

Executive Report

Ward(s) affected: All

Report of the Parking Services Manager

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Parking Business Plan 2018

Executive Summary

The Parking Business Plan 2018 presents information on the management of parking in Guildford. The report contains a review of charges. It recommends an increase in the daytime-metered tariff in a number of short stay car parks to encourage the use of car parks further from the centre. There is demand for garages and season tickets and it is recommended to increase the charges for these services by 3%. Contract car parks continue to have waiting lists and it is recommended to increase the charge by 5%. The report also highlights parking problems in some car parks intended to provide access to parks, open spaces and other facilities, it is recommended that controls be introduced to deter people who are not using the facility and allow greater access.

Recommendation to Executive

- (1) That the Guildford Parking Annual Report for 2016-17 attached as Appendix 1, be approved.
- (2) That the daytime tariff in the car parks referred to in paragraph 4.8 of the report be increased from £1.20 to £1.30 per hour between 8am and 6pm on the days specified.
- (3) That the cost of season tickets as described in paragraph 4.9 of the report be increased by 3%.
- (4) That contract parking charges be increased by 5%, as described in paragraphs 4.10 and 4.11 of the report.
- (5) That all garage charges be increased by 3%, as detailed in paragraph 4.14 of the report.
- (6) That recommendations (2) to (5) above, be implemented with effect from 2 April 2018.

- (7) That an amendment to the Off Street Parking Order be advertised to propose:
- (i) a four hour maximum stay in the Sutherland Memorial Park car park, Burpham; Kingston Meadows car park, East Horsley; and Chantry Wood car park, Guildford, to apply Monday to Sunday between 6am and 8pm, with permits for relevant groups as described in paragraph 5.9,
 - (ii) the system of control described in paragraph 5.10 in the car parks around Stoke Park referred to as Nightingale Road, Lido Road and "Wild Wood", Greenark, Burchatts Farm Barn and Guildford College,
 - (iii) controls described in paragraphs 5.13 to 5.18 for Millmead House and Lawn Road car parks
 - (iv) controls described in paragraph 5.19 in Merrow car park
- (8) That any objections received to the proposals referred to in recommendation (7) above be determined by the Director of Environment, in consultation with the Lead Councillor for Infrastructure and Governance.
- (9) That, in relation to sub-paragraph (ii) of recommendation (7) above, the Director of Environment be authorised, in consultation with the Lead Councillor for Infrastructure and Governance to negotiate and, if acceptable terms are agreed, enter into an agreement with Guildford College to allow public parking in the whole car park outside the times it is required for educational purposes (as described in paragraph 5.12).

Reasons for Recommendation:

To meet Guildford Borough Council's strategic aims for the parking service and to ensure efficient service delivery and value for money.

1. Purpose of Report

- 1.1 This report presents information about how parking services have been run and how they have performed. In particular, the Guildford Parking Annual Report for 2016-17 is attached as Appendix 1. The information in the Annual Report and information that is more recent has been used to make recommendations for tariffs. The report also highlights problems with vehicles being left in car parks around the parks and preventing those who want to use the facility from being able to get access. The report recommends controls to increase access to the parks.

2. Strategic Priorities

- 2.1 The parking service has a significant impact on many aspects of life and contributes to all five fundamental themes of the Council's strategic values. Parking is an important element of infrastructure. The Annual Report sets out how the Parking Services operates to support and deliver the objectives detailed in the Parking Strategy. The Parking Strategy promotes a "drive to, not through" principle and greater use of Park and Ride.

2.2 By promoting access in more sustainable ways, the service supports the economy, the environment, and the proportional and managed growth of the borough. The service also provides vital access for those with different needs and supports those in need. On-street provision is made for disabled people, carers and medical personnel and in the car parks, we provide disabled parking spaces and support a Shopmobility unit.

3. Background

3.1 Every year Enforcement Authorities are required to publish data in a Parking Annual Report about the way the service operates. The Guildford report is attached as Appendix 1 and covers the financial year 2016-17. The aim of the annual report is to inform people about the way parking is run and how it links to the Council's Parking Strategy and wider objectives. This Business Plan builds on the data in the Annual Report, looks at performance that is more recent and makes recommendations about how the service can be changed to deliver the objectives.

3.2 Guildford Borough Council (GBC) is responsible for its off-street car parks. The Guildford Local Committee (GLC) is responsible for on-street parking. Both the GLC and GBC have joint responsibility for park and ride. The business plan was presented to the GLC on 13 December 2017. The GLC agreed the recommendations highlighted for its consideration. Presenting a combined report to both the GLC and Executive provides an opportunity to co-ordinate all publicly-controlled parking.

3.3 The high-level aims of the Parking Strategy are:

- to encourage the use of more sustainable transport modes including park and ride
- to review the provision of car parks to encourage drivers to park and return directly along main routes in a "drive to, not through" approach
- to look to maintain capacity for off-street parking but in interceptor car parks which take traffic off the roads before it reaches the centre and reduce congestion in the centre
- to provide a balanced mixture of parking options including park and ride, car parks and on street parking, needed to support a vibrant economy
- to review annually parking tariffs and usage centred on the town centre in order to maintain a hierarchy of charges. Public on-street parking to have the highest tariff and for the cost of parking to reduce the further a driver parks from the centre
- to keep park and ride fares low compared to parking charges, and to promote it as an alternative to parking in or near the town centre
- to develop more park and ride sites subject to appropriate business cases and encourage greater use of existing sites
- to monitor all available indicators to ensure that the local economy continues to be successful and to ensure that customers and businesses continue to choose to do business in Guildford
- to use on-street parking controls to support the objectives listed above, to maintain safe traffic flow and where necessary, and where supported by the local community, prioritise space for residents

- 3.4 The strategy explains how these aims support the corporate objectives of both Surrey County Council (SCC) and Guildford Borough Council (GBC).

4. Public paid for parking

- 4.1 The Annual Report attached as Appendix 1 provides detailed information about the performance of the parking provision in 2016-17. The tables below show how the usage and duration of stay in paid for parking space has performed over the six-month period April 2017 to the end of September 2017 and is compared to the same period the previous year.

Long Stay Car Parks – comparing the first six months of 2016-17 to 2017-18

Car Park	Ticket Sales			Income in £'000		
	2016-17	2017-18	Change in %	2016-17	2017-18	Change in %
York Rd	140,699	141,579	+0.6	424	419	-1.1
Farnham Rd	105,455	97,264	-7.7	491	449	-8.5
Guildford Park	36,333	36,603	+0.7	134	145	+8.2
Shalford Park	4,868	4,688	-3.7	13	14	+7.7
Walnut Tree C	1,974	2,110	+6.8	5	6	+20
Total	289,329	282,244	-2.4	1,067	1,033	-3.2

Short Stay Car Parks – comparing the first six months of 2016-17 to 2017-18

Car Park	Ticket Sales			Income in £'000		
	2016-17	2017-18	Change in %	2016-17	2017-18	Change in %
Bedford Surface*	58,460	56,936	-2.6	127	130	+2.3
Bedford Rd MS	325,413	340,770	+4.7	719	779	+8.3
Mary Road	61,584	59,378	+3.6	154	159	+3.2
Castle*	186,705	197,470	+5.8	467	543	+16.2
Bright Hill	41,106	37,134	-9.6	96	97	+1
Portsmouth Rd	38,454	36,882	-4	53	54	+2
Lawn Road	3,458	4,615	+33.4	6	8	+33.3
St Joseph's	1,830	2,030	+10.9	3	4	+33.3
Robin Hood	1,679	1,364	-18.8	3	3	0
Millbrook	114,292	120,580	+5.5	254	274	+7.9
Tunsgate*	43,637	Closed		108	Closed	
Leapale Rd*	138,743	138,457	+0.2	291	315	+8.2
North Street	58,205	56,467	-3	493	484	-1.8
High Street*	47,883	46,659	-2.6	91	104	+14.3
G Live	75,587	85,946	+13.7	1531	1852	+21
Commercial Rd*	42,589	41,879	-1.6	80	88	+10
Old Police Stat*	59,864	59,779	-0.1	108	121	+12
Millmead Hse	1,795	2,035	+13.4	3	4	+33.3
Total	1,301,284	1,288,381	-1	2,902	3,063	+5

