

Report of the Director of Neighbourhoods and Regeneration

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| Final Report of 2009 Design Consultation (Stage 2) of Controlled Parking Zone J London Fields Extension Area | Classification Public | Enclosures Appendices 1-5 |
| | Ward(s) affected Queensbridge | AGENDA ITEM No |
| 20 July 2009 | | |

1.0 INTRODUCTION

- 1.1 Controlled Parking Zone (CPZ) J was introduced in 2003 with the first extension following two years later in 2005. Following a preliminary survey in 2006, which found a majority of 54% in favour of the London Fields uncontrolled area joining the CPZ, the formal Stage 1 consultation was conducted in Spring 2008 and resulted in Council approval to implement parking controls.
- 1.2 This Stage 2 consultation to determine the final parking design was conducted in line with the policy recommendations laid out in the Parking and Enforcement Plan (2005).
- 1.3 This report details the consultation process and results, the latter being assessed in 3 parts: current parking experience, proposed design feedback, and customer service. It puts forward recommendations for the final parking design to be implemented in the London Fields extension of Zone J.

2.0 SUMMARY

- 2.1 Following extensive consultation with residents and businesses and after a detailed review of the existing CPZ regulations this report outlines the process carried out so far and recommends the extension of existing CPZ J to cover a number of roads which are currently uncontrolled. The recommended restrictions have been designed to improve road safety and to provide parking provision which meets the needs of the service users.

3.0 RECOMMENDATIONS

- 3.1 The Director of Neighbourhoods and Regeneration is recommended to:

Proposed amendments to Zone J

- Approve proposal to maintain the current enforcement Zone J hours.
- Approve the final proposed design for the Zone J London Fields extension (Appendix 3).

General recommendations

- Authorise officers, under the delegated authority powers, to make the necessary amendments to the Traffic Management Orders, under Section 45 of the Road Traffic Regulations Act 1984 as amended and the Road Traffic Act 1991, for Zone J.

4.0 RELATED DECISIONS

- 4.1 Section 6 of the Road Traffic Regulation Act 1984 authorises the Council to implement Controlled Parking Zones. In exercising this power, Section 122 of the Act imposes a duty on the Council to secure as far as practicable the “expeditious, convenient and safe movement of vehicular and other traffic (including pedestrians) and the provision of suitable and adequate parking facilities on and off the highway”. The Council must have regard to such matters as the desirability of securing and maintaining reasonable access to the premises and the effect on the amenities of any locality affected.
- 4.2 The Local Authorities Traffic Orders (Procedure) (England and Wales) Regulations 1996 sets out the relevant procedures. The decision on whether to finally introduce Controlled Parking Zones, or extensions to them, will be taken following a local public statutory consultation; including advertising the proposed Order in the local press and consideration of any comments received as a result of the consultation and advertisement.
- 4.3 The Parking and Enforcement Plan (PEP) was approved by Cabinet on 20th January 2005. The plan outlined the decision to review all new CPZs after the first 12 months of operation and all existing CPZ every 3 years thereafter. Parking Services has ensured that all aspect of its consultation strategy has been undertaken in accordance with the PEP and the Council’s Consultation Strategy.

5.0 FINANCIAL CONSIDERATIONS

- 5.1 Total costs of the proposed new CPZ is estimated to be £88k, this includes £6k for consultations which is already incurred, and £82k implementation costs which is yet to commence. This will be paid out of the current revenue budget of £702k under commissioning.
- 5.2 It is also understood that running costs of the new CPZ (when implemented) will be met by the existing budget £702k
- 5.3 Total estimated revenue income the proposed CPZ will generate is £112k per year, all income generated through parking enforcements will be spent in accordance with the council’s standing orders and s55 of the Road Traffic Regulation Act 1984.
- 5.4 It should be noted that s55 of the Road Traffic Regulation Act 1984 puts a strict limits on how council can spend surplus generated from enforcements and parking permits (i.e., controlled zone).
- 5.5 There is no cashable or non cashable savings to report

6.0 COMMENTS OF THE CORPORATE DIRECTOR OF LEGAL & DEMOCRATIC SERVICES

- 6.1 The consultation process and the recommendations based on it comply with the established legal principles relating to public consultation, namely that it should be undertaken at a formative stage, adequate time and information should be given and conscientious consideration should be given to the response. It is also noted that consultation was carried out in accordance with the PEP and the Council's Consultation Strategy.

7.0 BACKGROUND

- 7.1 In 2009/10, Zone J London Fields extension was among 5 CPZs programmed for consultation; the others were D (north, central, south), B, F, and the Match Day Scheme Stage 4 reviews, Hackney Wick and Zone D displacement areas (Downs Park and Victoria Park) Stage 1.
- 7.2 Operational Reviews are designed to ensure that each CPZ meets the needs of the local communities that they serve, within the context of the Council's overall parking policy. Part of this process involves a comprehensive review of current design and use of available kerbside space. This is then subject to detailed occupancy analysis across the different types of service users.
- 7.3 Another integral part of the process is the public consultation with residents, businesses and other key stakeholders. The consultation exercise is a formal mechanism by which stakeholders can provide feedback on both the current service provision (customer satisfaction) and any other proposals such as changes to design, operational hours, or more general parking issues.
- 7.4 The consultation exercises therefore have two main strands; firstly, the various stakeholders are asked for feedback on operational hours and the proposed design and secondly, they are given the opportunity to comment on specific areas of service provision from enforcement and customer service, to current design with a 'free text' section for any other comments.
- 7.5 A more detailed explanation of the consultation process can be seen in Appendix 1.

Reasons for Decisions & Recommendations

- 7.6 Recommendations are not put forward solely on the basis of questionnaire feedback; consultation takes into account the objective analysis of permit occupancy data, PCN issue

rates, and pay and display revenue along with the preferences indicated through consultation feedback of all services users and therefore attempts to find the best balance possible.

- 7.7 Analysis looked at feedback from residents and business in terms of needs and wants. For instance, a significant proportion of residents may request a reduction in the hours of parking control yet also state that they have difficulty parking during the current operating hours; permit ownership, parking stress surveys, and PCN data may support the feedback that the roads in question are congested during these times.
- 7.8 Recommendations for changing the status quo, or not, have been put forward in light of all data.

Results of Public Consultation

- 7.9 A consultation pack with questionnaire, including a translation request, was delivered to all addresses within the area under review. This gives all stakeholders an equal opportunity to respond and so it can be assumed that those not responding have chosen to do so through lack of interest, time, etc.
- 7.10 It should also be noted that self-selection bias may occur in a study where potential respondents have control over whether they participate. Typically when respondents are volunteers, people with strong opinions or substantial knowledge are more likely to reply, potentially making the sample non-representative of the general population. As the public response to a consultation is primarily through self-administered surveys, there is no control over those who choose to fill out the questionnaire.
- 7.11 Inferential statistical methods rest on the assumption that the results from a small sample can be generalised to the population from which it was drawn. As feedback received tends to be a non-probabilistic sample, the statistical significance of our results (either in favour or against the proposals) has not been nor should they be extrapolated across all stakeholders. We can only be certain that the consultation feedback received is representative of those who chose to respond.

Response rate

- 7.12 CPZs are introduced following two periods of consultation with residents and businesses; for the 'in principle' decision (Stage 1) and for the detailed design (Stage 2). The response rates for latter-stage consultations (Stages 2 to 4) are expected to be roughly half that for Stage 1 'in principle'; the impact of any changes to residents and business is likely to be less severe and so responses are predominantly from those who have concerns about the existing scheme. The Stage 1 consultation for this area generated a 27% response.
- 7.13 Feedback was predominantly in the form of responses to questions asked in the consultation leaflets - approximately 83% of all communication received (Table 1).

Table 1: Communication received by type

| Communication Type | Response |
|------------------------------|-----------------|
| Calls | 1 |
| Drop In Session Forms | 5 |
| E-mail | 3 |
| Letter | 1 |
| Questionnaires | 48 |
| Total | 58 |
| Packs Distributed | 373 |
| Questionnaire Response Rate | 13% |
| Overall Response Rate | 16% |

Parking Experience

- 7.14 This area has a significant commercial presence (26%) and also London Fields park and London Fields rail station, which both bring in visitors. Additionally it suffers displacement parking from mainly adjacent CPZ D and CPZ J to a lesser extent.
- 7.15 Nearly three-fifths of respondents report frequent difficulty finding a parking space in their street, with the worst time being during the working week (Monday to Friday 7:00am to 7:00pm) – 90% had problems on weekday mornings and 87% in the afternoons. A similar picture emerges when asked about visitors with their parking difficulties also extending into weekday evenings and weekend afternoons. [Appendix 2: 9.16-9.19 and 9.20-9.23]
- 7.16 Although quite a high proportion (28%) of people have access to at least 1 off-street parking space, the majority (64%) still leave their vehicle parked on-street during the working week with about this number (61%) planning to purchase a parking permit after implementation. [Appendix 2: 9.8-9.9, 9.14-9.15, and 9.10-9.12]
- 7.17 It has long been alleged that the weekday parking problems in this area are caused by an influx of commuters, parking to use the local rail station or to work in nearby offices. A technical assessment carried out in 2008 revealed that the proportion of midday parked vehicles belonging to visitors ranged from between 0% to 85%, with an average of 44% across the uncontrolled area. Fifty-eight percent (58%) of streets had visitor levels of a third or more of all the parked cars; only 1 of these had relatively low levels of parking stress (65% occupancy). [Technical Assessment Report: London Fields Uncontrolled Area (2008)]

Recommendations

- 7.18 As the main cause of parking stress in this area is incoming business-related vehicles, either commuters or visitors to businesses in adjacent Zone D, the implementation of parking restrictions through the CPZ scheme will significantly reduce the levels of stress and improve the parking experience for local residents and business.

7.19 It is recommended to monitor parking stress and occupancy levels outside of the Zone J operational hours, particularly at weekends, to assess the impact of visitors to the park facilities and Lido in London Fields.

Proposed Parking Design

7.20 To ensure that the parking restrictions are safe for both motorists and pedestrians, Parking Services' proposes parking bays only where it is considered safe to do so with the remaining kerb space yellow lined to improve access, visibility and traffic flow.

