

Summary of responses for the Review of Controlled Parking Zone E Extension

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 E Extension 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 E Extension was introduced in March 2005. Further roads were incorporated into E extension 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.

We have received consultation responses in the form of returned questionnaires, letters, public drop-in sessions, door-knocking interviews and comments over the telephone, of which 95% was from returned questionnaires, i.e 308 in number. A significant percentage (28%) of residential properties within Zone E Extension are local authority housing estates, which have their own parking schemes. Excluding residents from housing estates with off-street parking, the questionnaire response rate climbs to 19.5%. 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.

Respondents were evenly split (51%) between those who were happy with the current parking design, rating it "good" (32%), "very good" (14%), or "excellent" (5%), and those who were not.

Among those who felt it could be improved, some of them complained of "over zealous" the 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 E Extension and their ability to parking locally has increased. Just 4% of the 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. It was noted that the shortage of short term visitors parking is mainly found in commercial areas.

Change / Outcome

Stoke Newington Church Street and Stoke Newington High Street serve different types of service users. Multiple bus routes run on them and they are two of the busiest roads in the area. The commercial nature of the roads requires adequate disabled parking bays, loading bays and short stay bays in addition to the requirements of business and resident permit bays. It is also vital to ensure 24 hours emergency access and road safety for the pedestrians and the motorists.

Within the limitation of available kerb side space, every effort is made to meet the requirements of all service users in a balanced way, while ensuring emergency access 24 hours and road safety.

To improve the situation for short term visitors in commercial areas, we are reallocating some of the resident permit bays to shared use bays in the Lawrence Buildings, and we are installing new pay and display bays in Granham Street. The parking situation for residents is being improved by reallocating bays in the adjoining roads.

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.

15% of the respondents indicated that their visitors always had difficulty parking. Analysis showed that business respondents 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.

As part of the council's initiative to create safer environments, we are investing in making a number of improvements to Wilmer Place Car Park. The improvements will help to create improved access and safer parking facilities for business visitors.

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 due to happen in your zone as a result of the parking space occupancy analysis and feedback from residents, businesses, emergency services and other key stakeholders

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

56% of the respondents wanted a change to the current hours of control. By analysing the most frequent start times and the end times reported by respondents, the hours of control are revised from 8.30am – 6.30pm to Monday – Friday to 8.30am – 5.30pm and 8.30am – 1.30pm on Saturday.

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.
- 76% of the business respondent 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.
- Additional loading bays will be installed in Stoke Newington Church Street to reduce parking stress caused by loading trucks using other bays such as permit bays and/or pay and display bays.
- Additional pay and display and shared use bays will be installed on roads adjoining Stoke Newington Church Street to reduce the parking stress for short term visitors.
- 72% of permit holders stated that they “sometimes” or “never” had trouble parking difficulty in Zone E extension. Our occupancy analysis and this feedback from respondents suggests that the current CPZ design meets the requirements of the residents and permit holders satisfactorily.

How do these design changes affect residents and their visitors?

- Design changes to Stoke Newington Church Street are mainly aimed at improving road safety and emergency access on these roads. We aim to ensure road safety for pedestrians and motorists and 24hrs emergency access throughout the zone, by using double yellow lines.
- Free visitor parking for businesses after 5.30pm on weekdays and after 1.30pm on Saturdays, as a result in the reduction in operational hours.
- Reduced charges for pay and display parking during the controlled hours for visitors.

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 in the reduction in operational hours.
- Reduced charges for pay and display parking during the controlled hours for businesses visitors.
- Additional loading bay in Stoke Newington Church Street.
- Additional pay and display and shared use bays on roads adjoining Stoke Newington Church Street.

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 (77%). 14% of respondents felt it was poor and 19% 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 E Extension 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 38% of respondents rated the service as good, very good or excellent. 35% felt that the level of service was poor from Parking Services. 77% 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 in 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 Wednesday 01 November 2006 on making these changes in Zone E Extension, subject to weather conditions. The revised zone should be operational from Monday 27 November 2006.

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