*car parks in which the day time charge was increased from £1.20 to £1.30 in April 2017

On street pay and display comparison over the first six months of last three years

Period	Tickets			Change 15-16 to 17-18	Income in £'000			Change 15-16 to 17-18
	15-16	16-17	17-18		15-16	16-17	17-18	
1 st Q	119,158	111,797	109,674	-8%	178,578	163,412	164,365	-8%
2 nd Q	118,139	109,109	110,027	-6.9%	174,583	160,374	154,999	-11.2%
Total	237,279	220,906	219,701	-7.4%	353,161	323,786	318,964	-9.6%

1st Q – 1st Quarter beginning of April until the end of June

2nd Q - 2nd Quarter beginning of July until the end of September

- 4.2 In the car parks, although the number of users has fallen very slightly in the first six months of 2017-18, the average duration of stays has increased and overall usage has increased. There continues to be a decline in the usage of on street parking pay and display. There could be a number of reasons for this. On street parking pay and display is time limited and supports shorter visits to the town centre. These types of visit are the most susceptible to road conditions with people being discouraged if they are likely to expect delays. It is also an aim of both councils to make the town centre of Guildford less car dominated and there has been a loss of some on street parking pay and display spaces.
- 4.3 The Guildford Parking App produced by Ethos predicts where both on and off street space will be available when motorists are due to arrive. The usage of the app is growing and there are currently over 3,500 active users. With increased use, drivers should become more confident that they would be able to find space. The app also helps reduce congestion and pollution by directing drivers to available space and avoiding queues.
- 4.4 An increase in the period of stay in the car parks is beneficial to businesses if the visitors are customers. The average duration is also increased by long stay parking by workers. These parkers normally travel at peak times, arriving early and often occupying the space all day. This type of parking in the town centre restricts the amount of parking for shoppers and other customers.
- 4.5 In April 2016, the charges were increased in a number of the central car parks from £1.20 to £1.30 per hour during the day. This increase has had no significant effect on the numbers coming to town. It appears to have encouraged some users away from the most central to other convenient car parks slightly further from the centre. This helps support the “Drive to, not through policy” advocated in the Parking Strategy.
- 4.6 The table in Appendix 2 shows the car park charges in Guildford compared to other major shopping destinations. The £1.30 per hour charge in Guildford is the lowest other than Basingstoke and Guildford is therefore very competitive in comparison with other similar centres.
- 4.7 In view of the decline in usage of the on street pay and display parking, it was not recommended that the GLC changed the current charge, which is 80p for thirty minutes in most places and 60p for 30 mins in the area around Harvey Road.
- 4.8 However, to encourage greater use of outer car parks and park and ride particularly by longer stay users, it is recommended that the Executive agrees to

increase the charge in the car parks listed below. The recommended increase is from £1.20 per hour to £1.30 per hour between 8am and 6pm, on the days specified below, except Boxing Day, when the tariff will remain at £1 per visit.

Monday to Saturday

Bedford Road Multi Storey (MS)
 Mary Road
 Bright Hill
 Millbrook
 G Live

Saturdays and Public Holidays (except Boxing Day)

Lawn Road
 St Joseph’s Church
 Robin Hood
 Millmead House

Season Tickets, Contract Parking, Pre-Payment Cards and Garages

4.9 GBC provides the option of season tickets in Farnham Road MS, York Road MS, Guildford Park and a limited number in Bedford Road MS. The current cost is set out in the table below. The demand for season tickets during the week is strong and it is recommended that the charge for all season tickets be increased by 3%.

Current Annual Season Ticket Charges

Car Park	Monday to Friday charge (including VAT)	Monday to Saturday charge (including VAT)
Bedford Rd MS	£2,146.26	N/A
York Rd & Farnham Rd	£1,907.48	£2,288.95
Guildford Park	£1,000	N/A

4.10 Contract parking provides a reserved space and is charged at a higher rate than a season ticket. Developments in the town centre could reduce the number of spaces available and demand is strong. The Parking Strategy suggests not replacing those spaces which are due to be lost as contract spaces, but to provide additional space for season ticket holders in interceptor car parks around the outside of the town. Providing season tickets in larger car parks is more flexible than having reserved spaces, as the space can be used when the season ticket holder is not there.

Current Annual Contract Parking Charges

Car Park	Monday to Friday (including VAT)	Monday to Saturday (including VAT)
Main Car Parks	£2,407.80	£2,889.18
Outer Car Parks - Stoke Fields, Stoke Road & Eagle Road Residents Rate	N/A	£578.54

- 4.11 A list of the contract car parks is contained in Annexe 3 of the Annual Report. The demand for the limited number of contract spaces is high and is likely to increase. To control demand an increase of 5% is recommended.
- 4.12 Both contract parking and season tickets provide for parking over a fixed period Monday to Friday or Monday to Saturday. In recognition that not everyone works fixed hours or days, we introduced pre-payment cards in 2012 for our pay on foot car parks. The pay on foot car parks are Castle, Tunsgate, York Road and Farnham Road.
- 4.13 The cards work like Oyster cards. The user buys the card with £100 credit and uses it to enter and exit and the credit is reduced each time by the parking charge less a 10% discount. The user can top up their credit at the pay stations in the car park. Regular visitors can also use these cards as an easy and more cost effective way to pay for parking. We currently have over 200 pre-payment cardholders.
- 4.14 The parking service currently operates 80 garages around the town centre, and the sites are listed in Annexe 3 of the Annual Report. There are two levels of charges for most garages, a residents' rate and a non-residents' rate. A resident is defined as a resident living within the controlled parking zone (CPZ). When a garage becomes available, priority is given to residents of the central areas of the CPZ which have the highest parking pressure. The charge for a resident is currently £713.89 per annum and a non-resident £1,199.55. The garages at Bedford Sheds have a business rate, rather than a non-resident rate, and the charge is £1,718.66 per annum. All charges include VAT. Demand is high and we recommend an increase of 3% on all garage charges.

5. Improvements to Parking

Guildford Park

- 5.1 The Guildford Park car park site will be redeveloped in 2018 to provide a multi storey of around 540 spaces and free the rest of the site for housing. The new car park will operate on the pay on foot system and the parking order will need to be changed to allow for its reconfiguration and new payment method. Authority from the Executive is therefore sought to make this change.

Millbrook

- 5.2 We have been working with SCC on designs for a right turn out of Millbrook car park and construction on this is due to start in January 2018. This change will reduce the need for people travelling south to go round the gyratory when they leave the car park. This will improve customers' journeys and reduce traffic on the gyratory.

Electric Charging Points in Car Parks

- 5.3 We are in the process of installing electric charging points in the Millbrook and G Live car parks. Further points will be incorporated in the new Guildford Park Car Park.

Access to Parks

- 5.4 The Parks and Countryside section operates a number of car parks and the aim of these is to provide access to the parks and facilities within them. Increasingly, the space is used by people working in the local area, students and coach companies as a drop off and pick up for excursions. This is reducing access to the parks and causing problems for the clubs who use the facilities. The problem is growing and controls are needed to ensure people can access the parks.
- 5.5 The car parks with the greatest issues are Sutherland Memorial Park in Burpham, Kingston Meadows in East Horsley, Chantry Wood off Pilgrims Way Guildford and a number around Stoke Park, namely Nightingale Road, Lido Road and "Wild Wood", Greenark, Burchatts Farm Barn and Guildford College car park. Guildford College car park becomes a council car park for public use outside the times it is being used for educational purposes. The car park becomes a public car park in the evening, at weekends and during the college holidays. Our proposals for the College car park only relate to the times when it is for public use.
- 5.6 We have worked with our colleagues in Parks and Countryside to look at appropriate restrictions and the aim has been to control the use of the space to maintain free access to those visiting the parks. Groups using the parks support the need for controls.
- 5.7 Options considered include free limited waiting for a period up to four-hours. While a four-hour period is long enough for most activities, it is not flexible. A limited waiting period would also be very difficult and time consuming to enforce effectively with over 600 spaces in all the car parks being considered.
- 5.8 A variant on this is a free period supported by a pay and display ticket with a charge for any stay beyond the free period. Drivers would need to obtain a ticket or use pay by phone providing their registration number and the time they required. Each car would be restricted to one session per day. The charge at the end of the free period needs to be high enough to deter workers and others who currently stay for long periods and do not use the park. The average time people spend in Stoke Park is two and a half hours.
- 5.9 We recommend that the car parks at Kingston Meadow, East Horsley, Sutherland Memorial Park, Burpham and Chantry Wood, Guildford have a four hour limited waiting restriction, Monday to Sunday (seven days a week) with the controls applying from 6am to 8pm. In addition, it is proposed that passes will be issued to clubs and societies who need to use the car parks, so they can stay longer without charge.
- 5.10 For the car parks around Stoke Park, a free period of four hours is recommended with a charge of £5 for stays longer than four and up to six hours and a charge of £7 for stays beyond six hours. Again, it is proposed that the controls apply from 6am to 8pm Monday to Sunday. In addition, it is proposed that passes will be issued to clubs and societies who need to use the car parks so they can stay longer without charge.

