

# Summary of responses for the Review of Controlled Parking Zone M

## 1. Summary

The report provides a summary of consultation responses received and the design changes that will be implemented as a result of the Controlled Parking Zone M 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 in your feedback.

Zone M was introduced in August 2005, following two periods of consultation with residents and businesses. The response rate for the Stage One 'in principle' consultation was 14% and 16% for the Stage Two consultation on the detailed design for the Zone.

We received consultation responses in the form of returned questionnaires, letters, public drop-in sessions, door-knocking interviews and comments over the telephone, of which 40% was from returned questionnaires, i.e. 500 in number. A significant 60% of those who had received a consultation pack said during a door-to-door survey that the pack was either not relevant or they were not interested in it. Each questionnaire contained a number of sections giving respondents the opportunity to comment on specific areas of service provision ranging from CPZ Design, enforcement to customer service and general customer satisfaction.

## 2. Current CPZ design

We asked a series of questions about the design of your current zone, including what people thought of the effectiveness of the CPZ and whether resident permit holders, business permit holders and their visitors have difficulty parking in the zone.

Of the responses to this question, 64% felt that the design of Zone M was good, very good or excellent, 20% considered it to be average and 16% considered the design poor.

Among those who felt it could be improved, some of them complained of "over zealous" parking attendants, while others deplored the lack of or sporadic enforcement, especially of commercial vehicles on double yellow lines. Others asked for a better attitude from parking attendants and an end to clamping for less serious offences.

### **Resident and business permit holders**

Responses from the consultation indicate that people feel that traffic has reduced since the introduction of Zone M and their ability to park locally has increased. Just 3% of respondents felt they always had difficulty in finding parking space during controlled hours. Analysis reveals that it is mainly business respondents who thought that parking has become more difficult. Business also felt that this has led to the reduction of customers for their business. It was noted that the shortage of short term visitors' parking is mainly found in commercial areas.

Common areas where resident permit holders have difficulty finding a parking space are Albion Road, Springdale Road and Green Lanes.

## **Change / Outcome**

We plan to put in additional permit bays in Green Lanes and in Shakespeare Walk. We will also reallocate some of the existing bays in Green Lanes to permit bays. Design changes in Albion Road focus mainly on improving road safety and traffic flows. Further detail on all design changes are noted in Appendix 4 of the delegated report.

## **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 the responses to this question, 9% indicated that their visitors had difficulty parking. Analysis showed that businesses felt their visitors have more difficulty parking than residents. It was observed that difficulty for the short term visitors was found predominately in the commercial areas.

To improve the situation for short term visitors in commercial areas, we are reallocating some of the permit bays to shared use bays in Clissold Road, Green Lanes, Leconfield Road and Lidfield Road.

## **3. Design changes**

We also asked for your views on design proposals intended to address a number of concerns raised about 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.

### **Proposed change in operating hours**

53% of the respondents wanted a change to the current hours of control. Some of the respondents expressed their preference to have parking controls for a half day on Saturdays as well. By analysing the most frequent start times and the end times reported by respondents, it is proposed to revise the hours of control from Monday – Friday 8.30am – 6.30pm to Monday – Friday 9.00am – 5.30pm and Saturday 8.30am – 1.30pm.

## **Other design changes**

- Single yellow lines will be upgraded to double yellow lines (no waiting at any time restrictions) to increase the safety around junctions. We will also put in dropped kerbs to increase accessibility there.
- Double yellow lines (no waiting at any time) restrictions will be implemented across all narrow roads to increase safety and accessibility for emergency services.
- Over 70% of the business respondents said that the reduction in their customers could be attributed to the high charges in pay and display parking as well as the limited availability of short term visitor parking. We have revised the parking charges structure to encourage short term visitors to support local businesses but to discourage long term commuter parking.
- A new match day scheme is proposed for the roads that fall within one mile radius of the Emirates Stadium in Ashburton Grove and in the roads where people expressed that they experienced difficulties during the Arsenal home match days. Consultation responses indicate that people support the scheme strongly in these roads.

## **How do these design changes affect residents and their visitors?**

- An increase in parking for permit holders in streets where the number of permit holders is high, for example in Green Lanes, Leconfield Road, and Lidfield Road.
- A match day scheme will be implemented to reduce the parking difficulties faced by residents of Zone M during match days.
- We have aimed at ensuring 24hrs emergency access and road safety to pedestrians and motorists throughout the zone through implementation of double yellow lines. Design changes to Springdale Road are mainly aimed at improving such road safety and emergency access in the road.

## **How do these design changes affect businesses and their visitors?**

- Free visitor parking for businesses after 5.30pm on weekdays and after 1.30pm on Saturdays, as a result of the reduction in operational hours.
- Reduced charges for pay and display parking during the controlled hours for business visitors.
- Increased numbers of permit holder bays in the Green Lanes area.
- Increased availability of shared use bays in Clissold Crescent and in Shakespeare Walk.

## 4. 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 with the service.
- How effective parking enforcement is in the respondent's CPZ.

### 4.1 Parking Enforcement

Responses from the consultation showed that the majority of people from Zone M felt that parking enforcement in their zone was good, very good or excellent (74%). 9% of respondents felt it was poor and 17% felt that it was average suggesting that improvements can be made to parking enforcement.

General comments showed that respondents felt parking attendants were overly aggressive, both in their approach to issuing penalty charge notices (PCNs) and speaking with the general public. Respondents also commented that parking attendants could be more flexible and could provide a more consistent approach to issuing PCNs.

### 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 policy changes as a result of this analysis will be notified to all service users in the zone.

### 4.2 Services Provided

Respondents were evenly split between those that had contacted Parking Services since the introduction of Zone M and those that had not. The most favoured method of contacting Parking Services was by telephone (38%), followed by the Parking Shop (30%) and by letter 22%. Email is becoming a more popular method with 9% of contacts being carried out this way.

When asked to rate the level of service received, the analysis showed that 46% of respondents rated the service as good, very good or excellent. 35% felt that the level of service was poor from Parking Services. 84% of the respondents found the information within the consultation pack useful.

Respondents who rated the service as below average typically noted that the enclosed proposals and map were not clear enough and they thought that the questions were

biased. A large proportion noted the lack of a return envelope in the consultation pack. Some felt that the scope of the leaflet could be extended to include results from previous consultations and further information about parking. Other comments focused on the consultation process, judging Parking Services as making decisions and implementing proposals without waiting for majority support, and not doing enough to discourage car use.

### **Recommendations**

In future we should provide a clear and concise map and an envelope in the consultation pack. Customer friendly maps are being prepared and will be available in the Parking Shop. Information about parking can be found online at our London Borough of Hackney website <http://www.hackney.gov.uk/parking>. Consideration is being given to how we might revise the consultation process to get more people involved. We are looking at how we might build our understanding of what stops people responding to consultations and how we might better manage consultations.

### **Actions**

To help us improve the service we offer to our customers we will be analysing all the customer satisfaction survey feedback from the last seven Controlled Parking Zone reviews with a view to improving the service and the outcomes that we provide to our customers. We will set out our response to issues raised in the reviews and say what actions we plan to take to improve our service as a result of this customer satisfaction feedback, in future consultation documents and on our website.

### **Dates for implementation of works**

Work is due to start from Monday 30 October 2006 on making these changes in Zone M, subject to weather conditions. The revised zone should be operational from Monday 20 November 2006.

Residents and businesses will be notified about these works before they are due to start. Before parking bays are re-designated for a different use, we will put up posters to advertise the planned changes to local people.