

Report of the Director of Neighbourhoods and Regeneration		
Final Report of 2009 Operational Review (Stage 4) Consultation of Event (Match Day) Scheme & 'in principle' Consultation (Stage 1) of Event (Match Day) Scheme Displacement Area February 2010	Classification Public	Enclosures Appendices 1-5
	Ward(s) affected Brownswood Clissold Lordship	AGENDA ITEM No

1. INTRODUCTION

- 1.1 The Event Scheme was implemented as the Match Day Scheme in 2008 in response to both impact analysis of the new Emirates Stadium and feedback from the public regarding parking difficulties on Arsenal FC home match days. It is the first cross-zone scheme in the borough, covering Controlled Parking Zones (CPZ) G, G2 and the western part of M. As its operational times are based on the 'kick off' times of the forthcoming fixtures at the Emirates Stadium, it is important that they are reviewed regularly to ensure they continue to be effective.
- 1.2 Arsenal FC moved its home ground from Highbury Fields to the new Emirates Stadium in 2006. Although further from Hackney than the previous stadium, the Emirates has a much larger capacity of 60,000 and limited parking facilities. Arsenal FC encourages supporters to travel to matches by public transport and LB Islington operates a similar Match Day Scheme to that of Hackney, which further limits parking availability.
- 1.3 As only the western part of CPZ M is covered by the Event Scheme, Parking Services has continued to monitor the uncontrolled area for indications of displacement parking on home match days. Although very little additional parking stress was identified in the recent technical assessment, those living or working within the area have been provided with a further chance to join the extended controls should they wish.

2. SUMMARY

- 2.1 The Event (Match Day) Scheme has been reviewed after its first year of operation as committed to in the Parking and Enforcement Plan (2005), which is designed to ensure that parking controls continue to reflect and meet the needs of their particular locale.

- 2.2 Following 'in principle' agreement from the public during 2007's Stage 2 consultation, the Match Day Scheme will now be expanded to include days when special events are held at the Emirates Stadium.
- 2.3 As part of Parking Services' original pledge to monitor parking stress in the displacement area of Controlled Parking Zone (CPZ) M, a technical assessment was carried out during the 2009 football season and a second opportunity Stage 1 carried out concurrently with the Stage 4 review.
- 2.4 These Stage 4 review and Stage 1 'in principle' consultations were conducted in line with the policy recommendations laid out in the Parking and Enforcement Plan (2005).
- 2.5 This report details the consultation process and results of both the Stage 4 operational review and the Stage 1 'in principle' consultation, both being assessed in 3 parts: current parking experience, proposed design changes and customer service. It puts forward recommendations for an amended design in the Event (Match Day) Scheme area and continued monitoring of the displacement area.

3. RECOMMENDATIONS

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

Proposed amendments to the Event (Match Day) Scheme

- Approve proposal to maintain the current enforcement operational hours.
- Approve proposal to review the "special events" aspect of the Event (Match Day) Scheme after its first year of operation, in accordance with consultation policy.
- Approve proposal to conduct interim consultations in the event that the "kick off" times of future fixtures and the operational hours of LB Islington's parallel scheme alter significantly from the present situation.
- Approve the proposed design amendments as detailed in Appendix 5.
- Approve the proposal to erect additional signage within the Event (Match Day) area promoting the Arsenal Hotline maintained by Islington Council (see details in Section 7.24).

General recommendations

- Authorise officers, under the delegated authority powers, to make the necessary amendments to the Traffic Management Orders, under Section 6 of the Road Traffic Regulations Act 1984 as amended and the Road Traffic Act 1991, for Event (Match Day) Scheme.

4. RELATED DECISIONS

- 4.1 The Road Traffic Regulation Act 1984 section 45 authorises the Council to implement Controlled Parking Zones. In exercising this power, Section 122 of the Act imposes a duty on the Council to have regard (so far as practicable) to secure 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 also 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. FINANCIAL CONSIDERATIONS

- 5.1 During 2009, 1,861 PCNs were issued in the Event (Match Day) Scheme area with paid PCNs generating an income of £84,310. This includes PCNs issued by CCTV. Additionally, £23,780 was raised from 147 removals (this includes removals for all contraventions) bringing the total annual revenue to £108,090.
- 5.2 Pay & Display machines in the Event (Match Day) Scheme area generated a total income of £9,348 for the whole of 2009; it is assumed that proposed changes will not have any adverse impact on the current level of revenue generated from the Event (Match Day) Scheme.
- 5.3 Total revenue generated last year from the Event (Match Day) Scheme amounted to £117,438; all revenue generated through parking enforcements are spent in accordance with the Council’s standing orders and Section 55 of the Road Traffic Regulation Act 198.
- 5.4 The works for the Event (Match Day) Scheme will cost approximately £8127, based on £2,376 for the supply and installation of 100 additional signs plus £5751 for amendments to existing signs; all costs will be met from existing Parking Services revenue budget allocations.

Table 1: Projected 12 month income for the Event (Match Day) Scheme.

Revenue Type (12 month projection)	Income
Pay & Display	£9,348
PCNs, clamps and removals	£108,090
Total	£117,438

5.5 The total projected income the Event (Match Day) Scheme will generate is £117,438 per year with implementation costs of £8127 and an annual running cost estimated to be £10,784, which will be funded by this revenue.

5.6 There is no other financial implication associated with the proposal.

6. COMMENTS OF THE CORPORATE DIRECTOR OF LEGAL & DEMOCRATIC SERVICES

6.1 The Corporate Director is asked to comment on the review of the Event (Match Day) Scheme extended parking controls and the recommendations as set-out within paragraph 3 of the report.

6.2 Section 45 of the Road Traffic Regulation Act 1984 as amended ('the act'), permits a local authority by order to designate parking places on highways and make charges for vehicles left in the designated area. The local authority may further specify what types of persons or classes of vehicles may park within these designated areas.

6.3 In exercising any functions under the act, Section 122 sets out the requirements for local authorities when carrying the powers conferred to them for vehicle movement and parking facilities. These duties have already been set out at paragraph 4.1 of the report.

6.4 The report confirms that the required consultations took place in accordance to the Council's Corporate Public Consultation Charter and would appear in line with the 'Sedley test,' these are the principles that have been adopted by the Court as to what's usually expected when undertaking a consultation. These principles consist of the following;

- consultation is undertaken when the proposals are still at a formative stage
- adequate information is given to enable those consulted to properly respond
- sufficient time is provided in order to respond
- the decision-maker gives conscientious consideration to the responses made during the consultation process.

6.5 The recommendations at paragraph 3 of the report appear in line with the consultation. Furthermore the Corporate Director has the delegated authority under the constitution to discharge any function within their service/budget area not otherwise reserved to the Executive, Council or any Council Committee.

7. BACKGROUND

7.1 In 2009/10, the Event (Match Day) Scheme Stage 4 review and Stage 1 displacement area were among 9 CPZs or areas programmed for consultation; the others were the Stage 4 review of Zone D (north, central, south) and Stage 1 for its displacement areas (Downs Park and Victoria Park), the Stage 4 reviews of B and F, Stage 2 for the Zone J London Fields extension, and Stage 1 for the Hackney Wick displacement area.

- 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.

Event (Match Day) Scheme

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.
- 7.13 Feedback was predominantly in the form of responses to questions asked in the consultation leaflets - approximately 99% of all communication received (Table 2).

Table 2: Communication received by type

Communication Type	G	G2	M	Overall*
Calls	0	0	0	0
Drop In Session Forms	1	0	0	1
E-mail	5	0	1	6
Letter	3	0	0	3
Questionnaires	366	93	229	725
Total	375	93	230	735
Packs Distributed	6,856	1,205	3,181	11,242
Questionnaire Response Rate	5%	8%	7%	6%
Overall Response Rate	5%	8%	7%	7%

**includes responses from out of area or of unknown address*

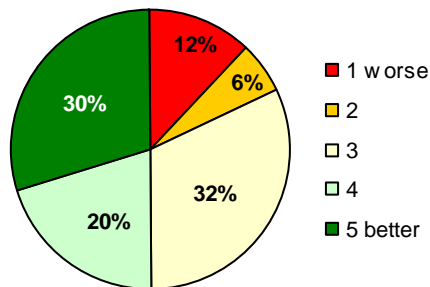
Parking experiences on home match and special event days

- 7.14 This area is predominantly residential (95% addresses) and a significant proportion of properties are located in private roads (4%) or within a housing estate (28%); these residents normally make use of their non-public roads for parking and so therefore are less affected by changes to on-street provision – these addresses represent only 17% of all responses. *[Appendix 2: 9.5]*
- 7.15 The Event (Match Day) Scheme currently covers Arsenal FC home matches only and has yet to be rolled out to include special events at the Emirates Stadium. Of the respondents with at least 1 vehicle, three-quarters (73%) always park on the street during the Event (Match Day) Scheme's operation. *[Appendix 2: 9.9-9.10]*
- 7.16 The majority of respondents report that they rarely or never experience parking problems on home match days (66%) or when special events are held (58%). The same is true for their visitors (66% for match days and 55% for special events). Although a third (31%) of respondents believe this parking experience is no different to the situation prior to the Event (Match Day) Scheme's introduction in 2008, a further half (50%) do consider it improved. *[Appendix 2: 9.11,9.13,9.15,9.17,9.19-9.20]*
- 7.17 While only a few roads across the whole area returned a majority of respondents reporting occasional or regular difficulties, ratings of current parking problems are more substantial in Zone G2; this CPZ is closest to the Emirates Stadium and so is more likely to attract football fans arriving by vehicle than Zone G or M. *[Appendix 2: 9.12,9.14,9.16,9.18]*

Figures 1 and 2: Parking problems experienced during home matches and special events.

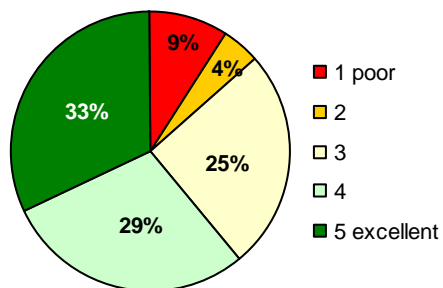


Figure 3: Change to parking experience since the introduction of the Scheme nearby.



7.18 Despite the parking problems, respondents from Zone G2 are happiest with enforcement on home match days with 66% voting it good or excellent, compared to the area average of 61%. Only 14% felt enforcement on their street was less than acceptable. [Appendix 2: 9.12,9.14,9.16,9.18,9.21-9.22]

Figure 4: Rating of parking enforcement on home match days.



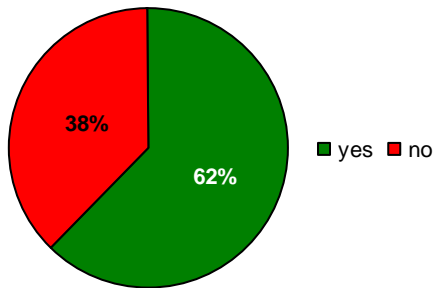
Recommendations

7.19 It is recommended to continue monitoring the Scheme's impact on parking stress during home match and special event days.

The Event (Match Day) Scheme

- 7.20 Reassuringly, two-thirds (62%) of respondents believe that the Event (Match Day) Scheme has been of benefit to themselves; this feeling is much more pronounced (78%) in Zone G2, the CPZ closest to the Emirates Stadium. This is a greater proportion than those who report their parking experience to have improved (see above). *[Appendix 2: 9.24]*

Figure 5: Perceived personal benefit of the Event (Match Day) Scheme.



- 7.21 Currently, the next date of operation (when a home match is played at the Emirates Stadium) is displayed on the Entry and Exit signs located around the boundary of the Match Day Scheme area. Hackney does not send out fixture lists, by email or post, nor list them on the Council website due to the tendency for dates to change at short notice; inquiries are directed to the Arsenal FC website for up-to-date information.
- 7.22 The most popular method of finding out the date of the next home match is through the Entry and Exit signs on all boundary roads (47% of all respondents, followed by word of mouth (23%) and then the Arsenal FC's own website (15%). Although only 5% currently use Arsenal FC's email fixture list, about half (48%) expressed an interest in joining when asked specifically and 79% of these provided their email addresses. Unsurprisingly, given their proximity to the Emirates Stadium and the greater impact of home matches on them, respondents from Zone G2 were the most interested (68%) in joining. *[Appendix 2: 9.25-9.26,9.28-9.299.24]*
- 7.23 Suggested improvements to the publication of operational dates included enhanced and increased signage, the implementation of a telephone helpline, longer advance notice and a frequently updated fixture list distributed by post, email or SMS text originating from Hackney Council or Arsenal FC. *[Appendix 2: 9.279.24]*

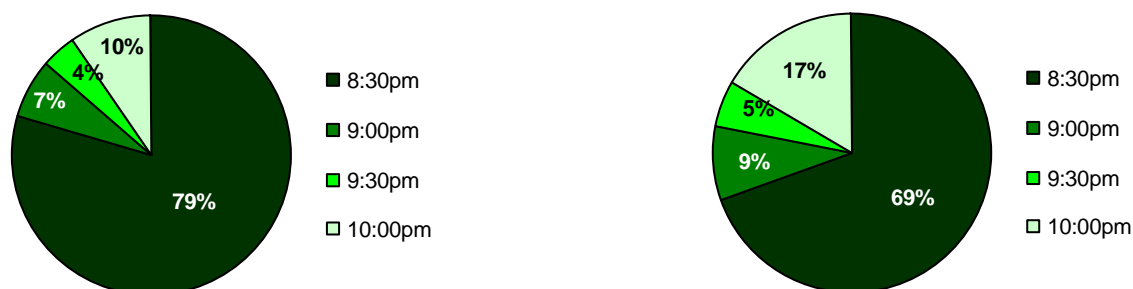
Recommendations

- 7.24 It is recommended to erect additional signs in every road covered by the Event (Match Day) Scheme and display a telephone helpline number from which operation dates can be obtained.

Operational Hours

- 7.25 To ensure a seamless transfer and avoid confusion, the Event (Match Day) Scheme begins as soon as normal CPZ restrictions end; as such, this start time differs according to the CPZ and is not included in the public consultation. On days when normal CPZ controls are not operational (i.e. Saturdays for Zone G/G1, Sundays, and bank holidays), the Event (Match Day) Scheme restrictions start at 12:00pm noon to synchronize with LB Islington's scheme and avoid cross-borough parking displacement.
- 7.26 As most spectators will have parked and entered the Stadium before the football match begins, parking controls only need to extend until 'kick off' time at a minimum. Therefore, the finish time options provided are based on the latest 'kick off' times for the season - very rarely there are matches starting at 6:00pm on weekends but, due to their infrequency, we believe that the inconvenience caused by extending controls further on every match day would far outweigh the parking stress that may occur.
- 7.27 The great majority are happy with the current finish times, with four-fifths (79%) picking the earliest option of 8:30pm for weekday operation and two-thirds (70%) choosing 4:30pm for weekends and bank holidays. [Appendix 2: 9.35-9.369.279.24]

Figures 6 and 7: Preferred finish time for home matches on a weekday and weekend / bank holiday.



Recommendations

- 7.28 It is recommended to maintain the current Event (Match Day) Scheme operational hours as the existing finish times are preferred by the public and also consistent with those of LB Islington's parallel Scheme.
- 7.29 It is recommended to monitor "kick off" times of future fixtures and the operational hours of LB Islington's parallel scheme to enable interim consultations should they alter significantly from the present situation.
- 7.30 It is recommended to review the "special events" aspect of the Event (Match Day) Scheme after its first year of operation, in accordance with consultation policy.

Displacement Area (Controlled Parking Zone M)

Response rate

- 7.31 The questionnaire response rate for the Event (Match Day) Scheme displacement area was 10%. Feedback was predominantly in the form of responses to questions asked in the consultation leaflets - over 99% of all communication received.

Table 3: Communication received by type

Communication Type	Responses
Calls	0
Drop In Session Forms	0
E-mail	1
Letter	0
Questionnaires	200
Total	201
Packs Distributed	2054
Questionnaire Response Rate	10%
Overall Response Rate	10%

Parking experiences on home match and special event days

- 7.32 This area is predominantly residential (98% addresses) and a significant proportion of properties are located in private roads (12%) or within a housing estate (43%); these residents normally make use of their non-public roads for parking and so therefore are less affected by changes to on-street provision – these addresses represent only 25% of all responses.
- 7.33 This area is surrounded completely by other CPZs and so is unlikely to suffer any displacement parking except from the Event (Match Day) Scheme. Of respondents with at least 1 vehicle, three-quarters (76%) always park on the street during home matches at the Emirates Stadium. *[Appendix 3: 10.6, 10.10-10.11]*
- 7.34 Most people report that they rarely or never experience parking problems on home match days (79%) or when special events are held at the Emirates Stadium (83%). The same is true for their visitors (78% for match days and 83% for special events). The majority (67%) believe that their parking experience has not changed since the introduction of the nearby Event (Match Day) Scheme in 2008. *[Appendix 3: 10.12-10.16]*
- 7.35 Only residents from Galsworthy Terrace felt that parking was worse on home matches or special event days. This private road is part of the Hawksley Court Estate and is accessed from Woodlea Road, where people have not reported any increased difficulty in parking; it is likely that the parking problems experienced there are unrelated to matches or events at the Emirates Stadium but a more localised issue. *[Appendix 3: 10.17]*

Table 4: Support for extension of the Event (Match Day) Scheme by road.

Road Name	Support	Oppose
Albion Grove	0%	100%
Albion Road	31%	69%
Allen Road	0%	100%
Barbauld Road	0%	100%
Clonbrock Road	25%	75%
Harcombe Road	22%	78%
Hawksley Road	25%	75%
Howard Road	50%	50%
Londesborough Road	0%	100%
Matthias Road	33%	67%
Milton Grove	50%	50%
Oldfield Road	29%	71%
Osterley Road	75%	25%
Sandbrook Road	8%	92%
Shakspeare Walk	50%	50%
Spenser Grove	0%	100%
Woodlea Road	11%	89%

Recommendations

- 7.40 It is recommended that the Zone M displacement area remains uncontrolled and is consulted again as part of the next Stage 4 operational review of the Event (Match Day) Scheme, scheduled for 5 years' time.