- 5.11 In all the car parks, parking would be free and without time limit for blue badge holders.
- 5.12 To implement the change, an amendment to the off-street parking order will need to be advertised and comments and objections considered by the Director of Environment and Lead Councillor. In addition, part of the Guildford College car park is owned by the college and cannot be operated separately from the major part of the car park, so an agreement will need to be reached with the college to operate this part. An initial discussion indicates they would support the proposal subject to a satisfactory agreement.

Millmead House Car Park

- 5.13 The Millmead House car park provides access to the council offices, but has 29 spaces. A number of people are using the car park to park and carry out other activities in the town. The caretakers currently monitor the car park and place notes on cars not being used by people visiting the council offices.
- 5.14 We have discussed the issue with the Office Services Manager at Millmead and consider controls are necessary to protect the space for those who are visiting the council offices.
- 5.15 There are four spaces marked for blue badge holders in the car park. One bay is reserved for the mayor. Nine spaces will be bookable for planned visits, four will be reserved for councillors and the remaining 11 will be for drop-in visitors.
- 5.16 Drop-in visitors will be able to obtain a permit free of charge from the Millmead reception to display in their car. The purpose of this proposal is to ensure that those who need to visit the office have best chance of getting a space.
- 5.17 There is also congestion in the Council's Lawn Road car park Monday to Friday when it is reserved for Council officers. The Office Services Manager has also requested that the parking order is extended to require vehicles to be parked in a marked bay and for them to display a valid permit. This will enable enforcement to take place if unauthorised vehicles are using the car park or vehicles are left in places where parking is not permitted.
- 5.18 It is therefore recommended an order is made to control the Millmead House and Lawn Road car parks for permit holders between 8am and 6pm Monday to Friday, except on council holidays.

Merrow Car Park

- 5.19 The car park beside Merrow Parade on the junction with Merrow Street and Epsom Road has just over 20 spaces and is regularly full. This prevents access for shoppers and people going to the adjacent allotments. We recommend that a time limit of four hours be put on stays in the car park between 8.30am and 6pm Monday to Saturday. We also recommend that a limited number of permits can be issued to those with a need to stay longer.

6. On-street Agency agreement

- 6.1 The agency agreement between SCC and GBC to provide on street parking management ends on 31 March 2018. SCC have been in discussion with all boroughs and districts about the potential for a new agreement.
- 6.2 SCC want to see other boroughs and districts form clusters like the one we operate across the boroughs of Guildford and Waverley in order to reduce costs and improve services. Discussions are continuing.

Improving Residents' Parking in the Town Centre

- 6.3 Table 2 of the Parking Annual Report in Annexe 1 shows the ratio of permits to spaces in the controlled parking zone (CPZ) in Guildford town centre. There is pressure in the central areas and one way to reduce this is to convert some space to use by resident permit holders only. This is suggested in the Parking Strategy. To accompany this, there would need to be a review of visitors parking and modern systems allow this to be done by pay by phone or virtual permits as well as or instead of the traditional scratch cards.
- 6.4 In the controlled parking zone, restrictions generally apply between 8.30am and 6pm Monday to Saturday. After 6pm and on Sundays there is no restriction on who uses the parking bays other than in bays designated for blue badge holders or taxis. However, in the area around Dene Road, and since the end of November 2017, the area around Millmead, controls have been extended to seven days a week and apply between 8.30am and 9pm.
- 6.5 The additional controls in Dene Road have worked well and residents have benefited from the additional protection. The change in Millmead was progressed because of a petition from local residents. The Parking Strategy suggests considering wider evening and Sunday controls.
- 6.6 The introduction of Sunday controls in the town centre can be used to support businesses. Shop workers arrive before the shops open and can currently park in the on street bays nearest to the shops all day and without charge. During the rest of the week, these bays would be controlled to provide short stay parking for shoppers. There is plenty of modestly priced and free parking in the car parks outside the town centre, which these workers could use if the bays were controlled on Sunday.
- 6.7 We will work on more detailed proposals to introduce these improvements and discuss them with local councillors. GBC's Overview & Scrutiny Committee has set up a task group to discuss how improvements can be implemented. The Task group is due to report in March 2018.

7. Car Clubs

- 7.1 The Guildford Car Club now has eight cars in the town centre. The utilisation rates are very high, with cars frequently being used over 50% of the time in a 24-hour period.

- 7.2 The car club would like to expand and in discussion with SCC and Enterprise, it was recommended to the GLC that bays in the following locations be converted for new cars:
- (a) Recreation Road near junction with Chestnut Road
 - (b) Outside 56 Harvey Road convert one space of permit only bay
 - (c) Walnut Tree Close adjacent to the existing car club bay convert so it is adjacent to electric charging point
 - (d) London Road opposite St. Margaret's convert existing dual use bay
- 7.3 Proposals (a) to (c) support the expansion of the car club in the town centre widening the catchment area with cars reasonably close to others. The fourth proposal is to support a developer-funded car from the McCarthy and Stone development on London Road.
- 7.4 The GLC agreed to the formal advertising of its intention to create an amendment order to convert the four bays referred to in paragraph 7.2 and shown on the plan in Annexe 2 into bays for use by a car club car at any time. In addition, that if there are unresolved objections, that these are determined by the Parking Manager in consultation with the Chairman and Vice Chairman and County Divisional Member.

8. Parking Reviews

- 8.1 We conduct regular parking reviews of on-street parking restrictions around the borough. In December 2016, the GLC agreed revisions to the process to achieve faster results. The changes are set out in the Parking Annual report paragraph 6.5.
- 8.2 The first review under this process started in December 2016 and priority was given to changes where residents had expressed support. These changes were implemented in November 2017. They included extending the time parking restrictions that operate in the Millmead area, creating permit only parking spaces in The Oval and Annandale Road, introducing double yellow lines in Duncan Drive and a number of other isolated changes.
- 8.3 The second part of the review consists of some 30 ad hoc changes around the borough. Proposals have been designed and these are due to be advertised shortly for implementation before June, enabling the review to be completed in 18 months.
- 8.4 In addition to the changes already agreed, we requested authority to advertise additional no waiting at any time restrictions (double yellow lines) in Chinthurst Lane, Shalford. As a result of controls introduced in the last review, parking is taking place further down Chinthurst Lane, and this parking has made it very difficult for cars to get access in or out of Granary Cottage. Vehicles passing the parked cars are also travelling very close to the narrow footway. The proposals need to go beyond the area immediately affected to avoid displaced cars parking in other areas and causing problems around junctions. A proposal is attached as Annexe 3 and the GLC agreed to advertise its intention to make an order.

8.5 The advertising of the car club bays recommended in paragraph 7.7 and the proposal for Chinthurst Lane should not slow down the second phase of the current review as the existing proposals and the new ones to be advertised can be implemented together.

9. Enforcement

9.1 The Parking Annual report provides detailed information about enforcement activity in 2016-17. One of the factors limiting the level of enforcement we can provide is the ability to recruit and retain Civil Enforcement Officers (CEOs).

9.2 The aim of enforcement has to be to deter but not necessarily catch every offender. To help use our resources effectively, we welcome information about where problems occur. It is most useful if specific details of times and places are provided so we can target the problem.

9.3 When staffed fully, we have a Full Time Equivalent (FTE) of 21 officers. At all times, we have one CEO in our control room, which our staff operate between 7am and 7pm Monday to Saturday. This equates to 72 hours a week or two FTE. Three CEOs are deployed in Waverley. Of the remaining 16, nine are deployed on street and seven in the car parks. The CEOs work a five day 37 hour week but need to cover six days. Sundays are covered by voluntary overtime. Of the nine on street, the resource is spread over a six-day week and with holiday, training and sickness means we can expect between six or seven on street each day in Guildford. However, we currently have three vacancies and this depletes the available resource further.

