

# **GUILDFORD PARKING ANNUAL REPORT 2020-21**

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## Covid19 Pandemic

On March 23<sup>rd</sup>, 2020, following the publication of Government and British Parking Association (BPA) guidance, it was decided to stop charging and drastically curtail enforcement. This allowed residents and key workers greater flexibility to park while carrying out duties. Working from home, or self-isolating. Enforcement was generally restricted to dealing with parking that caused serious danger or obstruction on main routes.

During this time, we provided support in many different ways, these being some of them: -

- Free parking for Surrey Police at Bedford Road MSCP and Mary Road
- Free parking key workers for BMI at Bright Hill
- Free parking in car parks for key workers and residents
- Honoured the Government key worker passes
- Stopped charging and enforcing on-street bays and car parks
- Stopped charging market traders rent
- Stopped charging contract parkers and season ticket holders
- Handed over Onslow Park and Ride to the DHSC to provide a site for the COVID testing programme
- Handed over a section of Artington Park and Ride to the NHS from July 2021 to provide a site for the ongoing COVID vaccination programme

On 15<sup>th</sup> June we started charging and enforcement in on-street locations. The Borough Council's website, social media and signs were erected to let residents and other motorists know normal charging had resumed. We gave out warning notices for 2 weeks before issuing penalty charge notices. On 15<sup>th</sup> June we reinstated the issuing of resident parking permits and visitor permits. As the Millmead offices remained closed to visitors, this was done on-line or via Customer Services Centre (CSC), sending out permits via the postal service, with a 7-day turnaround target.

On 1<sup>st</sup> July we started charging in car parks, except Farnham Road MSCP which was maintained for key workers during July. We also re-started enforcement. Like on-street locations, the Borough Council's website, social media and signs were erected to notify car parks users that normal charging had resumed. We gave out warning notices for 2 weeks before issuing penalty charge notices.

During lockdown, enforcement officers put cases on hold and offered payment plans to anyone affected by Covid19. A new Covid-19 cancellation criteria was created to ensure we supported our residents and key workers as best we could during this time.

To continue to support our key workers and utilise spaces in our car parks, we started a Key worker discounted permit, trialling for 3 months at Bedford Rd MSCP for Surrey Police and for BMI at Bright Hill car park. This trial ran from August to October and was well received. As a result, support for the Police and Mt Alvernia Hospital staff continued until July 2021.

In August 2020, to help support the Government "Eat out to help out" campaign we made P&D car parks free on Mondays, Tuesday and Wednesdays after 4pm during August. This was done

to encourage people back into the High Street to eat and visit the shops and bring back confidence that it is safe.

When we were approached by the DHSC in mid-2020, we did not hesitate to offer them the Onslow Park and Ride in order allow them to set up a testing hub within Guildford. This is still in operation, and is likely to remain so into 2022.

Since the start of 2021, we have also assisted the NHS, Superdrug and Lloyds Pharmacy with their vaccination programmes by modifying access arrangements, parking and enforcement activity around various of the sites used. These have included the GLive car park, pedestrianised section of the High Street, and Madrid Road.

During this time our staff adapted well to changing demands and our IT system allowed us to function in most cases away from Bedford Road office, so our service was not interrupted. Some staff were redeployed until their duties could start again, while some continued duties like enforcement of inconsiderate parking on the main arterial routes where any parking could significantly impact safety, access and traffic movement.

We continued to monitor the situation and adapt our strategy in relation to managing our spaces, enforcement and supporting our community throughout the pandemic. The service responded rapidly to the situation and adapted well as things changed. Something approaching our normal enforcement regime only resumed in mid-July 2021, when the vast majority of the social distancing measures were removed.

## **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 how the parking service has operated in the year 2020-21. It should be read in conjunction with the following:

- On-Street 2022-23 Business Plan (Guildford Joint Committee)
- Off-Street 2022-23 Business Plan (The Executive Committee)
- The Parking Strategy 2016 and Parking Study 2020, which set out the overall strategic direction for the service

## **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 most of the large car parks.

2.2 We manage on-street parking in Guildford through an agency agreement with Surrey County Council. This agreement was renewed for a further 5 years in April 2018. Both authorities oversee the Park and Ride network. On a day-to-day basis, Surrey County

Council oversees the bus operation and Guildford Borough Council manages the car parks.

- 2.3 This Annual Report will be presented to both the Guildford Joint Committee (GJC) in October 2021 and Guildford Borough Council's Executive Committee (The Executive) in January 2022. This report will also be published on the Transparency page of Guildford Borough Council's website as part of the Local Government Transparency Code of Practice.

### **3. Aims**

- 3.1 The "A Sustainable Parking Strategy for Guildford" report sets out a strategic framework for the development of the service 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 town centre, thereby reducing congestion there,
- 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. 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**

The effective management of on-street parking helps to reduce congestion and supports the local economy. Parking restrictions are used to provide residents with priority parking near their homes, to provide blue badge holders with access, and to support the

economy by creating turnover of spaces around shops and areas where vehicles load and unload.

#### **On-Street parking space**

- 4.1 **Appendix 1** shows the number and distribution of designated on-street parking places in the Borough and last changes are shown in green. In areas outside the 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.

#### **On-Street Parking Costs**

- 4.2 **Appendix 2** shows a statement of costs and income for the parking services. 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.

#### **Residents Parking in the Guildford town centre Controlled Parking Zone**

- 4.3 Guildford town centre has a residents' parking scheme that 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.

- 4.4 Permit schemes are in place 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.

#### **Residents Parking Permits and Space**

- 4.5 The availability of parking space in the centre of town causes residents concern particularly in Area A. The table over page shows there are more permits than spaces available in A, B and C. The controls in these areas operate between 8.30am and 6.00pm, Monday to Saturday, when there will usually be a proportion of residents away from home in their cars, particularly during the working week.
- 4.6 The ratio of permits to spaces, shown below, has not changed significantly over a number of years. The number of shared-use spaces relevant to permit only spaces in those areas closest to the High Street and railway station are key, as their availability to permit-holders is more likely to be impacted by non-residents.