Customer Service

- 7.41 The public were also 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.
- 7.42 As well as being sent by post to every address in the Event (Match Day) Scheme area, the consultation pack was available to download from the website and the questionnaire could also be completed directly online.
- 7.43 In general, most people felt that that the consultation pack was useful (91%), the map easy to understand (94%), the leaflet contained the right amount of information (86%) and that the questionnaire was about the right length (86%). The main comments were related to the ecological credentials of the pack. *[Appendix 2: 9.39-9.439.279.24]*
- 7.44 The results for the displacement area were comparable with most people finding the consultation pack was useful (94%), the map easy to understand (97%), the leaflet contained the right amount of information (85%) and that the questionnaire was about the right length (85%). *[Appendix 3: 10.31-10.359.279.24]*

- 7.45 People were also asked about the Parking Shop's relocation (only 38% knew that it had moved), the new online visitor voucher service (only 12% had heard of it) and funding of the Freedom Pass scheme (only 8% were aware of Parking Services' financial contribution). These proportions are much lower than in other recently reviewed CPZs and may be related to their distance from the Council's central location. *[Appendix 2: 9.45-9.48]*
- 7.46 Knowledge in the displacement area was greater with 53% aware that the Parking Shop had relocated, 29% having heard of the new online service and 19% knowing of Freedom Pass funding. *[Appendix 3: 10.37-10.40]*

Recommendations

- 7.47 Continue to monitor the effectiveness of the consultation packs and identify ways in which communication can be improved.
- 7.48 Improve the publicity surrounding the Parking Shop's relocation, the new online permit renewal and visitor voucher purchasing service and the positive work of Parking Services in enabling better mobility for people with disabilities through the Freedom Pass.

Implications for Equality Policies

- 7.49 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.
- 7.50 The CPZ review is also undertaken in accordance with legislative requirements.
- 7.51 There are no implications for Equality Policies.

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Authorisation of Corporate Director

Name: Steve Douglas

Signature:

Date: _____ February 2010

List of appendices

- Appendix 1: Detailed Consultation Process
- Appendix 2: Analysis - Event Scheme Area
- Appendix 3: Analysis - Displacement Area
- Appendix 4: Map of Consultation Areas
- Appendix 5: Final Proposed Amendments to CPZ Signs

Background papers

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

Table 5: 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. 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 the Event (Match Day) Scheme and displacement areas 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
- Planning

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 6). 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 6: Internal Stakeholder Consultation

Service	Date Consulted
StreetScene	January 2009
Road Safety	January 2009
Planning	February 2009
Waste Services	January 2009
Contracts	December 2009
Maintenance Services	December 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.

Table 7: External Stakeholder Consultation

Service	Date Consulted
Fire Service	June 2009
Ambulance Service	Not Required
Police	Not Required
Arsenal	June 2009
Islington Council	June 2009

- 8.7 As the review of this scheme does not involve any amendments to parking restrictions they would not be impacted by the proposals being made. Hence it was not necessary to meet with the Ambulance Service or the Police. The Fire Brigade however were provided with an update for information purposes only.

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 the Event (Match Day) Scheme and displacement areas this ran from 19th October to 11th December 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 19th October 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 November 2009 at the Stoke Newington West Reservoir Centre.
 - Consultation posters displayed in the Parking Shop.
 - 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 areas 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. Appendix 2: Analysis - Event Scheme Area

- 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.

Demographics & Response Rate

- 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 6% questionnaire response rate from the members of the public living or working within the Event (Match Day) Scheme area (see Appendix 4 for map). 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 This area is predominantly residential (95% addresses) and a significant proportion of properties are located in private roads (4%) or within a housing estate (28%); these residents normally make use of their non-public roads for parking and so therefore are less affected by changes to on-street provision – these addresses represent only 17% of all responses.

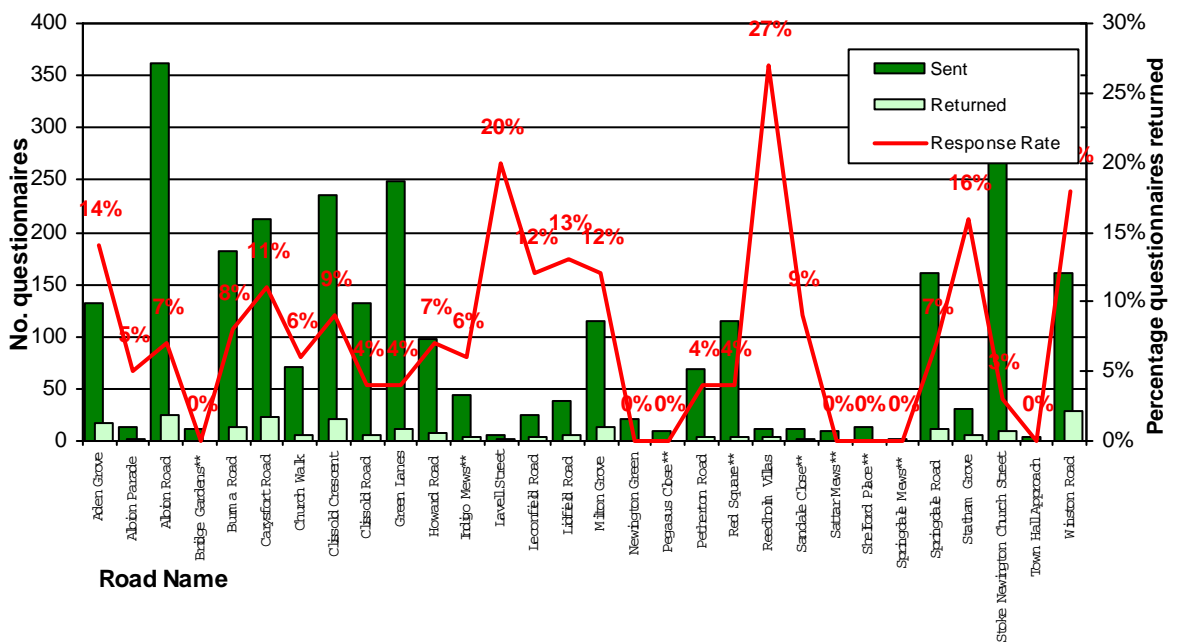
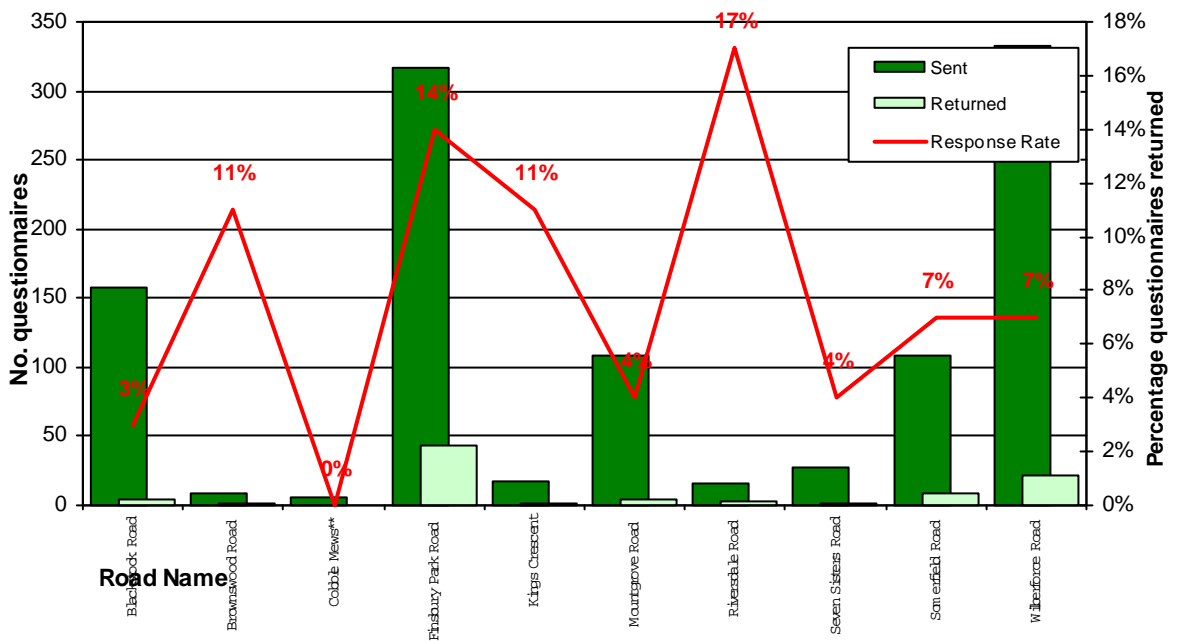
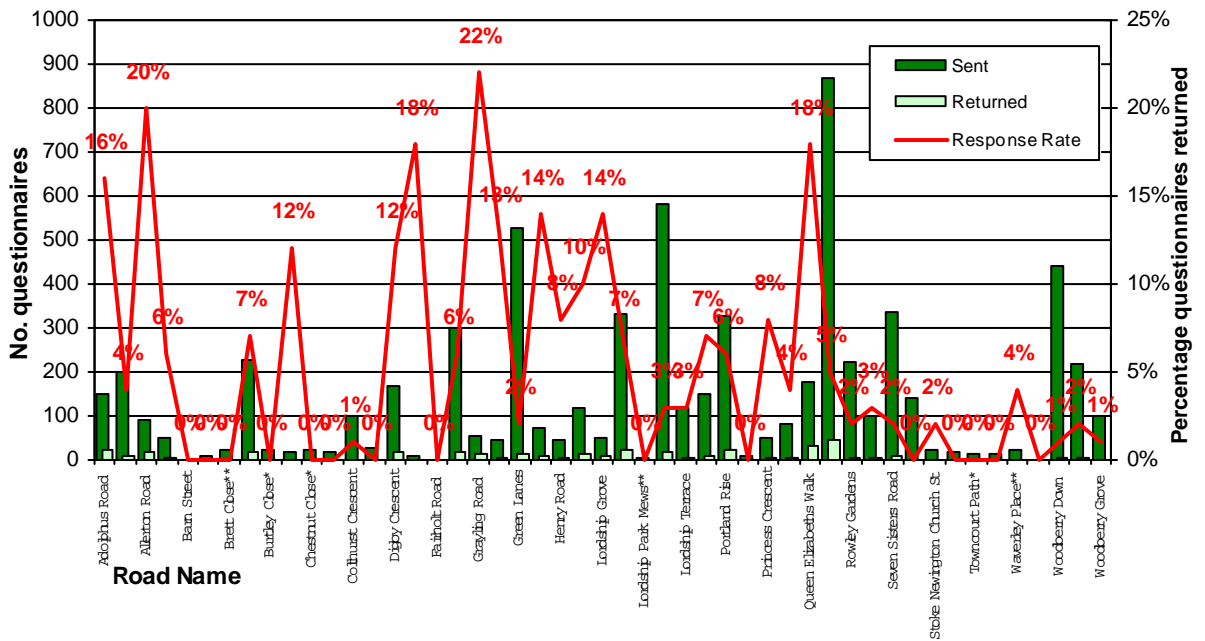
Table 8 and Figures 11, 12 and 13: Number of consultation questionnaires sent to addresses within the consultation area, number returned, and response rate per street (descending).

Street Name	Residential		Commercial / Mixed		Total		Response Rate
	Sent	Returned	Sent	Returned	Sent	Returned	
Controlled Parking Zone G							
Grayling Road	54	12	1	0	55	12	22%
Allerton Road	89	18	1	0	90	18	20%
Edwards Lane	11	2	0	0	11	2	18%
Queen Elizabeth's Walk	178	31	3	1	181	32	18%
Adolphus Road	149	24	4	0	153	24	16%
Lordship Grove	49	7	0	0	49	7	14%
Greenway Close	72	10	0	0	72	10	14%
Grazebrook Road	45	6	0	0	45	6	13%

Street Name	Residential		Commercial / Mixed		Total		Response Rate
	Sent	Returned	Sent	Returned	Sent	Returned	
Digby Crescent	167	20	0	0	167	20	12%
Castleview Close	17	2	0	0	17	2	12%
Heron Drive	116	12	0	0	116	12	10%
Henry Road	47	4	1	0	48	4	8%
Princess Crescent	52	4	0	0	52	4	8%
Myddleton Avenue	150	11	0	0	150	11	7%
Lordship Park	332	24	3	0	335	24	7%
Brownswood Road	229	16	8	0	237	16	7%
Portland Rise	329	21	0	0	329	21	6%
Arbor Court**	48	3	0	0	48	3	6%
Gloucester Drive	302	18	3	0	305	18	6%
Queens Drive	866	46	2	0	868	46	5%
Waverley Place**	24	1	0	0	24	1	4%
Alexandra Grove	199	8	0	0	199	8	4%
Queen Elizabeth's Close*	83	3	0	0	83	3	4%
Lordship Road	582	19	9	0	591	19	3%
Schonfeld Square**	99	3	0	0	99	3	3%
Lordship Terrace	118	3	0	0	118	3	3%
Green Lanes	529	12	36	2	565	14	2%
Seven Sisters Road	338	8	13	0	351	8	2%
Rowley Gardens	221	5	0	0	221	5	2%
Stoke Newington Church St	23	0	27	1	50	1	2%
Woodberry Down Estate*	217	4	1	0	218	4	2%
Colthurst Crescent	101	1	0	0	101	1	1%
Woodberry Grove	100	0	20	1	120	1	1%
Woodberry Down	442	3	11	0	453	3	1%
Burtley Close*	24	0	0	0	24	0	0%
Chestnut Close*	22	0	0	0	22	0	0%
Springpark Drive*	141	0	1	0	142	0	0%
Towncourt Path*	12	0	0	0	12	0	0%
Brand Close**	11	0	0	0	11	0	0%
Brett Close**	24	0	0	0	24	0	0%
Christina Square**	18	0	0	0	18	0	0%
Crusoe Mews**	28	0	0	0	28	0	0%
Lordship Park Mews**	6	0	0	0	6	0	0%
Princes Close**	10	0	0	0	10	0	0%
Ursula Mews**	12	0	0	0	12	0	0%
Barn Street	2	0	2	0	4	0	0%
Fairholt Road	2	0	0	0	2	0	0%
Tauheed Close	18	0	0	0	18	0	0%
Wilberforce Road	2	0	0	0	2	0	0%
Controlled Parking Zone G2							
Riversdale Road	16	3	2	0	18	3	17%
Finsbury Park Road	317	43	2	1	319	44	14%

Street Name	Residential		Commercial / Mixed		Total		Response Rate
	Sent	Returned	Sent	Returned	Sent	Returned	
Brownswood Road	8	1	1	0	9	1	11%
Kings Crescent	17	2	1	0	18	2	11%
Somerfield Road	108	8	0	0	108	8	7%
Wilberforce Road	333	22	3	0	336	22	7%
Seven Sisters Road	27	1	19	1	46	2	4%
Mountgrove Road	109	5	13	0	122	5	4%
Blackstock Road	157	4	66	2	223	6	3%
Cobble Mews**	6	0	0	0	6	0	0%
Controlled Parking Zone M (Event Scheme area only)							
Reedholm Villas	11	3	0	0	11	3	27%
Lavell Street	5	1	0	0	5	1	20%
Winston Road	160	29	1	0	161	29	18%
Statham Grove	30	5	1	0	31	5	16%
Aden Grove	132	18	0	0	132	18	14%
Lidfield Road	38	5	1	0	39	5	13%
Milton Grove	115	14	1	0	116	14	12%
Leconfield Road	25	3	1	0	26	3	12%
Carysfort Road	213	23	1	0	214	23	11%
Sandale Close**	11	1	0	0	11	1	9%
Clissold Crescent	235	21	1	0	236	21	9%
Burma Road	181	14	1	0	182	14	8%
Albion Road	361	25	16	2	377	27	7%
Howard Road	98	7	1	0	99	7	7%
Springdale Road	161	11	1	0	162	11	7%
Indigo Mews**	44	3	4	0	48	3	6%
Church Walk	70	6	28	0	98	6	6%
Albion Parade	13	1	9	0	22	1	5%
Green Lanes	249	12	83	2	332	14	4%
Petherton Road	68	3	7	0	75	3	4%
Clissold Road	133	5	4	0	137	5	4%
Red Square**	114	4	0	0	114	4	4%
Stoke Newington Church St	351	10	51	1	402	11	3%
Bridge Gardens**	12	0	1	0	13	0	0%
Pegasus Close**	10	0	0	0	10	0	0%
Sattar Mews**	9	0	0	0	9	0	0%
Shelford Place**	13	0	73	0	86	0	0%
Springdale Mews**	2	0	6	0	8	0	0%
Newington Green	21	0	0	0	21	0	0%
Town Hall Approach	4	0	0	0	4	0	0%
Total	10,697	674	545	14	11,242	688	6%
Unknown		-		12		12	n/a
Out of area		-		25		25	n/a

* LB Hackney Estate roads ** Private roads

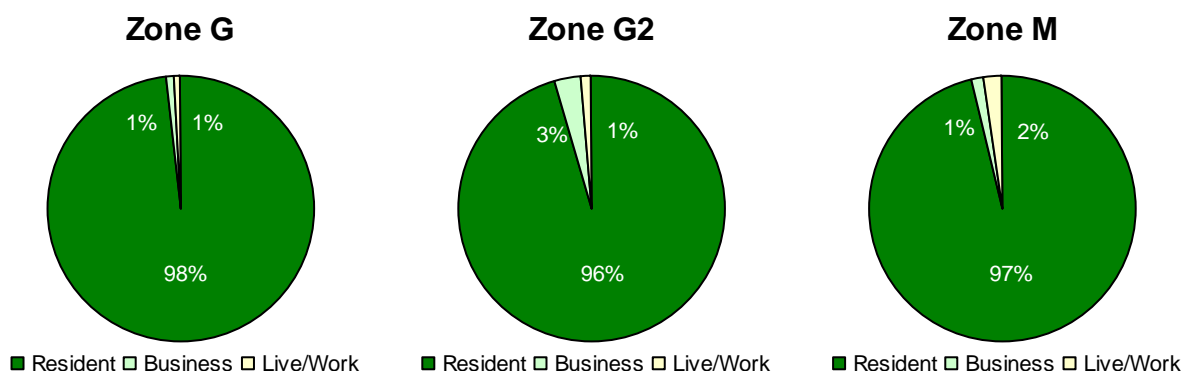


Question 2 – Occupier Type

- 9.6 Almost all respondents classified themselves as “resident only” (97%) occupiers of the address consulted, with just 1% each being “business only” and “live/work”; this is roughly equivalent to the proportion of residential addresses in the consultation area (95%).
- 9.7 There were also 10 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 9 and Figures 14, 15 and 16: Self-declared occupier type of respondents, including 10 blank responses categorised according to the Basic Land and Property Unit (BLPU) class for their address.