9.4 There is a case for expanding the enforcement resource particularly in the evening and increase coverage in areas further from Guildford. To avoid weakening the current level of enforcement, this will require additional staff. However, recruitment has been an issue for some time and we are working on solutions. The uncertain position with regard to the agency agreement with SCC also does not help the recruitment process.

9.5 There is also an opportunity to use the CEOs in the control room to conduct CCTV enforcement of bus lanes and we will explore this possibility.

School Parking Watch

9.6 We receive regular reports of parking problems around schools caused by parents picking up or dropping off children. Parents often tell us that they are concerned for their children's safety and feel the need to deliver and pick them up. While the sentiment is understandable, the mass of cars around a school's gate often pose a significant risk to the children and others, particularly if they are parked in an inconsiderate way.

9.7 We regularly patrol outside schools to try to ensure a more orderly situation and increase the safety for everyone. We will normally ask drivers to move if they are parked in contravention of the restrictions.

9.8 To highlight the work, we started recording more details of the effect of our patrols at the start of the school year. In the first half of the autumn term, we

conducted 94 patrols outside schools, issued 88 penalty charge notices and caused 779 cars to move off parking restrictions. However, we can only take enforcement action where there is a breach of a parking restriction.

10. Park and Ride

- 10.1 The data in Appendix 6 of the Parking Annual Report (Annexe1) shows that the usage of park and ride fell in 2016-17 compared to 2015-16 by 7%. However, income increased by 12%.
- 10.2 The drop in usage is likely to be due to the effect of the charge for older people's passes, which was introduced in November 2015. At that time, around 45% of passengers on the park and ride used concessionary passes. Following consultation, which supported the introduction of a charge, a £1 fare was introduced for older persons' pass holders. It was expected that some might decide not to use the park and ride. The older persons' pass would allow them to catch a local bus from nearer their homes without charge.
- 10.3 2016-17 was the first full year the charge applied and there was expected to be a reduction in usage as a result. However, a comparison of the first six months of 2017-18 with the corresponding period in 2016-17 shows that the number of users are increasing by around 3% across all sites.

Comparison of passenger journeys over the first six months of 2017-18 compared to the first six months of 16-17

Year	Spectrum	Artington	Merrow	Onslow	Total
2016-17	90,247	168,310	106,142	43,785	408,484
2017-18	87,576	172,006	114,971	46,172	420,725
Change	-3%	+2.2%	+8.3%	+5.5%	+3%

- 10.4 The funding for the park and ride is set out below

Funding 2016-17	£
Bus contract price (net of fare income)	308,731
Car park running costs (rent, site maintenance, site guards, general rates and other costs)	358,558
Total cost	667,289
Guildford on-street parking surplus 2016-17	594,870
Paid from Guildford on-street parking reserve	72,419
Total funding	667,289

This compares favourably with the costs in 2015-16, which was

	£
Bus contract price (net of fare income)	389,232
Car park running costs (rent, site maintenance, site guards and other general rates)	344,481
Total funding	733,713

11. Equality and Diversity Implications

- 11.1 On-street special provision is made for parking for the disabled, medical personnel and carers. In the car parks, disabled parking spaces are provided and we host the Shopmobility unit in Bedford Road Multi-Storey Car Park. There are no implications in this report that affect these measures.

12. Financial Implications

- 12.1 The estimated financial implications of the changes to tariff are set out below. It must be noted that these implications are set out for budget purposes. The recommendations relating to tariffs need to be considered based on the Council's parking policies.
- 12.2 The estimated change in income as a result of the recommendations are:
- The proposed change to the daytime tariffs in recommendation 2 is estimated to increase income by £220,000 per annum
 - The proposed 3% increase in season ticket charges in Guildford Park, York, Farnham and Bedford Road car parks in recommendation 3 is estimated to increase income by £26,000 per annum
 - The proposed 5% increase in recommendation 4 contract parking charges is estimated to increase income by £22,000.
 - The proposed 3% increase in garage rents in recommendation 5 is estimated to result in a £1,500 increase per annum in the income.
- 12.3 The cost of installing pay and display machines to support recommendation 7(ii) is estimated at £49,000. This can be found from the car park maintenance reserve. The running costs are estimated at £7,800 per year. It is not expected that there will be significant income from the pay and display car parks, because the intention is to discourage long stay users, but it is anticipated that some income will be obtained and this will cover the running costs. It is recommended that any additional income be used to maintain the car parks. The cost of signs for the car parks in recommendation 7 can be found from existing budgets.

13. Legal Implications

- 13.1 The Council is required to publish an annual report and the 2016-17 report is attached as Appendix 1.
- 13.2 Parking in the borough is controlled by Traffic Regulation Orders, which are created under The Road Traffic Regulation Act 1984. The powers provided to us and Surrey County Council under this Act are to help us control congestion and improve traffic flow. Decisions about setting tariffs and introducing other measures need to be made in the context of the purpose for which the powers are granted.
- 13.3 Section 55 of the Road Traffic Regulation Act 1984 (as amended) requires councils using these powers to keep account of income and expenditure derived from on-street parking management and off street parking enforcement. The use of any surplus made from these areas is restricted to the provision of parking and if that provision is fully met, the money can be used for highway schemes and other improvements. There is no surplus from off-street enforcement and the on-street surpluses are used to directly fund park and ride or put into a reserve to help fund park and ride in the future.
- 13.4 Section 46A of the Road Traffic Regulation Act 1984 and Regulation 25 of the Local Authorities Traffic Order (Procedure) (England and Wales) Regulations 1996 set out the procedures before varying charges. A draft notice should be sent to the traffic authority and the final notice should be published at least once in a newspaper circulating in the area at least 21 days before it comes into force.
- 13.5 The notice must specify for each car park the charge payable at the date the notice is given, the new charges and the date they will come into effect. Notices should be displayed in the car parks when the newspaper notice is published and remain on display until the new charges come into force.

14. Human Resource Implications

- 14.1 There are no direct Human Resource implications from the recommendations in this report. The review of Civil Enforcement Officer resources and hours referred to in the Business Plan will be carried out with full consultation with staff and in accordance with HR policies.

15. Summary of Options

- 15.1 This report is wide-ranging and the options for the service are many and varied. Parking controls and tariff setting need to find the right balance. With tariffs we want to control the numbers and places vehicles park to encourage business but reduce congestion. Parking controls are similar in that they need to be designed to discourage types of parking which are not desirable, while allowing flexibility for those activities we want to support. Each recommendation is considered to represent the most appropriate balance between different factors, but there is a range of options from doing nothing to greater intervention.

16. Conclusion

- 16.1 The recommendations in this report will help the Council meet the aims in the Parking Strategy and its wider strategic objectives.

17. Background Papers

[The Parking Strategy for Guildford](#)

18. Appendices

Appendix 1: Guildford Parking Annual Report – 2016-17

Appendix 2: Comparison of Short-Stay Parking Charges in other centres

GUILDFORD PARKING ANNUAL REPORT 2016-17

Structure of the Annual Report

1. Summary
2. Introduction
3. Aims
4. On street parking management Guildford
5. On street parking reviews
6. Off street parking
7. Enforcement
8. Park and Ride

Appendices

- | | |
|----------|--------------------------------|
| Annexe 1 | On street parking spaces |
| Annexe 2 | On street financial statement |
| Annexe 3 | Off street parking spaces |
| Annexe 4 | Off street financial statement |
| Annexe 5 | Enforcement Data |
| Annexe 6 | Park and ride usage |

1. Summary

- 1.1 Parking Enforcement Authorities are required to publish an annual report so that people can see how the service is run and is meeting policy aims. This Annual Report details of how the parking service has operated in the year 2016-17. It should be read in conjunction with the Parking Strategy, which sets out the overall strategic direction for the services.

