

# Moormede CPZ Survey Analysis

## **Executive Summary**

Over the summer Surrey County Council (SCC) sent a letter to Moormede Estate residents announcing preliminary plans to introduce a Controlled Parking Zone (CPZ) in the Moormede estate.

In such a zone all on-street parking is controlled. This means that parking is only permitted in designated parking bays with a permit and that the remainder of the kerbside space is subject to yellow line restrictions.

Following issue of this letter, the Staines Liberal Democrats undertook a survey of residents' views to:

- Get an understanding of how residents feel about these proposals so they can be represented back to the Council;
- Assess the number of permits required to ensure the Council provide enough parking bays;
- Identify where the scheme would need to be improved as there were obvious flaws and lack of detail in the preliminary plans, which Council officers openly recognised.

There was a 28% response rate represented by 96 returns from 342 survey forms distributed. Overall 66% of respondents were in favour of a CPZ for the Moormede Estate to address parking by non-residents preventing residents parking near their homes during the day. Five of the eight roads on the estate were for the proposal and three were against as they currently do not suffer from the parking problem. Residents highlighted inadequacies and a lack of detail in the current proposals and there were serious concerns about the charges and mechanisms for both resident and visitor permits. The major concern was that the plans as presented did not appear to provide adequate parking capacity and could even exacerbate the problem the scheme it is aimed to address.

We would propose that the council take on board the comments presented in this report together with the many letters they will have received from residents, revise the plans and undertake a fuller consultation including presentations and a forum for discussion with residents before the plans are progressed for action.

## **Background**

The essential principles of the proposal derived from the letter from SCC and subsequent correspondence were explained in a covering letter with the survey:

- The zone would be operational from 08:00 to 18:00 (which is when an earlier survey indicated the main problem occurs);
- Permits will be available to residents only (an earlier proposal included local business for their staff);
- A permit is not required if you only use a garage or other off-street parking;
- The charge for the first permit would be in the region of £50 per year with an increasing charge for further permits (the Council have stated that CPZs should be self funding ie the charges would pay for the costs of running them. They specifically stated that there is no intention to make a profit to subsidize other services);
- Each property could have up to 30 one day visitor permits (£1 each) that would be valid for a year;
- The scheme includes a significant increase in double yellow lining, hence reducing overall parking capacity;

- There look to be examples where parking bays clash with existing drop kerbs;
- The current correspondence is an informal consultation to help shape the proposal for formal consultation in the autumn. Assuming it gets the go ahead from SCC then it could be implemented within about 12 months from then.
- Other details have not been determined eg whether the permits are transferable between cars.

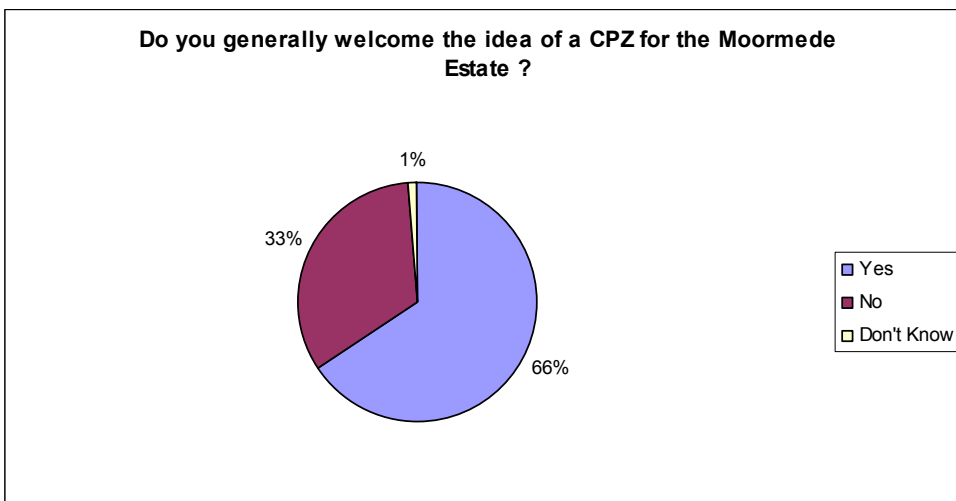
## Response

There was a 28% response represented by 96 returns from the 342 survey forms distributed as shown in the table below:

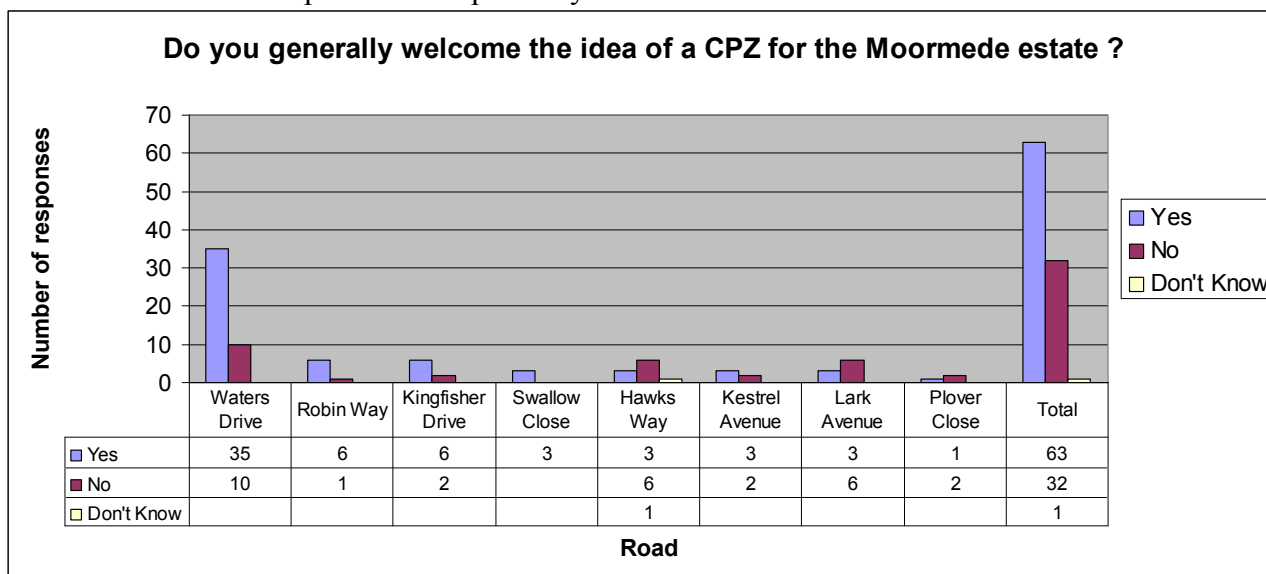
Road	Houses	Responses	%age Response
Waters Drive	147	45	31%
Robin Way	34	7	21%
Kingfisher Drive	27	8	30%
Swallow Close	23	3	13%
Hawks Way	28	10	36%
Kestrel Avenue	19	5	26%
Lark Avenue	46	9	20%
Plover Close	18	3	17%
Other	0	6	N/A
<b>Total</b>	<b>342</b>	<b>96</b>	<b>28%</b>

## Do you generally welcome the idea of a CPZ for the Moormede Estate ?

66% of those who responded welcomed the idea of a CPZ.



There was a noticeable pattern in response by road as shown below:



In general, residents in most roads were overall in favour. However the response from Swallow Close was so small and that from Kestrel Avenue so close, that they could go either way<sup>1</sup>. The reasons quoted were:

- Staines traders, office workers and shoppers use Moormede as a free carpark which means that residents cannot park near their homes during the day eg on returning from the school run;
- Some non-residents use the estate to park their cars when they go on holiday as it is close to transport links to Heathrow for instance and leave their cars for 2 weeks or more.

Residents in Hawks Way, Lark Avenue and Plover Close were on average against the CPZ proposal because non-residents do not use their roads to park. The response from Plover Close was so small that it could go either way<sup>1</sup>. Some of them and others also have sufficient off-street parking for their cars.

Many residents identified inadequacies with the current proposals or where implementation details were not defined:

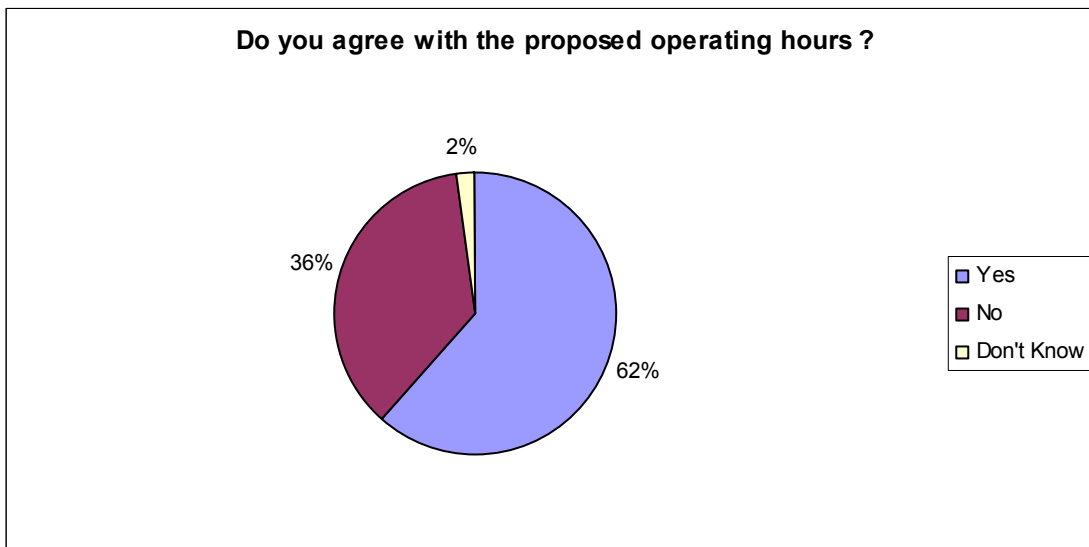
- There has been no indication of the current parking capacity or likely parking capacity of the proposed scheme despite requests from residents to officers. There is general agreement that there are too many yellow lines and not enough parking bays in the current proposal. Thus the scheme, as currently described, would reduce overall capacity and actually exacerbate the problem it is intended to resolve;
- Some from the roads that are against the proposal suggested that it could be just implemented for the roads affected or implementation staged. However this could merely push the problem into the roads that do not currently suffer and there would be a higher implementation cost etc;
- Permits should be allocated to a house and not a particular car registration to provide flexibility for households with, say, two cars but off street parking for one;
- Some residents do not own a car but do have visitors who come by car so visitors permits should be available to all whether or not they buy a permit;
- On the plans put out for consultation, bays were indicated in front of some access points to off-street parking thus blocking them:
  - These could be replaced by double yellow lines to prevent parking and blocking of access OR

<sup>1</sup> These statements are based on calculating the %age error margin related to the sample size. If the error margin is greater than the difference between the number of responses for and against then the result could go either way. If it is less, then there is higher confidence in the result.

- For private access points the owners could be able to park across their own drives possibly without paying for a permit.
- Registered disabled people should have a disabled parking pay adjacent to their homes;
- As well as stopping non-residents parking in the Moormede Estate action also needs to be taken to make it attractive for traders and businesses to use existing car parks eg subsidized spaces AND that sufficient car park capacity is available and “park and ride schemes” investigated. Current council plans to reduce car park capacity at the same time will just shift the problem to other residential areas and make Staines a less attractive shopping centre and thus destroy local businesses;
- Some respondents from flats indicated that they have shared off-street parking. If there is insufficient capacity then it would become an issue with the introduction of a CPZ. Would all car owners in the flats have to buy a permit just in case they were unlucky enough not to get one of the common parking spaces whereas much of the time they could park off-street? This would seem unjust. It was suggested that these be turned into allocated spaces for the flats. Where would responsibility for this lie?
- At present cars are parked on corners on double yellow lines and roads too narrow for double parking, but the number of fines issued are small and in-effective. Will charging for the permits ensure sufficient traffic warden resources are made available to effectively enforce the restrictions?
- Will the number of permits sold be capped? Residents would not want to buy a permit and still not be able to park near their home.

### ***Do you agree with the proposed operating hours ?***

Overall there was overwhelming agreement to the operating hours.