Occupier Type	Zone G		Zone G2		Zone M		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Resident	358	98%	88	96%	220	96%	666	97%
Business	3	1%	3	3%	3	1%	9	1%
Mixed use (live/work)	3	1%	1	1%	5	2%	9	1%
Grand Total	364	100%	92	100%	228	100%	684	100%



Parking Experience

- 9.8 This section of the questionnaire asks about people’s parking experiences on Arsenal FC home match days; this subjective feedback can differ greatly from objective parking stress data but is an important aspect in understanding how the public perceive their area.

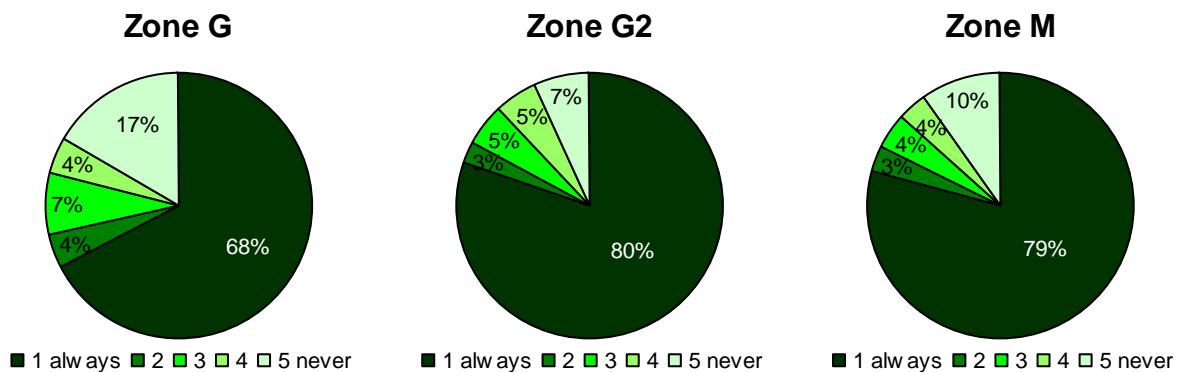
Question 3 – On-street parking

- 9.9 Parking controls affect even those without a vehicle as they may have visitors who arrive by car, deliveries or tradesmen, but also the parking layout can have a significant impact on cyclists’ and pedestrians’ use of the street environment; a fifth (21%) of respondents do not have a vehicle.

9.10 Of those with at least 1 vehicle, three-quarters (73%) always park on the street when the Event (Match Day) Scheme is in operation while just 13% park exclusively off-street. More people park on-street in Zones G2 (80%) and M (79%) than in Zone G.

Table 10 and Figures 17, 18 and 19: Vehicles parked on-street during Match Day Scheme operation.

On-street parking	Zone G		Zone G2		Zone M		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1 always	181	51%	61	66%	148	66%	390	58%
2	11	3%	2	2%	6	3%	19	3%
3	20	6%	4	4%	8	4%	32	5%
4	12	3%	4	4%	7	3%	23	3%
5 never	45	13%	5	5%	18	8%	68	10%
No vehicle	86	24%	16	17%	38	17%	140	21%
Grand Total	355	100%	92	100%	225	100%	672	100%



Question 4 – Parking experience on home match days

Respondents

- 9.11 The majority of respondents say they rarely or never (66%) experience parking problems on a home match day – ratings 4 or 5 – and as such, these people are unlikely to see a benefit to controlled parking. Parking is perceived to be easiest among respondents in Zone G with three-quarters (75%) reporting minimal difficulty on match days.
- 9.12 Brownswood Road (G), Queen Elizabeth’s Walk (G), Riversdale Road (G2), Seven Sisters Road (G2) and Clissold Road (M) are the only roads where the majority of respondents reported regular parking problems – ratings 1 or 2 - on match days.

Table 11 and Figures 20, 21 and 22: Parking problems experienced on home match days (respondents).

Parking problems	Zone G		Zone G2		Zone M		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1 always	32	12%	9	12%	29	16%	70	13%
2	16	6%	11	14%	9	5%	36	7%
3	19	7%	14	18%	37	20%	70	13%
4	55	21%	13	17%	46	25%	114	22%
5 never	143	54%	29	38%	62	34%	234	45%
Grand Total	265	100%	76	100%	183	100%	524	100%

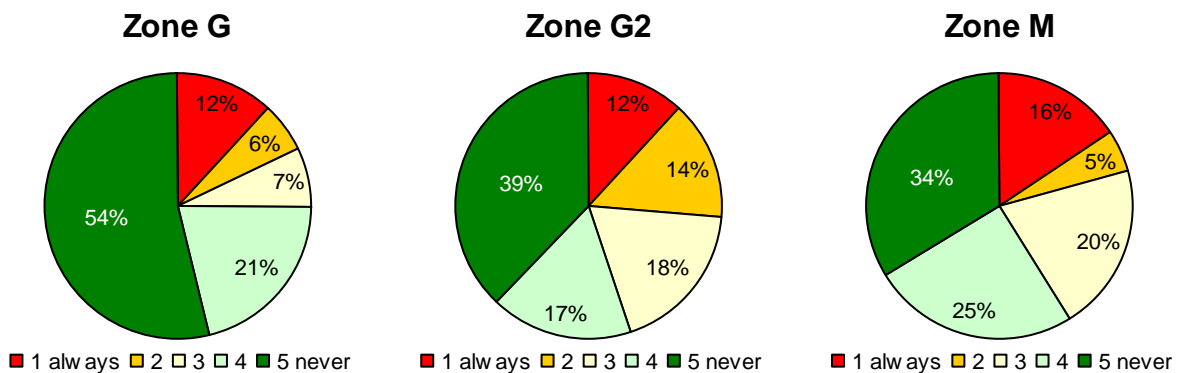


Table 12 & Figure 23: Rating of parking problems experienced on home match days (respondents). Street level response.

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Controlled Parking Zone G					
Adolphus Road	29%	6%	0%	18%	47%
Alexandra Grove	0%	0%	0%	14%	86%
Allerton Road	11%	6%	6%	39%	39%
Brownswood Road	42%	17%	8%	17%	17%
Castleview Close	0%	0%	0%	100%	0%
Digby Crescent	6%	12%	6%	24%	53%
Edwards Lane	0%	50%	50%	0%	0%
Gloucester Drive	17%	0%	0%	50%	33%
Grayling Road	22%	0%	0%	0%	78%
Grazebrook Road	0%	0%	0%	40%	60%
Green Lanes	0%	20%	20%	20%	40%
Greenway Close	20%	0%	0%	10%	70%
Henry Road	0%	0%	0%	0%	100%
Heron Drive	20%	10%	0%	20%	50%
Lordship Grove	0%	0%	17%	33%	50%
Lordship Park	17%	0%	0%	33%	50%
Lordship Road	7%	14%	29%	29%	21%

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Lordship Terrace	0%	0%	50%	0%	50%
Myddleton Avenue	0%	10%	10%	10%	70%
Portland Rise	0%	0%	0%	7%	93%
Princess Crescent	0%	0%	0%	0%	100%
Queen Elizabeth's Close*	0%	0%	0%	0%	100%
Queen Elizabeth's Walk	0%	10%	0%	14%	76%
Queens Drive	10%	6%	13%	19%	52%
Rowley Gardens	50%	0%	0%	0%	50%
Schonfeld Square**	33%	0%	33%	33%	0%
Seven Sisters Road	33%	0%	33%	0%	33%
Stoke Newington Church St	0%	0%	100%	0%	0%
Watersmeet Place	0%	0%	0%	100%	0%
Woodberry Down	0%	0%	0%	0%	100%
Woodberry Down Estate*	0%	0%	0%	0%	100%
Woodberry Grove	0%	0%	0%	0%	100%
Controlled Parking Zone G2					
Blackstock Road	25%	0%	50%	25%	0%
Brownswood Road	0%	0%	0%	0%	100%
Finsbury Park Road	5%	24%	13%	16%	42%
Kings Crescent	50%	0%	50%	0%	0%
Mountgrove Road	0%	25%	75%	0%	0%
Riversdale Road	67%	0%	0%	0%	33%
Seven Sisters Road	0%	100%	0%	0%	0%
Somerfield Road	29%	0%	14%	29%	29%
Wilberforce Road	6%	0%	13%	25%	56%
Controlled Parking Zone M (Event Scheme area only)					
Aden Grove	13%	20%	7%	33%	27%
Albion Road	10%	0%	24%	10%	57%
Burma Road	11%	11%	0%	56%	22%
Carysfort Road	23%	9%	36%	14%	18%
Church Walk	0%	0%	50%	0%	50%
Clissold Crescent	18%	0%	24%	24%	35%
Clissold Road	80%	0%	20%	0%	0%
Green Lanes	45%	0%	9%	18%	27%
Howard Road	0%	0%	33%	33%	33%
Indigo Mews**	0%	0%	50%	50%	0%
Lavell Street	0%	0%	0%	100%	0%
Leconfield Road	0%	0%	50%	0%	50%
Lidfield Road	0%	0%	0%	25%	75%
Milton Grove	0%	0%	22%	11%	67%
Petherton Road	0%	0%	0%	0%	100%

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Red Square**	0%	0%	0%	50%	50%
Reedholm Villas	0%	0%	0%	33%	67%
Springdale Road	18%	0%	27%	36%	18%
Statham Grove	20%	20%	60%	0%	0%
Stoke Newington Church St	11%	22%	0%	22%	44%
Winston Road	12%	0%	19%	42%	27%

* LB Hackney Estate roads ** Private roads

Visitors

- 9.13 Visitors' ability to find a parking space on home match days is more difficult than for respondents; only half say their visitors rarely or never (66%) experience parking problems on a home match day – ratings 4 or 5. Visitors to Zone G2, the closest to the Emirates Stadium, have the most difficulty while those to Zone G have the least.
- 9.14 Roads where the majority of respondents reported regular parking problems on match days – ratings 1 or 2 – are not exactly the same as for respondents; Heron Drive (G), Lordship Terrace (G), Rowley Gardens (G), Stoke Newington Church Street (G), Woodberry Grove (G), Brownswood Road(G2), Kings Crescent (G2), Riversdale Road (G2), Seven Sisters Road (G2), Clissold Road (M), Indigo Mews (M) and Statham Grove (M).

Table 13 and Figures 24, 25 and 26: Parking problems experienced on home match days (visitors).

Parking problems	Zone G		Zone G2		Zone M		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1 always	59	18%	20	24%	38	19%	117	19%
2	34	10%	11	13%	17	8%	62	10%
3	57	17%	14	16%	44	21%	115	18%
4	58	17%	12	14%	40	20%	110	18%
5 never	128	38%	28	33%	66	32%	222	35%
Grand Total	336	100%	85	100%	205	100%	626	100%

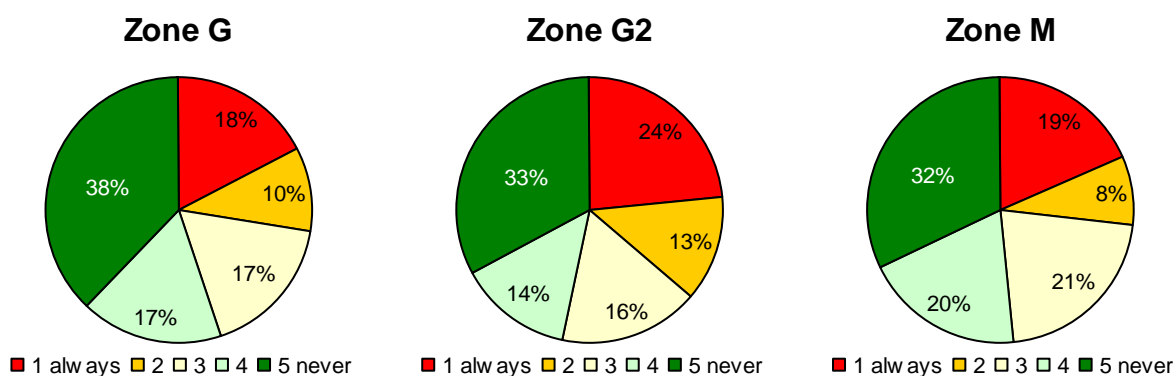


Table 14 & Figure 27: Rating of parking problems experienced on home match days (visitors). Street level response.

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Controlled Parking Zone G					
Adolphus Road	26%	22%	4%	0%	48%
Alexandra Grove	25%	0%	0%	13%	63%
Allerton Road	6%	13%	31%	19%	31%
Arbor Court**	0%	0%	0%	33%	67%
Brownswood Road	25%	13%	25%	13%	25%
Castleview Close	0%	0%	0%	100%	0%
Colthurst Crescent	0%	0%	0%	0%	100%
Digby Crescent	15%	5%	30%	10%	40%
Edwards Lane	0%	50%	50%	0%	0%
Gloucester Drive	24%	24%	0%	29%	24%
Grayling Road	17%	0%	25%	0%	58%
Grazebrook Road	17%	0%	17%	17%	50%
Green Lanes	0%	8%	17%	25%	50%
Greenway Close	10%	10%	10%	30%	40%
Henry Road	0%	0%	0%	25%	75%
Heron Drive	50%	20%	10%	0%	20%
Lordship Grove	29%	0%	14%	29%	29%
Lordship Park	29%	0%	24%	19%	29%
Lordship Road	7%	13%	27%	20%	33%
Lordship Terrace	0%	100%	0%	0%	0%
Myddleton Avenue	27%	0%	27%	27%	18%
Portland Rise	10%	5%	5%	10%	71%
Princess Crescent	0%	0%	25%	25%	50%
Queen Elizabeth's Close*	0%	0%	0%	0%	100%
Queen Elizabeth's Walk	15%	19%	11%	19%	37%
Queens Drive	18%	8%	20%	28%	28%
Rowley Gardens	40%	20%	20%	0%	20%
Schonfeld Square**	50%	0%	50%	0%	0%
Seven Sisters Road	13%	0%	38%	13%	38%
Stoke Newington Church St	100%	0%	0%	0%	0%
Watersmeet Place	0%	0%	0%	100%	0%
Waverley Place**	0%	0%	100%	0%	0%
Woodberry Down	0%	0%	0%	100%	0%
Woodberry Down Estate*	0%	0%	0%	0%	100%
Woodberry Grove	0%	100%	0%	0%	0%
Controlled Parking Zone G2					
Blackstock Road	33%	0%	33%	33%	0%
Brownswood Road	100%	0%	0%	0%	0%

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Finsbury Park Road	17%	17%	19%	12%	36%
Kings Crescent	100%	0%	0%	0%	0%
Mountgrove Road	0%	50%	50%	0%	0%
Riversdale Road	67%	0%	0%	0%	33%
Seven Sisters Road	50%	50%	0%	0%	0%
Somerfield Road	43%	0%	0%	29%	29%
Wilberforce Road	14%	5%	14%	19%	48%
Controlled Parking Zone M (Event Scheme area only)					
Aden Grove	18%	6%	12%	18%	47%
Albion Road	19%	0%	10%	10%	62%
Burma Road	8%	8%	25%	33%	25%
Carysfort Road	26%	17%	43%	4%	9%
Church Walk	0%	17%	33%	33%	17%
Clissold Crescent	22%	0%	22%	28%	28%
Clissold Road	80%	0%	20%	0%	0%
Green Lanes	46%	0%	15%	8%	31%
Howard Road	0%	20%	20%	20%	40%
Indigo Mews**	0%	100%	0%	0%	0%
Lavell Street	0%	0%	0%	100%	0%
Leconfield Road	50%	0%	0%	0%	50%
Lidfield Road	0%	0%	0%	60%	40%
Milton Grove	8%	8%	23%	0%	62%
Petherton Road	0%	0%	33%	67%	0%
Red Square**	0%	0%	0%	67%	33%
Reedholm Villas	0%	0%	0%	33%	67%
Sandale Close**	0%	0%	0%	0%	100%
Springdale Road	27%	18%	18%	27%	9%
Statham Grove	33%	33%	0%	33%	0%
Stoke Newington Church St	20%	20%	10%	0%	50%
Winston Road	7%	0%	37%	30%	26%

* LB Hackney Estate roads ** Private roads

Question 5 – Parking experience on Emirates Stadium’s special event days

Respondents

- 9.15 Just over half of respondents say they rarely or never (58%) experience parking problems when Emirates Stadium holds a special event – ratings 4 or 5. Parking experience is similar across the three CPZs within the Match Day Scheme area.
- 9.16 Brownswood Road (G), Edwards Lane (G), Rowley Gardens (G), Schonfield Square (G), Kings Crescent (G2), Seven Sisters Road (G2), Clissold Road (M) and Statham Grove (M)

are the only roads where the majority of respondents reported regular parking problems – ratings 1 or 2 - on match days.

Table 15 and Figures 28, 29 and 30: Parking problems experienced on special event days (respondents).