### Parking Spaces and Permits in the Controlled Parking Zone

Area	Number of parking spaces available to Permit-holders	Number of Shared Use Bays	Number of resident Permits holders	Ratio of spaces to permits
A	798	278	1049	0.75
B	378	113	424	0.89
C	329	188	357	0.92
D	333	193	309	1.08
E	304	123	287	1.06
F	732	531	385	1.90
G	119	119	48	2.48
H	271	271	53	5.11
I	683	357 (306*)	144	4.74
J	466	400 (53*)	189	2.46

**\*unrestricted spaces in addition to the shared use spaces**

*Note: Ratio is worked out based on the spaces available to permit holders divided by the number of permit holders.*

- 4.7 The Parking Strategy promotes reducing the pressure on residents' parking. One way this can be done is to provide alternatives to owning a car. In partnership with Surrey County Council, we are continuing to promote and expand the car club in Guildford as mentioned in section 5.5.
- 4.8 As well as resident permits, we also provide Business, Carers, and Operational permits to meet other parking needs within the community.
- On-Street Pay & Display**
- 4.9 In the town centre, there are 463 pay and display (P&D) parking bays, which in 2020-21 accommodated 142,899 parking acts during, controlled hours. Many motorists look for a convenient parking space. On-street spaces are often the closest to a preferred destination, but they are also limited in number. Drivers searching unsuccessfully for on-street space add to congestion.
- 4.10 To ensure there is a regular turnover of space, the time motorists can park in a short stay on-street P&D parking space is limited. The bays closest to the centre have a maximum stay of 30 minutes. Most of the on-street P&D spaces allow up to 2 hours parking, and there are a few around Pewley Hill that allow up to 3 hours. The tariffs in these spaces are 80p and 60p per half-hour, respectively.

- 4.11 To encourage use of the most appropriate parking provision it is good practice for the most-convenient on-street parking spaces to carry a higher charge than car parks. Restricting maximum stay also encourages turnover within the most convenient on-street spaces. Recent price changes to the 30-minute maximum stay on-street spaces have brought these spaces into line with the charges in North Street car park, which is also limited to a maximum stay of 30-minutes. The charge in the most central short-stay car parks is £1.50 per hour.

**On-Street Pay & Display Usage**

- 4.12 Even prior to the COVID pandemic, on-street P&D usage had declined over the last decade by around a half. This is thought to be for a number of reasons: there has been a 6.5% reduction in the number of spaces overall since 2009, primarily due to redevelopment and pedestrianisation. The 30-minute spaces have been particularly affected, reducing in number by almost 22%. This has had the effect of deterring drivers from searching for a more limited number of on-street spaces that may no longer be as conveniently situated for their intended destination. Other reasons could be changes in the retail offerings within certain parts of the town centre and the present, limited coin-only payment option. The latter is being addressed through the introduction of on-street pay by phone payments in November 2021.

Decline in revenue has been at a slower rate than utilisation, which suggests those visitors using the spaces may be staying longer, see table below.

The strategy adopted aims to attract new visitors and shoppers who are driving through Guildford, see a space and stop, or those that have a particular need to visit one or two shops, rather than the shopper/visitor that may be staying for a longer period and may prefer to use an off-street car park.

GFD On-street parking Performance			
Year	Tickets sold	Income £	Avg £ per Ticket
2009-10	535,094	698,102	1.30
2010-11	521,967	692,869	1.33
2011-12	532,978	700,605	1.31
2012-13	525,299	687,639	1.31
2013-14	520,089	698,838	1.34
2014-15	503,659	753,934	1.50
2015-16	477,142	715,455	1.50
2016-17	457,577	697,244	1.52
2017-18	433,996	665,425	1.53
2018-19	388,939	610,124	1.57
2019-20	335,770	507,105	1.51
2020-21	142,899	191,826	1.34

*Note: Tickets and income do not include Park & Ride*

**No of Pay and Display Spaces**

Year	Pay & Display (P&D)	P&D Dual Use	Totals
2009	313	182	495
2020	270	193	463

- 4.13 Ticket sales / utilisation levels in 2020-21 have been significantly impacted by the effects of the pandemic. Additionally, on-street parking charges and most enforcement activity was suspended between 23<sup>th</sup> March 2020 and 14<sup>th</sup> June 2020. This allowed residents working from home, as well as those self-isolating, greater flexibility to park close to their homes. It also supported key workers providing essential services during the pandemic, particularly for the most vulnerable within the community. In line with Government guidance, the NHS permit scheme was also recognised in both on- and off-street parking locations. The nature of the businesses allowed to open and public's adherence to the 'stay at home' messaging also dramatically reduced use. As a result, over the course of 2020-21, on-street P&D ticket sales reduced by 57.4% and income reduced by 62.1%.
- 4.14 Even during periods when the lockdown measures were relaxed, restrictions on the type of premises that could open meant that utilisation of the on-street parking facilities was significantly impacted. Measures introduced to ensure social distancing (e.g. widened footways) also impacted the number of on-street parking spaces available, particularly in the upper and lower High Street.
- 4.15 We normally report on the first six months of tickets and income for on-street parking for the current financial year (2021-22), to give an indication of performance against the previous year. However, comparing either first six months of data for 2020-21 or 2021-22 with those from 2019-20, whilst indicative of the impact of the pandemic, would not really add much to the full-year 2020-21 figures, in terms of performance. Understandably, the first six months of 2020-21 incorporated the first national lockdown and a period of limited re-opening. However, subsequent lockdown periods during the remainder of 2020-21 also impacted utilisation levels. Figures for the early part of 2021-22 have also been similarly impacted, with the gradual removal of social distancing restrictions and restrictions on commercial activity only fully being lifted in mid-July 2021. It is likely we will see a truer picture of performance in the second half of 2021-22, assuming that there are no further significant pandemic impacts.
- 4.16 Works carried out by the statutory undertakers/highway authority can also result in a temporary loss of spaces, like gas and water works and resurfacing works. However, during the various lockdowns, these works were generally curtailed. House moves, which can often involve the suspension of parking bays, were also curtailed for much of the 2020-21 period. As a result, income from suspensions nearly halved.



## 5. On-Street Parking Review Update

5.1 During 2020-21, the Guildford Joint Committee met and agreed to proceed with following proposals as part of the last parking review:

Guildford town centre, controlled parking zone (CPZ)

1. Parking controls in Area A, B, D and northern section of Area C, be extended to operate 8.30am to 9pm, 7 days a week,
2. The limit on permits in Area D of the Controlled Parking Zone be increased by 10%, from 276 to 316,
3. To accompany the extended parking controls into evenings and Sundays, the annual household limit on visitor scratch cards be doubled, from 30 per annum to 60 per annum,
4. To review the retrospective exclusion of new residential developments of 6 dwellings or more, in the Controlled Parking Zone areas A, B and D,
5. Use the review as an opportunity to introduce Pay by Phone technology, providing customers more flexibility in payment options and extending visits, whilst reducing the need for as many on-street P&D machines.

Other locations

6. To address around 20 issues from the non-CPZ list,
7. Introduce two formalised disabled parking bays for specific residents.

5.2 Items 2, 3 and 7 were implemented in **November 2020**, with Items 6 implemented in **February 2021**. Item 4 was effectively dealt with by Surrey County Council's adoption of a new parking strategy in January 2020.

Items 1 and 5 were introduced in **November 2021**.