7.21 Allocation of parking bays is intended to reflect the mix of residential and commercial properties within this area, with 'general permit' bays (available to both resident and business permit holders) recommended along the majority of roads. A limited number of 'shared use' (Pay & Display and permit holders) have been proposed on several roads to provide visitor parking for nearby Mare Street, London Fields and local businesses.

7.22 Overall, 20 of the 21 proposals with regard to bay allocation obtained a majority support. The provisional shared use bay on Martello Street the only one to garner an overwhelming opposition. This street is very narrow and as such will be predominantly double yellow lines ('no waiting at any time') with a single parking bay at its southern end providing approximately 10 spaces; although it only has properties along its eastern edge, apart from the Pub on the Park, these house a significant volume of residents and the concern is that parking provision will be woefully insufficient. [Appendix 2: 9.28-9.61]

Table 2 and Figure 1: Summary of support for proposed bay allocations.

| Street | Proposed bay | Support | Oppose |
|----------------------|-----------------|---------|--------|
| Bayford Street | Shared use | 83% | 17% |
| | Pay & Display | 79% | 21% |
| Ellingfort Road | Resident permit | 60% | 40% |
| | General permit | 57% | 43% |
| | Shared use | 57% | 43% |
| Elizabeth Fry Street | Shared use | 75% | 25% |
| Fortescue Avenue | General permit | 72% | 28% |
| Gransden Avenue | General permit | 74% | 26% |
| Helmsley Place | General permit | 59% | 41% |
| Lamb Lane | Resident Permit | 68% | 32% |
| | General permit | 70% | 30% |
| | Shared use | 62% | 38% |
| London Lane | General permit | 59% | 41% |
| Martello Street | Shared use | 35% | 65% |
| Martello Terrace | General permit | 52% | 48% |
| Mentmore Terrace | General permit | 62% | 38% |
| | Shared use | 68% | 32% |
| Sidworth Street | General permit | 79% | 21% |

| | | | |
|-------------------|----------------|-----|-----|
| | Shared use | 83% | 17% |
| Silesia Buildings | General permit | 75% | 25% |
| Warburton Road | Shared use | 79% | 21% |

Helmsley Place

7.23 Helmsley Place is solely commercial with small business units and its respondents (50% of all addresses) feel that their specific needs have not been adequately addressed by the proposed design.

- The need for loading and unloading provision.
- Confusion over ownership of the unit 'aprons' that are currently used for parking.
- The need for businesses to park their commercial vehicles in front of their access points during working hours.

7.24 Council representatives and a local ward member met with the businesses on Helmsley Place on 3 July 2009 to discuss their parking needs in more detail. During the meeting the way forward was felt by all present that businesses would make a determined effort to take ownership of the street from LBH. On the assumption that this would go ahead, it was agreed that LBH would look into the possibility of suspending lining works until the privatisation can be confirmed.

7.25 Those working in the street are fully aware of the potential implications if parking restrictions are not implemented within their street once other surrounding roads become restricted. However, as their street is entirely occupied by business premises, and the parking there is effectively managed jointly by themselves they were happy for this decision to go ahead.

7.26 Feedback regarding the meeting was provided to the Head of Parking to make a decision on whether controls should go ahead or not. It was agreed that as majority support was received for controls to be introduced on this road, parking restrictions would be implemented in line with other roads within this area.

Recommendations

7.27 Implement parking controls where majority support has been received. Continue to monitor needs of the service users on an ongoing basis.

7.28 Implement parking controls on Helmsley Place in line with other proposals. If the privatisation of this road goes ahead, the Council will arrange for the removal of all parking restrictions on this road.

Customer Service

7.29 The public were asked both about aspects of the consultation pack, so that feedback can be used as a tool for improvement, and also some of the services that Parking Services provides.

- 7.30 In general, respondents believed that the consultation pack was useful (95%), the map easy to understand (94%), the leaflet contained the right amount of information (83%) and that the questionnaire was about the right length (83%). The main comments were related to the ecological credentials of the pack and its perceived unnecessary 'glossiness'. [Appendix 2: 9.67-9.73]
- 7.31 People were also asked about the new online permit renewal service (74% thought that they would use it), funding of the Freedom Pass scheme (only 25% were aware of Parking Services' financial contribution), and the parking section on Hackney Council's website (only 37% had ever visited). [Appendix 2: 9.63, 9.64-9.65 and 9.74]

Recommendations

- 7.32 Continue to monitor the effectiveness of the Consultation packs and identify ways in which communication can be improved.
- 7.33 Identify ways of better promoting the ecological credentials of the packs that were sent out. Current packs are produced using recycled paper; however this may not be clearly stated on the documents.

Implications for Equality Policies

- 7.34 The process for reviewing CPZ has been approved as part of the Council Parking & Enforcement Plan. The PEP ensures that parking policy is managed in a fair way meeting the needs of users based on a hierarchy of needs.
- 7.35 The CPZ review is also undertaken in accordance with legislative requirements.
- 7.36 There are no implications for Equality Policies.

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Authorisation of Corporate Director

Name:

Signature:

Date:

List of appendices

- Appendix 1: Detailed Consultation Process
- Appendix 2: Detailed Consultation Analysis
- Appendix 3: Zone J London Fields Extension Proposals by Street
- Appendix 4: Zone J London Fields Extension Final Design Map
- Appendix 5: Zone J London Fields Extension Pay & Display Tariffs

Background papers

7.37 The following documents have been relied upon in the preparation of this report:

Table 3: Background documents

| Description of document | Location | Date |
|--|------------------|---------------------------|
| Cabinet Report FP2.07 (Capital Programme update 05/06) | Parking Services | 23 rd May 2005 |
| Parking Enforcement Plan | | 29th January 2005 |

8.0 Appendix 1: Detailed Consultation Process

8.1 Consultation takes place in two stages:

- Preliminary consultation with key internal and external stakeholders.
- Formal consultation with residents and businesses.

Preliminary Consultation

- 8.2 Preliminary consultation for Zone J London Fields extension involved engaging with all key internal and external stakeholders through a series of workshops, meetings and neighbourhood forums, this ensured that a holistic approach to the formulation and timing of the proposals that were put forward for full public consultation was taken.
- 8.3 Parking services also carried out obligatory statutory consultation with Transport for London.

Internal Stakeholders

- Streetscene
- Waste
- Markets

External Stakeholders

- TFL
- Emergency Services

Preliminary Internal Stakeholders

- 8.4 A series of meetings takes place prior to commencement of public consultation to ensure that any requirements from internal stakeholders are incorporated into the design (Table 4). The meetings ensure a coordinated approach and that wider environmental and transportation issues that parking may affect are given due consideration at the appropriate time.

Table 4: Internal Stakeholder Consultation

| Service | Date Consulted |
|--|----------------|
| StreetScene | 14 April 2009 |
| Planning – Conservation and Urban Design | 24 April 2009 |
| Waste Services | 22 April 2009 |

- 8.5 The meeting with Waste Services confirmed their requirement for the implementation of junction protection and no waiting restrictions across estate access points. Refuse vehicles often have difficulty in accessing congested areas without these restrictions.

Preliminary External Stakeholders

- 8.6 In meeting the Council's Statutory Consultation requirement to carry out a safety audit of the Controlled Parking Zone design, meetings are held with safety representatives from the emergency services and Transport for London (TfL) (Table 5).

Table 5: External Stakeholder Consultation

| Service | Date Consulted |
|----------------|-----------------------|
| Fire Service | 8 April 2009 |
| Police | 23 April 2009 |

- 8.7 The safety representatives provided safety assessments of each road and junction within the scheme. They welcomed the introduction of junction protection (the implementation of no waiting at any time restrictions around corners). The Fire Service stressed the importance of this, saying that people's lives have been placed at risk by fire engines not being able to access streets.

Formal Public Consultation

- 8.8 In line with the Council's Public Consultation Charter, a minimum 8 week public response period for each consultation exercise is undertaken; for Zone J London Fields extension this was ran from 5th May to 26th June 2009.
- 8.9 The process is advertised using a wide range of methods. These include:
- Consultation packs with translation requests. These were delivered during the week commencing 5th May 2009.
 - Full page advertisement in *Hackney Today*, with follow ups during the public response period.
 - A public "drop in" session held at venues within or close to the affected CPZ. These were held on 9th and 11th June 2009 at Hackney Town Hall, Mare Street.
 - Consultation posters displayed in the Parking Shop.
 - Consultation information included in parking permits sent out to customers, where applicable.
 - Electronic copies of consultation leaflets, questionnaires, maps, and detailed proposals available for download on the Council's website.
 - A4 flyers placed on street furniture in all roads and on all estates in each of the CPZs.

Consultation pack

- 8.10 A consultation pack is sent out to each address in the Zone under review. Each pack contains an information leaflet outlining the reason for the review and the objectives that it is designed to achieve, along with further information based on the most frequently asked questions. They also contain:

- A consultation questionnaire.
- A map of the CPZ showing the proposed changes.
- A translation request to encourage participation from all sections of the community.
- A Freepost return envelope.

Hackney Today Advertisements

8.11 A series of advertisements are placed in Hackney today:

- A full page advertisement at the commencement of the public response period which outlines the CPZs involved and provides a short synopsis of the review, along with a contact number for further information.
- A half page advertisement mid-way through the public consultation period, detailing the drop in session dates.
- A half page advertisement towards the end, reminding residents and businesses of the deadline.

Drop-In Sessions

8.12 A number of locally placed drop in sessions are held for residents and businesses within the CPZs under review. Depending on the area, businesses and residents may each have a dedicated session per CPZ.

Website

- 8.13 The Parking Services website (www.hackney.gov.uk/parking) contains consultation details and review proposals for each CPZ. It also contains PDF downloads of the leaflet, map, and questionnaire included in the consultation pack and further details of the proposed changes.
- 8.14 After the review has finished, reports on the consultation results and intended changes are uploading for public view.

Door to Door Survey

8.15 Door-to-door surveys are conducted from week 5 to increase awareness of the reviews, particularly amongst residents on street that were showing a below average response rate. Surveyors knock on the doors of 20% addresses in each street within the CPZ under review. They carry consultation packs for the public to complete, should they have not received one.

9.0 Appendix 2: Detailed Analysis of Feedback

- 9.1 Responses from addresses outside of the consultation area have been excluded and duplicates from the same name and address have only been included once. Unless specified otherwise, blank responses have been omitted from a question's analysis.