Parking problems	Zone G		Zone G2		Zone M		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1 always	35	13%	8	11%	32	18%	75	15%
2	31	12%	13	18%	12	7%	56	11%
3	35	13%	14	19%	37	21%	86	17%
4	33	13%	14	19%	37	21%	84	16%
5 never	126	48%	24	33%	62	34%	212	41%
Grand Total	260	100%	73	100%	180	100%	513	100%

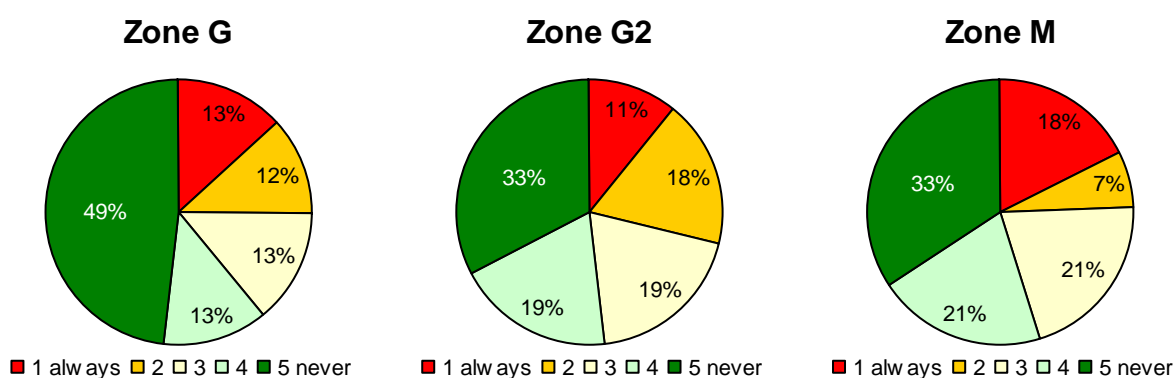


Table 16 & Figure 31: Rating of parking problems experienced on special event days (respondents). Street level response.

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Controlled Parking Zone G					
Adolphus Road	24%	24%	0%	12%	41%
Alexandra Grove	0%	14%	0%	0%	86%
Allerton Road	12%	12%	41%	18%	18%
Brownswood Road	55%	9%	9%	18%	9%
Castleview Close	0%	0%	0%	100%	0%
Digby Crescent	6%	19%	13%	19%	44%
Edwards Lane	0%	100%	0%	0%	0%
Gloucester Drive	18%	18%	18%	27%	18%
Grayling Road	22%	11%	0%	0%	67%
Grazebrook Road	0%	0%	0%	33%	67%
Green Lanes	0%	20%	20%	20%	40%
Greenway Close	20%	0%	10%	10%	60%
Henry Road	0%	0%	0%	0%	100%
Heron Drive	10%	20%	10%	10%	50%
Lordship Grove	0%	0%	33%	0%	67%

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Lordship Park	16%	11%	26%	5%	42%
Lordship Road	31%	15%	8%	15%	31%
Lordship Terrace	0%	0%	50%	0%	50%
Myddleton Avenue	10%	0%	10%	0%	80%
Portland Rise	0%	0%	7%	13%	80%
Princess Crescent	0%	50%	0%	0%	50%
Queen Elizabeth's Close*	0%	0%	0%	0%	100%
Queen Elizabeth's Walk	5%	14%	19%	14%	48%
Queens Drive	6%	13%	10%	13%	58%
Rowley Gardens	67%	0%	0%	0%	33%
Schonfeld Square**	33%	33%	33%	0%	0%
Seven Sisters Road	33%	0%	0%	33%	33%
Stoke Newington Church St	0%	0%	100%	0%	0%
Watersmeet Place	0%	0%	0%	100%	0%
Woodberry Down	0%	0%	0%	0%	100%
Woodberry Down Estate*	0%	0%	0%	0%	100%
Woodberry Grove	0%	0%	0%	0%	100%
Controlled Parking Zone G2					
Blackstock Road	25%	0%	25%	50%	0%
Brownswood Road	0%	0%	0%	0%	100%
Finsbury Park Road	8%	22%	19%	22%	30%
Kings Crescent	50%	50%	0%	0%	0%
Mountgrove Road	0%	33%	67%	0%	0%
Riversdale Road	0%	33%	33%	0%	33%
Seven Sisters Road	0%	100%	0%	0%	0%
Somerfield Road	43%	0%	0%	29%	29%
Wilberforce Road	0%	7%	20%	13%	60%
Controlled Parking Zone M (Event Scheme area only)					
Aden Grove	13%	20%	13%	20%	33%
Albion Road	5%	5%	25%	20%	45%
Burma Road	11%	22%	22%	11%	33%
Carysfort Road	27%	0%	32%	14%	27%
Church Walk	0%	0%	50%	0%	50%
Clissold Crescent	44%	0%	6%	19%	31%
Clissold Road	80%	0%	0%	20%	0%
Green Lanes	45%	0%	9%	9%	36%
Howard Road	0%	25%	0%	0%	75%
Indigo Mews**	0%	0%	0%	100%	0%
Lavell Street	0%	0%	100%	0%	0%
Leconfield Road	0%	0%	100%	0%	0%
Lidfield Road	0%	0%	20%	40%	40%

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Milton Grove	0%	0%	11%	22%	67%
Petherton Road	0%	0%	0%	0%	100%
Red Square**	0%	0%	0%	50%	50%
Reedholm Villas	0%	0%	50%	0%	50%
Springdale Road	20%	0%	10%	40%	30%
Statham Grove	20%	40%	40%	0%	0%
Stoke Newington Church St	0%	22%	33%	11%	33%
Winston Road	12%	4%	27%	31%	27%

* LB Hackney Estate roads ** Private roads

Visitors

- 9.17 Visitors' ability to find a parking space on home match days is the same as respondents with half reporting that their visitors rarely or never (55%) experience parking problems on a home match day – ratings 4 or 5. Although ratings for regular difficulty are comparable across the CPZs, a smaller proportion of visitors to Zone M report rare or non-existent parking problems.
- 9.18 Roads where the majority of respondents reported regular parking problems on match days – ratings 1 or 2 – are the same as for respondents in Zones G2 and M but differ to those in G; Adolphus Road (G), Edwards Lane (G), Heron Drive (G), Stoke Newington Church Street (G), Kings Crescent (G2), Seven Sisters Road (G2), Clissold Road (M) and Statham Grove (M).

Table 17 and Figures 32, 33 and 34: Parking problems experienced on special event days (visitors).

Parking problems	Zone G		Zone G2		Zone M		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1 always	53	17%	12	14%	38	19%	103	17%
2	34	11%	11	13%	17	9%	62	10%
3	47	15%	14	17%	43	22%	104	18%
4	46	15%	15	18%	31	16%	92	16%
5 never	134	43%	31	37%	67	34%	232	39%
Grand Total	314	100%	83	100%	196	100%	593	100%

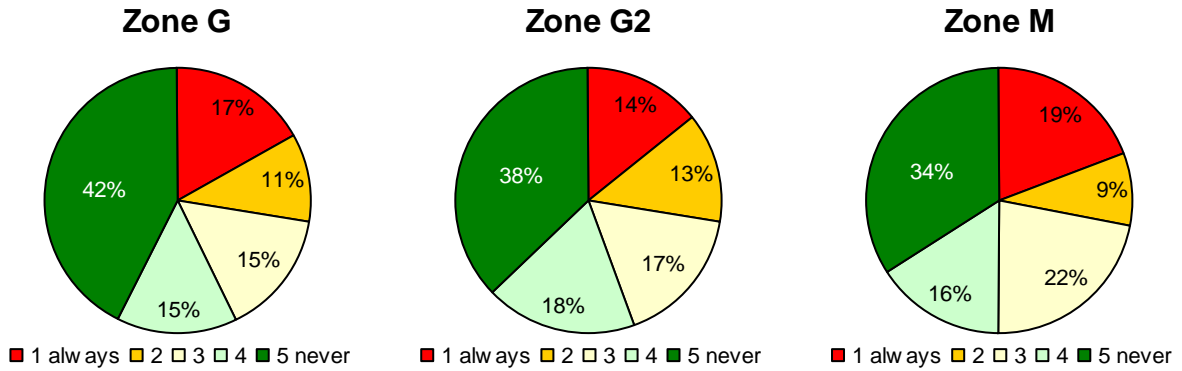


Table 18 & Figure 35: Rating of parking problems experienced on special event days (visitors). Street level response.

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Controlled Parking Zone G					
Adolphus Road	27%	27%	0%	5%	41%
Alexandra Grove	0%	14%	0%	0%	86%
Allerton Road	8%	23%	31%	23%	15%
Arbor Court**	0%	0%	0%	33%	67%
Brownswood Road	43%	0%	21%	14%	21%
Castleview Close	0%	0%	0%	50%	50%
Colthurst Crescent	0%	0%	0%	0%	100%
Digby Crescent	11%	11%	32%	11%	37%
Edwards Lane	0%	100%	0%	0%	0%
Gloucester Drive	27%	20%	7%	13%	33%
Grayling Road	17%	8%	17%	0%	58%
Grazebrook Road	17%	0%	33%	0%	50%
Green Lanes	18%	0%	0%	18%	64%
Greenway Close	22%	0%	0%	22%	56%
Henry Road	0%	0%	0%	0%	100%
Heron Drive	22%	33%	0%	33%	11%
Lordship Grove	0%	0%	14%	29%	57%
Lordship Park	29%	14%	24%	10%	24%
Lordship Road	14%	14%	36%	0%	36%
Lordship Terrace	0%	50%	0%	0%	50%
Myddleton Avenue	0%	0%	20%	30%	50%
Portland Rise	5%	0%	5%	10%	80%
Princess Crescent	0%	25%	25%	0%	50%
Queen Elizabeth's Close*	0%	0%	0%	0%	100%
Queen Elizabeth's Walk	17%	13%	22%	26%	22%
Queens Drive	13%	8%	18%	20%	43%
Rowley Gardens	40%	0%	20%	0%	40%
Schonfeld Square**	50%	0%	50%	0%	0%
Seven Sisters Road	43%	0%	0%	29%	29%
Stoke Newington Church St	100%	0%	0%	0%	0%

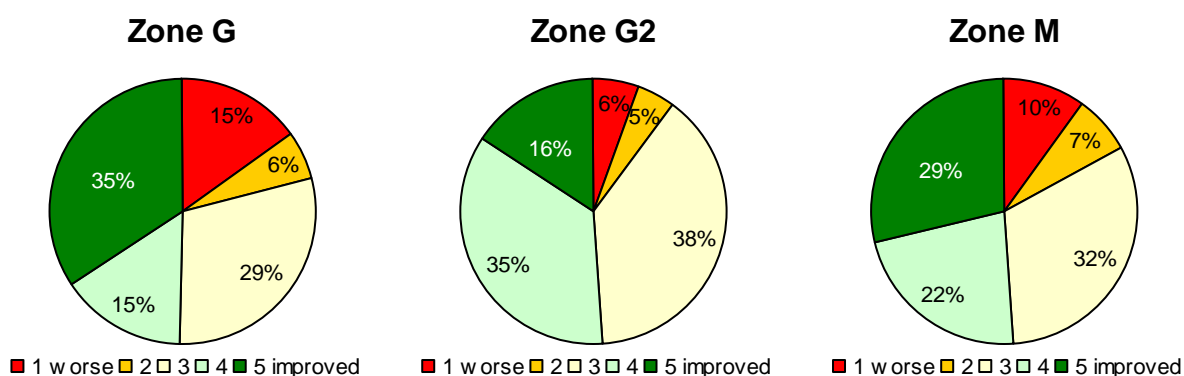
Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Watersmeet Place	0%	0%	0%	100%	0%
Waverley Place**	0%	0%	0%	100%	0%
Woodberry Down	0%	0%	0%	0%	100%
Woodberry Down Estate*	0%	25%	0%	0%	75%
Woodberry Grove	0%	0%	0%	0%	100%
Controlled Parking Zone G2					
Blackstock Road	0%	0%	0%	67%	33%
Brownswood Road	0%	0%	0%	0%	100%
Finsbury Park Road	18%	15%	13%	18%	38%
Kings Crescent	50%	50%	0%	0%	0%
Mountgrove Road	25%	0%	50%	0%	25%
Riversdale Road	0%	33%	33%	0%	33%
Seven Sisters Road	0%	100%	0%	0%	0%
Somerfield Road	43%	0%	0%	14%	43%
Wilberforce Road	0%	5%	29%	24%	43%
Controlled Parking Zone M (Event Scheme area only)					
Aden Grove	18%	6%	18%	18%	41%
Albion Road	11%	5%	16%	11%	58%
Burma Road	0%	30%	20%	10%	40%
Carysfort Road	23%	9%	36%	14%	18%
Church Walk	17%	17%	33%	33%	0%
Clissold Crescent	41%	0%	12%	18%	29%
Clissold Road	100%	0%	0%	0%	0%
Green Lanes	38%	8%	8%	8%	38%
Howard Road	0%	40%	20%	0%	40%
Indigo Mews**	0%	33%	67%	0%	0%
Lavell Street	0%	0%	100%	0%	0%
Leconfield Road	50%	0%	0%	0%	50%
Lidfield Road	0%	0%	20%	40%	40%
Milton Grove	8%	0%	17%	17%	58%
Petheron Road	0%	0%	0%	50%	50%
Red Square**	0%	0%	0%	33%	67%
Reedholm Villas	0%	0%	50%	0%	50%
Sandale Close**	0%	0%	0%	0%	100%
Springdale Road	20%	0%	30%	20%	30%
Statham Grove	20%	40%	20%	20%	0%
Stoke Newington Church St	20%	20%	10%	10%	40%
Winston Road	15%	4%	33%	22%	26%

Question 6 – Parking experience since the Scheme’s introduction

- 9.19 Half (50%) of respondents feel that their parking experience has improved since the introduction of the Event (Match Day) Scheme on nearby roads. The remainder believe it has not changed (31%) or worsened (18%).
- 9.20 Respondents seeing the greatest improvements are those in Zone G with 34% choosing the highest rating. However, Zone G is also the area with the highest proportion noting detrimental effect; 21% compared to 10% in G2 and 17% in M. This does not necessarily mean that they have difficulty in finding a space, but that they perhaps cannot park so easily near their local shop when home matches are on or that traffic in the area has increased.

Table 19 and Figures 36, 37 and 38: Change to parking experience since the introduction of the Scheme.

Parking experience	Zone G		Zone G2		Zone M		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1 worsened	49	15%	5	6%	20	10%	74	12%
2	18	6%	4	5%	14	7%	36	6%
3	93	29%	34	39%	63	32%	190	31%
4	49	15%	31	35%	44	22%	124	20%
5 improved	110	34%	14	16%	57	29%	181	30%
Grand Total	319	100%	88	100%	198	100%	605	100%

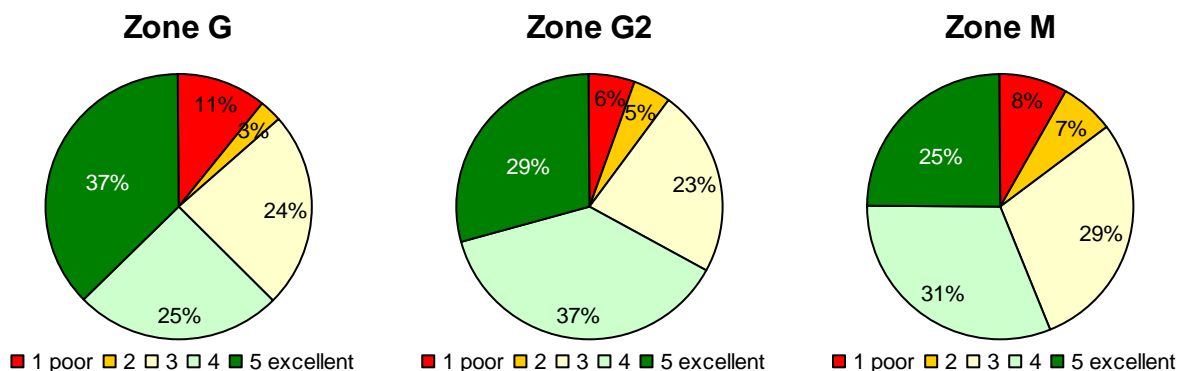


Question 7 – Parking enforcement on home match days

- 9.21 Reassuringly, two-thirds (61%) of respondents are positive about parking enforcement on home match days – ratings 4 or 5; this feeling is greatest among those in Zone G2 (67%), the CPZ closest to the Emirates Stadium.
- 9.22 The remainder of respondents are fairly non-committal about enforcement with only 14% providing negative ratings.

Table 20 and Figures 39, 40 and 41: Rating of parking enforcement on home match days.

Parking enforcement	Zone G		Zone G2		Zone M		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1 poor	35	11%	5	6%	17	8%	57	9%
2	9	3%	4	5%	14	7%	27	4%
3	77	24%	20	23%	59	29%	156	25%
4	80	25%	33	38%	64	31%	177	29%
5 excellent	121	38%	26	30%	51	25%	198	32%
Grand Total	322	100%	88	100%	205	100%	615	100%



Event (Match Day) Scheme

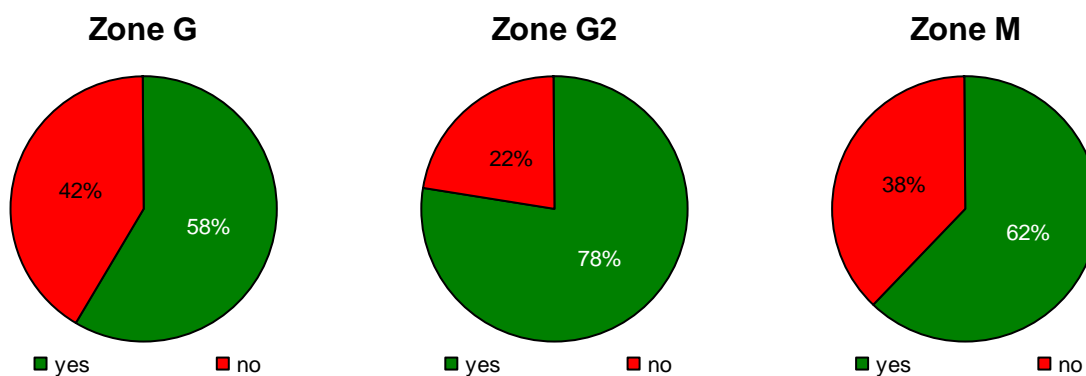
9.23 This section of the questionnaire looks at people’s wider experience of the Event (Match Day) Scheme and how it could be improved. Currently, the next date of operation (when a home match is played at the Emirates Stadium) is displayed on the Entry and Exit signs located around the boundary of the Match Day Scheme area. Hackney does not send out fixture lists, by email or post, nor list them on the Council website due to the tendency for dates to change at short notice; inquiries are directed to the Arsenal FC website for up-to-date information.

Question 8 – Benefit of a Event (Match Day) Scheme

9.24 Overall, about two-thirds (62%) of respondents believe that the Event (Match Day) Scheme has been of benefit to themselves; this feeling is much more pronounced (78%) in Zone G2, the CPZ closest to the Emirates Stadium.