5.3 In terms of the current parking review, which commenced in late 2020, Guildford Joint Committee met and agreed to proceed with a number of 'quick win' proposals. As a result, new and amended parking controls were introduced in the following locations in **November 2021**:

- Boxgrove Park area, Guildford
- Bowers Lane, Burpham
- Mountside, Guildford (vehicle crossover)
- Chester Close, Ash
- South Hill, Guildford
- Manor Road, Stoughton (Disabled Bay)
- Winchester Road, Ash

The proposals associated with the main body of the review will be advertised towards in early 2022. This will also include the conversion of the 30-minute maximum stay P&D to 1-hour maximum stay P&D in the town centre. Whilst still ensuring high levels of turnover within these spaces, the additional flexibility provided by increasing the maximum stay period should better service the needs of a wider range of retail and business establishments within the central town centre area.

### Schools Watch

- 5.4 The pandemic resulted in the closure of schools for significant periods during 2020-21. Nevertheless, since September 2021, school watch patrols have resumed at normal frequencies and it is hoped that the initiative will continue to be beneficial in targeting inconsiderate parking around schools where this is more problematic. During some busy periods where PCSO's are available, they will continue to work with our enforcement officers to encourage drivers to make better choices at drop-up and pick-up times. Since January 2020, we have also been undertaking enforcement against motorists that 'drive-away' whilst the ticket is being issued, which enables us to send parking charge notices in the post. This too may assist in changing parking behaviours around schools, although the emphasis of the initiative is primarily one of driver education, rather than financial penalty.

### Car Clubs

- 5.5 The Guildford car club now has 12 car club spaces in the town centre; 5 of these have electric charging points to support the electric vehicles the club is using.

We continue to work with Surry County Council and the car club operator to identify additional opportunities to expand the scheme further.

## 6. Off-street Parking Management in Guildford

- 6.1 Car parks provide access to the town and an availability of parking space absorbs traffic and reduces congestion. Guildford Borough Council's Parking team operates 24 public car parks, providing around 5,100 town centre spaces. We also manage 4 Park and Ride sites, providing around 1,850 spaces. Some of the car parks are contract car parks during the week and open to the public at weekends. We also manage contract only car park spaces, season ticket holders and garages in the town centre. A list managed by the Parking service is shown in Appendix 3.
- 6.2 The Parking Strategy promotes a "**drive to, not though**" approach with the aim of encouraging drivers to use interceptor car parks on their route into the town, rather than necessarily driving to the most convenient car park. To encourage this we have installed sensors within many of the off-street car parks, on-street pay and display spaces, disabled bays and electric charging bays. These sensors also feed data to the Experience Guildford app. This allows motorists to determine the most appropriate parking facility for their visit, helping them to find an appropriate space easily, thereby reducing queuing and congestion.
- 6.3 Once within the car park, we want visitors to have a pleasant experience and feel safe, 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 that meet high standards and have no or very low levels of crime.

### **Usage of the Car Parks**

- 6.4 Off-Street car parks have historically been classified as long stay or short stay. Long-stay car parks are further from the centre and are priced to attract workers, and others that intend to stay for long periods. Additionally, we offer season tickets for regular users. These are available in Farnham Road, York Road, Guildford Park and Bedford Road Multi-storey Car Park. This reduces congestion in the centre and ensures there is a supply of convenient parking available for shoppers and other short-stay visitors.
- 6.5 However, in late 2020, to try to encourage increased dwell time for those visiting the town centre, with the benefits that this could derive for the town centre's economy, we introduced a new 'Shopper' tariff within a number of the main town centre car parks. These changes effectively reduced the hourly rate to park for those wanting to visit the town for a longer periods, albeit that a minimum charge of £3 (for up to 3 hours) now applies within these car parks. However, nearly half of the town centre's on- and off-street parking spaces continued to be charged on either an hourly, or half-hourly basis, giving flexibility for those who are intending to make brief visits to the town centre.
- 6.6 The introduction of the £3 minimum-fee 'shopper' tariff now also means that the park and ride bus tickets prices are a cheaper option than nearly all but the shortest car-borne visits to the town centre. Clearly, this may encourage greater use of the park and ride. The ability of up to two under-16s to travel for free with each bus fare paying adult also assists in this regard.
- 6.7 The effectiveness of this new 'Shopper' tariff has been difficult to assess, given the significant impact of the pandemic on car park occupancy during the period that it has been in operation. There was a near full-lockdown for almost three months, shortly after the new tariff was introduced. The vast majority of lockdown and social distancing measures were only fully removed in mid-July 2021. Although one could perhaps review the relative performance of the 'shopper' car parks versus the hourly-charged car parks, attempting to reach conclusions based on only a few months-worth of meaningful data, would perhaps be premature. Therefore, we intend to provide a full review during the next year's Annual Business Plan, when it is hoped that some semblance of sustained normality has returned.

### **Car Park Usage**

- 6.8 The table over page shows how the usage for car parking spaces has performed in comparison to the same period the previous year. The impact of the pandemic is obvious.

Car Park Usage by 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	3,317,582	8,039,985
2016-17	3,337,595	8,342,275
2017-18	3,231,746	8,259,695
2018-19	3,198,422	8,284,819
2019-20	3,011,822	7,992,175
2020-21	1,040,547	2,654,917

Both utilisation and income were significantly impacted during 2020-21. Charging within the car parks was suspended between 23<sup>th</sup> March 2020 and 30<sup>th</sup> June 2020, which enabled free use to residents and key workers during the first national lockdown. The nature of businesses allowed to open and public's adherence to the 'stay at home' messaging also dramatically reduced use throughout the remainder of the 2020-21. Nevertheless, the Government compensation scheme for lost revenue resulted in the receipt of £4,614,223 for 2020-21.

Car park offers were subsequently provided to support initiatives such as 'Eat out to help out', these provided free parking to car park users after 4pm during August on Mondays, Tuesdays and Wednesdays. The offer of free parking for those entering the car park after 4pm meant that no tickets were sold between 4pm and 10pm on the days affected. However, despite the lack of ticket data to assess the effectiveness of the offer, car park sensor data, and cursory observations suggested that the parking offer was a successful enabler in support of the initiative.

With reduced commuting levels and more flexible working patterns being offered by many employers, particularly to office-based businesses, the impact of the pandemic on longer-stay / all-day parking activity is likely to persist. Nevertheless, such changes in behaviour could free-up capacity within the car parks for shorter stay, shopper and visitor parking activity.

Unlike recent years, during the 2020-21 period, no major refurbishment works took place within the multi-storey car parks. The refurbishment works that were planned for Leapale Road MSCP were delayed due to the pandemic and only commenced in early 2021-22, when restrictions were finally relaxed. These works were completed on 9 October 2021. Nevertheless, Solar PV panels were installed on the roof of Farnham Road MSCP during 2020-21. Additionally, Mary Road car park was resurfaced.