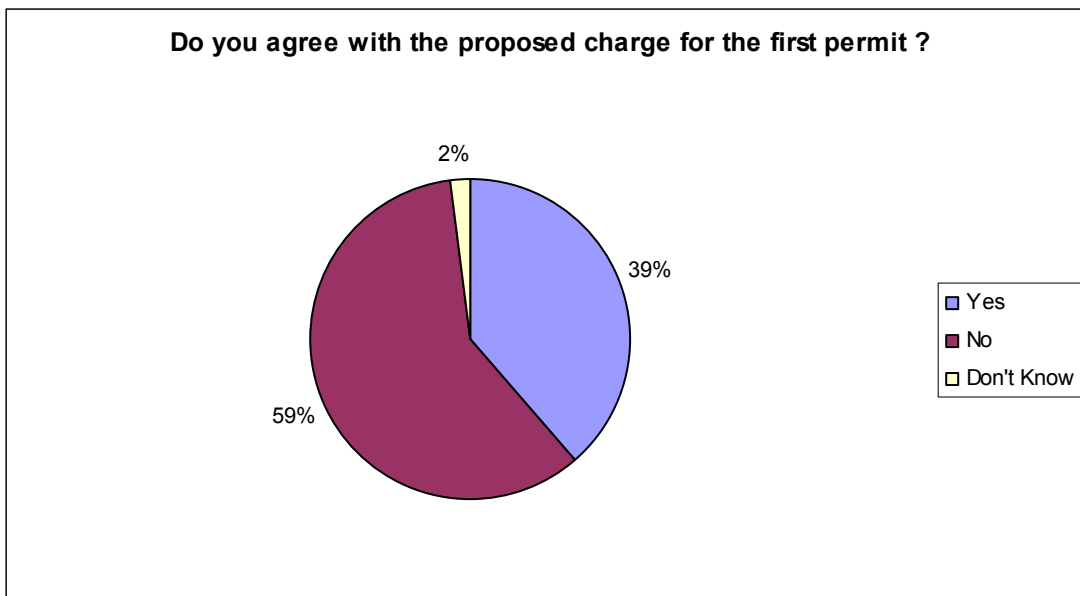


Some residents proposed (quite varied) adjustments to the times or requested confirmation of details:

- Is this Mon to Fri or 7 days a week?
- 08:00 to 18:00 Monday to Friday, 09:00 to 17:00 on Saturday and 10:00 to 16:00 on Sunday (to fit with local shopping hours);
- 08:00 to 19:00;
- 09:00 to 17:00;
- 07:30 to 10:00 and 16:00 to 18:00;
- 08:00 to 18:00 Monday to Friday, there is no problem at weekends;
- From 07:00 as that is when commuters start to arrive;

- The thinking behind some of the suggestions was that the restrictions would apply after residents left for work and before they returned ie so they could avoid the need for a permit. However this would not work at weekends and would not benefit non-working residents, shift workers or those that use public transport to work;
- Another suggestion was a 1 to 2 hour parking restriction to stop people parking all day, this respondent didn't think that the odd shopper parking was a problem. However this could just lead to non-residents merely shifting their car within the estate each day;
- A survey should be undertaken over a week and different times of the day to confirm the volumes of non-resident's cars parked on estate roads to determine the range of times during which there is a problem.