Table 21 and Figures 42, 43 and 44: Has the Event (Match Day) Scheme been beneficial personally?

Beneficial	Zone G		Zone G2		Zone M		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Yes	184	58%	69	78%	125	62%	378	62%
No	132	42%	20	22%	77	38%	229	38%
Grand Total	316	100%	89	100%	202	100%	607	100%

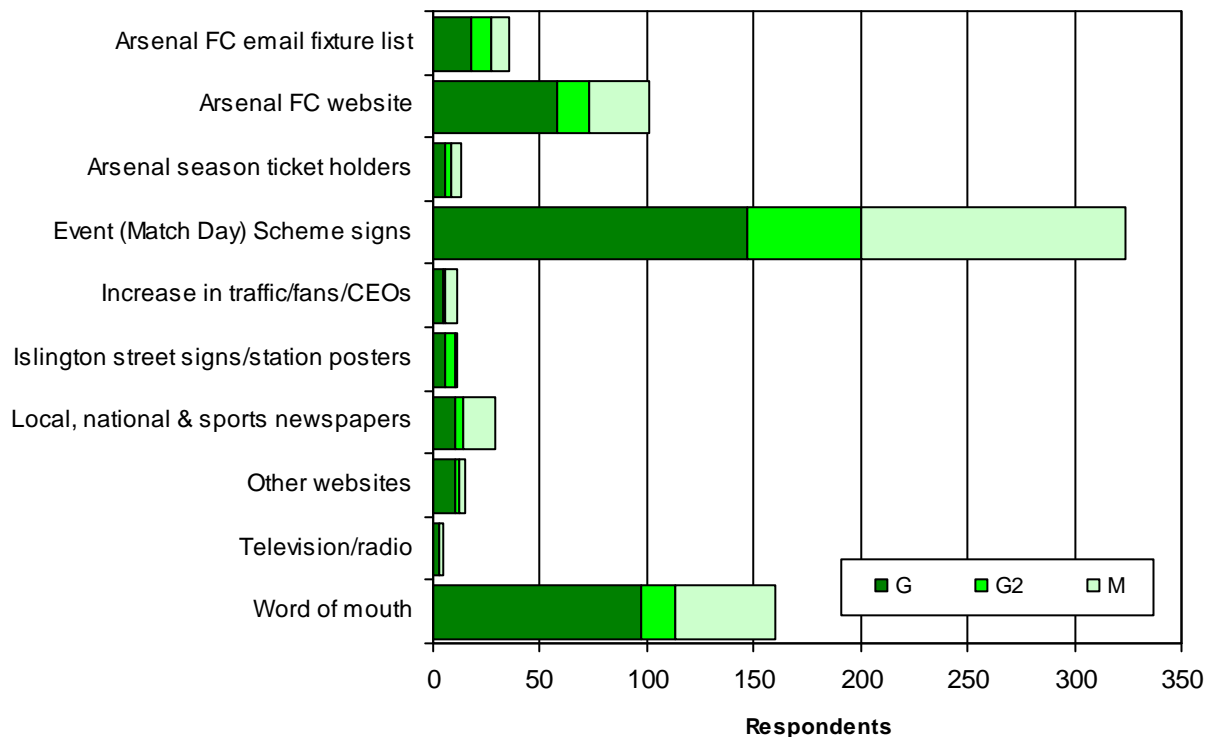


Question 9 – Awareness of Scheme operation

- 9.25 Despite several comments about lack of Event (Match Day) Scheme signs, they are the most commonly used way of finding out when the Scheme is next operating; about half (47%) of all respondents use this method.
- 9.26 The second most popular method is word of mouth (23% of all respondents); often from someone who is an Arsenal FC supporter, and then the fixtures list on the Arsenal FC website (15% of all respondents).

Table 22 and Figure 45: How do you find out when the scheme is next operating?

Method of awareness	Number	Percent
Arsenal FC email fixture list	36	5%
Arsenal FC website	100	15%
Arsenal season ticket holders	13	2%
Event (Match Day) Scheme signs	324	47%
Increase in traffic/fans/CEOs	11	2%
Islington street signs/station posters	11	2%
Local, national & sports newspapers	28	4%
Other websites	15	2%
Television/radio	5	1%
Word of mouth	160	23%
Total questionnaires received	688	



Question 10 – Improvements to Scheme operation information

9.27 This question asked how the current ways of publicizing match and special event dates could be improved. Suggestions are as follows:

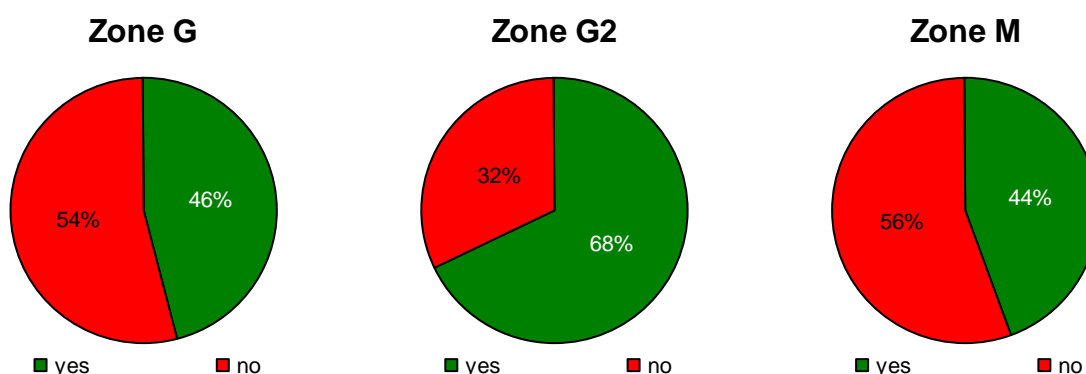
- Greater advanced notice of the Scheme’s operation; this is often difficult as fixtures are often confirmed or rearranged at short notice.
- Clear signage on every street within the Event (Match Day) Scheme with helpline telephone number. There were also claims that some signs are not updated or are repaired promptly when damaged or removed.
- Illuminated Entry/Exit signs with the DAY of the next match as well as the date.
- Map of existing Entry/Exit sign locations.
- Annual, quarterly, or monthly fixture list sent by post, email or SMS text message; some respondents ask that these should be sent by Arsenal FC. These need to include non-Arsenal matches at the Emirates Stadium (e.g. international games) which are not listed on the Arsenal FC website.
- Fixture list on websites, including Hackney Council and BBC.
- Adverts in newspapers (Hackney Today, Hackney Gazette, Metro) or on TV.
- Posters at nearby tube stations and libraries, churches, housing estate notice boards and Pay & Display machines within the Scheme area.
- Dedicated helpline telephone number with recorded message.
- Available through the Hackney Service Centre.

Question 11 – Arsenal FC email fixtures list

- 9.28 Interest in the Arsenal FC email fixtures list was split with those in favour of joining in the slight minority (48%). However, interest is much greater (68%) among those from Zone G2, the CPZ closest to the Emirates Stadium; previous questions indicate that this area suffers the most parking difficulty on home match days and that residents here have gained the most benefit from the introduction of the Event (Match Day) Scheme.
- 9.29 Overall, about a third (35%) of respondents provided an email address to join the email fixtures list; this rose to half (49%) of all respondents in G2.

Table 23 and Figures 46, 47 and 48: Interest in the Arsenal FC email fixtures list.

Join email fixture list	Zone G		Zone G2		Zone M		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Yes	154	46%	59	68%	93	44%	306	48%
No	182	54%	28	32%	116	56%	326	52%
Grand Total	336	100%	87	100%	209	100%	632	100%



Question 12 – Any other comments

- 9.30 This question asked for further feedback about the Event (Match Day) Scheme operation. Many comments and suggestions were provided and the main themes are detailed below:
- 9.31 Many people feel that the Scheme has made a "vast improvement" to their parking ability on home match days and for many has improved the "local quality of living" - a reduced influx of vehicles seeking parking has led to clearer roads and less noise. Although several people say it is still difficult to park on match days, they believe it is easier than before.

Financial Costs

- There were many complaints that the Scheme costs too much money; the only cost to residents is the price of a permit and visitor vouchers, both of which are required under the normal CPZ restrictions. The Scheme increases the ability of permit and voucher holders to find a convenient parking space on home match days.
- Many people believe Arsenal FC should be contributing to the cost of the Scheme. They are angry that Arsenal FC has caused the additional parking problems and is now

costing them money as they are required to pay for visitor vouchers when the Event (Match Day) Scheme is active.

Visitor vouchers

- The distance from the Parking Shop makes obtaining visitor vouchers to cover match days difficult; the new online purchasing service should make this easier.
- Several allegations that some businesses and residents in the area are selling visitor vouchers to football fans to allow them to park in residents' spaces on match days - the New River Café at 271 Stoke Newington Church Street was named.
- Some people think that their visitor vouchers cannot be used on Sundays; clarification of vouchers' instructions for use is needed.
- One respondent would like to see a special permit created to enable fans to park near the Stadium; although this would generate extra revenue for Parking Services, it would not resolve the issue of parking stress in roads nearest the Stadium and residents would again suffer parking difficulties on home match days. Football fans are encouraged to use the many public transport links to travel to matches.

Effect on residents' lives

- Several people feel that residents' parking is restricted under the Scheme; however, most residents are entitled to purchase a permit (or a voucher for their visitors) to park freely in bays while the Scheme is active. Most vehicle owners are likely to hold a permit anyway due the Controlled Parking Zones covering the area.
- Residents also complained that the Scheme limits visitors; visitors to residents can park using a visitor voucher or Pay & Display. The Scheme has only operated on 33 occasions in the previous 12 months, so it is unlikely that its impact on visitors is great.
- Some residents find that although it improves their parking at home, parking in the local area when they go out on match day evenings is more difficult.

Design and Operational Times

- Many people argue that they live too far from the Emirates Stadium to need the extended parking controls; the Scheme was introduced following majority support in this area (Stage 1 'in principle' consultation, 2006), in many cases on a street by street basis according to the prevailing opinion.
- A few requests were made for later finish time to cover the much later 'kick offs'; as these are a few and far between, Parking Services feels that extending the controls so that they last longer on every match day would be more of an inconvenience to residents than the benefit of reducing parking stress on a couple of days. The public had the opportunity to vote for longer hours under Section 4 of this consultation.
- Several people wish the special event aspect of the Scheme to be extended to cover funfairs and festivals at Finsbury Park, Clissold Park and events at the reopened Stoke Newington Town Hall.

- Some residents object to bank holiday restrictions; residents and their visitors have a right to be able to park near to their homes, so the Event (Match Day) Scheme controls need to be active on all match days regardless of whether it is a bank holiday.

Enforcement

- Many people asked for better, more visible enforcement, particularly on double yellow lines and those who park but wait in their vehicles until the enforcement patrol have passed or ask friends to remain in the vehicle throughout the match.
- Others feel it is "overly zealous" already. Many people report cases when they or their visitors have received a PCN as they were unaware that the Scheme was operating at the time; as with all controlled parking schemes, it is the motorist's responsibility to be aware of any restrictions and their operating times. All boundary roads have Entry/Exit signs displaying the Scheme's next operating date which incoming visitors must pass on entering the Event (Match Day) Scheme area.
- The Event (Match Day) Scheme does not cover housing estates; although these residents are eligible to purchase an on-street parking permit, the private off-street parking that many estates have are governed by separate parking schemes managed by Hackney Homes. Other private roads are also outside of the Event (Match Day) Scheme parking restrictions.

Exemptions

- Feedback was received from the congregations of Finsbury Park Synagogue at 220 Green Lanes, Adath Yisroel Synagogue on Queen Elizabeth's Walk and St Thomas More RC Church on Henry Road, many of whom live outside the consultation area. They are concerned about their ability to park near their place of worship and asked that they have special allowances under the Scheme. Parking Services treats all organisations equally and does not issue exemptions, except on special occasions such as large funerals or festivals; it is committed to prioritising local residents and their parking needs. Additionally, many residents complain that incoming members of the congregation contribute more to parking stress in their road than football fans on match days.
- Special events at the Emirates Stadium should not be included in the Scheme; the majority of people voted for extension to special events as part of the 2007 consultation.
- Pay & Display should be free on match days with dedicated Pay & Display bays exempt from the Scheme's restrictions.
- A few residents would like to be able to park one vehicle for free outside their homes; however, this would not be much use for those who live in blocks of flats or at a junction.

Consultation

- Several people argue that this is not a "true" consultation as decisions regarding extension to cover special events at the Emirates Stadium have already been made; this decision has previously been made but only with the support of the public majority during the Stage 2 consultation of 2007.

- Many requested that the parking situation continues to be reviewed on a regular basis.
- A few people want to know why the recent consultation was necessary as the Scheme has been beneficial and is working well; regular reviews of CPZs and other parking schemes ensures they adapt to meet the changing needs of those living and working within them.

Changes to the normal CPZ

- Some respondents ask for more business bays and a change to normal CPZ operational hours; this consultation covers the Event (Match Day) Scheme only and amendments to the design of CPZs G, G2 and M will be addressed as part of their individual Stage 4 reviews.

Operational Hours

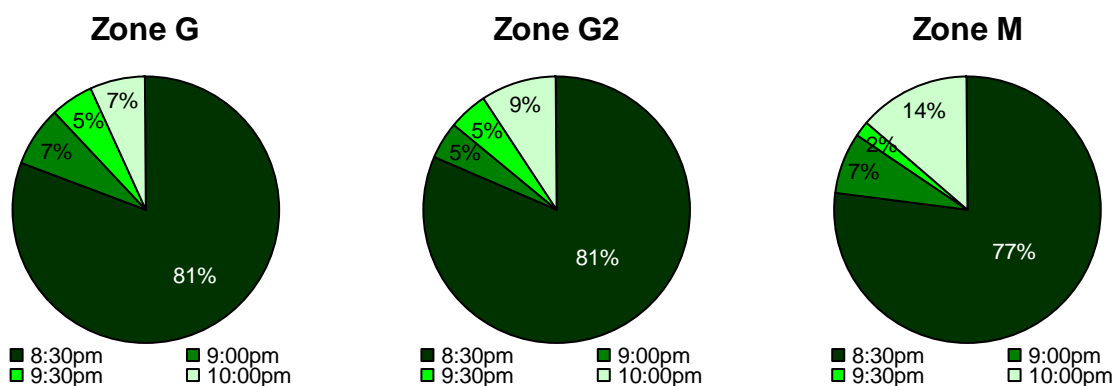
- 9.32 This section of the questionnaire asks about people's preference for the finish time of the Event (Match Day) Scheme extended parking controls; these are currently only active on days when the Emirates Stadium is hosting a match.
- 9.33 To ensure a seamless transfer and avoid confusion, the Event (Match Day) Scheme begins as soon as normal CPZ restrictions end; as such, this start time differs according to the CPZ and is not included in the public consultation. On days when normal CPZ controls are not operational (i.e. Saturdays for Zone G/G1, Sundays, and bank holidays), the Event (Match Day) Scheme restrictions start at 12:00pm noon to synchronize with LB Islington's scheme and avoid cross-borough parking displacement.
- 9.34 As most spectators will have parked and entered the Stadium before the football match begins, parking controls only need to extend until 'kick off' time at a minimum. Therefore, the finish time options provided are based on the latest 'kick off' times for the season - very rarely there are matches starting at 6:00pm on weekends but, due to their infrequency, we believe that the inconvenience caused by extending controls further on every match day would far outweigh the parking stress that may occur.

Question 13 – Preferred finish time for home matches on a weekday.

- 9.35 Over three-quarters (79%) of respondents want the finish time for weekday matches to remain the same and chose the earliest option of 8:30pm; this is more pronounced in Zones G and G2. The second favourite was the 10:00pm option (10%).

Table 24 and Figures 49, 50 and 51: Preferred finish time for home matches on a weekday.

Weekday finish time	Zone G		Zone G2		Zone M		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
8:30pm (current end)	240	81%	70	81%	157	77%	467	79%
9:00pm	22	7%	4	5%	15	7%	41	7%
9:30pm	16	5%	4	5%	4	2%	24	4%
10:00pm	20	7%	8	9%	28	14%	56	10%
Grand Total	298	100%	86	100%	204	100%	588	100%

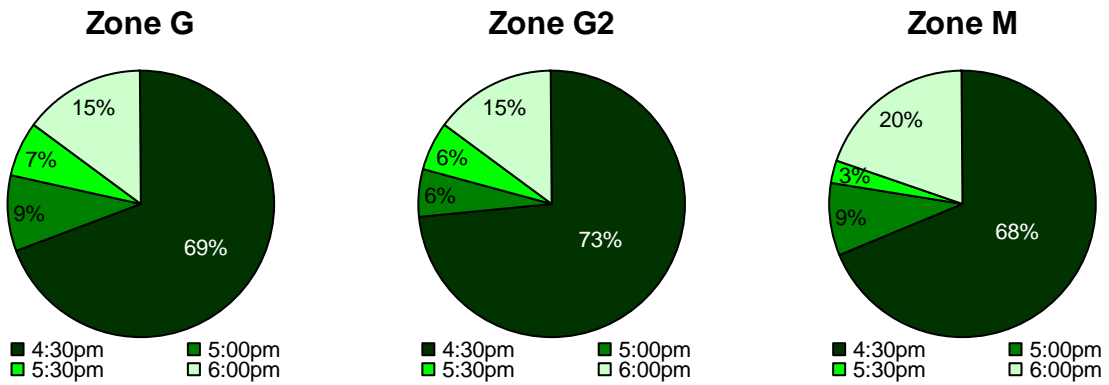


Question 13 – Preferred finish time for home matches on a weekend or bank holiday.

9.36 Over two-thirds (70%) of respondents want the finish time for weekend and bank holiday matches to remain the same and chose the earliest option of 4:30pm; this is more pronounced in Zone G2. The second favourite again was the latest option – 6:00pm (17%).

Table 25 and Figures 52, 53 and 54: Preferred finish time for home matches on a weekend/bank holiday.