**Contract Parking and Season Tickets**

- 6.9 The council operates over 300 contract parking spaces around the town centre, which generated £379,323 income in 2020-21 and typically runs at over 95% capacity. Whilst this is significantly down on 2019-20 figures (-46.2%), the reductions can be directly attributed to the pandemic. The spaces are most suitable for business users who need to come and go, because they provide a reserved space.
- 6.10 Season tickets provide an alternative option in interceptor car parks on key routes into the town and generated £166,172 income in 2020-21 (-77.5%). Whilst this is significantly down on 2019-20 figures (, the reductions can be directly attributed to the pandemic. A season ticket provides entry and exit from larger car parks, giving the driver a parking discount 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.
- 6.11 Although a number of large companies, who have previously provided contract parking and season tickets and for their staff, have left Guildford in recent years, or have chosen not to continue to provide the benefit, demand for these services remains strong. This is despite the pandemic. We have assisted the relocation of a number of businesses to Guildford during 2020-21 and we continue to look at ways to reach out to new businesses to meet their needs.
- 6.12 As with much of the remainder of the Council's parking-related offer, contract parking and season tickets were impacted by the pandemic. When the first national lockdown was announced, and regular parking charges were suspended, we also suspended charges for our contract parking and season tickets customers. This continue for 3 months until normal charging resumed within the car parks in July 2020 (August 2020 in Farnham Road MSCP).

However, with the 'stay at home' message still being a central part of government guidance, many employers continued to allow their staff to work from home, or on a more limited basis within their place of work. Indeed, a number of our corporate clients had indicated that their immediate and future contract parking and season ticket needs were still in a significant state of flux. So, when normal daily parking charges were reintroduced, rather than running the risk that our strict adherence to charging could lead to many of our corporate clients simply relinquishing these spaces and season tickets, resulting in zero income, we worked closely with them, to manage their current and likely needs moving forward. As such, we provided a 75% discount for the spaces that they wished to retain, but which weren't currently being used. At the time, there was no demand from others to take these spaces. These discounts continued until the end of 2020-21.

All contract parking spaces and season tickets are now being charged at the full rate, we have retained the vast majority of our existing, pre-pandemic clients, and there are waiting lists, once more, for the contract parking spaces.

### Improving the customer experience

- 6.13 All the council's public car parks hold the Park Mark 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. Where reports are received of unauthorised use of car parks by, for example, groups of young people, skate boarders, those involved in parkour and rough sleepers, we continue to look at ways of reducing this activity, by working with our multi-agency partners such as GBC's JET, the Police, Surrey County Council Social Services, the BID and others.
- 6.14 The demand for electric charging points EVCPs is increasing as electric vehicles become more popular with low emission grants available for new cars and the growing need to find ways to improve air quality and public health. GBC have previously installed 6 electric charging points in public car parks across Guildford (2 in Bedford Road MSCP, 2 at GLive and 2 at Millbrook). To charge during the day, the motorist simply buys and displays a parking ticket while the vehicle is charging. At night, they are charged for the use of the electricity, rather than for parking. GBC have a further 9 charging points to support 10 electric council vehicles. There are also 6 general use, and 1 disabled bay with EV charging points at the P&Rs.

A further 12 have been installed and are in the process of being commissioned - 6 in the newly refurbished Leapale Road MSCP, 4 in Farnham Road MSCP and 2 in York Road MSCP. Other potential sites have been identified. Additionally, in order to provide more data regarding the use of these bays, both the existing EVCPs and those in the process of being commissioned have been fitted with sensors. This will assist in our understanding of when these spaces are being used / mis-used, thereby enabling targeted enforcement, if necessary.

In support of electric vehicles, GBC has a green scheme, which enables owners of electric vehicles to obtain a "Green Parking Permit" free of charge, giving owners free hours of parking or discounted parking in off-street car parks. The number of Green Scheme users continues to increase year-on-year as electric car ownership expands. However, to try to widen the benefits of the scheme to EV users, it is recommended that the Green Scheme is discontinued and instead, a replacement discount, equivalent to £0.20 per hour, is introduced for the Shopper and Short-stay pay and display car park tariffs, made accessible via the RingGo pay by phone system.

- 6.15 We provide flexible methods for customers to pay:
- **notes, credit cards and coins** can still be used at our barrier-controlled car parks, Castle, Tunsgate, York Road and Farnham Road allowing the motorist to pay when they return,
  - **pre-payment cards** for the barrier-controlled car parks are popular with regular users. 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% less than the normal charge. These cards provide regular parkers with a convenient flexible way to pay,
  - **pay by phone** continues to prove to be a popular choice and provides a more flexible way to pay. The proportion of motorist choosing to use pay by phone as the method of payment has increased from just over one-third of off-street pay and display

transactions in 2016-17, to nearly two-thirds of off-street pay and display transactions in 2020-21. Motorists who use pay by phone benefit in the following ways:

- Avoid having to carry a significant amount of change (also applies to contactless),
- Avoid having to find a P&D machine, to acquire a physical ticket and return to place it in their vehicle
- Can extend their stay without having to return to their vehicle
- Can set up optional alarms / texts (also at their cost) to remind them that their parking session is nearing its end
- Pay & display car park users can pay with **coins** at the machines, or **pay by phone** using the app, or automated call system.
- The recently upgraded P&D equipment which was introduced in Bedford Road MSCP in 2019-20, provides customers with the ability to use contactless card payments in addition to coin and pay by phone. The use in this method of payment has also increased from and now accounts for 26% of all transactions at Bedford Road MSCP.

6.16 Payments by cash continue to reduce (-12%), pay by phone payments continue to increase (+8%) and contactless card have increased (+4%). The table below shows the percentage of money taken by each payment method.

#### Car Park Payment methods

<b>Car Parks Payment Methods 2020-21 (as a proportion of income)</b>	2017-18	2018-19	2019-20	2020-21	Difference Between 2020-21 vs 2019-20
P&D Cash	65%	55%	42%	30%	-12%
P&D Pay by Phone	35%	45%	55%	63%	+8%
P&D Credit Cards (Started Aug-19 - Bedford Rd MSCP only)	N/A	N/A	3%	7%	+4%
PoF Cash	43%	33%	25%	15%	-10%
PoF Credit Cards	57%	67%	75%	85%	+10%
<b>Totals</b>					
<b>Overall Cash</b>	57%	47%	37%	25%	<b>-12%</b>
<b>Overall Pay by Phone</b>	22%	29%	35%	43%	<b>+8%</b>
<b>Overall Credit Cards</b>	20%	24%	28%	32%	<b>+4%</b>
<i>Note: POF = Pay on foot, P&amp;D = Pay &amp; Display pay</i>					

During the pandemic, the availability of the pay by phone payment method, in particular, provided users with a reduced need to congregate around and interact with the payment equipment. This has perhaps been a key driver for the continued increase in the use of this method in locations where it is available.

