

Summary of Responses for the Review of Controlled Parking Zone (CPZ) H

1.0 Summary

This report provides a summary of consultation responses received and the design changes that will be implemented as a result of the Zone H review. It also provides a breakdown of the general 'themes' or common responses generated from the 8-week consultation. More specifically it outlines how the Council intends to address areas of concern raised from your feedback.

2.0 Current CPZ Design

The consultation questionnaire asked a series of questions on the design of the current zone including people's views on the effectiveness of the CPZ and whether resident permit holders, business permit holders and their visitors have difficulty parking in the zone.

Of the people who responded, just under half (47%) felt that the design of Zone H was good, very good or excellent. A further 45% considered the zone to be poor or average.

Common problems reported included:

- Lack of controls in Culford Mews has resulted in some residents being unable to access their off-street parking
- Support the reduction in sign posts
- More business parking close to Kingsland Road
- Opposition to the proposal to install double yellow lines in front of dropped kerbs

Resident and Business permit holders

Many of the general comments expressed about the overall design of the zone were also supported by the experiences felt by residents and business in finding available parking space.

Of the responses received to this question, 51% of resident permit holders felt they had difficulty finding a parking space at least some of the time, while 22% of respondents indicated that they never had difficulty finding a space.

Of those business permit holders who responded, 48% said they had difficulty finding a parking space at least some of the time.

Change/Outcome

Overall we will be increasing the provision of business permit and resident permit parking in the zone.

Visitor parking provision

Parking provided for visitors to residents is different to visitor parking provision for business. Residents are eligible to purchase visitors vouchers for their visitors, while provision of visitors to businesses is supplied predominately in the form of pay and display parking

Of those who responded, 69% indicated that their visitors had difficulty parking at least some of the time. Analysis showed a distinct difference between residents, businesses and local business visitors. 14% of residents and 60% of businesses indicated that their visitors always experienced difficulty parking.

The main areas where respondents felt that their visitors had troubles parking included: Stamford Road and Culford Road.

The analysis also showed that the location and times visitors experienced difficulty finding available space varied, with many noting difficulty parking during the weekend and evenings when the zone is not in operation.

3.0 Design Changes

Following this we then asked for your views on a number of design proposals that were intended to address a number of concerns raised above these included; the design and operational hours of the zone.

Below is a summary of the key design changes that will be implemented in your zone as a result of feedback from residents, businesses, emergency services and other key stakeholders and occupancy analysis.

With a limited amount of kerb side space and competing demands for the available spaces every effort has been made to balance the needs of all users.

Operational Hours

The majority (55%) of people who responded were in favour of maintaining the current operational hours of the Zone. The operational hours will therefore remain 'Monday to Friday 8:30am – 6:30pm'.

Other Design Changes

- The proposal to reduce the amount of unnecessary street clutter and unused signs received majority support from respondents. Where possible some bays will be extended or reduced slightly to incorporate existing lamp columns, reducing the amount of street clutter while preserving the heritage values of the De Beauvoir area.
- Culford Mews (currently uncontrolled) will be incorporated into Zone H having received majority support from its residents (80%). Due to the narrowness of the road double yellow lines will be implemented along both sides of Culford Mews.
- The proposal to install double yellow lines (no waiting at any time) restrictions in front of private driveways did not receive majority support from respondents and will not be installed.

- The proposal to increase the amount of resident parking on Tottenham Road received majority support from respondents.
- Increase in the number of permit holder bays on Bentley Road and encourage the use of the Bentley Road car park.
- Additional business spaces will be provided for business permit holders on Enfield Road - in close proximity to Kingsland Road.

How will these changes affect residents and their visitors?

- We will be upgrading most single yellow lines to no waiting at any time restrictions (double yellow lines) at junctions to increase safety and accessibility especially for emergency services.
- Increased parking will be provided for residents in Tottenham and Stamford Roads.
- Increased accessibility and safety for Culford Mews residents.

How do these design changes affect businesses and their visitors?

- Increased parking provision for business permit holders in the zone including Enfield, Bentley and Tottenham Roads.
- The off-street car park in Bentley Road is also proposed to be upgraded in 2006. This facility will provide parking for 109 visitors to the Kingsland Road / Tottenham Road area

With a limited amount of kerb side space and competing demands for the available spaces every effort has been made to balance the needs of all users.

Dates for Implementation of Works

Customer Satisfaction

Each questionnaire contained a section giving respondents the opportunity to comment on specific areas of service provision ranging from enforcement to customer service. More specifically the questions concentrated on:

- Frequency of contact with Parking Services
- The type of contact
- The nature of the enquiry
- The level of service provided
- The satisfaction gained from the service
- How effective parking enforcement is in the respondents CPZ

Parking Enforcement

Response from the consultation showed that the majority of people from Zone H felt that parking enforcement in their zone was good, very good or excellent (68%). However, the data also shows that a significant minority of respondents felt that enforcement was either poor or average suggesting that improvements can be made to parking enforcement.

General comments showed that respondents felt parking attendants were aggressive, both in their approach to issuing penalty charge notices and speaking with the general public. Being more flexible as well as providing a more consistent approach to issuing PCNs was also noted.

Other comments centred on the over-rigorous nature of clamping; lower penalty rates and a need for clear and defined waiting times before clamping orders are issued.

- Information regarding current policies for wheel clamping is currently available through parking web page.
- Penalty Charges are set by.....

Suggestions

- Parking Enforcement policy card to be sent to all residents and businesses
- Pilot the placing of information leaflets about parking enforcement policy/location of pay and display machine and tariffs on the side of pay and display machines

Recommendations

We have taken the comments received as part of this review into consideration and will be working with our contractors to address the issues raised by respondents. Any changes in parking enforcement policy as a result will be delivered to all service users.

Services Provided

The feedback showed that a considerable number of people contact parking services with at least half or over half of respondents having contacted Parking Services in the 12 months prior to consultation. The majority of the contact was made through either telephone enquiries or face to face via the Parking Shop. Purchasing of permits and paying or appealing PCNs were among the most common reasons for customers to contact Parking Services.

When asked to rate the level of service received, the analysis showed that just over half (52%) of Zone H respondents rated the service received as good, very good or excellent.

Respondents who rated the service as below average typically noted the following:

- Need for a faster and more efficient method for purchasing permits and alternatives to purchasing permits at the Parking Shop.
- Parking Shop was often slow and inefficient.
- Inadequate information about what documents to bring,
- Long queues and a lack of staff
- Lack of reminder letters prior to the expiry of permits.

Recommendations

Consideration will be given to providing three lines in the parking Shop; one for enquires regarding permits and the other for payment of parking fines. The third line would handle general customer enquiries. This would possibly alleviate some of the queues as well as providing a more efficient and effective service.

Consideration should also be given to an on-line application process for permits. At present customers are able to pay parking fines via telephone, post or in person through the Parking Shop. Application forms for permits can further be downloaded through the London Borough of Hackney website www.hackney.gov.uk via the Parking Services web-page. This provides a suitable alternative to coming in person and avoiding any potential queues

Clarification of the number of permits allowed per customer by zone should also be confirmed.

Actions/Outcome

As a result of feedback from respondents, information about the permits process is now presented in posters in the Parking Shop. The posters include information

- necessary documentation required for the permit application,
- reasons for the documentation (such as fraud),
- renewal procedures
- What happens to the personal information once the permit has been issued.

It is current council policy to deliver reminders to permit holders informing them of the upcoming expiry of their permit. The council is continually improving its systems to improve the delivery of reminder letters to ensure that every permit holder receives a reminder letter.