Weekday finish time	Zone G		Zone G2		Zone M		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
4:30pm (current end)	208	69%	63	73%	140	69%	411	70%
5:00pm	28	9%	5	6%	18	9%	51	9%
5:30pm	20	7%	5	6%	6	3%	31	5%
6:00pm	45	15%	13	15%	40	20%	98	17%
Grand Total	301	100%	86	100%	204	100%	591	100%



Customer Service

Question 15 – Consultation Pack Feedback

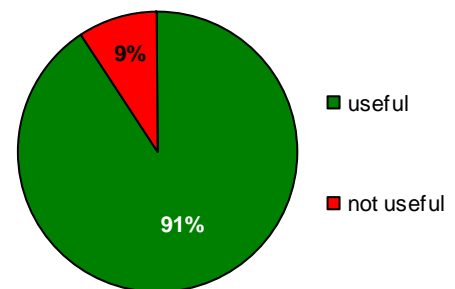
- 9.37 This question asks for opinions about the consultation pack and its enclosed leaflet, questionnaire and map. Feedback helps the design team improve the pack for subsequent consultations.
- 9.38 As well as being sent by post to every address in the Event (Match Day) Scheme area, the consultation pack was available to download from the website and the questionnaire could also be completed directly online.
- 9.39 Several people felt that the consultation pack wasted paper and did not need to be full-colour with an A3-size map.

Consultation Pack

- 9.40 Most people (91%) believed that the consultation pack was useful.

Table 26 and Figure 55: Please tell us your opinion of the consultation pack.

Consultation pack	Responses	
	Number	Percent
Useful	527	91%
Not useful	53	9%
Grand Total	580	100%

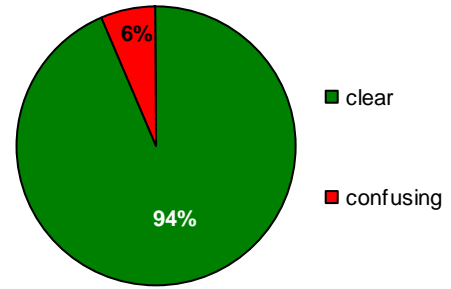


Map of proposed changes

- 9.41 Again, most people (94%) felt the enclosed map of the current Event (Match Day) Scheme and displacement areas was clear.

Table 27 and Figure 56: Please tell us your opinion of the enclosed map.

Map of proposals	Responses	
	Number	Percent
Clear	535	94%
Confusing	36	6%
Grand Total	571	100%

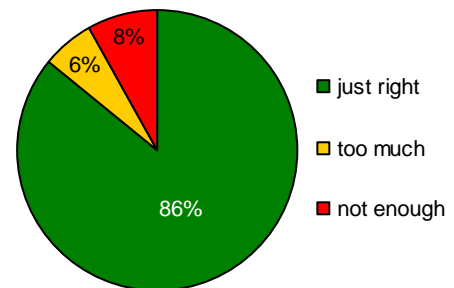


Leaflet Information

9.42 Overall, the majority (86%) of respondents were happy with the amount of information included in the leaflet. However, a small proportion felt that it contained too little or too much information (8% and 6% respectively).

Table 28 and Figure 57: Please tell us your opinion of the leaflet.

Leaflet	Responses	
	Number	Percent
Just right	463	86%
Too much info	34	6%
Not enough info	43	8%
Grand Total	540	100%

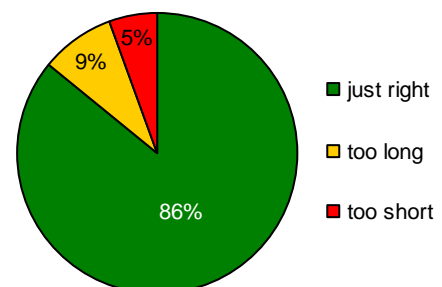


Questionnaire

9.43 Again, the majority (86%) of respondents were happy with the length of the questionnaire, although a small minority (9%) would have preferred fewer questions. Only 5% felt it was too short.

Table 29 and Figure 58: Please tell us your opinion of the questionnaire.

Questionnaire	Responses	
	Number	Percent
Just right	470	86%
Too long	48	9%
Too short	30	5%
Grand Total	548	100%



Question 16 – Awareness of Parking Shop relocation

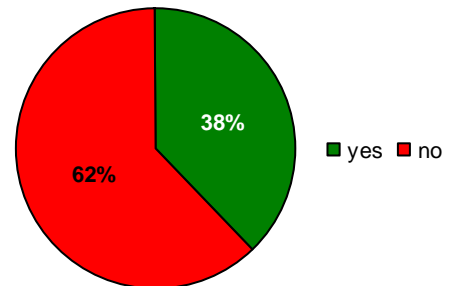
9.44 This and the remaining questions measure awareness of recent changes and improvements to Parking Services.

9.45 Worryingly, less than half (38%) of respondents were aware that the Parking Shop has moved to a new location. The Event (Match Day) Scheme area is also subject to normal

controlled parking as part of Zones G, G2 and M and so, as two-thirds (61%) of respondents say they park on street at least occasionally, most people will need to visit the Parking Shop within the next year to purchase or renew a permit.

Table 30 and Figure 59: Are you aware that the Parking Shop has moved to 2 Hillman Street?

Parking Shop move	Responses	
	Number	Percent
Yes	247	38%
No	406	62%
Grand Total	653	100%

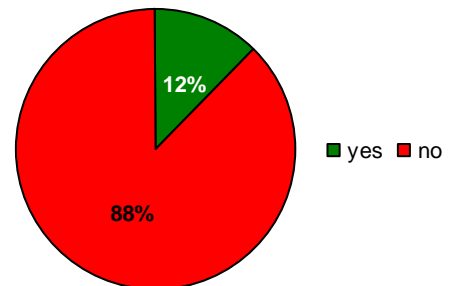


Question 17 – Awareness of online visitor voucher facility

9.46 The vast majority (88%) are not aware that visitor vouchers will soon be available for purchase through the Council's website. Visitor vouchers are useful for all residential respondents, whether or not they have a vehicle, as most of their visitors and tradesmen will require one to park in a CPZ during operational hours. This area is not near to the Parking Shop and online purchasing would be the more convenient option.

Table 31 and Figure 60: Are you aware that visitor vouchers will soon be available to purchase online?

Online vouchers	Responses	
	Number	Percent
Yes	81	12%
No	568	88%
Grand Total	649	100%



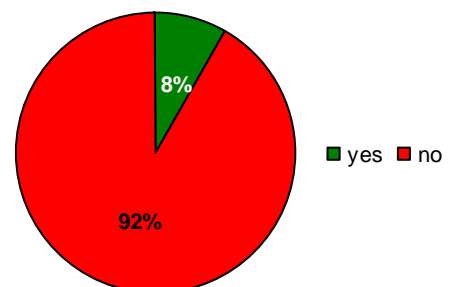
Question 18 – Awareness of Freedom Pass funding

9.47 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.

9.48 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; just 8% of respondents were aware of this.

Table 32 and Figure 61: Are you aware that revenue raised by Parking Services contributes to the funding of Freedom Pass?

Freedom Pass	Responses	
	Number	Percent
Yes	54	8%
No	595	92%
Grand Total	649	100%



10. Appendix 3: Analysis – Displacement Area

- 10.1 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.
- 10.2 Non-questionnaire feedback – i.e. through email, letter, telephone, or drop-in session – has been included in the relevant questions.

Demographics & Response Rate

- 10.3 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 1a to 1d – Name and address

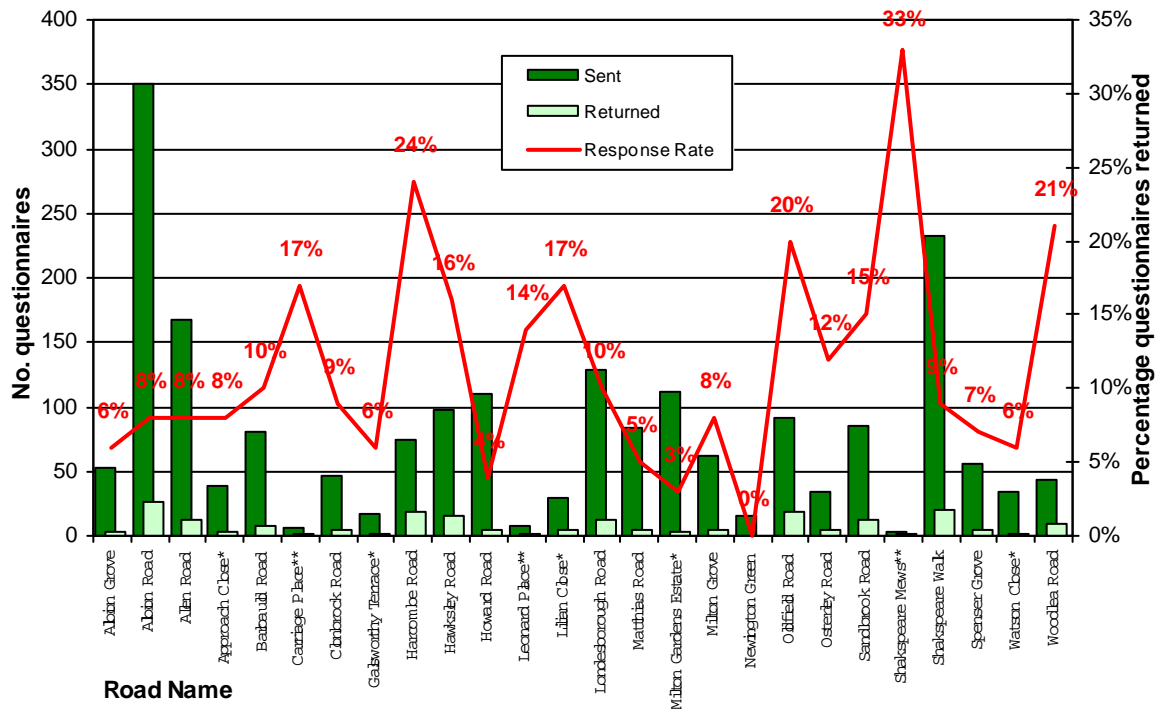
- 10.4 CPZs are introduced following two periods of consultation with residents and businesses; for the ‘in principle’ decision (Stage 1) and for the detailed design (Stage 2). The responses for later-stage consultations are expected to be roughly half that for Stage 1 ‘in principle’; the impact of any 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.
- 10.5 Overall, this consultation had a 10% response rate from the members of the public living or working in the Event (Match Day) Scheme displacement area (see Appendix 4 for map). 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.
- 10.6 This area is predominantly residential (98% addresses) and a significant proportion of properties are located in private roads (12%) or within a housing estate (43%); these residents normally make use of their non-public roads for parking and so therefore are less affected by changes to on-street provision – these addresses represent only 25% of all responses.

Table 33 and Figure 62: 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	
Shakspeare Mews**	3	1	0	0	0	0	3
Harcombe Road	74	18	0	0	0	0	74
Woodlea Road	43	9		0	0	0	43
Oldfield Road	92	18	0	0	0	0	92
Lilian Close*	29	5	0	0	0	0	29
Carriage Place**	6	1	0	0	0	0	6

Street Name	Residential		Commercial		Total		Response Rate
	Sent	Returned	Sent	Returned	Sent	Returned	
Hawksley Road	95	16	2	0	0	0	97
Sandbrook Road	84	13	1	0	0	0	85
Leonard Place**	7	1	0	0	0	0	7
Osterley Road	34	4	0	0	0	0	34
Londesborough Road	129	13	0	0	0	0	129
Barbault Road	77	8	2	0	1	0	80
Clonbrock Road	46	4	0	0	0	0	46
Shakspeare Walk	231	20	1	0	0	0	232
Milton Grove	62	5	0	0	0	0	62
Allen Road	155	12	10	1	2	0	167
Albion Road	343	27	6	0	1	0	350
Approach Close*	39	3	0	0	0	0	39
Spenser Grove	56	4	0	0	0	0	56
Galsworthy Terrace*	17	1	0	0	0	0	17
Watson Close*	34	2	0	0	0	0	34
Albion Grove	51	3	1	0	0	0	52
Matthias Road	80	4	4	0	0	0	84
Howard Road	109	4	1	0	0	0	110
Milton Gardens Estate*	108	3	3	0	0	0	111
Newington Green	10	0	5	0	0	0	15
Grand Total	2014	199	36	1	4	0	10%

* Estate roads ** Private roads

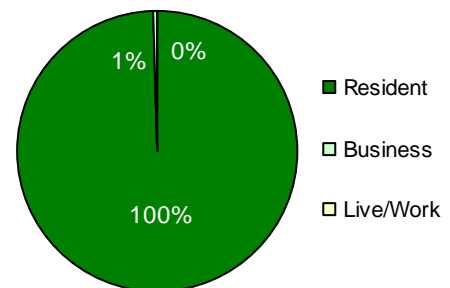


Question 2 – Occupier type

- 10.7 Almost all respondents classified themselves as “resident only” (99%) occupiers of the address consulted, with just 1% being “business only” and non “live/work”; this is roughly equivalent to the proportion of residential addresses in the consultation area (98%).
- 10.8 There were also 5 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 34 and Figure 63: Self-declared occupier type of respondents, including 3 blank responses categorised according to the Basic Land and Property Unit (BLPU) class for their address.

Occupier Type	Responses	
	Number	Percent
Resident	199	99%
Business	1	1%
Mixed use (live/work)	0	0%
Grand Total	200	100%



Parking Experience

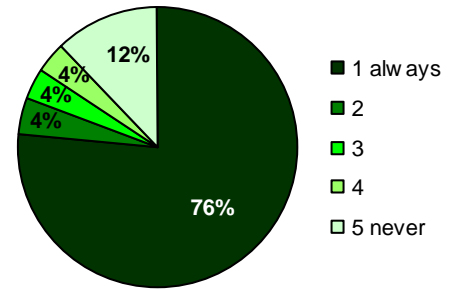
- 10.9 This section of the questionnaire asks about people’s parking experiences on Arsenal FC home match days; this subjective feedback can differ greatly from objective parking stress data but is an important aspect in understanding how the public perceive their area.

Question 3 – On-street parking

- 10.10 Parking controls affect even those without a vehicle as they may have visitors who arrive by car, deliveries or tradesmen, but also the parking layout can have a significant impact on cyclists’ and pedestrians’ use of the street environment; nearly a fifth (17%) of respondents do not have a vehicle.
- 10.11 Of those with at least 1 vehicle, three-quarters (76%) always park on the street on Arsenal FC home match days while just 12% park exclusively off-street.

Table 35 and Figure 64: Vehicles parked on-street.

On-street parking	Responses	
	Number	Percent
1 always	126	63%
2	7	4%
3	6	3%
4	6	3%
5 never	20	10%
No vehicle	34	17%
Grand Total	199	100%



Question 4 – Parking experience on home match days

Respondents

10.12 The majority of respondents say they never (71%) or rarely (8%) experience parking problems on a home match day – ratings 4 or 5 – and as such, these people are unlikely to see a benefit to controlled parking. Only Galsworthy Terrace (private) showed ratings of difficulty – ratings 1 or 2 - from the majority (100%) of its respondents.

Table 36 and Figure 65: Parking problems experienced on home match days (respondents).

Parking problems	Responses	
	Number	Percent
1 always	13	7%
2	8	4%
3	17	9%
4	15	8%
5 never	130	71%
Grand Total	183	100%

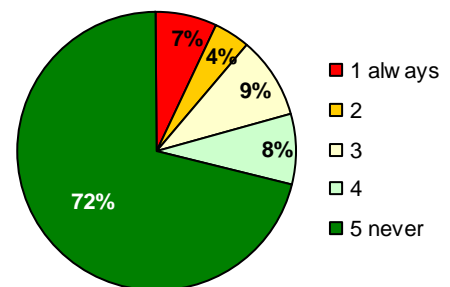
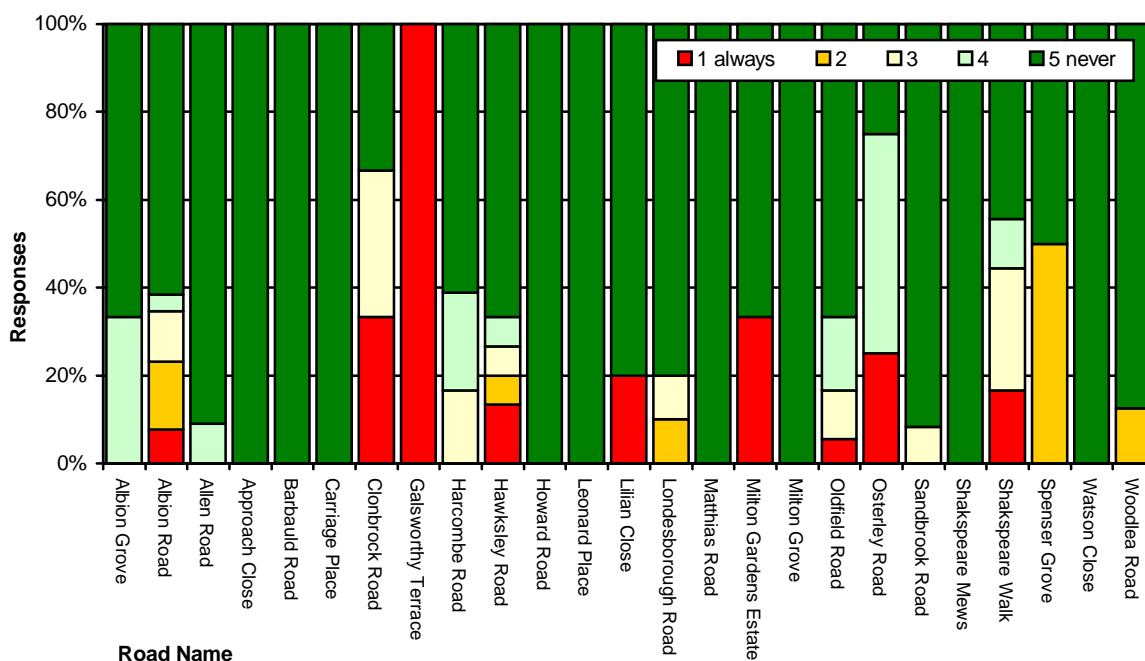


Table 37 & Figure 66: Rating of parking problems experienced on home match days (respondents). Street level response.