Section 1: About You

- 9.2 This section of the questionnaire gathers basic demographic data. For data confidentiality responses to name and address, which could identify a specific individual, have been omitted from this report.

Question 1 – Name and Address

- 9.3 CPZs are introduced following two periods of consultation with residents and businesses; for the 'in principle' decision (Stage 1) and for the detailed design (Stage 2). The responses for later-stage consultations are expected to be roughly half that for Stage 1 'in principle'; the impact of any changes to residents and business is likely to be less severe and so responses are predominantly from those who have concerns about the existing scheme.
- 9.4 Overall, this consultation had a 13% response rate from the members of the public living or working in the London Fields uncontrolled area; this is approximately half the questionnaire response (27%) of the Stage 1 consultation. As a consultation pack with questionnaire was delivered to all addresses within the area under review, it can be assumed that those not responding have chosen to do so through lack of interest, time, etc.
- 9.5 Roads with the greatest percentage of responses tend to be those with a substantial commercial presence, in particular Helmsley Place (50% questionnaires returned). Most of the roads where no-one provided questionnaire feedback have very few properties.

Table 6 and Figure 2: Number of consultation questionnaires sent to addresses within the consultation area, number returned, and response rate per street (descending).

| Street Name | Residential | | Commercial | | Total | | Response Rate |
|--------------------|-------------|-----------|------------|-----------|------------|-----------|---------------|
| | Sent | Returned | Sent | Returned | Sent | Returned | |
| Helmsley Place | 0 | 0 | 10 | 5 | 10 | 5 | 50% |
| Gransden Avenue | 8 | 3 | 9 | 1 | 17 | 4 | 24% |
| Mentmore Terrace | 16 | 4 | 27 | 6 | 43 | 10 | 23% |
| Ellingfort Road | 50 | 10 | 9 | 0 | 59 | 10 | 17% |
| Martello Street | 157 | 17 | 4 | 0 | 161 | 17 | 11% |
| Martello Terrace | 11 | 1 | 0 | 0 | 11 | 1 | 9% |
| Silesia Buildings | 17 | 1 | 2 | 0 | 19 | 1 | 5% |
| Bayford Street | 2 | 0 | 8 | 0 | 10 | 0 | 0% |
| Fortescue Avenue | 1 | 0 | 3 | 0 | 4 | 0 | 0% |
| Lamb Lane | 12 | 0 | 12 | 0 | 24 | 0 | 0% |
| London Lane | 2 | 0 | 6 | 0 | 8 | 0 | 0% |
| Mare Street | 0 | 0 | 1 | 0 | 1 | 0 | 0% |
| Sidworth Street | 0 | 0 | 5 | 0 | 5 | 0 | 0% |
| Warburton Road | 0 | 0 | 1 | 0 | 1 | 0 | 0% |
| Grand Total | 276 | 36 | 97 | 12 | 373 | 48 | 13% |

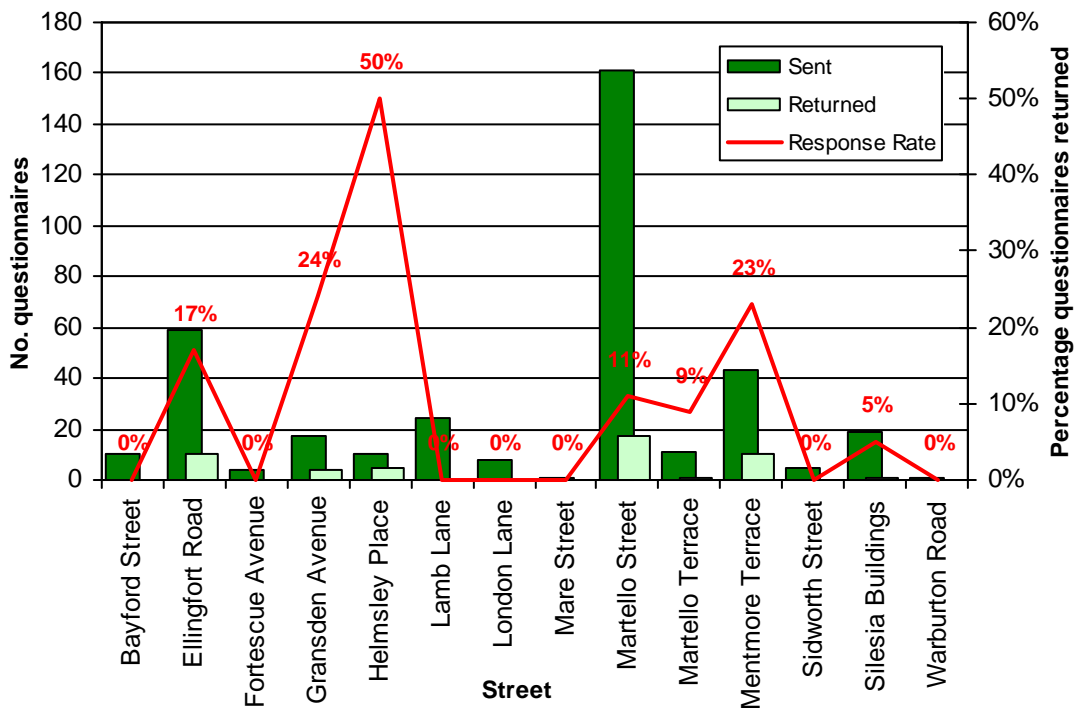
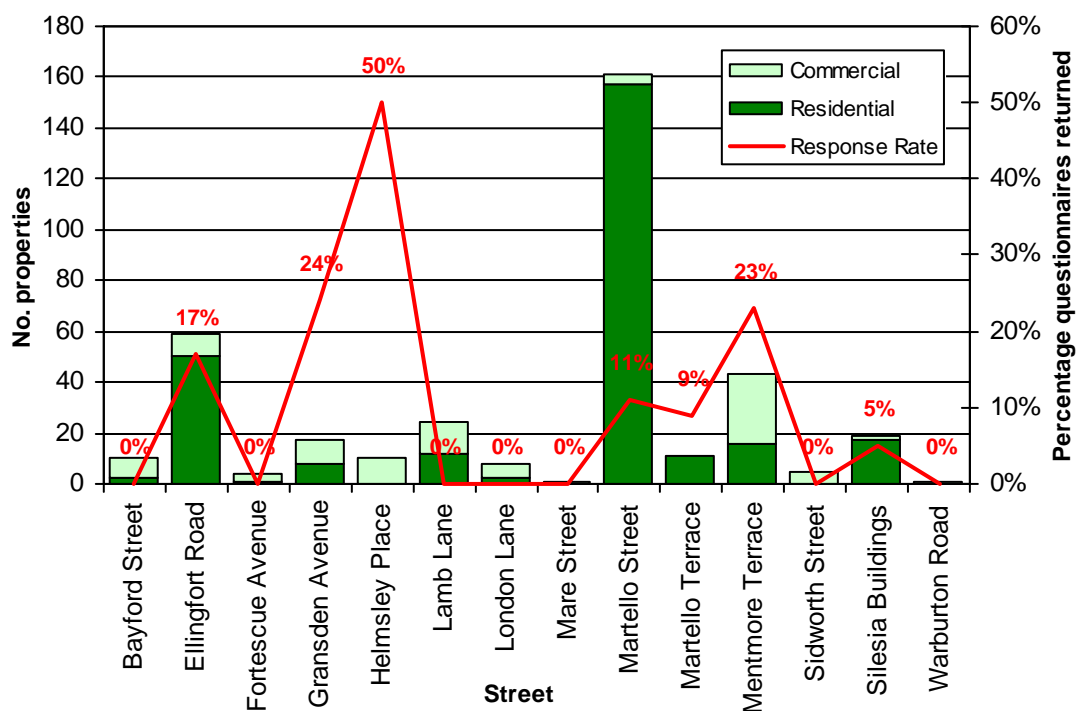


Figure 3: Number of residential and commercial address per street (categorised according to the Basic Land and Property Unit (BLPU) class) and response rate per street.



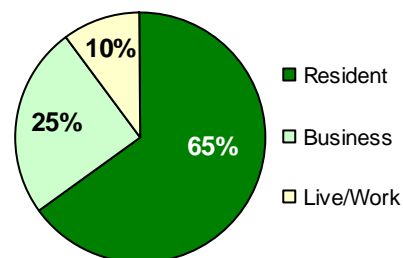
Question 2 – Occupier Type

9.6 The majority of respondents classified themselves as “resident only” (65%) occupiers of the address consulted, although a quarter (25%) were “business only” (25%); this is a substantial proportion for a CPZ consultation and reflects the greater commercial presence (26% addresses) in this area. Ten percent classified themselves as “live / work” occupiers.

9.7 There were also 2 blank responses for this question but with address provided; these have been classified according to the Basic Land and Property Unit (BLPU) class. Occupier type is one of the most influential variables in this type of analysis and it was felt that the data set should be made as complete as possible.

Table 7 and Figure 4: Self-declared occupier type of respondents, including 2 blank responses categorised according to the Basic Land and Property Unit (BLPU) class for their address.

| Occupier Type | Responses | |
|-----------------------|-----------|-------------|
| | Number | Percent |
| Resident | 31 | 65% |
| Business | 12 | 25% |
| Mixed use (live/work) | 5 | 10% |
| Grand Total | 48 | 100% |

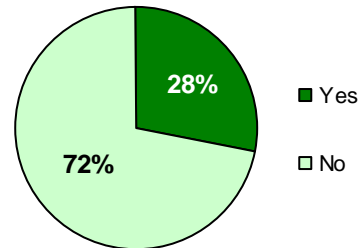


Question 3 – Off-street Parking

- 9.8 A significant percentage (28%) of respondents has access to an off-street parking space, although those that do not are still in the majority (72%).
- 9.9 Streets where a greater proportion of respondents than the overall figure say that they have off-street parking are Silesia Buildings (100%), Gransden Avenue (67%), Helmsley Place (40%) and Mentmore Terrace (33%).