2. Introduction

- 2.1 The service has a role in all aspects of parking in Guildford, and this provides an opportunity to co-ordinate policies across different areas, and with wider transport objectives. Guildford Borough Council is also in a strong position to influence parking in the town because it runs nearly all the large car parks.
- 2.2 We manage on-street parking in Guildford under an agency agreement with Surrey County Council. Both authorities oversee the park and ride network and on a day-to-day basis Surrey County Council manage the buses and Guildford Borough Council manage the car parks.
- 2.3 To strengthen this co-ordination, this Annual Report is being presented to both the Guildford Local Committee (The Local Committee) on 13 December 2017 and Guildford Borough Council's Executive (The Executive) on 23 January 2018.

3. Aims

- 3.1 A Sustainable Parking Strategy for Guildford (The Parking Strategy) was considered by the Local Committee on 22 June 2016 and by the Executive on 29 November 2016. The Parking Strategy sets out a strategic framework for the development of the service in line with the developments and changes planned for the town and Borough. This report focuses on the specific activities to achieve and support these strategic aims.
- 3.2 The high-level aims are to:
- encourage the use of more sustainable transport modes including park and ride
 - review the provision of car parks to encourage drivers to park and return directly along main routes in a "drive to, not through" approach

- to look to maintain capacity for off-street parking but in interceptor car parks which take traffic off the roads before it reaches the centre and reduce congestion in the centre
- provide a balanced mixture of parking options including park and ride, car parks and on street parking, needed to support a vibrant economy
- annually review parking tariffs and usage centred on the town centre in order to maintain a hierarchy of charges. Public on-street parking to have the highest tariff and for the cost of parking to reduce the further a driver parks from the centre
- keep park and ride fares low compared to parking charges, and to promote it as an alternative to parking in or near the town centre
- develop more park and ride sites subject to appropriate business cases and encourage greater use of existing sites
- monitor all available indicators to ensure that the local economy continues to be successful and to ensure that customers and businesses continue to choose to do business in Guildford
- use on-street parking controls to support the objectives listed above, to maintain safe traffic flow and where necessary, and where supported by the local community, prioritise space for residents

4. On-street parking management in Guildford

On-street parking space

- 4.1 **Annexe 1** shows the number and distribution of designated on-street parking places in the borough. In areas outside town centre where controls are necessary, there is a mixture of yellow lines and either free parking places, or parking places subject to limited waiting. Further controls were introduced in 2016-17 to Ash, Shalford, Fairlands, Effingham and Park Barn to improve traffic flow and safety. Around the shops in Merrow and Burpham, limited waiting controls were introduced to improve the turnover of space.

Residents Parking

- 4.2 Guildford town centre has a residents' parking scheme and this is divided into ten catchment areas A to J. Within these areas, a certain amount of parking space is prioritised for residents, often with the facility for non-residents to park for a limited amount of time without a permit, or longer if they obtain a visitors' permit from a resident.
- 4.3 Permit schemes are introduced in residential areas where there is parking pressure from non-residents. In these areas, the parking for non-permit holders is restricted. The emphasis is on ensuring that residents who have access to off-street parking use it to reduce pressure on parking space on the streets. Households are limited to up to two permits and the number of permits is generally reduced according to the amount of off-street parking associated with the property. In the town centre, area D, there is a limit on the number of permits issued and as a result, there is a waiting

list. Residents who qualify and are waiting for an area D permit are issued with a permit for an adjacent catchment area, until an area D permit becomes available.

On-street pay and display

- 4.4 In the town centre, there are 520 pay and display parking bays, which accommodate around 460,000 parking acts during controlled hours. Many motorists look for convenient parking space and on-street spaces are often the closest to a destination, but they are also limited in number. Drivers searching unsuccessfully for space on street add to congestion.
- 4.5 To ensure there is a regular turnover of space, the time motorists can park in an on-street pay and display parking space is limited. The bays closest to the centre have a maximum stay of thirty minutes. Most of the others allow up to two hours parking, and there are a few around Pewley Hill that allow up to three hours.
- 4.6 To discourage less than essential use of on-street parking it is good practice for the bays to carry a higher charge than car parks. Currently the charge in most on-street pay and display parking places is 80p for thirty minutes (£1.60 per hour) and the charge in the most central car parks is £1.30 per hour and £1.20 per hour in other convenient car parks.

On-street parking –

- 4.7 Attached as **Annexe 2** is a statement of costs and income for the service. Under the Memorandum of Understanding (MOU) between Surrey County Council and Guildford Borough Council, the first call on any surplus made from on-street parking in Guildford is to fund park and ride.

Use of on-street Pay and Display Parking

- 4.8 The availability and use of on-street pay and display parking is reducing. In 2015-16, 11 bays in the centre were removed due to developments in Sydenham Road and College Road. In September 2016, parking bays in Tunsgate were suspended to make room for the development of Tunsgate and a project is under way to close Tunsgate to traffic during the day.

TABLE 1- On Street Pay and Display Usage

Year	Tickets Sold	Income	Ave. Time per Ticket	Comment
2009-10	535,094	698,102	56mins	
2010-11	521,967	692,869	57mins	
2011-12	532,978	700,605	56mins	
2012-13	525,299	687,639	56mins	
2013-14	520,089	698,838	58mins	Increase from 70p to 80p per 30 mins April 2014
2014-15	503,659	753,934	56mins	
2015-16	477,142	715,455	56mins	
2016-17	457,577	697,244	57mins	

- 4.9 The table above shows that usage has been decreasing. Usage is affected by many factors and is particularly sensitive to road conditions and road works. The on street paid for parking is provided for short stays and people looking to make a quick trip are more likely to be deterred by road conditions than those planning to stay longer.

Residents Parking Permits and Space.

- 4.10 The availability of parking space in the centre of town causes residents concern particularly in area A where the table shows there are more permits than spaces available. The controls in Area A operate between 8.30am and 6.00pm Monday to Saturday when there will usually be residents away in their cars particularly during the working week.

TABLE 2 - Parking Spaces and Permits in the Controlled Parking Zone

Area	Total number of parking spaces available	Number of permit only	Number of shared use	Number of resident permits holders (Mar 2017)	Ratio permits to space for permit holders
A	797	520	277	1018	1.3
B	378	265	113	385	1
C	345	142	203	342	1
D	662 (303*)	116	187	267	0.9*
E	319	178	141	255	0.8
F	732	209	535	372	0.5
G	119	0	119	43	0.4
H	274	0	274	80	0.3
I	684	20	350 (314**)	124	0.2
J	471	13	405 (53**)	157	0.3

*spaces provided for permit holders

**unrestricted spaces in addition to the shared use spaces

- 4.11 The ratio of permits to spaces has not changed significantly over a number of years. The number of permits on issue tends to increase towards the end of the annual period that permits are valid (October to September). This is due to people moving away and not cancelling their permit.
- 4.12 The Parking Strategy promotes reducing the pressure on residents' parking. One way this can be done is to provide alternatives to owning a car. We have been working with Surrey County Council on developing and promoting the car club in Guildford. There are now eight cars run by Enterprise in the town centre and utilisation rates of the car club are growing. The electric car and hybrids are particularly popular.

5. On-street parking reviews

- 5.1 In August 2016, restrictions were added in Shalford, Ash Vale, Ash, Effingham Junction, Park Barn and Fairlands to improve traffic flow, safety and access. Three hour limited waiting was also introduced in parking bays around the shops in Merrow Parade to increase the turnover of space, make the shops more accessible and reduce problems caused by vehicles unable to find space.
- 5.2 Later in November 2016 three-hour limited waiting parking was introduced in Kingpost Parade and yellow lines were introduced in Burpham Lane to improve traffic flow. In Ripley High Street, the restrictions were tightened to reduce the opportunity for vehicles to move from one parking place to another.
- 5.3 The controls have bedded in well and are helping improve traffic flow and make space available around shops. The introduction of time-limited parking near shops has improved the turnover of space around the shops and benefited the local economy.
- 5.4 In December 2016, a report was presented to the Guildford Local Committee recommending a streamlined review process to ensure the time between starting and finishing a review was reduced, with the aim of completing reviews in 18 months.
- 5.5 The Guildford Local Committee agreed the scope of reviews would
- consider problems in any part of the borough, rather than having reviews which alternate between the town centre and other areas as is the case now
 - be limited to around 50 items so they are manageable and can be delivered in a shorter period of time
 - only consider new or changes to residents parking schemes where the residents proposing them can show that a significant majority of those likely to be affected support the change
 - fast track issues, which are likely to be clear-cut or appear to have significant support and proceed to formal advertisement without prior consultation.
- 5.6 The Committee also agree the scope for the first review under this process. The first phase consisted of changes to parking in the Millmead area, The Oval Guildford, and Annandale Road. These changes will improve parking availability for residents in line with the Parking Strategy. The second phase will include over 30 areas where access or safety will be improved.