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Albion Grove	0%	0%	0%	33%	67%
Albion Road	8%	15%	12%	4%	62%
Allen Road	0%	0%	0%	9%	91%
Approach Close*	0%	0%	0%	0%	100%
Barbould Road	0%	0%	0%	0%	100%
Carriage Place**	0%	0%	0%	0%	100%
Clonbrock Road	33%	0%	33%	0%	33%
Galsworthy Terrace*	100%	0%	0%	0%	0%
Harcombe Road	0%	0%	17%	22%	61%
Hawksley Road	13%	7%	7%	7%	67%

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Howard Road	0%	0%	0%	0%	100%
Leonard Place**	0%	0%	0%	0%	100%
Lilian Close*	20%	0%	0%	0%	80%
Londesborough Road	0%	10%	10%	0%	80%
Matthias Road	0%	0%	0%	0%	100%
Milton Gardens Estate*	33%	0%	0%	0%	67%
Milton Grove	0%	0%	0%	0%	100%
Oldfield Road	6%	0%	11%	17%	67%
Osterley Road	25%	0%	0%	50%	25%
Sandbrook Road	0%	0%	8%	0%	92%
Shakspeare Mews**	0%	0%	0%	0%	100%
Shakspeare Walk	17%	0%	28%	11%	44%
Spenser Grove	0%	50%	0%	0%	50%
Watson Close*	0%	0%	0%	0%	100%
Woodlea Road	0%	13%	0%	0%	88%

* Estate roads ** Private roads



Visitors

10.13 Visitors' ability to find a parking space on home match days is about the same as respondents; a comparable proportion say their visitors never (69%) or rarely (10%) experience parking problems on a home match day – ratings 4 or 5. Only Galsworth Terrace (private) and Spenser Grove show ratings of difficulty – ratings 1 or 2 - from the majority of its respondents (100% and 67% respectively).

Table 38 and Figure 67: Parking problems experienced on home match days (visitors).

Parking problems	Responses	
	Number	Percent
1 always	15	8%
2	9	5%
3	16	9%
4	18	10%
5 never	127	69%
Grand Total	185	100%

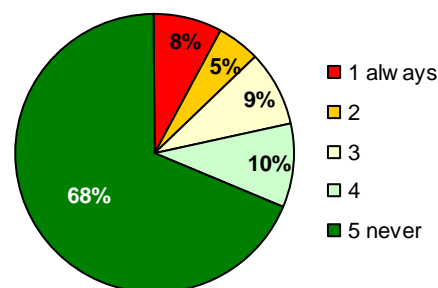


Table 39: Rating of parking problems experienced on home match days (visitors). Street level.

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Albion Grove	0%	0%	33%	33%	33%
Albion Road	12%	12%	12%	8%	58%
Allen Road	0%	0%	10%	10%	80%
Approach Close*	0%	0%	0%	33%	67%
Barbould Road	0%	0%	0%	0%	100%
Carriage Place**	0%	0%	0%	0%	100%
Clonbrock Road	25%	0%	25%	0%	50%
Galsworthy Terrace*	100%	0%	0%	0%	0%
Harcombe Road	0%	6%	12%	24%	59%
Hawksley Road	13%	6%	13%	0%	69%
Howard Road	0%	0%	0%	0%	100%
Leonard Place**	0%	0%	0%	0%	100%
Lilian Close*	20%	0%	0%	0%	80%
Londesborough Road	0%	0%	11%	0%	89%
Matthias Road	0%	0%	0%	0%	100%
Milton Gardens Estate*	33%	0%	0%	0%	67%
Milton Grove	20%	0%	0%	0%	80%
Oldfield Road	6%	0%	6%	17%	72%
Osterley Road	25%	0%	0%	25%	50%
Sandbrook Road	8%	8%	8%	8%	69%
Shakspeare Mews**	0%	0%	0%	0%	100%
Shakspeare Walk	13%	0%	19%	13%	56%
Spenser Grove	0%	67%	0%	0%	33%
Watson Close*	0%	0%	0%	50%	50%
Woodlea Road	0%	13%	0%	13%	75%

* Estate roads ** Private roads

Question 5 – Parking experience on Emirates Stadium’s special event days

Respondents

10.14 The majority of respondents say they never (77%) or rarely (6%) experience parking problems when Emirates Stadium holds a special event – ratings 4 or 5. Again, only Galsworthy Terrace (private) showed ratings of difficulty – ratings 1 or 2 - from the majority (100%) of its respondents.

Table 40 and Figure 68: Parking problems experienced on special event days (respondents).

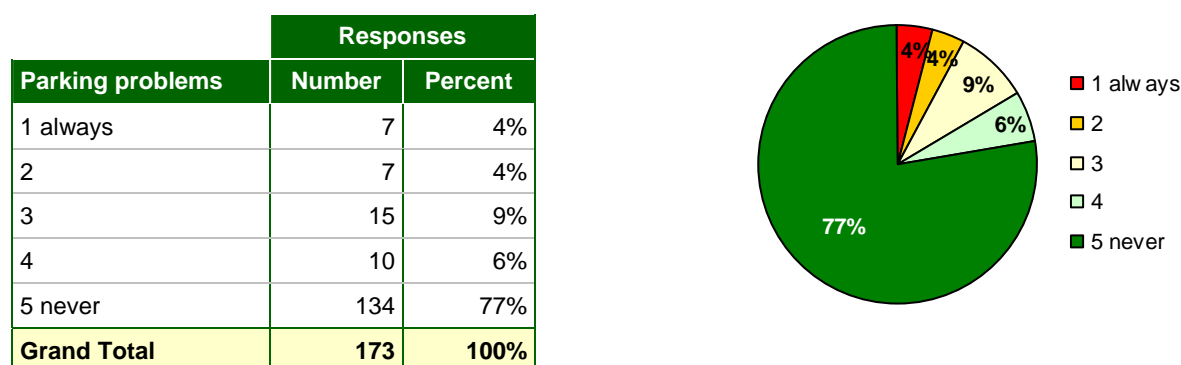
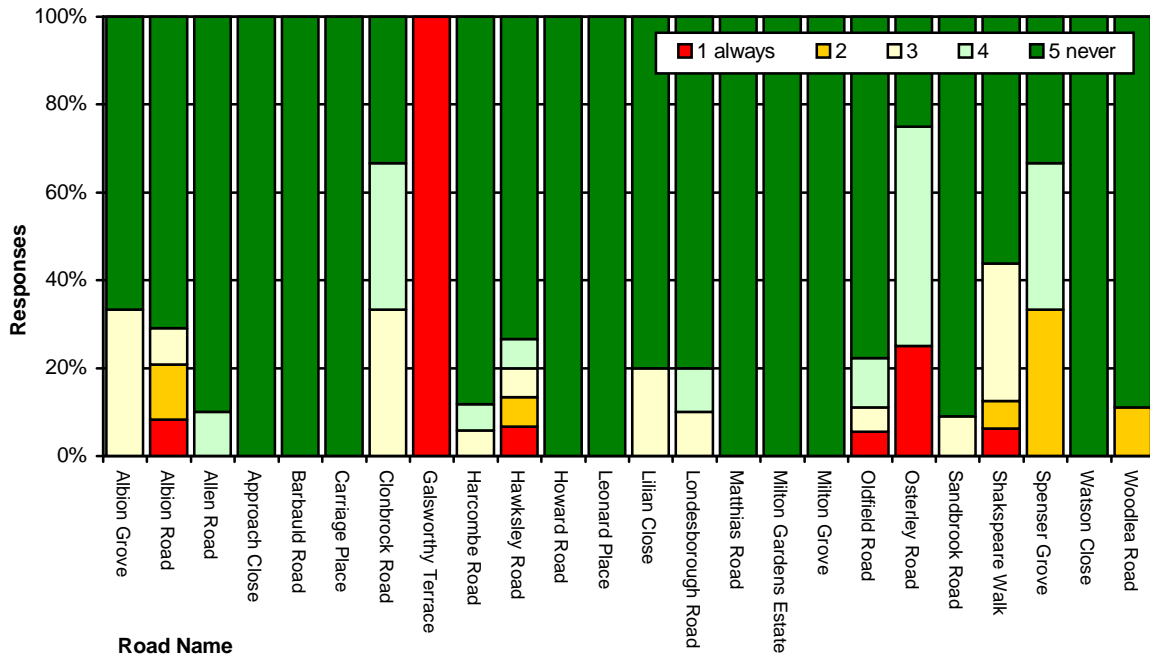


Table 41 & Figure 69: Rating of parking problems experienced on special event days (respondents). Street level response.

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Albion Grove	0%	0%	33%	0%	67%
Albion Road	8%	13%	8%	0%	71%
Allen Road	0%	0%	0%	10%	90%
Approach Close*	0%	0%	0%	0%	100%
Barbauld Road	0%	0%	0%	0%	100%
Carriage Place**	0%	0%	0%	0%	100%
Clonbrock Road	0%	0%	33%	33%	33%
Galsworthy Terrace*	100%	0%	0%	0%	0%
Harcombe Road	0%	0%	6%	6%	88%
Hawksley Road	7%	7%	7%	7%	73%
Howard Road	0%	0%	0%	0%	100%
Leonard Place**	0%	0%	0%	0%	100%
Lilian Close*	0%	0%	20%	0%	80%
Londesborough Road	0%	0%	10%	10%	80%
Matthias Road	0%	0%	0%	0%	100%
Milton Gardens Estate*	0%	0%	0%	0%	100%
Milton Grove	0%	0%	0%	0%	100%
Oldfield Road	6%	0%	6%	11%	78%
Osterley Road	25%	0%	0%	50%	25%
Sandbrook Road	0%	0%	9%	0%	91%
Shakspeare Walk	6%	6%	31%	0%	56%

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Spenser Grove	0%	33%	0%	33%	33%
Watson Close*	0%	0%	0%	0%	100%
Woodlea Road	0%	11%	0%	0%	89%

* Estate roads ** Private roads



Visitors

10.15 Visitors' ability to find a parking space when Emirates Stadium holds a special event is about the same as respondents; a comparable proportion say their visitors never (75%) or rarely (8%) experience parking problems these days – ratings 4 or 5. Again, just Galsworth Terrace (private) showed ratings of difficulty – ratings 1 or 2 - from the majority (100%) of its respondents.

Table 42 and Figure 70: Parking problems experienced on special event days (visitors).

Parking problems	Responses	
	Number	Percent
1 always	9	5%
2	6	3%
3	15	9%
4	14	8%
5 never	132	75%
Grand Total	176	100%

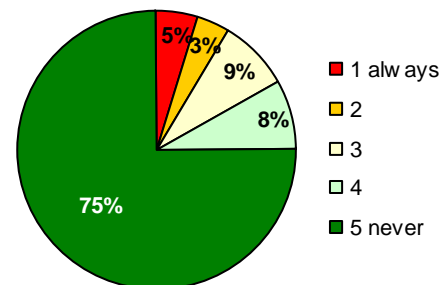


Table 43: Rating of parking problems experienced on special event days (visitors). Street level response.

Road Name	Frequency rating (1=always, 5 = never)				
	1	2	3	4	5
Albion Grove	0%	0%	33%	0%	67%
Albion Road	8%	8%	8%	4%	72%
Allen Road	0%	0%	0%	20%	80%
Approach Close*	0%	0%	0%	33%	67%
Barbauld Road	0%	0%	0%	0%	100%
Carriage Place**	0%	0%	0%	0%	100%
Clonbrock Road	0%	0%	25%	25%	50%
Galsworthy Terrace*	100%	0%	0%	0%	0%
Harcombe Road	0%	0%	12%	6%	82%
Hawksley Road	7%	7%	13%	7%	67%
Howard Road	0%	0%	25%	0%	75%
Leonard Place**	0%	0%	0%	0%	100%
Lilian Close*	0%	0%	20%	0%	80%
Londesborough Road	0%	0%	13%	0%	88%
Matthias Road	0%	0%	0%	0%	100%
Milton Gardens Estate*	0%	0%	0%	0%	100%
Milton Grove	33%	0%	0%	0%	67%
Oldfield Road	6%	0%	6%	6%	82%
Osterley Road	25%	0%	0%	25%	50%
Sandbrook Road	8%	0%	8%	8%	77%
Shakspeare Mews**	0%	0%	0%	0%	100%
Shakspeare Walk	7%	7%	7%	21%	57%
Spenser Grove	0%	33%	33%	0%	33%
Watson Close*	0%	0%	0%	50%	50%
Woodlea Road	0%	11%	0%	0%	89%

* Estate roads ** Private roads

Question 6 – Parking experience since the Scheme’s introduction nearby

- 10.16 For the majority of respondents (67%), the introduction of the Event (Match Day) Scheme on nearby roads has made no difference to their parking experience. Some (13%) people even report that it has improved.
- 10.17 However, a small minority (19%) feel that their parking experience has worsened since the Event (Match Day) Scheme was implemented; Only Galsworth Terrace (private) and Shakspeare Walk show ratings of deterioration – ratings 1 or 2 - from the majority of its respondents (100% and 53% respectively). This does not necessarily mean that they have difficulty in finding a space, but that they perhaps cannot park so easily near their local shop when home matches are on or that traffic in the area has increased.

Table 44 and Figure 71: Change to parking experience since the introduction of the Scheme nearby.

Parking experience	Responses	
	Number	Percent
1 worsened	19	11%
2	14	8%
3	116	67%
4	12	7%
5 improved	11	6%
Grand Total	172	100%

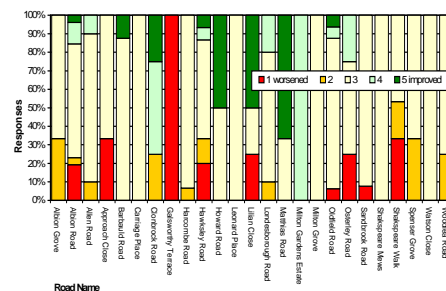
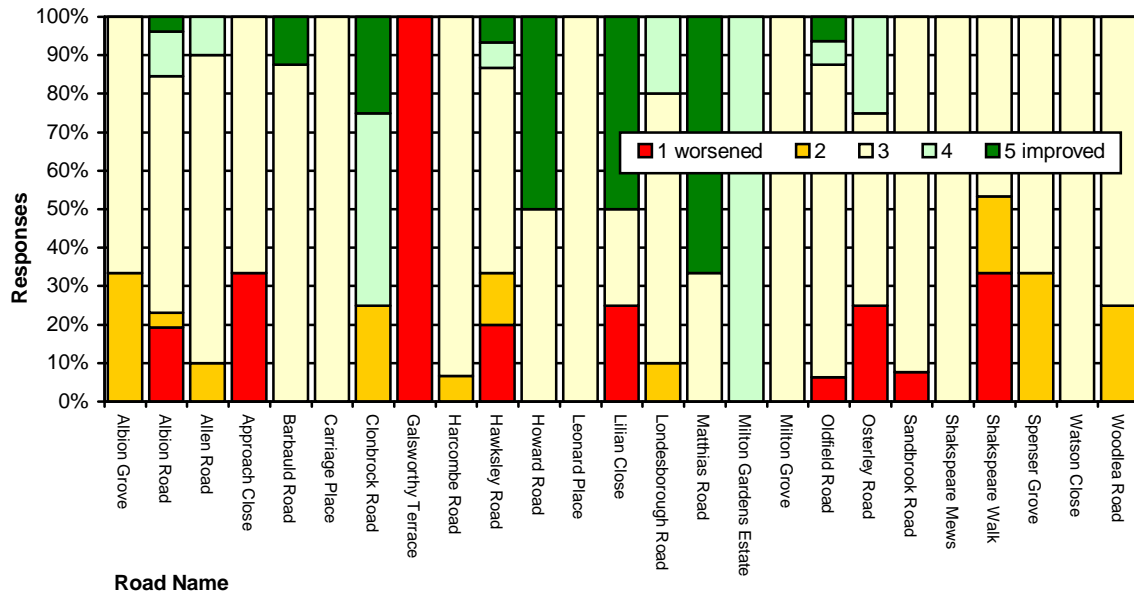


Table 45 & Figure 72: Rating of change in parking since the introduction of the Scheme by street level.

Road Name	Rating of change (1=worsened, 5 = improved)				
	1	2	3	4	5
Albion Grove	0%	33%	67%	0%	0%
Albion Road	19%	4%	62%	12%	4%
Allen Road	0%	10%	80%	10%	0%
Approach Close*	33%	0%	67%	0%	0%
Barbould Road	0%	0%	88%	0%	13%
Carriage Place**	0%	0%	100%	0%	0%
Clonbrock Road	0%	25%	0%	50%	25%
Galsworthy Terrace*	100%	0%	0%	0%	0%
Harcombe Road	0%	7%	93%	0%	0%
Hawksley Road	20%	13%	53%	7%	7%
Howard Road	0%	0%	50%	0%	50%
Leonard Place**	0%	0%	100%	0%	0%
Lilian Close*	25%	0%	25%	0%	50%
Londesborough Road	0%	10%	70%	20%	0%
Matthias Road	0%	0%	33%	0%	67%
Milton Gardens Estate*	0%	0%	0%	100%	0%
Milton Grove	0%	0%	100%	0%	0%
Oldfield Road	6%	0%	81%	6%	6%
Osterley Road	25%	0%	50%	25%	0%
Sandbrook Road	8%	0%	92%	0%	0%
Shakspeare Mews**	0%	0%	100%	0%	0%
Shakspeare Walk	33%	20%	47%	0%	0%
Spenser Grove	0%	33%	67%	0%	0%
Watson Close*	0%	0%	100%	0%	0%
Woodlea Road	0%	25%	75%	0%	0%

*Estate roads ** Private roads*



Proposed Parking Controls

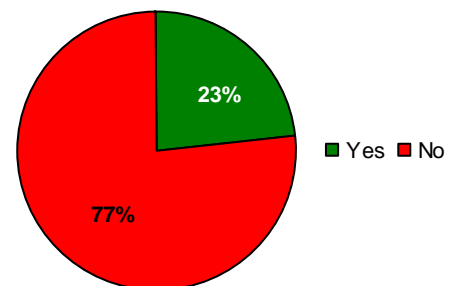
10.18 This section of the questionnaire asks about the proposal to expand the Event (Match Day) Scheme extended parking controls to cover roads in this area; these are already subject to normal controlled parking as part of Zone M. Majority support would lead to additional operational hours on home match days but would not affect the parking layout.