Although the 'overpayment' aspect of cash payments using pay and display machines results in cash collection and processing costs being covered by the additional revenue generated, introducing a wider range of payment methods improves flexibility for customers. Other benefits of reducing cash payments is the possibility of fewer cash collections and the reduced likelihood of thefts of significant amounts of money from the machines, were they to be vandalised.

### **Park & Ride**

- 6.17 Guildford has a network of Park and Ride (P&R) sites. With plans to redevelop the town centre, and limited scope for absorbing increased traffic flows and the potential demand for parking, the continued development of P&R is important. However, in recent years, funding the provision of these facilities has becoming increasingly challenging, due to reduced P&R patronage, reducing on-street surplus and increasing costs.

The town currently has four sites: Artington (742 spaces), Merrow (338 spaces), Spectrum (254 spaces) and Onslow (550 spaces). 9 electric buses were introduced to the service in January 2019 with a capacity of 36 passengers and one-wheelchair users. Other benefits aside from greener travel, include free Wi-Fi and USB charging for passengers.

- 6.18 It is usual for a comparison of passenger journeys over the first six months of 2020-21 to be provided to allow a comparison with the previous year. However, the initial suspension of the park and ride bus services, followed by the use of the Onslow Park and Ride site as a COVID test site, and subsequent lockdowns, throughout the remainder of 2020-21, greatly impacted patronage of the services, and thereby rendered the 2020-21 comparison figures practically meaningless. Nevertheless, to provide an indication of the present situation, the 2021-22 figures are provided:

### **Passenger Journey Comparison (Apr 21 – Sep 21)**

<b>Park &amp; Ride - 6 Month Comparison Apr-Sep</b>					
<b>Apr-Sept</b>	<b>Artington</b>	<b>Merrow</b>	<b>Onslow</b>	<b>Spectrum</b>	<b>Total</b>
2021-22	51,718	31,788	--	33,500	117,006
2020-21	--	--	--	--	--
2019-20	133,824	91,031	44,337	76,617	345,809
2018-19	151,366	101,517	49,173	88,394	390,450
2017-18	172,006	114,971	46,172	87,576	420,725
change %	(-) 12.06	(-) 10.89	(-) 10.34	(-) 14.27	(-) 12.13

Average patronage during the first 6 months of 2021-22 are around a third of normal levels, although usage is continuing to rebound, with the latest figures nearer 40-50% of pre-COVID trip figures.



6.19 The cost of park and ride in 2020-21 is set out below:

<b>Funding 2020-21</b>	<b>£</b>
Bus contract price (net of fare income)	59,452
Car park running costs (rent, site maintenance, general rates and other costs)	326,561
<b>Total cost</b>	<b>374,146</b>
Guildford On-street parking surplus	0
Paid from Guildford On-street parking reserve	0
Income received from DHSC to cover rent re: Onslow P&R site	11,867
<b>Total funding</b>	<b>0</b>
<b>Shortfall of funding</b>	<b>374,146</b>

6.20 The operation of the P&R sites is funded by the on-street parking account, which normally generates a surplus. However, even before the pandemic, there were reductions in on-street parking revenue. Changes to the on-street parking agency agreement with Surrey County Council in 2018, have also reduced the surplus available to the Committee by 20%.

After receiving Government compensation for lost revenue as a result of the pandemic (£490,579), the on-street account had a surplus of £268,307 in 2020-21.

The cost of running the car parks has reduced from £434,107 in 2018-19 to £326,561 in 2020-21, primarily as a result of the savings of around £85,000 per annum made through the removal of the permanent guards. Additional income is likely to be generated through the extension of the operational hours of the central CPZ and introduction of Bus Lane Camera Enforcement. Other measures the Parking team are considering, in order to reduce costs and increase revenue, include:

- Increased usage of the P&R sites by those visiting the town would reduce the subsidies currently paid to the bus operator, to provide the link to the town centre from the Onslow and Spectrum sites. In this regard, relaxing the planning permissions would enable the bus operator to operate the service over an extended period, and in turn, this may help improve patronage,
- the relaxation of the planning permissions at existing P&R sites may provide other opportunities to make savings / generate income and in turn, improve the financial position such as,
  - potentially relocating of a bus depot to the Artington P&R site, utilising underused space, but providing compensatory parking to maintain capacity.
  - potential to utilise underused space at Onslow P&R for local businesses / organisations needing parking,

- consider the existing P&R sites and if there are more suitable sites to service the public's needs, such as the Northern / North-eastern corridor, where subsidies may not be required.

If the decline in the on-street surplus is not arrested and / or savings / increase revenue generated by the P&R sites themselves, the ability of the on-street account to fully fund the P&R service, without requiring subsidy from other funding sources, is uncertain.

## 7. Off-street Parking Update

- 7.1 Guildford Park car park continues to operate at reduced capacity due to its impending redevelopment as a housing site. As a result, since January 2019 its capacity has been 220 spaces, instead of 400 space. Similarly, Bright Hill car park is also operating at reduced capacity due to ongoing issues with the vehicle safety barriers and its impending redevelopment as a housing site. As a result, its capacity is now 60 spaces instead of 118 spaces.
- 7.2 Additionally, the public car parks at North Street (49 spaces), Old Police Station (62 spaces), Commercial Road 2 (52 spaces) and the contract car park Commercial Road 1 (12 spaces), will be lost in the next year or so as a result of the North Street redevelopment. Looking further ahead, the Bedford Wharf development, involving the area around the Odeon Cinema site and County Court, could impact the provision of public parking at Bedford Surface (68 spaces), Mary Road (104 spaces), and the contract car park and garages at Bedford Sheds (12 spaces and 20 garages). Therefore, in the coming years, a further 359 spaces and 20 garages could be lost, if compensatory parking isn't provided, in addition to the 518 spaces that has already been agreed will be lost. Such a reduction in space would equate to 17% of all town centre public car park spaces. Clearly, this could impact the ability of the car parks to act as an enabler for the local economy and also impact Borough Council revenue streams.
- 7.3 In line with GBC strategy to use local renewable energy sources, Solar PV panels were installed on the roof of Farnham road car park during 2020-21. This generates electric, which powers the lighting within the car park, with any surplus fed into the national grid. It is also better to use locally generated electricity than to rely on large energy infrastructure to transport it across the country. There are also local community benefits through the retention of more economic value locally.
- 7.4 The following works were carried out within 2020-21 period:
- Solar PV at Farnham Road MSCP,
  - Resurfacing at Mary Road car park,
  - re-coating decking works at Leapale Road MSCP (delayed and completed in Q1&Q2 2021-22).
- 7.4 Implementation of recommendations approved in January 2020 by the GBC's Executive Committee



- Existing car park pricing held except car parks below, whose introduction was delayed until August 2020 due to COVID
  - Bedford Rd Surface, Commercial Road 2, Mary Rd, Old Police Station.
  - Prices changed from £1.30 to £1.50 during the day, Mon-Sat
- Early bird discount implemented at Farnham Rd MSCP – introduction delayed until August 2020 due to COVID
- York Road Season Ticket/Pre-Payment card rose by 5% - introduction delayed until August 2020 due to COVID
- Residents offered overnight parking in town centre car parks for £1 – introduction delayed until August 2020 due to COVID
- re-coating decking works at Leapale Road MSCP (delayed and completed in Q1&Q2 2021-22).