6. Off-street Parking

- 6.1 Car parks provide access to the town and an availability of parking space absorbs traffic and reduces congestion. Guildford Borough Council operates 23 public car parks, providing just over 5,000 spaces. Some of these are contract car parks during the week and open to the public at weekends. There are also contract only car parks. North Street Market occupies the North Street Car Park on Fridays and Saturdays. We also provide a car park by Ash Vale Station. In addition, we manage

80 garages in the town centre. A list of all the car parks and garages managed by the Council's parking service is shown in **Annexe 3**.

- 6.2 Guildford Borough Council owns nearly all the major car parks in the town centre and this provides us with a strong tool to influence the behaviour of people coming to Guildford by car. The main private providers are Network Rail at the railway stations, Debenhams and Waitrose.
- 6.3 The parking strategy promotes a "drive to, not through" approach with the aim of encouraging drivers to use an interceptor car park on their route into the town rather than driving to the most convenient car park. To encourage this we have worked with Ethos to develop a parking app which predicts where parking space will be available and plots a route for the driver. The app checks its prediction and if the situation changes it will redirect the driver to where parking is available. This helps the driver find appropriate space easily and helps reduce queues and congestion caused by vehicles unable to park.
- 6.4 Once in the car park we want drivers to have a good experience and all our public car parks currently hold the Safer Parking Award. This award is assessed by the Association of Chief Police Officers and the British Parking Association and is awarded to car parks which meet high standards and have no or very low levels of crime

Usage of the Car Parks

- 6.5 The off street car parks are classified as long stay or short stay. Long stay car parks are further from the centre and are priced to attract workers and others intending on staying for long periods. This reduces congestion in the centre and ensures there is a supply of convenient parking available for shoppers and other short stay visitors.
- 6.6 The amount charged for parking is important in influencing the way parking is used. If the price in the centre is not high enough more people coming to work will take the option of using the central car parks and this takes away capacity that could support shoppers and other visitors. Workers parking in the town centre also increase congestion in the centre at the morning and evening peaks. People who park regularly for work are more sensitive to price than shoppers and other visitors and are more influenced by the charge than shoppers and other visitors.
- 6.7 There were no tariff changes in April 2016 and the data in Table 3 below shows that overall usage of the car parks remained constant. This is despite Tunsgate car park being closed for the deployment of the centre from September 2016. However, the amount paid in parking charges has increased which indicates the duration of stay has increased in both the long stay and short stay car parks.

TABLE 3 – Car Park Usage in 2016-17 compared to 2015-16

Short Stay Car Parks	Income in £,000 (net of VAT)			Ticket Sales			Average ticket value net of VAT	
	2015-16	2016-17	Change in %	2015-16	2016-17	Change in %	15-16	16-17
Bedford Surface	242	256	+5.7	11,3934	11,3701	-0.2	2.12	2.25
Bedford Road MS	1475	1621	+9.9	67,6208	71,2710	+5.4	2.18	2.27
Mary Rd	297	330	+11	123,911	12,7321	+2.7	2.39	2.59
Castle	960	1009	+5.1	384,662	391,529	+1.8	2.50	2.58
Bright Hill	202	229	+13.3	90,819	91,283	+0.5	2.22	2.51
Portsmouth Rd	102	108	+5.9	73,092	76,590	+4.8	1.40	1.41
Lawn Rd	15	17	+13.3	8,720	9,262	+6.2	1.72	1.83
ST Joes	10	9	-10	5,806	4,905	-15.5	1.72	1.83
Robin hood	8	7	-12.5	4,191	3,274	-21.9	1.91	2.14
Millbrook	500	546	+9.2	228,356	23,9216	+4.8	2.19	2.28
Tungate	235	108	Closed for redevelopment	102,146	43,637	Closed for redevelopment		
Leapale Rd	637	632	-0.8	304,563	29,3536	-3.6	2.09	2.15
North St	98	101	+3	117,070	11,7185	0	0.83	0.86
High St	179	192	+7.3	95,343	95,884	+0.5	1.88	2.00
G Live	314	363	+15.6	159,586	170,261	+6.7	1.97	2.13
Commercial Road	156	164	+5.1	84,571	84,221	-0.4	1.84	1.95
Old Police Station	219	227	+3.7	121,923	121,954	0	1.80	1.86
Millmead House	8	8	0	4,306	4,227	-1.8	1.86	1.89
	5,657	5,927	+4.8%	2,699,207	2,700,696	0.05%		

Long Stay Car Parks	Income in £,000s (net of VAT)			Tickets Sales			Average Ticket value net of VAT	
	2015-16	2016-17	Change in %	2015-16	2016-17	Change in %	15-16	16-17
York Rd	872	888	+1.8	300,645	299,040	-0.5	2.90	2.97
Farnham Rd	1,017	1,049	+3.1	219,406	227,068	+3.5	4.64	4.62
Guildford Park	320	321	0	85,784	83,585	-2.6	3.73	3.84
Shalford Park	26	28	+7.7	9,950	9,721	-2.3	2.61	2.88
Walnut Tree Close	11	12	+9.1	4,036	4,184	+3.7	2.73	2.87
Total	2,246	2,298	+2.3	619,821	623,598	+0.6%	3.62	3.69

Contract Parking

- 6.8 The council operates over 600 contract parking spaces around the town centre. These provide the holder with a reserved parking space. They are most suitable for business users who need to come and go, because they provide the reserved space. However, when the user is away the space is normally empty. This is not an efficient use of the limited amount of space we have in the town centre.
- 6.9 The number of contract spaces we can provide is due to reduce, through development of the sites on which the car parks are located. Rather than replace them the Parking Strategy proposes greater use of season tickets in interceptor car parks on key routes into the town. A season ticket provides entry and exit from larger car parks but does not provide a reserved space. The spaces can be used by other drivers when the season ticket holder is away and provides a more efficient use of space.
- 6.10 We also provide season tickets in Farnham Road, York Road, Guildford Park and a limited number in Bedford Road Multi Storey.
- Improving the customer experience**
- 6.11 All the council's public car parks hold the Safer Parking Award from the Police and British Parking Association to show they exceed the standards set for car parks. It is important we maintain these standards. There are additional reports of unauthorised use of car parks by groups of young people, skate boarders, parkour and rough sleeping. We will look at ways of reducing unauthorised use.
- 6.12 We provide flexible methods for customers to pay. Our barrier controlled car parks; Castle, Tunsgate, York Road and Farnham Road allow the motorist to pay when they

return. The pay machines take notes, coins and cards and provide change in notes and coins.

- 6.13 In addition, for regular users, we provide pre-payment cards for the barrier-controlled car parks. These work like oyster cards in London. Drivers put credit on the card and can use it to park in any of the barrier-controlled car parks at a rate that is 10 per cent less than the normal charge. These cards provide regular parkers with a convenient flexible way to pay. There are currently 200 cards on issue.
- 6.14 In the pay and display car parks, users can pay with coins at the machine or pay by phone using the RingGo service. Pay by phone is proving very popular. There are now around 50,000 transactions a month and the numbers are still growing.
- 6.15 Pay by phone provides a more flexible way to pay than providing machines that take cards. Motorists who have paid by phone can add more time to their parking stay without the need to return to the car park.
- 6.16 Payments by cash are reducing and other alternative methods of payment are increasing. In pay on foot car parks card payments account for more than half the money taken. The table below shows the percentage of money taken by each payment method. Larger transactions are more likely to be made not using cash.

TABLE 4 - Payment by methods

Type of Car Park	Payment Method	% of money taken by type of car park	Overall	
Pay & Display	Cash	80%	Cash	67%
	Pay by phone	20%	Pay by Phone	12%
Pay on Foot	Cash	47%	Card	20%
	Card Payments	53%		

- 6.17 We have also helped develop an app to make it easier to find parking in Guildford. Ethos has developed a parking management platform for Guildford, which it claims is the most advanced in Europe. It links data from on-street sensors to information from count systems at car parks and park and ride sites on to a single platform. It cannot only tell the users when spaces are available in real time but uses historic information to predict the future availability. In this way, it can inform drivers where space is likely to be available when they arrive in Guildford. The app is available free from the app store by searching for "Guildford Parking" and is provided under the name GeoMii.