Question 7 – Support for parking controls

10.19 Over two-thirds (77%) of respondents were in opposition to the extension of the Event (Match Day) Scheme. There is no change when responses from those living or working on private roads or housing estates are excluded.

Table 46 and Figure 73: Support for the introduction of Event (Match Day) Scheme parking controls.

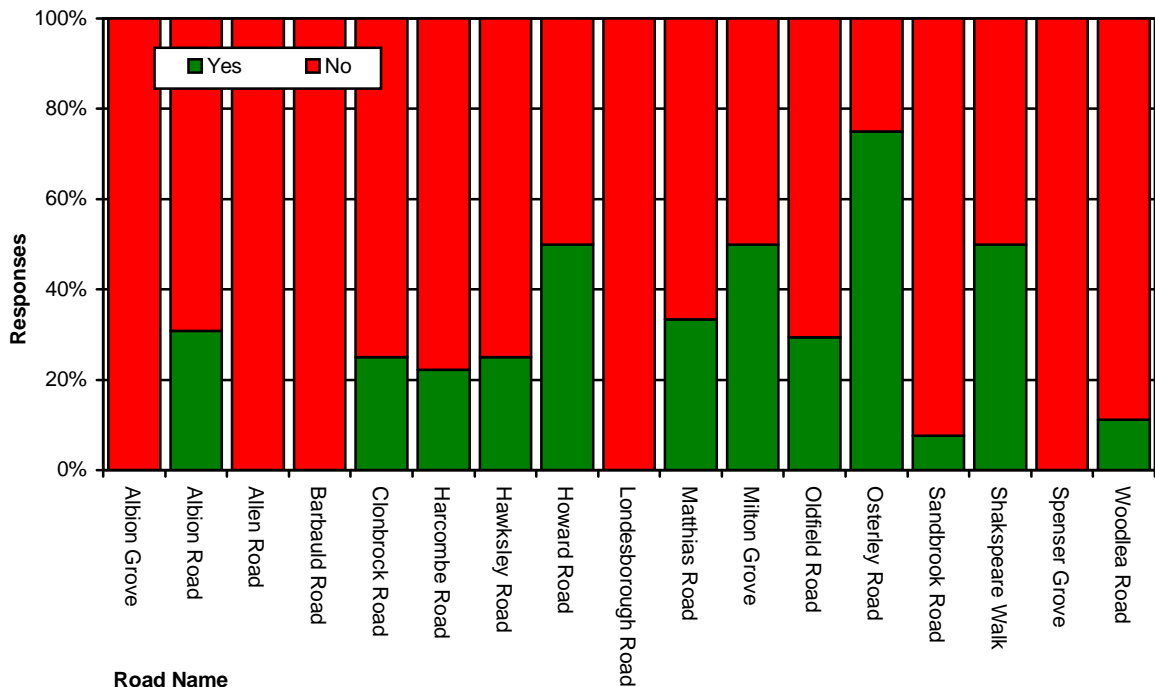
Support for controls	Responses	
	Number	Percent
Yes	44	23%
No	144	77%
Grand Total	188	100%



10.20 The only public road with majority support among its respondents was Osterley Road, which is located on the furthest part of Zone M from the current Event (Match Day) Scheme boundary. Howard Road, Milton Grove and Shakspeare Walk were split evenly between support and opposition.

Table 47 & Figure 74: Support for extension of the Event (Match Day) Scheme by road.

Support for Scheme	Responses	
	Yes	No
Albion Grove	0%	100%
Albion Road	31%	69%
Allen Road	0%	100%
Barbauld Road	0%	100%
Clonbrock Road	25%	75%
Harcombe Road	22%	78%
Hawksley Road	25%	75%
Howard Road	50%	50%
Londesborough Road	0%	100%
Matthias Road	33%	67%
Milton Grove	50%	50%
Oldfield Road	29%	71%
Osterley Road	75%	25%
Sandbrook Road	8%	92%
Shakespeare Walk	50%	50%
Spenser Grove	0%	100%
Woodlea Road	11%	89%



Question 8 – Comments about the proposal or consultation

10.21 The public were also asked to provide any general comments or suggestions they have about the parking on match days:

- 10.22 Several people feel that parking has become more difficult on match days because non-match visitors, such as to Clissold Park, are avoiding parking in the Scheme area and so displacing into the remainder of Zone M.
- 10.23 Most of those in support of the Scheme extension feel that it is a 'necessary evil' that will help them find parking near to home on match days, although they are not happy about the potential added costs. One person would like the Scheme to cover events in Clissold Park too.
- 10.24 There was also some anger that Hackney residents have to pay for the Scheme, through additional visitor vouchers etc., when the cause of the parking problems is the new Emirates Stadium which lies in the borough of Islington; many feel that Arsenal FC or Islington Council should be funding it.
- 10.25 Those against felt that extending the Scheme would just move displacement parking to other roads and not solve the problem. It was also thought that additional parking controls would have negative impact on local businesses and Clissold Park. However, most people argued that match days had no impact on parking in their road and so to increase restriction hours, along with the additional costs of extra visitor vouchers, PCNs, Pay & Display, meant that the proposal would be little more than a 'money-making scheme'. For less mobile respondents, the extra controls may reduce their visits from friends and family.
- 10.26 There is also a worry that residents will not know when home matches are played and so when the additional controls are active. People feel there are no sufficient signs and the onus should not be on them to find out the dates.
- 10.27 One estate resident pointed out that most housing estates with off-street parking have barriers that need to be locked and unlocked each time they want to drive through. To save the hassle of doing this in the evening, many residents often park on-street when they will use their car again shortly; this will no longer be possible without a permit under extended controls.
- 10.28 Several people asked to be consulted again in a year's time in case the situation has changed.
- 10.29 Finally, several respondents made comments related to the normal operation of Zone M and Parking Services in general which are beyond the remit of this review.

Customer Service

Question 9 – Consultation Pack Feedback

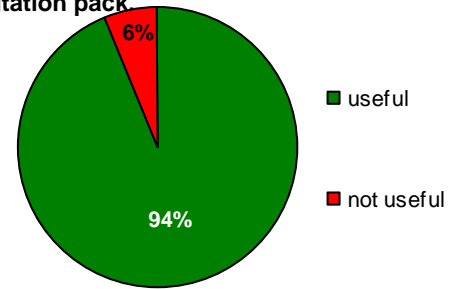
- 10.30 This question asks for opinions about the consultation pack and its enclosed leaflet, questionnaire and map. Feedback helps the design team improve the pack for subsequent consultations.
- 10.31 Several people felt that the consultation pack wasted paper and would prefer it to be shorter or online; however, the pack was made available to download from the website and the questionnaire could also be completed directly online.

Consultation Pack

10.32 Most people (94%) believed that the consultation pack was useful.

Table 48 and Figure 75: Please tell us your opinion of the consultation pack

Consultation pack	Responses	
	Number	Percent
Useful	156	94%
Not useful	10	6%
Grand Total	166	100%

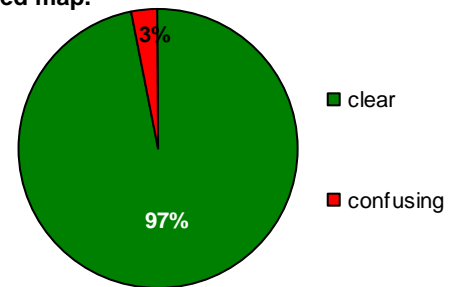


Map of proposed changes

10.33 Again, most people (97%) felt the enclosed map of the current Event (Match Day) Scheme and displacement areas was clear.

Table 49 and Figure 76: Please tell us your opinion of the enclosed map.

Map of proposals	Responses	
	Number	Percent
Clear	165	97%
Confusing	5	3%
Grand Total	170	100%

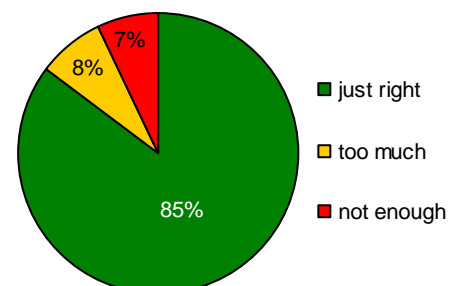


Leaflet Information

10.34 Overall, the majority (85%) of respondents were happy with the amount of information included in the leaflet. However, a small proportion felt that it contained too little or too much information (7% and 8% respectively).

Table 50 and Figure 77: Please tell us your opinion of the leaflet.

Leaflet	Responses	
	Number	Percent
Just right	134	85%
Too much info	12	8%
Not enough info	11	7%
Grand Total	157	100%

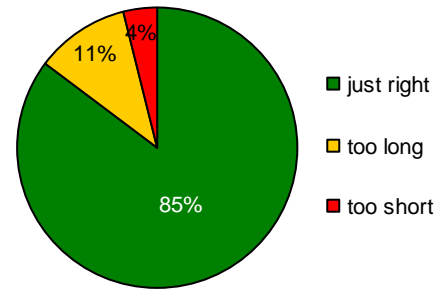


Questionnaire

10.35 Again, the majority (85%) of respondents were happy with the length of the questionnaire, although a significant minority (11%) would have preferred fewer questions. Only 4% felt it was too short.

Table 51 and Figure 78: Please tell us your opinion of the questionnaire.

Questionnaire	Responses	
	Number	Percent
Just right	128	85%
Too long	16	11%
Too short	6	4%
Grand Total	150	100%



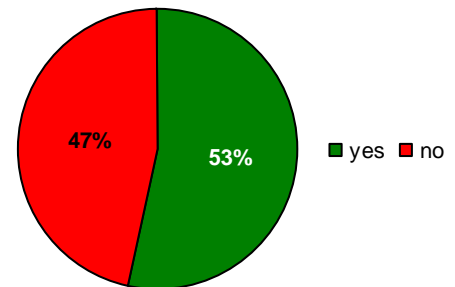
Question 10 – Awareness of Parking Shop relocation

10.36 This and the remaining questions measure awareness of recent changes and improvements to Parking Services.

10.37 Worryingly, only half (53%) of respondents were aware that the Parking Shop has moved to a new location. The displacement area is within Controlled Parking Zone M and as only 17% said they did not have a vehicle, most people will need to either purchase a permit from the Parking Shop or park off-street in a privately-owned space.

Table 52 and Figure 79: Are you aware that the Parking Shop has moved to 2 Hillman Street?

Parking Shop move	Responses	
	Number	Percent
Yes	101	53%
No	88	47%
Grand Total	189	100%

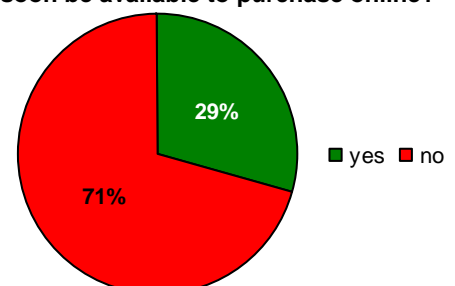


Question 11 – Awareness of online visitor voucher facility

10.38 The large majority (71%) are not aware that visitor vouchers will soon be available for purchase through the Council's website. Visitor vouchers are useful for all residential respondents, whether or not they have a vehicle, as most of their visitors and tradesmen will require one to park in Zone M during operational hours. This area is not near to the Parking Shop and online purchasing would be the more convenient option.

Table 53 and Figure 80: Are you aware that visitor vouchers will soon be available to purchase online?

Online vouchers	Responses	
	Number	Percent
Yes	56	29%
No	135	71%
Grand Total	191	100%

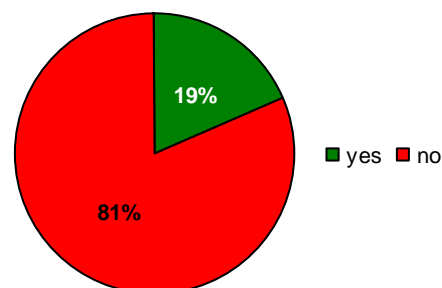


Question 12 – Awareness of Freedom Pass funding

- 10.39 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.
- 10.40 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; just under a fifth (19%) of respondents were aware of this.

Table 54 and Figure 81: Are you aware that revenue raised by Parking Services contributes to the funding of Freedom Pass?

Freedom Pass	Responses	
	Number	Percent
Yes	35	19%
No	153	81%
Grand Total	188	100%



Parking Stress

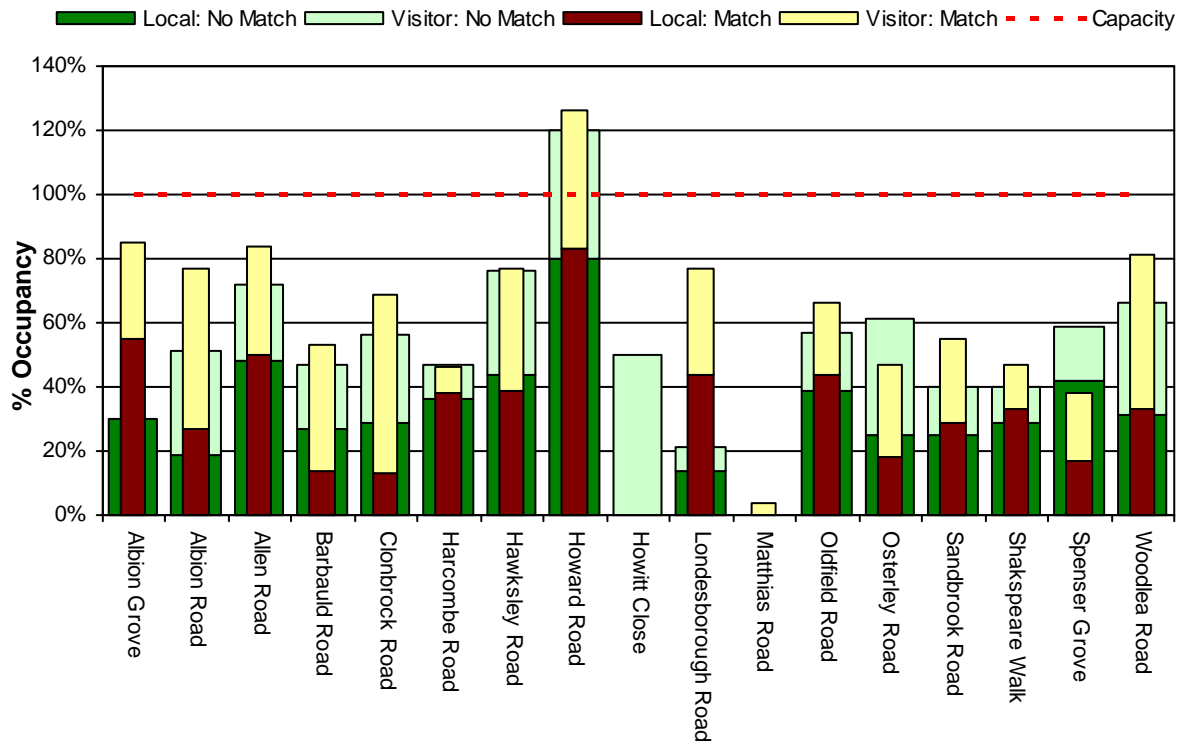
- 10.41 Parking Services commissioned an independent contractor, PAX Consulting, to conduct a parking stress survey of this area during October 2009. Whereas public feedback provides a subjective impression of parking ability in a street, a technical assessment provides the objective counterpart. Please refer to the full technical assessment report for full details of the methodology and results [Technical Assessment Report: Event (Match Day) Scheme displacement area – Zone M (2009)].

Survey Findings

- 10.42 Only 4 of the 17 streets (24%) surveyed were observed to have significant levels of parking stress on match days, with occupancy of at least 80%; Albion Grove, Allen Road, Howard Road and Woodlea Road. Most of these roads adjoin the Event Scheme area and none correlate with reports of parking difficulty from this consultation.
- 10.43 Many roads exhibited significant proportions of visitor parking on both home match and non-match days. Higher numbers of were observed during home matches (47% compared to 38% on non-match days) supporting the claim that people are parking in this area specifically to attend matches at the Emirates Stadium. However, occupancy analysis indicates that these visitors are not causing roads to reach full capacity at the moment and so are not causing parking difficulties for local permit holders.
- 10.44 The majority of vehicles parked on both types of day displayed a Zone M 'home' permit; these belong to people who live or work within this CPZ. The proportion was higher on non-match days (62% compared to 56%) which may reflect some residents anticipating parking problems for incoming friends and family so preferring to visit others on these days.

10.45 The report concluded that parking stress observed in this area is most probably due to incoming visitors, rather than levels of multi-car ownership among local residents, but is not sufficient to cause noticeable parking difficulties in the majority of streets within the Event Scheme displacement area.

Figure 82: Road occupancy levels by match status of day and vehicle type (local v visitor)



12. Appendix 5: Final Proposed Amendments to CPZ Signs

SELF-ADHESIVE OVERLAYS

Event days only

Match days only


Client Name	L. B. HACKNEY	
Sign Reference	T717/1	x-height 37.5
Letter colour	BLACK	Single Sided
Background	WHITE	Width 600mm
Border	N/A	Height 80mm
Material	Class ref 2 (HIP)	Area 0.05sq.m
Radius corner	N/A	Quantity 1
Number of bars	N/A	Channel bars N/A
Metal	Layout	Dispatch

Next event

Next match

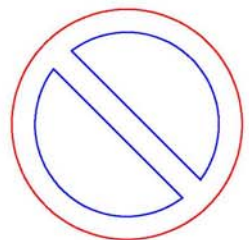
Next match

Client Name	L. B. HACKNEY	
Sign Reference	T717/2	x-height 37.5
Letter colour	BLACK	Single Sided
Background	WHITE	Width 425mm
Border	N/A	Height 75mm
Material	Class ref 2 (HIP)	Area 0.03sq.m
Radius corner	N/A	Quantity 1



Aluminium
Channel
Rivets
Black
White
Yellow
Red
Blue
Green
Brown
Grey
P.O.F.
Plate Material
Reverse Colour
Approved By

Controlled
ZONE



Mon - Fri
8.30 am - 6.30 pm

Mon - Fri
8.30 am - 8.30 pm
Sat, Sun &
Bank Hols
Noon - 4.30 pm

Next match
not today

Next match