**Do you agree with the proposed charge for the first permit ?**

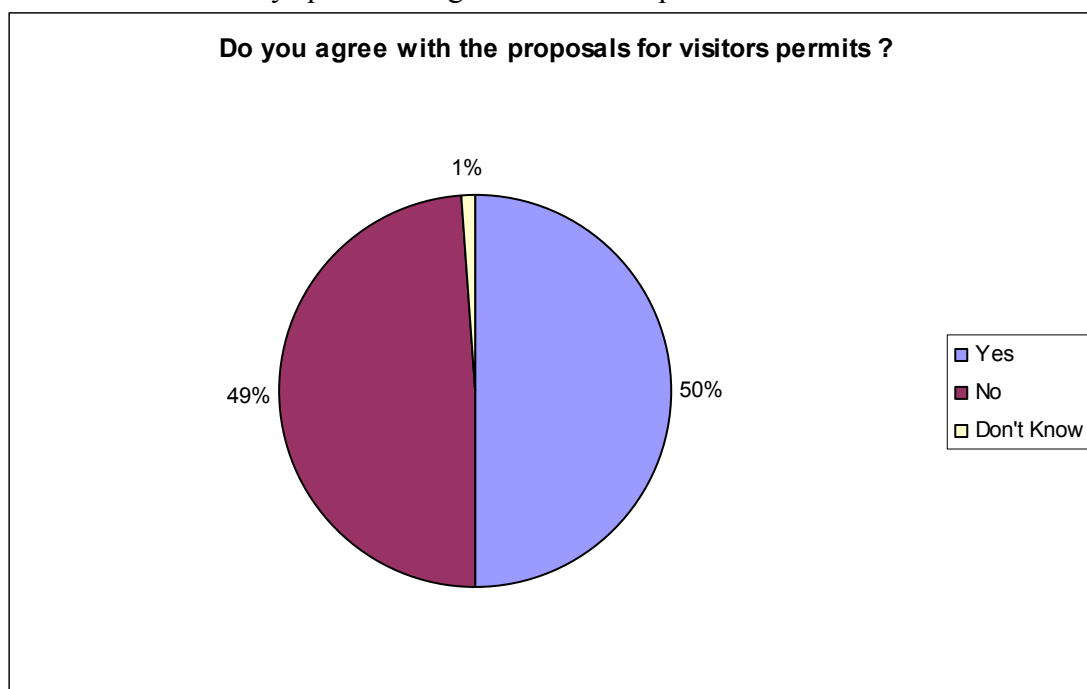


Across the estate there was general disagreement with the charges. Representative comments were:

- When consultations first started we were told it would be in the region of £20 - £30 for the 1<sup>st</sup> permit, £50 for the 2<sup>nd</sup> and then more for the 3<sup>rd</sup> etc. I have spoken to others who already have schemes and they don't pay that amount;
- Others indicated that £30 to £35 would be fair for the first permit;
- Some felt that the scheme should be wholly or partially funded from the general rates;
- Free for the first permit and the cost of the scheme borne by subsequent permits;
- OAPs should get a discounted permit;
- Some view the CPZ proposal as yet another stealth tax;
- A general concern was that the costs of implementing and running the scheme should be transparent and that the scheme should be demonstrably at least cost-neutral;
- Some do not see it as value for money as they would only get the benefit of the permit at weekends because they leave for work before the restrictions start and return after they lift;
- There needs to be a commitment from the council that permit charges will continue to be set to merely cover the costs of the scheme. Examples were quoted from other boroughs where the initial permit cost was reasonable but in subsequent years the council inflated them to subsidize other services. This would not be acceptable.

## **Do you agree with the proposals for visitor permits ?**

Residents were evenly split with regard to visitor's permits.



### **Comments received were:**

- Residents should be allowed to purchase as and when needed not limit the number of visitors;
- They should not have a time limit. It should be scratch paper, with no limited validity;
- Some working parents have visiting childcare. Some elderly have regular carers. Both would need significantly in excess of the numbers of visitor permits proposed;
- The charge is too high;
- One visitor permit per property at no extra charge;
- Could visitor permits be managed via a website to provide flexibility and avoid abuse ?
- Some felt each household should get a number of free visitors permits;
- A number of residents object to having to pay for friends, family eg elderly parents and workmen visiting them;

### **What do you think the charge for further permits should be and why ?**

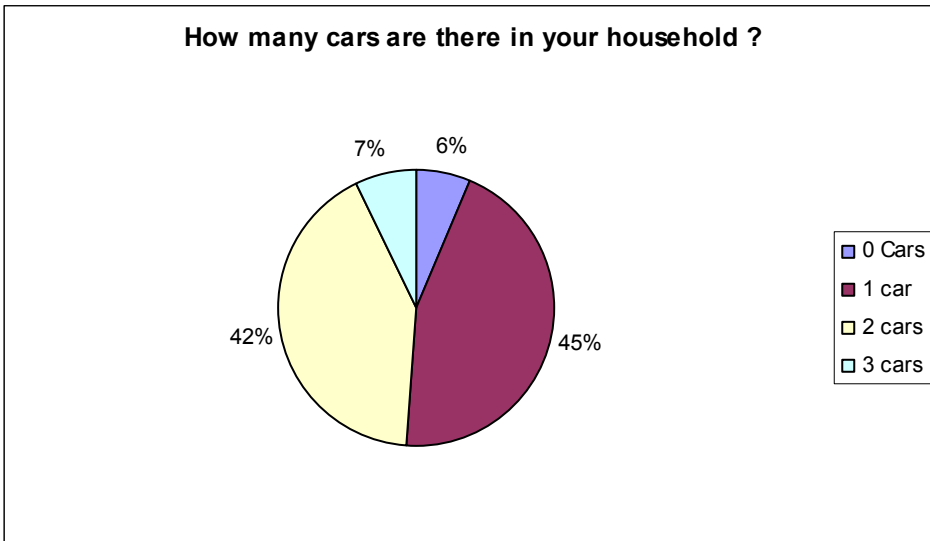
A wide range of responses were received eg:

- The absolute number of permits sold should be limited so as not to exceed the capacity of the parking bays on the estate;
- Further permit charges should reflect the cost of controlling the parking. The more further permits that are issued the cheaper they should be;
- More important – they must easily be obtained at short notice;
- No charge;
- 1<sup>st</sup> - £25, 2<sup>nd</sup> - £50, 3<sup>rd</sup> - £75, 4<sup>th</sup> - £175;
- 1<sup>st</sup> - £30, 2<sup>nd</sup> - £60, 3<sup>rd</sup> - £100, 4<sup>th</sup> - £150;
- £1 is enough;
- £50, but care has to be taken to ensure the cars really belong to the permit holder;
- I would say half the price of the first permit – it is only a £1 per week for the firsts;

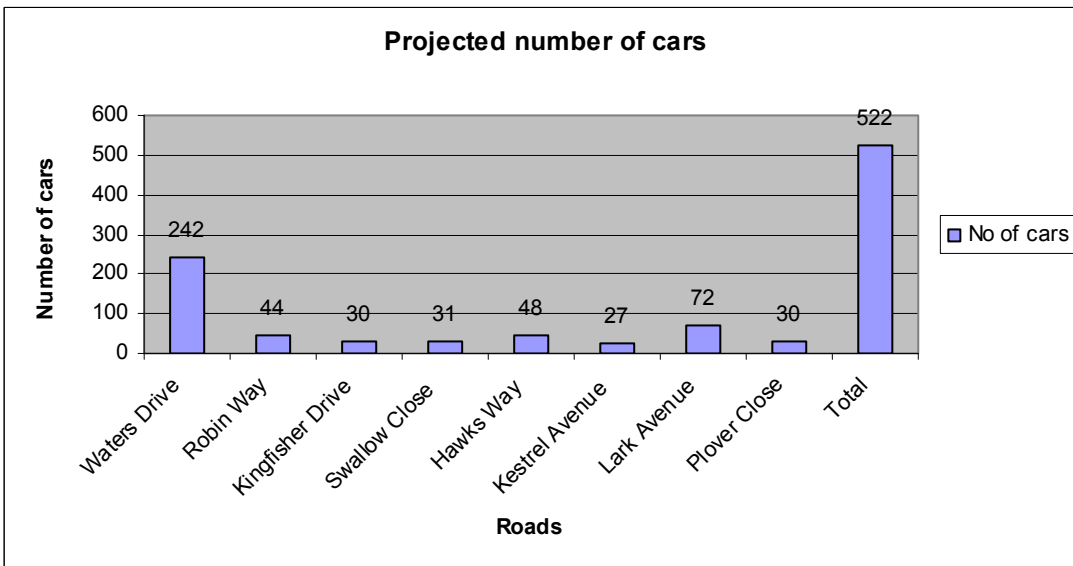
- £20 per permit, not scaled at all.

### **How many cars are there in your household ?**

Most households have one or two cars and the pattern is fairly consistent.

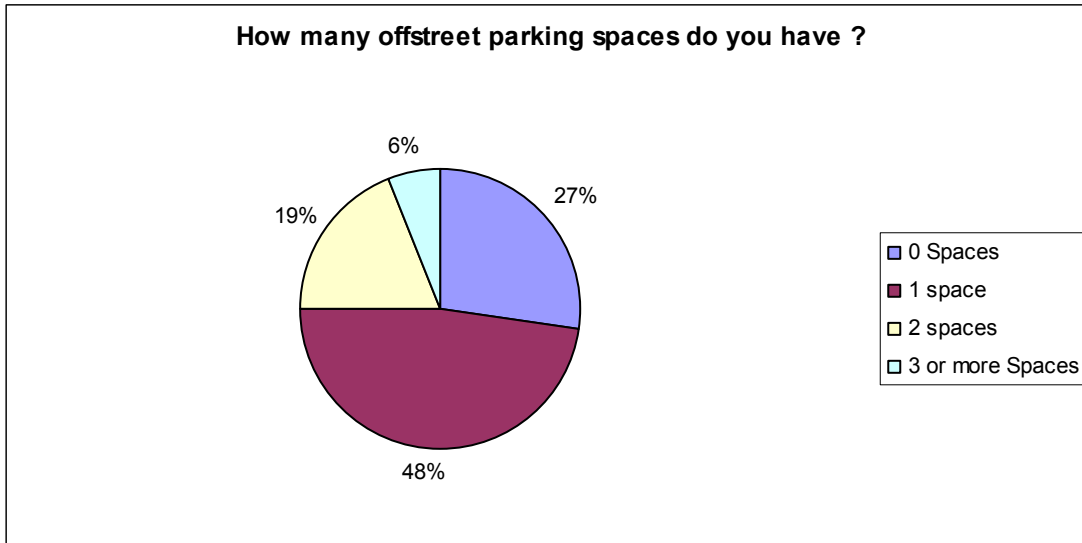


**IF** the responses received from each road were representative of these roads as a whole then the projected number of cars on the estate would be as shown in the graph below:



## How many off-street parking spaces do you have ?

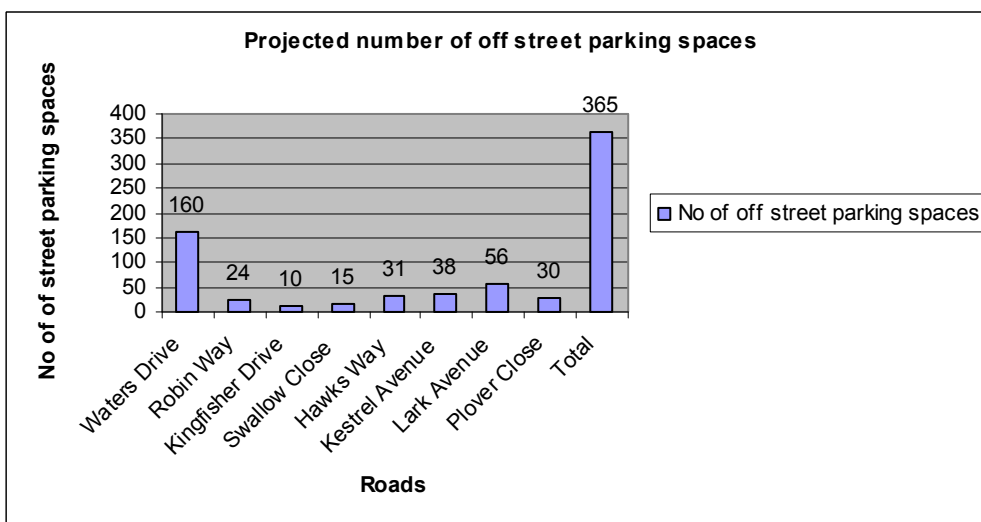
The proportions of off-street spaces per household is shown below.



However there is a marked difference in the responses from individual roads:

Road	0 Spaces	1 space	2 spaces	3 or more Spaces
Waters Drive	11	23	8	3
Robin Way	2	5		
Kingfisher Drive	5	3		
Swallow Close	1	2		
Hawks Way	2	5	3	
Kestrel Avenue		2	1	2
Lark Avenue	2	4	2	1
Plover Close		1	2	
No address provided	3	2	1	
<b>Total</b>	<b>26</b>	<b>47</b>	<b>17</b>	<b>6</b>

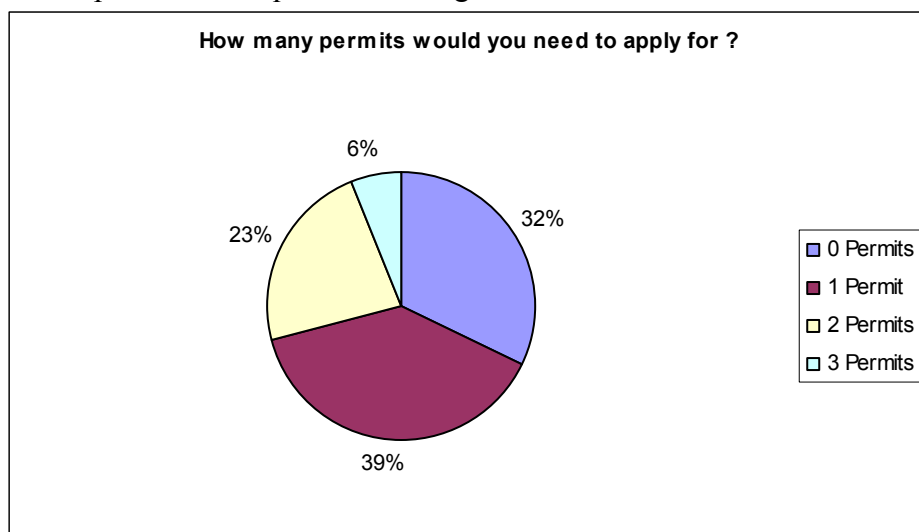
**IF** the responses received from each road were representative of these roads as a whole then the projected number of off-street parking spaces on the estate would be as shown in the graph below:



A majority of residents responded that the plans submitted did not provide for sufficient on-street parking bays and that there was too much use made of double yellow lines.