7.5 Implementation of recommendations approved in November 2020 by the GBC's Executive Committee:

- Ultimately, the Waste Parking and Fleet Services Manager, in consultation with the relevant lead councillor and Director of Resources, decided not to proceed with the implementation of further price increases within the short-stay car parks that had originally been agreed to be introduced in April 2021 as part of the 2020-21 Off-street Business Plan and subsequently deferred in the 2021-22 Off-street Business Plan.
- Redesignated Leapale Road as “short stay” and bring prices into line with neighbouring short stay surface car parks – implemented in December 2020.
- Introduced a new ‘Shopper’ tariff, Monday to Saturday in Bedford Road MSCP, Castle MSCP, GLive, Millbrook, Tunsgate and York Road MSCP – implemented in December 2020.

## 8. Enforcement

8.1 Our enforcement priorities are set in our document Parking Policies and Procedures which 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.

8.2 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.

8.3 We can only enforce formal parking restrictions where a vehicle is actually blocking a dropped kerb or parked more than 50cm from the kerb. Formal parking restrictions like yellow lines and parking bays need to be supported by the correct signs and road

markings. Unless formal restrictions are present, we cannot enforce against vehicles parked on footways, verges, or too close to junctions and bends. The Police have the power to deal with dangerous parking, or obstruction.

- 8.4 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 provide notice to let people know of the change and then when it will be enforced but will always consider the circumstances presented. When introducing in new areas or new restrictions, we normally issue warning notices for the first offences for a limited time while people get accustomed to the changes.
- 8.5 The Statutory Guidance issued by the Department for Transport that relates to 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.

#### **Enforcement Update**

- 8.6 Regulation 10 Penalty Charge Notices (PCNs) enable us to follow up on vehicle drive-aways. If a CEO is prevented from serving a PCN to the motorist or affixing a PCN on a vehicle, their bodycams are used to collect evidence of the vehicle offence. The PCN is then sent to the registered keeper through the post. Following their initial introduction in January 2020, and despite the various impacts of the pandemic on parking and enforcement activity, 267 Regulation 10 PCNs were issued during 2020-21.
- 8.7 The table below shows that far fewer penalty charge notices (PCNs) were issued in 2020-21 than the previous year. This clearly demonstrates the impact of the pandemic. 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 resident's bays. A lower charge of £50 applies to contraventions where parking is generally permitted but, for example, the driver has not paid (when payment was necessary) or has stayed too long. A breakdown of penalty charges can be seen in Appendix 5.

#### **Number of Penalty Charge Notices Issued**

PCNs Issued (Guildford)	2017-18	2018-19	2019-20	2020-21	Diff. to prev. year %
<b>On-street</b>	<b>23,885</b>	<b>15,572</b>	<b>19,219</b>	<b>9,094</b>	<b>-52.7%</b>
<b>Off-street</b>	<b>10,368</b>	<b>11,199</b>	<b>11,363</b>	<b>5,093</b>	<b>-55.2%</b>
<b>Total Issued</b>	<b>34,253</b>	<b>26,771</b>	<b>30,582</b>	<b>14,187</b>	<b>-53.6%</b>

- 8.8 During 2020-21, CEO numbers were initially maintained at their 2019-20 levels. However, during the course of the pandemic, two long-standing, part-time CEOs decided to retire. Additionally, as part of the Borough Council's Future Guildford transformation programme, the notional maximum enforcement establishment was reduced from 21 CEOs to 18.5 CEOs. In order to maintain the enforcement levels associated with our on-street enforcement operation, covered by the agency agreement

with Surrey County Council, enforcement within the Borough Council's car parks has been curtailed, albeit still occurring at regular frequencies.

- 8.9 The table in Appendix 5 shows the rate of appeals (15.7%) against our penalty charge notices, most favour to pay at the discounted rate without challenge (60.2%) showing that we are issuing quality penalty charge notices and cancelling (14.0%) when there are grounds to do so.
- 8.10 The data in Appendix 5 shows the reasons why PCNs have been cancelled. During this period, the vast majority were categorised as "customer error". These often relate to human errors, like wrong registration entered on a visitor scratch-card or Pay by Phone App, or parking in a different car park for the ticket used. For those that do not display their permits, or tickets correctly the general rule is to cancel on the first occasion if we are satisfied that the person had paid or has a permit. We also cancel if we are satisfied there are sufficient mitigating circumstances. The number of cancellations due to errors by CEOs remains low.
- 8.11 CEOs have been issued with bodycams to give themselves and the public added protection during patrols. The introduction aims to reduce the anti-social behaviour officers often experience when carrying out their duties, especially during School Watch patrols. The equipment also provides evidence for Reg.10 PCNs and can be used in cases where complaints are made about the conduct of the CEOs.

## Appendices

**Appendix 1 On-Street parking spaces**

**Appendix 2 On-Street financial statement**

**Appendix 3 Off-Street parking spaces**

**Appendix 4 Off-Street financial statement**

**Appendix 5 Enforcement Data**

**Appendix 6 Schools Watch Update (no information due to suspension of initiative during 2020-21)**

## Appendix 1 – On-Street Parking

Town Centre CPZ Parking Bay Types	No.
Overall	4,766
Permit Only	1,480
Free Limited Waiting Shared Use	2,380
Free Limited Waiting	15
Charged P&D Dual use	193
Charged P&D Only	270
Unlimited	373
Disabled (incl. 3Hr LW)	44
Car Club permit only	12

