

Summary of Responses for the Review of Controlled Parking Zone F

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 F review.

The 8-week consultation took place between October – December 2005. The response rate to the consultation was 7%, in the form of returned questionnaires, letters, public drop-in sessions, door-knocking interviews and telephone, of which 80% was from returned questionnaires, i.e 470 in number. 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.

2.0 Current CPZ Design

A series of questions were asked on the design of the current zone including views on the effectiveness of the CPZ and whether the residents, business and their visitors have difficulty parking in the zone.

Of the responses to this question, 31% felt that the design of Zone F was good, very good or excellent. However 54% considered the zone to be average (28%) or poor (26%).

Common problems reported are:

- Lack of loading and unloading facilities for businesses.
- Lack of disabled parking around Hoxton Street.
- More visitors parking required around Kingsland Road, Hoxton Market area and Pitfield Street.
- More rigorous enforcement required especially on footway parking.
- Emergency access is restricted around Hoxton Market.

Resident and Business permit holders

19% of the respondents said that they 'always' had some difficulty in finding a space, and another 19% said that they faced the problem 'often', while 21% said 'sometimes' it was difficult for them in finding a parking space. Equally 13% said they did not face any difficulty at all and 27% chose not to reply to this question.

Change/Outcome

Additional permit bays for the residents and permit holders are being proposed to be installed in the zone, on Long Street and How's Street and some permit bays are being reallocated to business-only bays in Hemsworth Road and Hoxton Street.

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.

Analysis showed that businesses felt their visitors have more difficulty in parking than residents do - with 75% of businesses and 36% of residents stating that their visitors 'always' have difficulty parking.

- The main areas where respondents felt that their visitors had troubles parking included the roads surrounding Geffrye Estate – Whiston Road, Thurtle Road, Pearson Street and the roads off Hoxton Street.
- Businesses were primarily concerned with Hackney Road, Brach Place and the roads leading off Hoxton Street during normal working hours.

Change/Outcome

It is being proposed to Increase in the provision of short-time Pay and Display parking in Hemsworth Street, Pearson Street and Jerrold Street.

3.0 Design Changes

Your view on the specific design proposals and change in hours of operation were asked. The overall response was analysed and incorporated in the decision making including other factors such as road and traffic safety and occupancy analysis in the final proposal. 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. The key design changes are summarised below.

Operational Hours

The majority of respondents (58%) requested a decrease in the hours of control in Zone F.

- Based on the analysis, the hours of control in the zone will be revised from Monday to Saturday 7am- 7pm to **Monday to Friday 7:30am - 6.30pm and Saturday 7.30am - 1:30pm.**

Other Design Changes

- Both residents and business were in favour of additional parking restrictions in the Northern section of Hoxton Street to allow market stall holders to load and unload.

- An additional restriction will be placed on **Saturday 6am – 7pm** between the gate at Nuttall Street and Stanway Street (see Map 1).
- The proposal to implement double yellow lines in front of private access ways was supported by the majority of people who responded.
 - Double yellow lines will be introduced in front of drop kerbs providing residents with 24 hour access to their property.

How will these changes affect residents and their visitors?

- Improvement in the accessibility and movement of traffic throughout the zone through the implementation of double yellow lines at junctions.
- 24 hour protection to private drive ways through the implementation of double yellow lines in front of private drop-kerbs.
- Free parking for residents visitors after 1.30pm on Saturday due to the reduction in operational hours in the zone.

How do these changes affect businesses and their visitors?

- Free parking for business visitors after 1.30pm on Saturday due to the reduction in operational hours in the zone.
- Increased ability in access and ability for market stall holders to load and unload during Saturday market days on Hoxton Street.

Parking Enforcement

Just over half (54%) of the respondents felt that parking enforcement in Zone F was good, very good or excellent while 20% felt it was average and 10% felt it was poor..

General comments showed that respondents felt parking attendants were overly 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.

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 the respondents. Any changes in parking enforcement policy as a result will be delivered to all service users.

4.2 Services Provided

The feedback showed that a considerable number of people use 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 it was 25% of the Zone F respondents rated the service received as good, very good or excellent. 12% felt it was average and 11% felt that it was poor while a 52% chose not to reply.

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 separate counters in the parking Shop; one for enquires regarding permits and the other for payment of parking fines. The third counter would handle general customer enquiries. This would possibly alleviate some of the queues as well as providing a more efficient and effective service.

Consideration will also be given to processing permits via on-line application. 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.

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 about

- necessary documentation required for the permit application,
- reasons for the documentation (such as fraud),
- renewal procedures

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.

Dates for Implementation of Works

Revised zone will be operational from first week of January 2007.

Prior to any works being carried out residents and businesses will received notification of impending works. Wherever the designation of parking is changing, bays will be specifically signposted along with additional signs notifying the services users to check signs for new designation.