7 ENFORCEMENT

- 7.1 Our enforcement priorities are set in our document Parking Policies and Procedures and are:
 - Vehicles causing a safety issue,

- Vehicles restricting access and traffic flow (on carriageways or footways where restrictions apply),
- Vehicles parked in disabled parking spaces without a Blue Badge,
- Vehicles not displaying a valid permit in permit holders' parking spaces,
- Vehicles committing other contraventions which do not comply with the parking orders.

7.2 We can only enforce formal parking restrictions and where a vehicle is actually blocking a dropped kerb or parked more than 50cm from the kerb (double parking). Formal parking restrictions like yellow lines and parking bays need to be supported by the correct signs and road markings. Unless there are formal restrictions we cannot enforce against vehicles parked on a footway or verge or vehicles parking too close to a bend. The police have the power to deal with dangerous parking or obstruction.

7.3 Our enforcement is designed to deter contraventions by drivers. We will never be able to penalise every contravention, but the risk of receiving a penalty charge needs to be a deterrent to most motorists.

TABLE 5 – Number of Penalty Charge Notices Issues by Year in Guildford

Year	11-12	12-13	13-14	14-15	15-16	16-17
On-street	13,266	13,176	14,768	15,407	17,047	15,362
Off Street	11,750	11,967	12,139	10,504	11,490	10,681
Total	25,016	25,143	26,907	25,911	28,537	26,043

7.4 Table 5 above shows that slightly fewer penalty charge notices (PCNs) were issued on street in 2016-17 than in 2015-16. There are two categories of penalty charge. The higher level charge of £70 applies to contraventions where parking is generally not permitted, on yellow lines, in disabled bays and residents bays. A lower charge of £50 applies to contraventions where parking is generally permitted but, for example, the driver has stayed too long. The data in Annexe 5 shows almost two thirds of the PCNs issued on street were for higher level, more serious contraventions.

7.5 The rate of appeal against our penalty charge notices is still one of the lowest in the country while payment rates are good. This shows that we are issuing quality penalty charge notices and cancelling when there are grounds to do so.

7.6 Statutory Guidance issued by the Department for Transport regarding dealing with enquiries about penalty charge notices makes it clear that authorities have a duty to act fairly and proportionately. Authorities are encouraged to exercise discretion sensibly and reasonably and with due regard to the public interest.

7.7 The data in Annexe 5 also shows that the vast majority of cancellations occur because motorists do not display permits or tickets when they should. Our general policy is to cancel these notices on the first occasion if we are satisfied that the driver

had paid to park or had a permit, but made a mistake. We also cancel if we are satisfied there are sufficient mitigating circumstances. The number of cancellations due to errors by Civil Enforcement Officers is small.

- 7.8 The introduction of new restrictions can confuse people, particularly if the restrictions change and they do not think to check the new signs. Depending on the change, we initially warn and then enforce, but will consider the circumstances put forward.

8. Park and Ride

- 8.1 Guildford has a network of Park and Ride sites. With plans to develop the town centre, and limited scope for absorbing increased traffic flows, the continued development of Park and Ride is important.
- 8.2 The town currently has four sites: Artington (742 spaces), Merrow (335 spaces), Spectrum (over 1,000 shared with the leisure centre) and Onslow (550 spaces). The table below shows the current fares from each site:

Site	Return	Weekly	Monthly
Spectrum	£2.40	£9.60	£30
Artington	£2.20	£8.80	£30
Merrow	£1.80	£7.20	£30
Onslow	£1.50	£6.00	£30

- 8.3 In November 2015 a charge was introduced for older persons pass holders travelling on the park and ride. Prior to this around 45% of passengers were using concessions on the park and ride. The charge was introduced following consultation. It was anticipated that this might reduce the number of users. Pass holders, rather than driving to the park and ride, could use local buses from nearer to their homes.
- 8.4 While the number of users has reduced the amount revenue from fares has increased and this indicates that the drop off in users is from the concessionary pass holders.
- 8.5 The cost of park and ride in 2016-17 is set out below.

Funding 2016-17	£
Bus contract price (net of fare income)	308,731
Car park running costs (rent, site maintenance, site guards, general rates and other costs)	358,558
Total cost	667,289
Guildford on-street parking surplus 2016-17	594,870
Paid from Guildford on-street parking reserve	72,419
Total funding	667,289

- 8.6 In 2015-16, the bus contract cost net of fare revenue was £389,232 and the additional fare revenue has reduced this in 2016-17 to £308,731. There was an increase in the site running costs, but overall the cost of running park and ride reduced by 9% from £733,713 to £667,289.

Appendix 1

Annexe 2 - On street parking financial statement

2015-16 Actual		2016-17 Actual	2017-18 Estimate	2017-18 Projection
£		£	£	£
	Expenditure			
561,348	Employee Related	600,757	597,770	592,208
41,676	Premises Related	45,769	42,360	46,253
12,288	Transport Related	9,904	12,690	11,344
136,430	Supplies & Services	181,787	162,510	175,320
93,629	Support Services	57,988	67,040	67,028
845,371		896,206	882,370	892,153
	Income			
(105,619)	Visitor Permits	(104,943)	(104,000)	(104,000)
(719,644)	Meter Income	(697,244)	(720,000)	(689,920)
(520,283)	Penalty Fees	(451,766)	(480,000)	(480,000)
(177,143)	Residents Permits	(173,580)	(175,000)	(175,000)
(59,159)	Suspension Fees	(67,573)	(60,000)	(60,000)
4,993	Other Income	4,012	4,300	3,696
(1,576,855)		(1,491,095)	(1,534,700)	(1,505,224)
(731,484)	Net Expenditure/ (Income)	(594,889)	(652,330)	(613,071)
0	Capital Financing Costs	0	0	0
(731,484)	Net Expenditure/ (Income)	(594,889)	(652,330)	(613,071)
710	Re-lining works & signage	0	0	0
(730,774)	Total Net Exp./ (Income)	(594,889)	(652,330)	(613,071)

Public Metered Car Parks

Site Location	Type of Parking	Type of structure	No. of spaces / Units
Bedford Road Multi Storey	7 days a week short stay - P&D	Multi-storey	1033
Castle Car Park	7 days a week short stay - Pay on Foot	Multi-storey	350
Leapale Road	7 days a week short stay - P&D	Multi-storey	384
Tunsgate	7 days a week short stay - Pay on Foot	Underground	64
Millbrook	7 days a week short stay - P&D	Surface	244
G Live	7 days a week short stay - P&D	Surface and partially covered	220
Mary Road	7 days a week short stay - P&D	Surface	107
Bright Hill	7 days a week short stay - P&D	Surface	121
Bedford Road Surface	7 days a week short stay - P&D	Surface	68
Commercial Road 2	7 days a week short stay - P&D	Surface	52
Old Police Station	7 days a week short stay - P&D	Surface	62
Upper High Street	7 days a week short stay - P&D	Surface	49
North Street	Sun to Thurs max stay 30 mins -P&D	Surface	49
Lawn Road	Weekend short stay -P&D	Surface	107
Millmead House (front)	Weekend short stay -P&D	Surface	27
Robin Hood	Weekends short stay -P&D	Surface	23
St Josephs Church	Weekends short stay -P&D	Surface and partially covered	61
Portsmouth Road	Weekends short stay -P&D	Surface	98
Farnham Road	7 days a week long stay - Pay on foot	Multi storey	917
York Road	7 days a week long stay - Pay on foot	Multi Storey	605
Guildford Park	7 days a week long stay - P&D	Surface	400
Shalford Park	Mon to Fri long stay - P&D	Surface	66
Walnut Tree Close	7 days a week long stay - P&D	Surface	17
Ash Vale Station	7 days a week long stay - P&D	Surface	49

Annexe 3 (cond.)