Table 8 and Figure 5: Access to an off-street parking space.

| Off-street parking? | Responses | |
|---------------------|-----------|-------------|
| | Number | Percent |
| Yes | 13 | 28% |
| No | 33 | 72% |
| Grand Total | 46 | 100% |

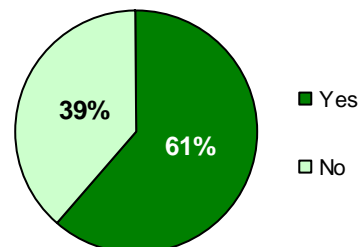


Question 4 – Parking Permit Purchase Plans

- 9.10 When all public highways within this London Fields extension to Zone J become controlled, a valid permit will be required to park in the designated bays while restrictions are active. Respondents not planning on purchasing a resident or business parking permit are likely to have access to their own off-street space, not own a vehicle, or park here only outside of the operational hours.
- 9.11 In the previous Stage 1 consultation last year, 75% of respondents claimed to park a vehicle on-street. Although the same question was not asked this time, the 61% planning to purchase a permit is roughly the same when taking into account the small proportion of respondents who say they plan not to as a protest against the forthcoming implementation.
- 9.12 Only commercial respondents have a majority (55%) not planning to purchase a permit and these have business premises on Helmsley Place and Mentmore Terrace; 83% say they do not have access to an off-street parking space.

Table 9 and Figure 6: Plans to purchase a parking permit after introduction of controls.

| Purchase permit? | Responses | |
|--------------------|-----------|-------------|
| | Number | Percent |
| Yes | 25 | 61% |
| No | 16 | 39% |
| Grand Total | 41 | 100% |



Section 2: Your Parking Experience

9.13 This section of the questionnaire asks about people’s parking experience; this subjective feedback can differ greatly from objective parking stress data but is an important aspect in understanding how the public perceive their area and how a CPZ needs to work for them.

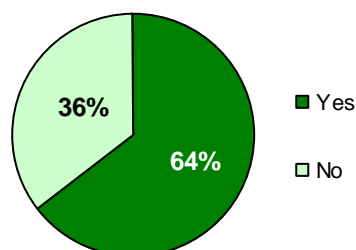
Question 5 – Weekday Parking On-street

9.14 As the London Fields extension will have the same operational hours as the rest of Zone J (Monday to Friday 8:30am – 6:30pm), those leaving their vehicles parked in the area during the working week will need to hold a permit to park legally.

9.15 In line with the 61% who plan to purchase a permit (above), 64% of respondents currently park their vehicles on the street during the working week; these people form a majority among both “resident only” (61%) and “business only” (83%) occupancy groups.

Table 10 and Figure 7: On-street parking of vehicles during the working week (Monday to Friday).

| Weekday parking? | Responses | |
|--------------------|-----------|-------------|
| | Number | Percent |
| Yes | 29 | 64% |
| No | 16 | 36% |
| Grand Total | 45 | 100% |



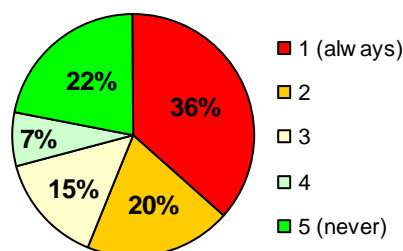
Question 6a – Frequency of Parking Difficulty (Respondent)

9.16 Nearly three-fifths (56%) of respondents report at least some difficulty finding a parking space in their street – ratings 1 or 2 – which is similar to the feedback (61%) from 2008’s Stage 1 consultation. Although most residents (59%) and live/work (100%) occupiers fall into this category, 60% of business respondents claim to never (rating 5) have any difficulty.

9.17 The only roads with a majority not rating their parking difficulty as frequent (ratings 1 or 2) are Helmsley Place and Martello Street, where 100% and 38% of respondents respectively rate parking difficulty as rare (ratings 4 or 5).

Table 11 and Figure 8: Rating of parking difficulty frequency (respondent).

| Parking difficulties | Responses | |
|----------------------|-----------|-------------|
| | Number | Percent |
| 1 (always) | 15 | 37% |
| 2 | 8 | 20% |
| 3 | 6 | 15% |
| 4 | 3 | 7% |
| 5 (never) | 9 | 22% |
| Grand Total | 41 | 100% |

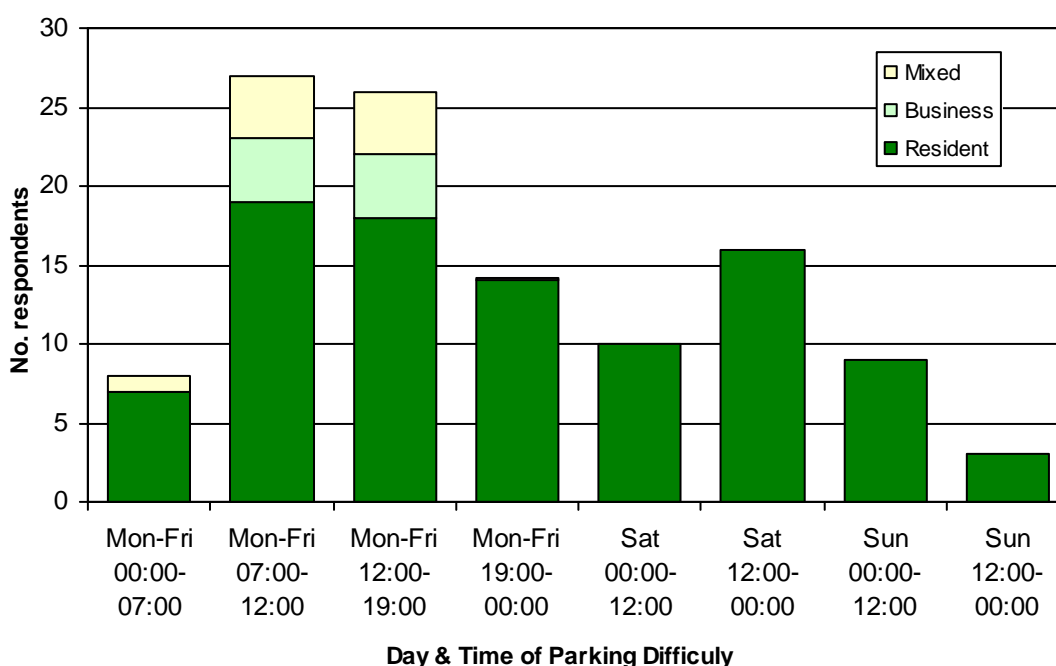


Question 6b – Time of Parking Difficulty (Respondent)

- 9.18 Clearly the hardest time of day to find a parking space in this area is during working hours, particularly during the morning (90% respondents providing feedback included this time slot) or afternoon (87%) Monday to Friday; this is the same for all occupier types. This finding supports the frequent allegation that it is commuters coming into the area, parking to use the London Fields rail station or to work in Council offices, which are taking up all the spaces.
- 9.19 However, Saturday afternoons are also problematic and this is likely to be due to visitors coming to London Fields to make use of the park facilities and Lido, more so during the warmer months (when this consultation took place).

Table 12 and Figure 9: Time and day of worst parking difficulty (respondent).

| Time & day of parking difficulty | | Occupier Type | | | | % Respondents |
|-------------------------------------|-----------------------|---------------|----------|-----------|-----------|---------------|
| | | Resident | Business | Live/Work | Total | |
| Monday - Friday | Midnight – 7:00am | 7 | 0 | 1 | 8 | 27% |
| | 7:00am – 12:00 noon | 19 | 4 | 4 | 27 | 90% |
| | 12:00 noon – 7:00pm | 18 | 4 | 4 | 26 | 87% |
| | 7:00pm – Midnight | 14 | 0 | 0 | 14 | 47% |
| Saturday | Midnight – 12:00 noon | 10 | 0 | 0 | 10 | 33% |
| | 12:00 noon - Midnight | 16 | 0 | 0 | 16 | 53% |
| Sunday | Midnight – 12:00 noon | 9 | 0 | 0 | 9 | 30% |
| | 12:00 noon - Midnight | 13 | 0 | 0 | 9 | 30% |
| Number respondents answering | | 22 | 4 | 4 | 30 | |

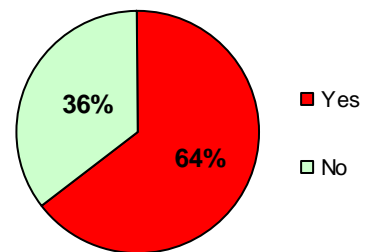


Question 7a – Frequency of Parking Difficulty (Visitors)

- 9.20 A slightly higher proportion (68%) report that their visitors experience difficulty finding a parking space on their street; again this is comparable to Stage 1's response (68%). Only business occupiers have a majority (64%) that claims their visitors never have any difficulty.
- 9.21 Helmsley Place was the only road where a majority (100%) said that their visitors never experienced parking difficulty. This may have as much to do with these respondents opposition to parking controls as their visitors' actual ability to park nearby.

