Very Satisfied	22	22.7
Satisfied	53	54.6
Dissatisfied	16	16.5
Very Dissatisfied	6	6.2
Base = 97		100.00

Of those who were dissatisfied with the current operating days, 83% thought that the scheme should be extended to operate everyday, 17% felt that it should operate on Saturdays so that visitors are able to park.

### **Has satisfied are you with the number of permits per household?**

	<b>Count</b>	<b>Percent</b>
Very Satisfied	21	22.1
Satisfied	51	53.7
Dissatisfied	15	15.8
Very Dissatisfied	8	8.4
Base = 95		100.00

24% of respondents are unhappy with the number of permits per household. Two thirds reported that they have difficulties when they have visitors and 30% felt that one permit was just not enough.

### **Has satisfied are you with the extent of current parking zone?**

	<b>Count</b>	<b>Percent</b>
Very Satisfied	22	23.7
Satisfied	51	54.8
Dissatisfied	11	11.8
Very Dissatisfied	9	9.7
Base = 93		100.00

Although the majority of respondents are satisfied with the current extent of the parking zones a few respondents had specific issues with their area.

One resident in Queen Elizabeth Street felt that the zone should cover the other side of the road. A resident in St Mary's Terrace suggested that the zone should be extended. On Denmark Street a resident reported being unable to park outside their own house and one resident on Villa Place felt that there should be parking on their side of the road.

When given the opportunity to record any other problems with the existing scheme the following issues and comments were reported.

- Business customers parking outside out house.
- Cannot park ousite my own home!
- Cars parking opposite my driveway make it difficult to enter.
- Difficulty getting passed corner of cul-de-sac because of taxi rank.

- Parking in general is ok although we do have problems with buses passing down double parked streets.
- Restrictions should be displayed clearly.
- The original scheme worked, if something is not broken why try to fix it?
- The parking scheme is fine, it's the problem of Dean's taxis that park outside my house.
- The pass which you put in your car should be the size of a tax disc.
- Waste of time, no enforcement.

### **An Improved & Expanded Resident Parking Scheme**

Reported in this section are the expectations that respondents have regarding an improved and expanded resident parking scheme. Respondents were asked if they had particular streets or areas where they thought it would be appropriate for the resident parking scheme to cover. The table below shows the areas which have been reported.

<b>Resident Scheme should cover...</b>	<b>% (count)</b>
Windy Nook Road	10% (5)
Queen Elizabeth Avenue	8% (4)
Coburg Street	6% (3)
Kirkwood Gardens	6% (3)
Stowell Terrace	6% (3)
Alexandra Road	4% (2)
St. Alban's Terrace	4% (2)
All streets or roads near metro station	4% (2)
Denmark Street	4% (2)
Kier Hardy Avenue	4% (2)
Ridley Terrace	4% (2)
School Lane	4% (2)
Southend Road	4% (2)
All areas around leisure centre	2% (1)
Wardley School	2% (1)
Sunderland Road (both sides)	2% (1)
Church Chare	2% (1)
Bewick Road	2% (1)
Ely Street	2% (1)
Gosforth Terrace	2% (1)
Netherfarm Road	2% (1)
Blue Quarries	2% (1)
Salisbury Street	2% (1)
Sheriff Hill	2% (1)
St. Mary's Terrace (back lane)	2% (1)
Streets in area of Queen Elizabeth Hospital	2% (1)
Sunderland Road Villas	2% (1)
Villa Place	2% (1)
Worcester Green Estate	2% (1)
Base = 50	100% (50)

When asked if respondents would like to retain the existing parking restrictions in their current form, 79% said yes. It would appear that the majority of respondents are quite happy with the current scheme and don't see the need for change. If respondents had stated that they were not happy with the current scheme they were asked to record the days and times they would like the scheme to operate. The numbers are very small in this section due to a number of respondents failing to answer.

(Base = 15)	<b>7am to 6pm</b>	<b>6pm - Midnight</b>
<b>Monday – Friday</b>	9 (60%)	2 (13.3%)
<b>Saturday</b>	5 (33.3%)	1 (6.7%)
<b>Sunday</b>	2 (13.3%)	1 (6.7%)

A number of respondents stated that the scheme should operate all day, everyday.

In order to ascertain what aspects of the scheme are most important to residents, respondents were asked to rank a number of attributes from most important (1) to least important (7). This enables us to give each attribute a score and results in a rank of importance. The table below shows the results.

<b>Aspect of parking scheme</b>	<b>Score</b>	<b>Rank of Importance</b>
<b>Enforcement of the scheme</b>	<b>413</b>	<b>1</b>
<b>Operating times of the scheme</b>	<b>338</b>	<b>2</b>
Operating days of the scheme	269	3
Number of permits per household	240	4
Security of permits to minimise fraudulent duplication	207	5
Extent of permit parking zones	206	6
Stringent checks when issuing permits to reduce abuse	204	7

The two most important aspects of the resident parking scheme are ensuring that the scheme is enforced correctly and that it operates at the most appropriate times.

Finally respondents were asked what they felt was a reasonable annual charge for an improved and expanded resident parking scheme, the graph below shows clearly the answers given. The average charge was £16.16 with more than 50% of responses being recorded at £10 or less.