**Note: In Areas A & D 2 disabled bays were created during 2020 at the expense of 2 permit only bays**

**Appendix 1 (cont.)**
**On-street parking spaces in the borough of Guildford (2020-21)**

Area	Roads	No. of Roads	No. of Spaces by Bay Type on 22/10/18																							Total																	
			Permit Only M-S 8.30am-6pm	Permit Only 8.30am-9pm	30 mins P&D Dual Use M-S 8.30am-6pm	2 Hrs P&D Dual Use M-S 8.30am-6pm	2 Hrs P&D Dual Use 8.30am-9pm	3 Hrs P&D Dual Use M-S 8.30am-6pm	2 Hrs LW nr 1 Hr Shared Use M-S 8.30am-6pm	2 Hrs LW nr 1 Hr Shared Use 8.30am-9pm	4 Hrs LW nr 1 Hr Shared Use M-S 8.30am-6pm	30 mins P&D M-S 8.30am-6pm	2 Hrs P&D M-S 8.30am-6pm	20 mins LW nr 30 mins M-S 8am-7pm	20 mins LW nr 1 Hr M-S 8am-6pm	30 mins LW nr 1 Hr M-S 8am-6pm	1 Hr LW nr 1 Hr M-S 8am-6pm	1 Hr LW nr 2 Hrs M-S 8am-6pm	2 Hrs LW nr 1 Hr M-S 8am-6pm	2 Hrs LW nr 1 Hr M-S 8.30am-6.30pm	2 Hrs LW nr 1 Hr M-S 8.30am-6pm	2 Hrs LW nr 4 Hrs M-S 8.30am-6.30pm	2 Hrs LW nr 1 Hr M-F 8.30am-6pm	2 Hrs LW nr 4 Hr M-F 8.30am-6pm	3 Hrs LW nr 3 Hrs M-S 8.30am-6pm		4 Hrs LW nr 4 Hrs M-S 8.30am-6pm	Unlimited	Disabled Only	Disabled 3 Hrs LW	Car Club permit only												
D	All	43	114	25	9	96	28	60			79	191																															
A	All	29	520																																								633
E	All	13	181																		15																					805	
B	All	17	217	48						35																																321	
F	All	20	201																																						383		
G	All	5	0																																						733		
C	All	12	141																																						119		
H	All	9	0																																						345		
I	All	32	20										100																											271			
J	All	25	13																																						687		
Town Centre CPZ	All	205	1,407	73	9	96	28	60	1,698	35	647	79	191									15																			4,767		
Non-CPZ	All													5	6	6	31	14	4			83	48	0	54	57	7	165	32	1										513			
<b>Total</b>			1,407	73	9	96	28	60	1,698	35	647	79	191	5	6	6	31	14	4	0	98	48	0	54	57	7	538	63	14	12									5,280				

**Summary - Guildford Town Centre CPZ**

Bay Type	4,767
Overall	1,480
Permit Only	2,380
Free Limited Waiting Shared Use	15
Free Limited Waiting	193
Charged P&D Dual use	270
Charged P&D Only	373
Unlimited	44
Disabled (incl. 3Hr LW)	12
Car Club permit only	

**Key**

Denotes most recent changes	
Dual Use	
F	Charged pay and display and permit holders
LW	Friday
M	Free limited waiting
nr	Monday
P&D	no return within
S	Charged pay and display
Shared Use	Saturday
	Free limited waiting and permit holders

Note: Items shown in yellow highlight the most recent changes implemented

**Appendix 2 – Guildford On-Street parking Financial Statement**

<b>GUILDFORD ONSTREET SUMMARY</b>				
<b>2019-20</b>		<b>2020-21</b>	<b>2021-22</b>	<b>2021-22</b>
<b>Actual</b>		<b>Actual</b>	<b>Estimate</b>	<b>Projection as at period 5</b>
<b>£</b>		<b>£</b>	<b>£</b>	<b>£</b>
	<u>Expenditure</u>			
689,149	Employee Related	709,876	405,339	462,113
48,543	Premises Related	15,783	48,140	59,916
9,162	Transport Related	6,628	13,300	13,243
127,557	Supplies & Services	124,513	245,380	222,592
117,490	Support Services	117,497	117,490	117,492
991,902		974,296	829,649	875,356
	<u>Income</u>			
	Government grant	(490,579)		
(497,607)	Penalty Fees	(288,744)	(567,980)	(342,166)
(108,773)	Visitor Permits	(88,642)		
(507,105)	Meter Income	(191,826)		
(164,580)	Residents Permits	(144,403)	(835,210)	(498,512)
(66,166)	Suspension Fees	(35,485)		
(136)	Other Income	(2,924)		
(1,344,367)		(1,242,603)	(1,403,190)	(840,678)
<b>(352,465)</b>	<b>Net Expenditure/(Income)</b>	<b>(268,307)</b>	<b>(573,541)</b>	<b>34,678</b>
0	Capital Financing Costs	0	0	0
<b>(352,465)</b>	<b>Net Expenditure/(Income)</b>	<b>(268,307)</b>	<b>(573,541)</b>	<b>34,678</b>
0	Re-lining works & signage	0	0	0
<b>(352,465)</b>	<b>Total Net Exp./(Income)</b>	<b>(268,307)</b>	<b>(573,541)</b>	<b>34,678</b>



**Appendix 3 – Off-Street Parking**

<b>Public Metered Car Parks</b>			
<b>Site Location</b>	<b>No of Spaces /units</b>	<b>Type of Parking</b>	<b>Type of Structure</b>
Bedford Road MSCP	1,033	7 days a week shopper - P&D	Multi-storey
Castle MSCP	350	7 days a week shopper - Pay on Foot	Multi-storey
Leapale Road MSCP	384	7 days a week short stay - P&D	Multi-storey
Tunsgate	64	7 days a week shopper - Pay on Foot	Underground
Millbrook	244	7 days a week shopper - P&D	Surface
G Live	220	7 days a week shopper - P&D	Surface & Partially covered
Mary Road	104	7 days a week short stay - P&D	Surface
Bright Hill	60*	7 days a week short stay - P&D	Surface
Bedford Road Surface	68	7 days a week short stay - P&D	Surface
Commercial Road 2	52	7 days a week short stay - P&D	Surface
Old Police Station	62	7 days a week short stay - P&D	Surface
Upper High Street	49	7 days a week short stay - P&D	Surface
North Street	49	Sun to Thurs max stay 30 min - P&D	Surface
Lawn Road	187	Weekend short stay - P&D	Surface
Millmead House (front)	27	Weekend short stay - P&D	Surface
Robin Hood	23	Weekend short stay - P&D	Surface
St Joseph's Church	71	Weekend short stay - P&D	Surface & Partially covered
Portsmouth Road	98	Weekend short stay - P&D	Surface
Farnham Road MSCP	917	7 days a week long stay - Pay on Foot	Multi-storey
York Road MSCP	605	7 days a week shopper / long stay - Pay on Foot	Multi-storey
Guildford Park	220*	7 days a week long stay - P&D	Surface
Shalford Park	66	Mon-Fri long stay - P&D	Surface
Walnut Tree Close	17	7 days a week long stay - P&D	Surface
Ash Vale Station	29	7 days a week long stay - P&D	Surface
<b>Total</b>	<b>4,999*</b>		