Table 13 and Figure 10: Occurrence of parking difficulty (visitors).

| Parking difficulty? | Responses | |
|---------------------|-----------|-------------|
| | Number | Percent |
| Yes | 30 | 68% |
| No | 14 | 32% |
| Grand Total | 44 | 100% |

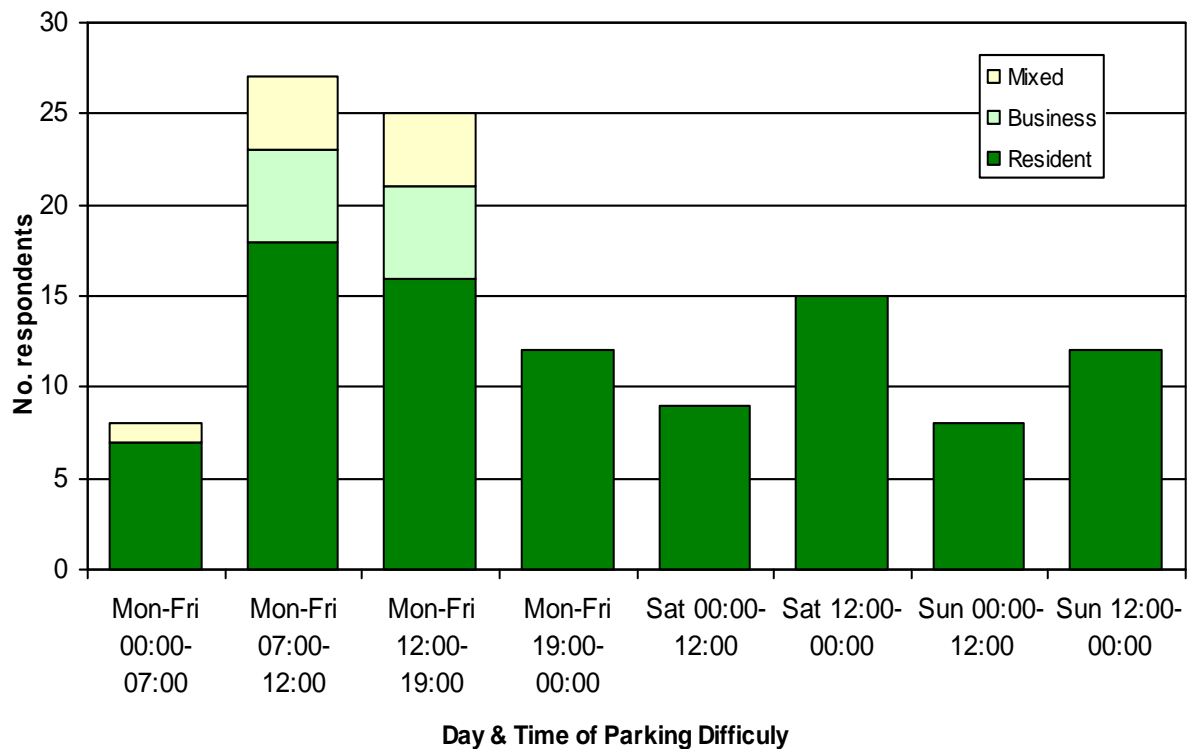


Question 7b – Time of Parking Difficulty (Visitors)

- 9.22 Again the hardest time of day to find a parking space in this area is during working hours, particularly during the morning (82% respondents providing feedback included this time slot) or afternoon (76%) Monday to Friday.
- 9.23 For residential visitors however, weekday evenings after 7:00pm and weekend afternoons and evenings are also difficult; these times will remain outside of Zone J's operational hours and so it is likely that the parking problems will continue after implementation.

Table 14 and Figure 11: Time and day of worst parking difficulty (visitors).

| Time & day of parking difficulty | | Occupier Type | | | | % Respondents |
|-------------------------------------|-----------------------|---------------|----------|-----------|-----------|---------------|
| | | Resident | Business | Live/Work | Total | |
| Monday - Friday | Midnight – 7:00am | 7 | 0 | 1 | 8 | 24% |
| | 7:00am – 12:00 noon | 18 | 5 | 4 | 27 | 82% |
| | 12:00 noon – 7:00pm | 16 | 5 | 4 | 25 | 76% |
| | 7:00pm – Midnight | 12 | 0 | 0 | 12 | 36% |
| Saturday | Midnight – 12:00 noon | 9 | 0 | 0 | 9 | 27% |
| | 12:00 noon - Midnight | 15 | 0 | 0 | 15 | 45% |
| Sunday | Midnight – 12:00 noon | 8 | 0 | 0 | 8 | 24% |
| | 12:00 noon - Midnight | 12 | 0 | 0 | 9 | 27% |
| Number respondents answering | | 24 | 5 | 4 | 33 | |



Section 3: Proposed Design

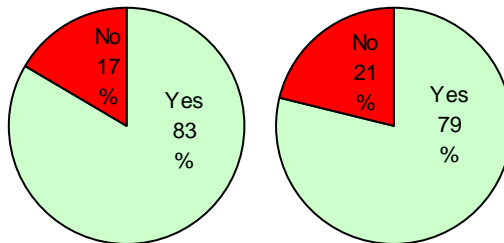
- 9.24 This section of the questionnaire looks at the proposed parking layout and bay allocation per street and seeks people’s opinion on how well it will meet the needs of the area.
- 9.25 The Stage 1 ‘in principle’ consultation of 2008 asked whether people agreed with joining the existing Controlled Parking Zone J, resulting in a majority support; as such, this question is not included in subsequent questionnaires.
- 9.26 To ensure that the parking restrictions are safe for both motorists and pedestrians, Parking Services’ proposes parking bays only where it is considered safe to do so with the remaining kerb space yellow lined to improve access, visibility and traffic flow. As such, the public are only asked for feedback on the type of parking bays proposed (bay allocation) and not the location of yellow lines.
- 9.27 The provisional bay allocation on the proposed design map is intended to reflect the mix of residential and commercial properties within the area, with ‘general permit’ bays (available to both resident and business permit holders) recommended along the majority of roads. A limited number of ‘shared use’ (Pay & Display and permit holders) have been proposed on several roads to provide visitor parking for nearby Mare Street, London Fields and local businesses.

Bayford Street

9.28 The provisional allocation of shared use and Pay & Display among the proposed parking bays on Bayford Street is supported by the majority of respondents; 83% and 79% respectively.

Table 15 and Figure 12: Bayford Street: support for proposed bay allocation.

| Agree? | Shared use | | Pay & Display | |
|--------------------|------------|-------------|---------------|-------------|
| | Number | Percent | Number | Percent |
| Yes | 15 | 83% | 15 | 79% |
| No | 3 | 17% | 4 | 21% |
| Grand Total | 18 | 100% | 19 | 100% |

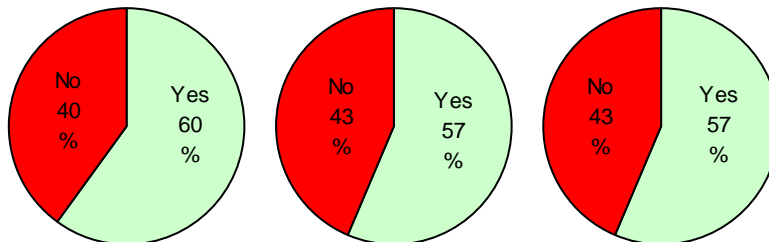


Ellingfort Road

9.29 The provisional allocation of resident permit, general permit, and shared use among the proposed parking bays on Ellingfort Road is supported by the majority of respondents; 60%, 57%, and 57% respectively.

Table 16 and Figure 13: Ellingfort Road: support for proposed bay allocation.

| Agree? | Resident permit | | General permit | | Shared use | |
|--------------------|-----------------|-------------|----------------|-------------|------------|-------------|
| | Number | Percent | Number | Percent | Number | Percent |
| Yes | 15 | 60% | 13 | 57% | 13 | 57% |
| No | 10 | 40% | 10 | 43% | 10 | 43% |
| Grand Total | 25 | 100% | 23 | 100% | 23 | 100% |



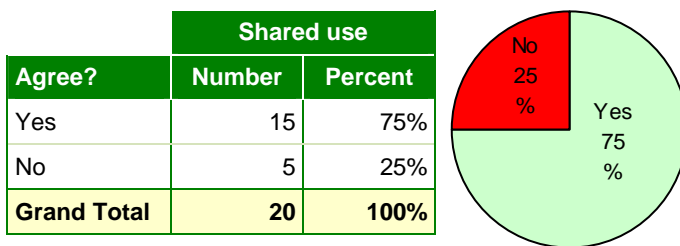
9.30 Comments regarding the proposed parking layout on Ellingfort Road were:

- Should be resident permit bays only on this road, or at least double the proposed provision, to reflect the predominantly residential status of properties; nearby general permit spaces on Mentmore Terrace are sufficient to accommodate any nearby business permit holders.
- There are not enough parking spaces to accommodate the large number of cars owned by residents in this street. Respondents are worried that they will now be paying for a permit but unable to find a space close to home.

Elizabeth Fry Street

9.31 The provisional allocation of shared use to the proposed parking bays on Elizabeth Fry Street is supported by the majority of respondents (75%).

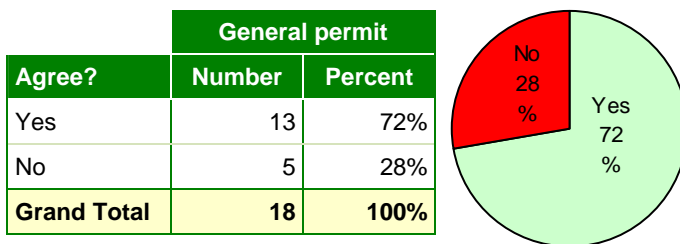
Table 17 and Figure 14: Elizabeth Fry Street: support for proposed bay allocation.



Fortescue Avenue

9.32 The provisional allocation of general permit to the proposed parking bays on Fortescue Avenue is supported by the majority of respondents (72%).

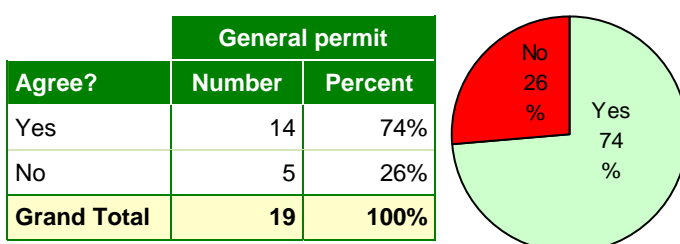
Table 18 and Figure 15: Fortescue Avenue: support for proposed bay allocation.



Gransden Avenue

9.33 The provisional allocation of general permit to the proposed parking bays on Gransden Avenue is supported by the majority of respondents (74%).

Table 19 and Figure 16: Gransden Avenue: support for proposed bay allocation.



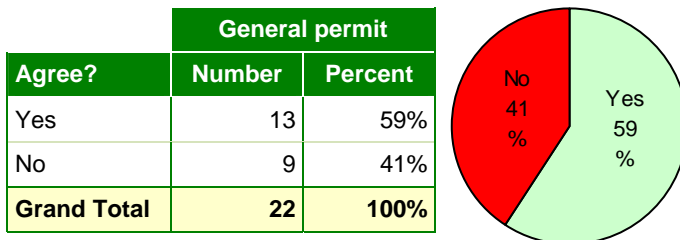
9.34 Comments regarding the proposed parking layout on Gransden Avenue were:

- Reduce the general permit bay on the east side, opposite the Fortescue Avenue junction, to allow sufficient access for large trucks and HGVs.
- Lengthen the double yellow line, south of first general permit bay south of London Lane junction, to ensure vehicle accessibility to/from yard behind nos.12-22.
- Support for the removal of footway parking; currently pedestrians cannot pass on the footway and must walk on the highway which is dangerous.