## How many permits would you need to apply for ?

The response to this question in %age terms is shown below:



Looking at the individual responses it is clear that because there is currently a lack of clarity about how the CPZ would be implemented, different people made different assumptions in arriving at the estimate for the number of permits they would require. For example it would appear that some assumed that if they had sufficient off-street parking they would NOT need to buy a permit whereas others assumed they would. It is also not clear whether permits will be transferable between cars. This would make a significant difference and yet again some residents have assumed one way and others for the contrary.

The table below attempts to derive some measures of the possible range of residents' permits required.

For each road the 'No of cars parked on the road' is derived from the number of cars and parking spaces on **each** response and then summed. NB just using the aggregated data on cars and off-street spaces from the graphs above would give a miss-leading assessment because for instance all off-street parking spaces are not available to all residents, they are just available to the particular homes to which they are attached or allocated.

To use an example to explain the calculation: in Waters Drive 23 homes would have no cars parked on the road so not need permits, 17 would have 1 car needing one permit etc. So the Total Permits required for these would be  $17 \times 1 + 3 \times 2 + 2 \times 3 = 29$ . As there were 45 responses from Waters Drive and there are 147 homes **IF** this is a representative sample then it would indicate that  $147/45 \times 29 = 95$  residents' cars likely to be parked on the road and thus bays required for these.

The second line for each road provides the raw data for the number of permits residents say they will need. An overall prediction for the number of permits is calculated as above.

Hence based on this sample of 28% and recognising that it is a snapshot in time, as car ownership can vary, it looks like the number of parking bays needs to be circa 205 plus a contingency for visitors. However the potential error inherent in extrapolating from such a sample needs to be recognised. Consideration needs to be made of where demand for on-street parking bays is and where it can be provided. Some streets have so many private driveways that there just is little space to provide on-street parking bays. One respondent stated that in the block of garages that includes his, he is the only one using it to park his car, all other residents use them for storage. The introduction of a CPZ may well encourage some residents to clear out their garages thus creating

more off-street parking. However this will not be possible for those with limited other storage space and nowhere to create it.

With similar caveats, the survey figures suggest that up to circa 369 permits may be required depending on whether they are transferable or not. It is expected that this figure would reduce with clear communication from the council about how the CPZ is to operate and that the recommendation that permits are transferable between cars is taken on board.

Count (cars on road/permits) ->	0	1	2	3		
Road	Number of Responses				Total	Prediction
<b>Waters Drive</b>						
No of cars parked on road	23	17	3	2	29	<b>95</b>
Requested permits	12	22	6	5	49	<b>160</b>
<b>Robin Way</b>						
No of cars parked on road	4	2	1		4	<b>19</b>
Requested permits	3	3	1		5	<b>24</b>
<b>Kingfisher Drive</b>						
No of cars parked on road	4	2	2		6	<b>20</b>
Requested permits	2	4	2		8	<b>27</b>
<b>Swallow Close</b>						
No of cars parked on road	1	1	1		3	<b>23</b>
Requested permits	1		2		4	<b>31</b>
<b>Hawks Way</b>						
No of cars parked on road	5	2	3		8	<b>22</b>
Requested permits	4	1	4	1	12	<b>34</b>
<b>Kestrel Avenue</b>						
No of cars parked on road	5				0	<b>0</b>
Requested permits	4	1	0		1	<b>4</b>
<b>Lark Avenue</b>						
No of cars parked on road	6	1	2		5	<b>26</b>
Requested permits		4	5		14	<b>72</b>
<b>Plover Close</b>						
No of cars parked on road	3				0	<b>0</b>
Requested permits	1	1	1		3	<b>18</b>
<b>Total</b>						
No of cars parked on road	<b>51</b>	<b>25</b>	<b>12</b>	<b>2</b>	<b>55</b>	<b>205</b>
Requested permits	<b>27</b>	<b>36</b>	<b>21</b>	<b>6</b>	<b>96</b>	<b>369</b>