\* Operating at reduced capacity

**Appendix 3 (cont.)**

<b>Contract Parking</b>			
<b>Site Location</b>	<b>No of Spaces/units</b>	<b>Type of Parking</b>	<b>Type of Structure</b>
Bedford Road MSCP	100 <i>(50 w/ends) managed through lease</i>	Mon-Sun	Covered
Bedford Sheds	35	Mon-Sat	Surface
Connaught House	26 <i>managed through lease</i>	Mon-Sat	Covered
St Joseph's Church	61	Mon-Fri	Surface & partially covered
Commercial Road	12	Mon-Sat	Surface
Eagle Road	22	Mon-Sat	Surface
Leapale Rd MSCP	5	Mon-Fri	Covered
Mill Lane	1	Mon-Sat	Surface
Millmead Court	20	Mon-Sat	Surface
Castle Square	7	Mon-Sat	Surface
Sydenham Road	5	Mon-Sat	Surface
Portsmouth Road	98	Mon-Fri	Surface
Robin Hood	22	Mon-Fri	Surface
Stoke Road	7	Mon-Sat	Surface
Stoke Fields	8	Mon-Sat	Surface
<b>Total</b>	<b>429 (379)</b>		

**Appendix 3 (cont.)**

<b>Garages</b>	<b>No of garages</b>	<b>Term type</b>
Bedford Sheds	20	Tenancy subject to notice
Gardner Road	28	
Stoke Fields	35	
Park Road	2	
<b>Total</b>	<b>85</b>	

**Appendix 4 – Guildford Off-Street Financial Statement**

<b>OFFSTREET SUMMARY</b>				
<b>2019-20</b>		<b>2020-21</b>	<b>2021-22</b>	<b>2021-22</b>
<b>Actual</b>		<b>Actual</b>	<b>Estimate</b>	<b>Projection as at period 5</b>
<b>£</b>		<b>£</b>	<b>£</b>	<b>£</b>
	<u>Expenditure</u>			
724,790	Employee Related	748,004	577,875	500,219
2,960,270	Premises Related	2,406,422	2,367,970	2,301,096
23,386	Transport Related	42,288	36,710	34,261
671,663	Supplies & Services	527,434	612,190	739,529
264,032	Support Services	300,146	312,909	311,658
<b>4,644,141</b>		<b>4,024,293</b>	<b>3,907,654</b>	<b>3,886,763</b>
	<u>Income</u>			
	Government grants	(4,614,223)		
(263,170)	Penalty Fees	(119,247)	(208,600)	(245,908)
(705,912)	Contract Parking	(379,723)		
(7,992,175)	Meter Income	(2,654,917)		
(739,177)	Season Tickets	(166,172)		
0	Suspension Fees	0	(10,026,040)	(6,964,115)
(50,509)	Garage Rents	(47,492)		
(12,547)	Other Rent	(13,132)		
(111,112)	Other Income	(48,336)		
<b>(9,611,432)</b>		<b>(7,994,906)</b>	<b>(10,234,639)</b>	<b>(7,210,023)</b>
<b>(4,967,291)</b>	<b>Net Expenditure/(Income)</b>	<b>(3,970,613)</b>	<b>(6,326,985)</b>	<b>(3,323,260)</b>
1,271,022	Capital Financing Costs	1,233,666	1,296,400	1,325,173
<b>(3,696,270)</b>	<b>Net Expenditure/(Income)</b>	<b>(2,736,947)</b>	<b>(5,030,586)</b>	<b>(1,998,087)</b>
257,362	Car Parks Maintenance Reserve Works	81,555	190,000	342,384
<b>(3,438,907)</b>	<b>Total Net Exp./(Income)</b>	<b>(2,655,392)</b>	<b>(4,840,586)</b>	<b>(1,655,703)</b>

**Appendix 5 – Enforcement (Guildford)**

PCNs Issued (Guildford)	2017-18	2018-19	2019-20	2020-21	Diff. to prev. year %
On-street	23,885	15,572	19,219	9,094	-52.7%
Off-street	10,368	11,199	11,363	5,093	-55.2%
<b>Total Issued</b>	<b>34,253</b>	<b>26,771</b>	<b>30,582</b>	<b>14,187</b>	<b>-53.6%</b>

**Appendix 5 – Enforcement (Guildford) – cont'd**

Penalty Charge Notices issued in Guildford 2020-21			
	Off-Street Totals	On-Street Totals	Total
Number of higher level PCNs issued	907	5,847	6,754
Number of lower level PCNs issued	4,186	3,247	7,433
<b>Total number of PCNs issued</b>	<b>5,093</b>	<b>9,094</b>	<b>14,187</b>
Number paid at discount	2,867	5,670	8,537
Number paid at full charge	438	1,070	1,508
<b>Total number of PCNs paid</b>	<b>3,305</b>	<b>6,740</b>	<b>10,045</b>
Number of PCNs against which informal / formal reps made	979	1,261	2,240
Number of PCNs cancelled as a result of informal / formal reps	895	823	1,718
Number of PCNs cancelled for other reasons	25	46	71
Number of PCNs written off	352	0	352
Number of PCNs outstanding	516	1,485	2,001
<b>Total number cancelled / written off / outstanding</b>	<b>1,788</b>	<b>2,345</b>	<b>4,142</b>

## Appendix 5 – Enforcement (Guildford) – cont'd

PCN Cancellation Reasons 2020-2021	Off-street		On-street	
	Number	%	Number	%
Motorist producing tickets which were no clearly displayed / RingGo	624	70	67	6
Mitigating and other circumstances	26	3	31	3
Contract parkers / season ticket holders and others entitled to park but not displaying valid permit	76	8	322	29
Payment machine faults and other equipment issues	15	2	12	1
CEO Error	19	2	36	3
Blue Badge Holder not parking in accordance with badge scheme / conditions	11	1	67	6
Issues with signs and / or lines	5	1	11	1
Other issues	119	13	546	50
<b>Total</b>	<b>895</b>	<b>100</b>	<b>1092</b>	<b>100</b>

## Appendix 6 – Schools Watch Update

School patrols were suspended on the 23<sup>th</sup> March 2020 in line with Government guidance for schools to be closed and everyone to stay at home due to the pandemic. Although schools reopened for a period during the Autumn 2020 term, subsequent lockdowns, other demands placed upon the enforcement team and the need to maintain COVID-secure environments for staff, meant that the initiative was not reinstated for all but the very end of the 2020-21 school year.

Patrols only resumed following the removal of lockdown restrictions on 19 July 2021.

As such, it is not worth reporting upon the very few patrols that took place prior to the end of the summer terms. However, patrols recommenced in September 2021, at the start of the autumn term of the 2021-22 school year, and the figures for these patrols will be presented in next year's Annual Report.