Helmsley Place

9.35 The provisional allocation of general permit to the proposed parking bays on Helmsley Place is supported by the majority of respondents (59%).

Table 20 and Figure 17: Helmsley Place: support for proposed bay allocation.



9.36 Helmsley Place is solely commercial with small business units and its respondents feel that their unique needs have not been adequately addressed by the proposed design. Fifty percent of addresses submitted a questionnaire and all of these included feedback about the proposed layout on Helmsley Place:

- Provision for loading/unloading of vehicles is an essential requirement; however, there are no 'no loading' restrictions proposed so businesses will be able to load/unload on the double yellow lines. These double yellow lines have been proposed to prevent obstruction access points.
- Would prefer single yellow lines in front of the shutters to allow parking; a single yellow line is active during operational hours, when the majority of businesses will be open, and so parking would still be prevented.
- The proposed general permit bay on the bend of Helmsley Place will obstruct loading/unloading to the roller shutters at that location.
- The proposed southernmost general permit bay on the east side will obstruct vehicles turning in and out of this leg of Helmsley Place.
- Greater 'junction protection' is needed at both the Lamb Lane and Mentmore Terrace junctions to enable large lorries to safely enter/exit Helmsley Place.
- Would like all bays on this road to be business permit only; it is unlikely that sufficient business permits will be issued to justify restricting the bays so much and any that are will be able to park in the general permit bays proposed.
- Unhappy with double yellow line 'access protection' over driveways.

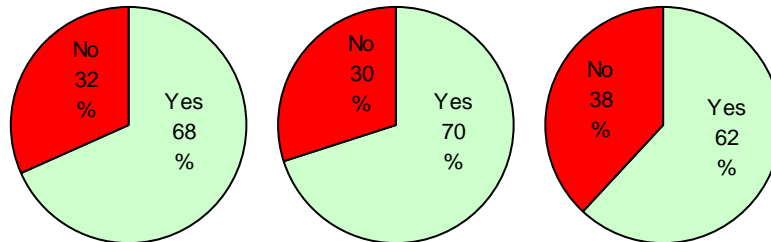
- There is confusion over the ownership of the ‘aprons’ in front of the units; currently businesses park their vehicles here but they are actually part of the public highway and therefore will be subject to parking controls.

Lamb Lane

9.37 The provisional allocation of resident permit, general permit, and shared use among the proposed parking bays on Lamb Lane is supported by the majority of respondents; 68%, 70%, and 62% respectively.

Table 21 and Figure 18: Lamb Lane: support for proposed bay allocation.

| Agree? | Resident permit | | General permit | | Shared use | |
|--------------------|-----------------|-------------|----------------|-------------|------------|-------------|
| | Number | Percent | Number | Percent | Number | Percent |
| Yes | 13 | 68% | 14 | 70% | 13 | 62% |
| No | 6 | 32% | 6 | 30% | 8 | 38% |
| Grand Total | 19 | 100% | 20 | 100% | 21 | 100% |



9.38 Comments regarding the proposed parking layout on Lamb Lane were:

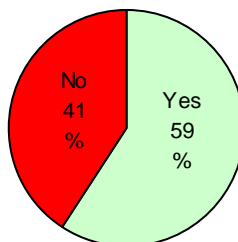
- A limited waiting bay should be created under the railway bridge for the exclusive use of customers of Hand Car Wash on nearby Mentmore Terrace.
- Preference for echelon parking in the lay-by bay on the north side, west of the Mentmore Terrace junction.

London Lane

9.39 The provisional allocation of general permit to the proposed parking bays on London Lane is supported by the majority of respondents (59%).

Table 22 and Figure 19: London Lane: support for proposed bay allocation.

| Agree? | General permit | |
|--------------------|----------------|-------------|
| | Number | Percent |
| Yes | 13 | 59% |
| No | 9 | 41% |
| Grand Total | 22 | 100% |



9.40 Comments regarding the proposed parking layout on London Lane were:

- Should be more resident permit bays only on this road to reflect the predominantly residential status of properties; the nearby general permit spaces on Mentmore Terrace are sufficient to accommodate any nearby business permit holders.
- Preference for echelon parking in the lay-by bay on the south side, west of the Mentmore Terrace junction.

Martello Street

9.41 The provisional allocation of shared use to the proposed parking bays on Martello Street is opposed by the majority of respondents (65%). This resistance rises to 81% when respondents from Martello Street itself are considered alone.

9.42 Support for shared use was strongest only among respondents from Ellingfort Road (57%) and Gransden Avenue (100%), neither of which is directly adjacent to Martello Street.

Table 23 and Figure 20: Martello Street: support for proposed bay allocation.

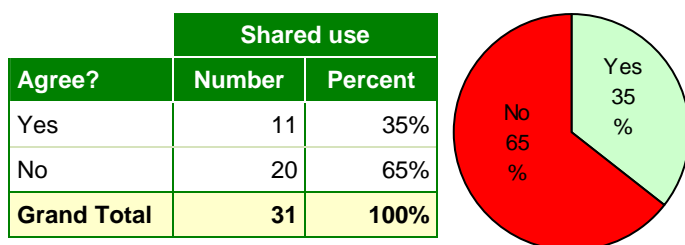
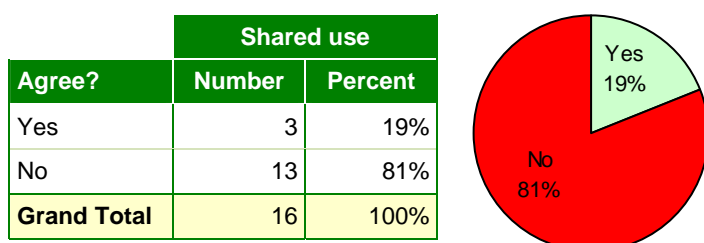


Table 24 and Figure 21: Martello Street: support for proposed bay allocation (Martello Street respondents only).



9.43 Comments regarding the proposed parking layout on Martello Street were:

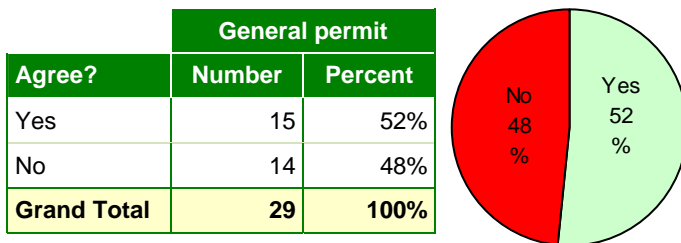
- Support for additional double yellow lines; it is a very narrow road prone to accidents and cannot accommodate two-way traffic and parked vehicles at its northern end.
- Opposition to proposed shared use bay; it should be resident permit bay to ensure residents of this street can find parking close to home. Parking provision is already severely limited on this street.
- Would like all Pay & Display provision removed and bays be resident permit and general permit only.
- Would like some Pay & Display spaces with the majority resident permit only.
- Would like more parking provision on this street, as the reduction will impact on residents.

- Concerns about parking available for visitors to Vanguard House; as a residential building, visitors will be able to use visitor vouchers to park in the resident permit and general permit bays on Ellingfort Road and Mentmore Terrace.
- Would like to see pedestrianisation of at least the northern end of this street, if not its whole length; safer for cyclists and children crossing to walk through to Gayhurst Primary School.
- Would like western side (outside park) to remain uncontrolled to accommodate people that cannot find a parking space elsewhere.

Martello Terrace

9.44 The provisional allocation of general permit to the proposed parking bays on Martello Terrace is supported by a slim majority of respondents (52%).

Table 25 and Figure 22: Martello Terrace: support for proposed bay allocation.



9.45 Comments regarding the proposed parking layout on Martello Terrace were:

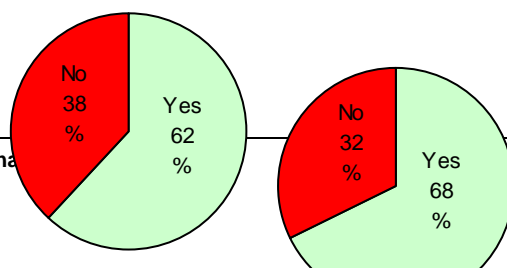
- There should be double yellow lines all along this road as it is too narrow to accommodate two-way traffic and parked vehicles.
- Support for additional double yellow lines on Martello Terrace under London Fields station railway arch.
- Would like some Pay & Display spaces with the majority resident permit only.
- Would like more parking provision, particularly in the form of resident and general permit bays.

Mentmore Terrace

9.46 The provisional allocation of general permit and shared use among the proposed parking bays on Mentmore Terrace is supported by the majority of respondents; 62% and 68% respectively.

Table 26 and Figure 23: Mentmore Terrace: support for proposed bay allocation.

| Agree? | General permit | | Shared use | |
|--------|----------------|---------|------------|---------|
| | Number | Percent | Number | Percent |
| Yes | 18 | 62% | 19 | 68% |



| | | | | |
|--------------------|-----------|-------------|-----------|-------------|
| No | 11 | 38% | 9 | 32% |
| Grand Total | 29 | 100% | 28 | 100% |

9.47 Comments regarding the proposed parking layout on Mentmore Terrace were:

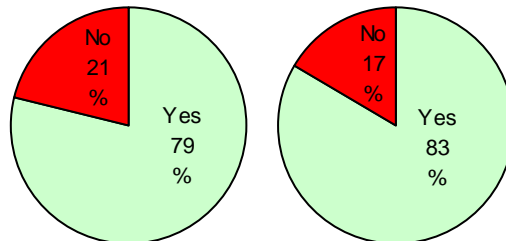
- There should be some resident permit only spaces as there are concerns about other road users taking up all the spaces.
- Would like to see more parking provision provided at the northern end; the road is too narrow to accommodate parking on both sides and still maintain the minimum running width for safe passage of traffic.
- More resident permit parking is needed as the new development at north end will bring in more residents with cars.
- Support for Pay & Display provision on this street.
- Ensure there are sufficient double yellow lines to protect access point between nos.15-17; currently there are frequent problems with obstructing vehicles.
- Remove general permit bay opposite Martello Terrace junction for safety reasons.
- Would like part of the eastern general permit bay, north of the Sidworth Street junction, changed to a 15m loading bay; loading/unloading is possible on the double yellow lines as there are no 'no loading' restrictions in place.
- Would prefer general permit bays instead of double yellow lines on the west side between the London Lane and Martello Terrace junctions. The argument is to allow loading/unloading through the shutters; however, there are no 'no loading' bans at this location and installing permit bays would allow vehicles to park legally in front of the shutters prevent enforcement on obstruction.
- Concerns over parking stress caused by commercial vehicles displacing from the west side of Mentmore Terrace.
- The two short lengths of double yellow lines on the east side, south of the London Lane junction, are allegedly protecting unused access points and could be changed to parking space.
- Concerns that the high-levels of car theft and vandalism on Mentmore Terrace have not been taken into account when placing parking spaces there.
- Commercial respondents feel that unrestricted parking is essential to their business; however, residents' parking needs have greater priority than those of business' in determining bay allocation, as set out in the Council's Parking and Enforcement Plan's (2005) "hierarchy of needs". Businesses will be able to purchase permits to park in the general permit and shared use bays, while their visitors can use the Pay & Display facilities of the latter.