Contract Parking

Site Location	Type of Parking	Type of Structure	No of spaces/units
Bedford Sheds	Mon-Sat Contract Parking	Surface	35
Black Horse House	Mon –Sat Contract Parking	Covered	26
St Josephs Church	Mon-Fri Contract Parking	Surface and partially covered	61
Commercial Road 1	Mon –Sat Contract Parking	Surface	12
Eagle Road	Mon-Sat Contract Parking	Surface	22
Millmead Court	Mon-Sat Contract Parking	Surface	20
Castle Square (Orlandos)	Mon-Sat Contract Parking	Surface	7
Sydenham Road (Palmer& Harvey)	Mon-Sat Contract Parking	Surface	5
Portsmouth Road	Mon-Fri Contract Parking	Surface	98
Robin Hood	Mon-Fri Contract Parking	Surface	22
Stoke Road	Mon-Sat Contract Parking	Surface	7
Stoke Fields	Mon-Sat Contract Parking	Surface	8
Robin Hood	Mon-Fri Contract Parking	Surface	22
Mill Lane	Mon-Sat Contract Parking	Surface	1

Garages

Bedford Sheds	Tenancy subject to notice	Garage	20
Gardener Road	Tenancy subject to notice	Garage	28
Stoke Fields	Tenancy subject to notice	Garage	35
Park Road	Tenancy subject to notice	Garage	2

Appendix 1

Annexe 4 – Off Street Financial Statement

2015-16 Actual		2016-7 Actual	2017-18 Estimate	2017-18 Projection
£		£	£	£
	Expenditure			
648,705	Employee Related	679,710	682,450	665,429
1,988,601	Premises Related	1,934,749	2,277,280	2,307,850
35,068	Transport Related	25,955	35,430	34,409
535,720	Supplies & Services	572,152	586,120	560,729
<u>225,803</u>	Support Services	<u>213,714</u>	<u>220,010</u>	<u>239,086</u>
3,433,897		3,426,279	3,801,290	3,807,503
	Income			
(603,722)	Contract Parking	(597,186)	(628,570)	(600,447)
(8,039,985)	Meter Income	(8,342,275)	(8,154,450)	(8,102,451)
(268,620)	Penalty Fees	(218,271)	(250,000)	(239,391)
(873,882)	Season Tickets	(893,443)	(848,720)	(921,257)
0	Suspension Fees	(105,605)	0	(161,010)
(113,442)	Garage Rents	(100,307)	(54,360)	(53,991)
(4,670)	Other Rent	(7,378)	(10,150)	(10,265)
(86,157)	Other Income	(92,271)	(78,400)	(85,695)
<u>(9,990,478)</u>		<u>(10,356,736)</u>	<u>(10,024,650)</u>	<u>(10,174,507)</u>
(6,556,581)	Net Expenditure/ (Income)	(6,930,458)	(6,223,360)	(6,367,004)
978,956	Capital Financing Costs	1,530,772	971,510	971,702
<u>(5,577,625)</u>	Net Expenditure/ (Income)	<u>(5,399,685)</u>	<u>(5,251,850)</u>	<u>(5,395,302)</u>
37,689	Car Parks Maintenance Reserve Works	2,994	149,000	14,000
(5,539,936)	Total Net Exp./ (Income)	(5,396,692)	(5,102,850)	(5,381,302)

Annexe 5
Car Park Usage by year

Year	Tickets sold	Income (NET of VAT) (£)
2008-09	3,302,613	6,542,342
2009-10	3,064,020	6,336,955
2010-11	3,295,433	6,910,130
2011-12	3,352,018	7,304,106
2012-13	3,318,383	7,297,441
2013-14	3,221,702	7,349,431
2014-15	3,278,795	7,581,774
2015-16	3,404,133	8,039,985
2016-17	3,334,215	8,342,275

53 weeks in the year

Penalty Charge Notices Issued in Guildford

Breakdown of PCNs issued in 2016-17 (as at November 2017)	Off Street	On Street
Number of higher level PCNs issued	1,889	10,126
Number of lower level PCNs issued	8,792	5,236
Total number of PCNs issued	10,681	15,362
Number paid at discount	5,978	9,798
Number paid at full (or above)	1,083	1,644
Total number of PCNs paid	7,061	11,442
Number of PCNs against which formal or informal reps made	2,033	1,955
Number of PCNs cancelled as a result of formal or informal reps	1,505	894
Number of PCNs cancelled for other reasons	466	575
Number of PCNs written off	670	784
Number of PCNs outstanding	979	1,667
Number cancelled/written off/outstanding	3,620	3,920
Number of vehicles immobilised	n/a	n/a
Number of vehicles removed	n/a	n/a

Annexe 5 (cont) Cancellation
Reasons

Reason	% of those Cancelled off street	% of those cancelled on street
Motorists producing tickets which were not clearly displayed	47	3
Mitigating and other circumstances	8	35
Contract and other parkers entitled to park but not displaying correct permit	33	30
Machine faults and other equipment problems	1	1
Civil Enforcement Officer errors	2	7
Blue Badge holders not parking according to the scheme	3	13
Problems with signs	2	3
Other issues	4	7
Total	100	100

Annexe 6 Park & Ride Usage

	Spectrum 100		Artlington 200		Merrow 300		Onslow 400		Total	
	15-16	16-17	15-16	16-17	15-16	16-17	15-16	16-17	15-16	16-17
Apr	17117	16203	31218	30066	21593	19615	8066	8253	77994	74137
May	16257	15058	30743	27919	20122	16466	7079	6986	74201	66429
June	17151	15770	31201	27510	20500	17481	7754	7556	76606	68317
July	18050	13854	31951	26787	21085	18699	8067	7118	79153	66458
Aug	15729	14460	29333	27895	20162	17306	7645	6919	72889	66580
Sept	15979	14902	29216	28133	19607	16575	7622	6953	72424	66563
Oct	17564	15238	31920	30984	22266	19624	8798	7531	80548	73377
Nov	16578	16622	34126	35104	22007	22070	8676	8526	81387	82322
Dec	18968	15854	37822	37236	25361	25490	9400	8763	91551	87343
Jan	15454	14417	29647	29928	19625	18673	8166	7554	72892	70572
Feb	17175	13403	28497	26445	16899	16351	8254	6892	70825	63091
Mar	17094	14867	29600	30019	18200	19238	8108	7794	73002	71918
Total	203216	180648	375474	358026	247447	227588	97635	90845	923472	857107
Change		-11%		-5%		-8%		-7%		-7%

Income

Fares	2015-16	2016-17	Change
Fare Box Income	£619,159.55	£696,955.00	+12%

Appendix 2 - Comparison of Short-Stay Parking Charges in other centres

The data presented in the table is taken from websites in November 2017 and maybe subject to review. Most tariffs are reviewed in January or April and so the comparison is what was being charged towards the end of 2017.

Town/City	Monday to Saturday	Hours Mon to Sat	Charge on Sunday	Change from last year
Basingstoke (Festival Place)	£1.20 up to 1 hr £2.40, up to 2 hrs £3.00 up to 3 hrs, £3.50 up to 4 hours	24 hours	Same as other days	No change
Kingston (Bentalls)	£1.40 per hour (other car parks £1.40)	Variable – 8.00 until midnight typically	Same as other days	No change
Portsmouth City Council	£1.60 (2 hours £2.60, 3 hours, £3.50)	24 hours	Same as other days	No change
Portsmouth (Gunwharf Quays)	£2.90 (for first 2 hours) 3 hours £3.90, 4 hours £6	24 hours	Same as other days	No change
Reading (Oracle Riverside)	1 hour -£1.70 2 hours £4.00 3 hours £6.00 4hours £8.00	24 hours	Same as other days	Charging rate was £3.50 up to 2 hours, £5.50 up to 3 hours
Southampton (West Quay Podium)	£3.00 up to 2 hours, £4.00 up to 3 hours, £5.00 up to 4 hours	8.00am to 1.15 am and 3am at weekends (£2 per evening after 5.00pm)	Same as other days 10.00am to 1.15am	After 5pm charge increased from £1 to £2
Woking	£1.40 per hour up to £10.	Daily charge applies 6.00am to 7.00pm then £1.40 between 7.00pm and 6.00am	£1.40 per hour up to £3	Increased from £1.30 per hour to £1.40
Guildford	£1.30 per hour	Daily charge applies 8am to 6pm then evening charge £1 per visit until 10pm.	£1.50 per visit. In central car parks this increases to £2.50 for +3 hours	No change