Sidworth Street

9.48 The provisional allocation of general permit and shared use among the proposed parking bays on Sidworth Street is supported by the majority of respondents; 79% and 83% respectively.

Table 27 and Figure 24: Sidworth Street: support for proposed bay allocation.

| Agree? | General permit | | Shared use | |
|--------------------|----------------|-------------|------------|-------------|
| | Number | Percent | Number | Percent |
| Yes | 15 | 79% | 15 | 83% |
| No | 4 | 21% | 3 | 17% |
| Grand Total | 19 | 100% | 18 | 100% |



9.49 Comments regarding the proposed parking layout on Sidworth Street were:

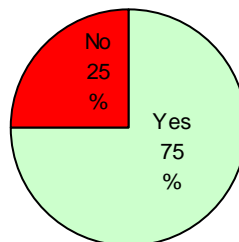
- Ensure that there is sufficient space for large vehicles turning in /out at the Bayford Street junction with the shared use bay proposed opposite.
- More Pay & Display bays for visitors; the proposed bay allocation is already predominantly shared use.

Silesia Buildings

9.50 The provisional allocation of general permit to the proposed parking bays on Silesia Buildings is supported by the majority of respondents (75%).

Table 28 and Figure 25: Silesia Buildings: support for proposed bay allocation.

| Agree? | General permit | |
|--------------------|----------------|-------------|
| | Number | Percent |
| Yes | 15 | 75% |
| No | 5 | 25% |
| Grand Total | 20 | 100% |



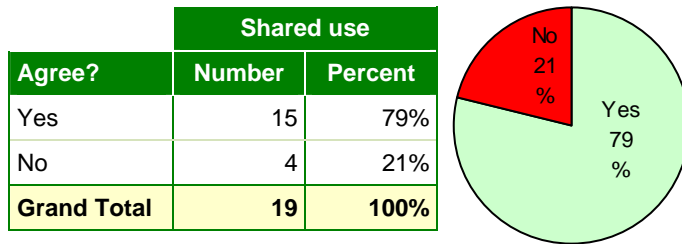
9.51 Comments regarding the proposed parking layout on Silesia Buildings were:

- More resident permit bays only are needed on this road to reflect the predominantly residential status of properties.

Warburton Road

9.52 The provisional allocation of shared use to the proposed parking bays on Warburton Road is supported by the majority of respondents (79%).

Table 29 and Figure 26: Warburton Road: support for proposed bay allocation.



Question 9 – General Comments

9.53 The public were also asked to provide any general comments or suggestions they have about the parking layout and proposals.

Commuters

- 9.54 Complaints about commuters taking up all the spaces, particularly those parking to use London Fields rail station or nearby shops; this will be resolved by the introduction of parking controls.
- 9.55 More shared use bays required to serve the commuters to London Fields rail station; however, the provision of parking spaces for commuters is discouraged by the Council's Parking and Enforcement Plan (2005), with their needs placed below local residents, businesses and their visitors.

Types of Parking Bay

- 9.56 Due to the restricted number of parking spaces proposed, some respondents have concerns about shared use parking and would prefer more exclusive resident permit bays. There is particular worry about the potential parking stress caused by the additional residential cars that will come into the area with the number of new developments being built.
- 9.57 More disabled bays are required in the general area, particularly near the London Fields facilities.
- 9.58 Some loading bays near businesses needed.

Operational Hours

- 9.59 Shorter operational hours - e.g. 7:00am to 11:00am, 10:00am to 12:00pm, or 10:00am to 2:00pm - to deter commuters with minimal impact on local residents and businesses.
- 9.60 Concerns that the forthcoming parking controls will not address the parking problems experienced in this area during the evenings and at weekends; would prefer longer operational hours for the roads close to the London Fields park.

Opposition to Parking Controls

- 9.61 There were also several requests to abandon the implementation of parking controls; however, people living and working in this area had the opportunity to vote on the introduction of restrictions during the Stage 1 consultation last year and the majority demonstrated support.

Section 4: Customer Service

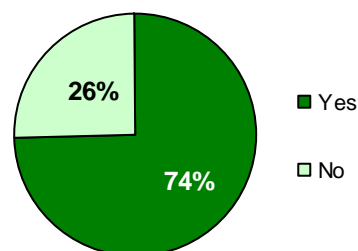
9.62 This final section addresses people’s experience of Parking Services; as this area is currently uncontrolled, it is likely that prior contact with the department is minimal.

Question 10 – Online Permit Renewals

9.63 Parking Services is introducing an online facility for renewing resident parking permits and purchasing visitor vouchers; 74% of respondents thought that they would use this service, even though they are conveniently close to the Parking Shop.

Table 30 and Figure 27: Likelihood of using the online facility for renewing resident parking permits.

| Online renewals | Responses | |
|--------------------|-----------|-------------|
| | Number | Percent |
| Yes | 29 | 74% |
| No | 10 | 26% |
| Grand Total | 39 | 100% |



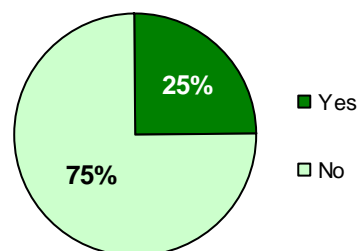
Question 11 – Awareness of Freedom Pass Funding

9.64 Revenue from Penalty Charge Notices (PCNs) and the sale of parking permits is ring-fenced, to cover operational costs with any surplus to be used for transport-related expenditure. This questions aims to raise awareness of the positive ways parking-related income is used.

9.65 Parking Services contributes to the cost of the Freedom Pass scheme, which allows more than 25,000 older and disabled Hackney residents to travel for free on public transport; only 25% of respondents were aware of this.

Table 31 and Figure 28: Awareness of Freedom Pass funding through Parking Services’ revenue.

| Funding awareness | Responses | |
|--------------------|-----------|-------------|
| | Number | Percent |
| Yes | 9 | 25% |
| No | 27 | 75% |
| Grand Total | 36 | 100% |



Question 12 – Consultation Pack Feedback

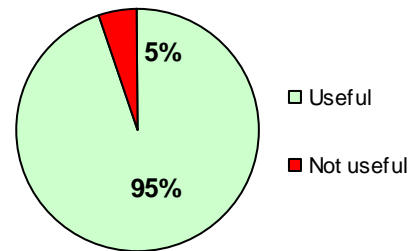
9.66 This question asks for opinions about the consultation pack and its enclosed leaflet, questionnaire and map. Feedback helps the design team improve the pack for subsequent consultations.

Consultation Pack

- 9.67 Most people (95%) believed that the consultation pack was useful, with one respondent praising it for being “useful and concise”.
- 9.68 However, several respondents commented that the pack was “costly and wasteful”, while others questioned whether it had been produced ecologically with recycled paper and vegetable-based inks. There was a feeling that the glossy presentation was unnecessary in a consultation document and not an efficient use of Council Tax money.

Table 32 and Figure 29: Usefulness of consultation pack.

| Consultation pack | Responses | |
|--------------------|-----------|-------------|
| | Number | Percent |
| Useful | 37 | 95% |
| Not useful | 2 | 5% |
| Grand Total | 39 | 100% |

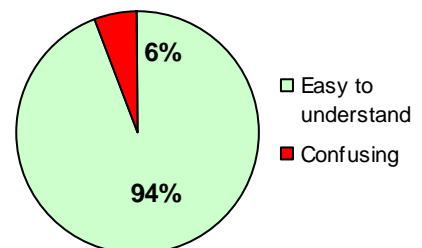


Proposed Design Map

- 9.69 Most people (94%) found the map of the proposed parking layout easy to understand.
- 9.70 However, one respondent commented that the map did not show actual number of parking spaces proposed and that it was hard to ascertain these numbers from the blocks of colour used to indicate bays. Another pointed out perceived errors on the map; the north side of London Lane was wrongly labelled and a disabled bay marked on Ellingfort Road does not exist on-street.

Table 33 and Figure 30: Clarity of proposed design map.

| Design map | Responses | |
|--------------------|-----------|-------------|
| | Number | Percent |
| Easy to understand | 34 | 94% |
| Confusing | 2 | 6% |
| Grand Total | 36 | 100% |

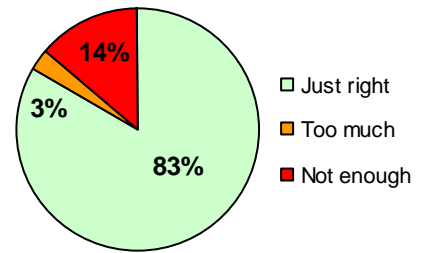


Leaflet Information

- 9.71 Overall, the majority (83%) of respondents were happy with the amount of information included in the leaflet, although a significant minority (14%) would have preferred more. Only 3% felt that it contained too much.

Table 34 and Figure 31: Information in leaflet.

| Leaflet information | Responses | |
|---------------------|-----------|-------------|
| | Number | Percent |
| Just right | 30 | 83% |
| Too much | 1 | 3% |
| Not enough | 5 | 14% |
| Grand Total | 36 | 100% |

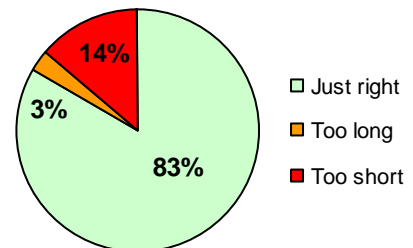


Questionnaire

- 9.72 Overall, the majority (83%) of respondents were happy with the length of the questionnaire, although a significant minority (14%) would have preferred more questions. Only 3% felt that it was too long.
- 9.73 One respondent commented that the questionnaire asked the wrong questions, while another found the agree/disagree options in Question 8 (Section3) “frustrating”. Many Helmsley Place businesses felt that it was biased towards parking control; however, this consultation formed the second stage of the process, to gather feedback on the proposed parking design, following an initial Stage 1 “in principle” consultation last year that garnered majority support for joining Zone J among those living and working in this area.

Table 35 and Figure 32: Length of questionnaire.

| Questionnaire length | Responses | |
|----------------------|-----------|-------------|
| | Number | Percent |
| Just right | 30 | 83% |
| Too long | 1 | 3% |
| Too short | 5 | 14% |
| Grand Total | 36 | 100% |

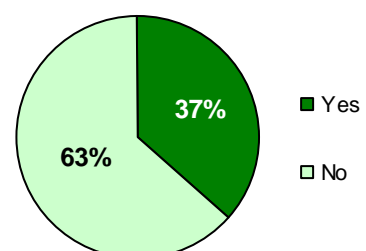


Question 13 – Website Visits

- 9.74 Parking Services maintains a detailed website with information on where to park and each CPZ’s operational hours, the cost of various permits, and information about consultations with packs downloadable while they are running and final reports after analysis and Council approval. Only 37% of respondents had ever made use of this resource.

Table 36 and Figure 33: Visits to www.hackney.gov.uk/parking website.

| Website visit | Responses | |
|--------------------|-----------|-------------|
| | Number | Percent |
| Yes | 15 | 37% |
| No | 26 | 63% |
| Grand Total | 41 | 100% |



Question 14 – Parking Services’ Customer Service

9.75 This question asked for comments and suggestions on improving the customer service provided by Parking Services. As this area is currently uncontrolled, the majority of respondents are unlikely to have visited the Parking Shop or been in contact with the service in another way.

Parking Shop

- Visiting the Parking Shop can be a “time consuming, stressful and an unpleasant experience” – staff need to be better trained in providing a polite, helpful service.
- Faster telephone response with less automated menus required.

Parking Permits

- The introduction of online permit renewals and visitor voucher purchases is welcomed.
- Would like business permits to be free of charge, due to business rates already paid.

Consultation Process

- Improve business involvement in the consultation process to better understand the needs and requirements of this stakeholder group.
- The Stage 2 consultation and implementation of parking controls is overdue according to the original timetable promised after Stage 1.
- Lack of understanding over the two-stage consultation process and belief that Stage 1 feedback was ignored.

Other feedback

- The Planning Department need to ensure that new developments are built with basement parking facilities to reduce the on-street competition.
- Parking controls are a tax on small businesses, driving them out of the area.

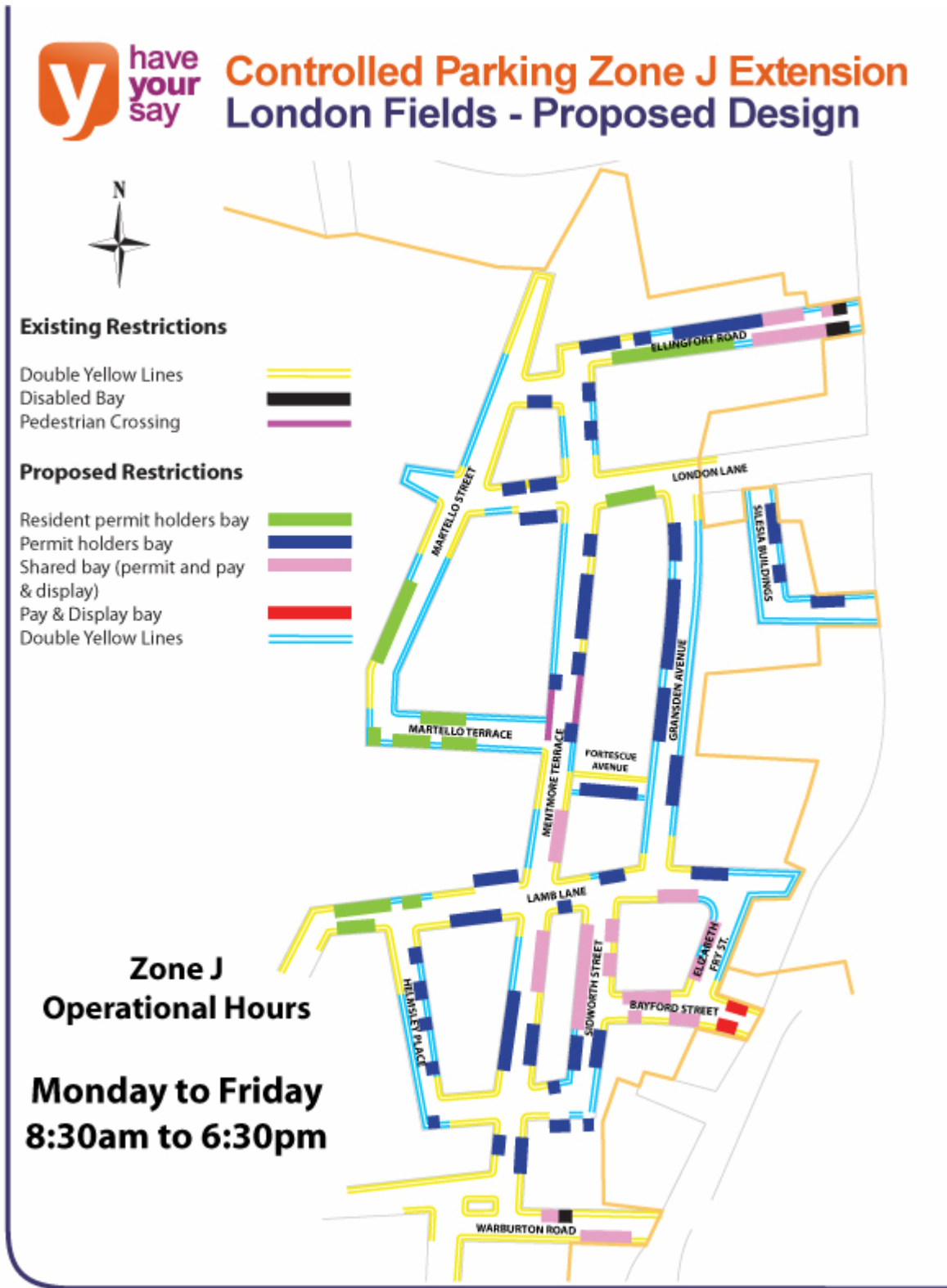
10.0 Appendix 3: Final Proposed Parking Design

Table 37 and Figure 34: Summary of support for proposed bay allocations.

| Street Name | Proposed Design | Final Design | Reason |
|----------------------|-----------------|-----------------|--|
| Bayford Street | Shared use | Shared use | Majority support received. Keep as per the original design. |
| | Pay & Display | Pay & Display | Majority support received. Keep as per the original design. |
| Ellingfort Road | Resident permit | Resident permit | Majority support received. Keep as per the original design. |
| | General permit | General permit | Majority support received. Keep as per the original design. |
| | Shared use | Shared use | Majority support received. Keep as per the original design. |
| Elizabeth Fry Street | Shared use | Shared use | Majority support received. Keep as per the original design. |
| Fortescue Avenue | General permit | General permit | Majority support received. Keep as per the original design. |
| Gransden Avenue | General permit | General permit | Majority support received. Keep as per the original design. |
| Helmsley Place | General permit | General permit | Majority support received. Keep as per the original design. |
| Lamb Lane | Resident Permit | Resident Permit | Majority support received. Keep as per the original design. |
| | General permit | General permit | Majority support received. Keep as per the original design. |
| | Shared use | Shared use | Majority support received. Keep as per the original design. |
| London Lane | General permit | General permit | Keep remaining permit bays as per original design. |
| | | Resident permit | Design amended to include one dedicated resident bay outside 23-29 due to customer feedback. |
| Martello Street | Shared Use | Resident permit | Design amended to convert the shared use bay to dedicated resident bays due to high residential demand and customer feedback. There is ample visitor parking in surrounding streets. |
| Martello Terrace | General permit | Resident Permit | Design amended to convert all proposed permit bays to resident bays due to high residential demand and customer feedback. |

| | | | |
|-------------------|----------------|----------------|---|
| Mentmore Terrace | General permit | General permit | Majority support received. Keep as per the original design. |
| | Shared use | Shared use | Majority support received. Keep as per the original design. |
| Sidworth Street | General permit | General permit | Majority support received. Keep as per the original design. |
| | Shared use | Shared use | Majority support received. Keep as per the original design. |
| Silesia Buildings | General permit | General permit | Majority support received. Keep as per the original design. |
| Warburton Road | Shared use | Shared Use | Majority support received. Keep as per the original design. |

11.0 Appendix 4: Map of Final Design



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12.0 Appendix 5: Pay and Display Tariffs

| Street Name | Location | Tariff |
|----------------------|---|-------------------|
| Ellingfort Road | Outside numbers 5-15 | £1.50p/h Max 2hrs |
| Mentmore Terrace | Outside number 1 and adjacent to 1a | £1.50p/h Max 4hrs |
| Lamb Lane | Outside numbers 1-5. | £1.50p/h Max 4hrs |
| Sidworth Street | At its junction with Lamb Lane and outside number 1-12. | £1.50p/h Max 4hrs |
| Bayford Street | Opposite 2-16 and side of 159 Mare Street. | £1.50p/h Max 2hrs |
| Elizabeth Fry Street | Near entrance to Bayford Street Industrial Centre. | £1.50p/h Max 4hrs |
| Warburton Road | Side of 137 Mare Street | £1.50p/h Max 2hrs |