

Zone S Residents Parking Scheme Review November 2018

Background

A light-touch resident parking scheme was implemented in the Hanover and Elm Grove Area (Zone S) in October 2017, following a public consultation in December 2016. The scheme operates from Monday to Friday with hours of operation 11am to midday and 6pm to 7pm.

This review is an opportunity for residents in the scheme boundary to have their say on any changes they feel are required to improve how the parking controls operate, and specifically, whether the parking scheme is working in terms of the hours and/or days of operation, if the types of bays provided are suitable and how the different types of permits are working.

Headline Findings

- 49.4% of respondents were either satisfied or very satisfied with the parking scheme
- 32.7% were dissatisfied or very dissatisfied with the scheme
- 60.6% of respondents support keeping the scheme hours as they are?

Methodology

In November 2018, the council wrote to all property addresses within the existing Zone S, asking for views on the operation of the parking scheme. A prepaid envelope for reply was included and respondents were also invited to complete the survey online via the council's Consultation Portal should they wish to. 90.3% responses received were by mail and 9.7% on line. The consultation ran from 11 November 2018 to 4 January 2019.

Results

731 valid responses¹ were received from within the proposed scheme boundary giving a response rate of 25.2%.

¹ 10 responses were removed from the analysis for the following reasons: 4 were duplicate cases, 6 where no street name was given.

Q1 Please indicate your satisfaction with the current Zone S parking scheme?
(Response base 706²)

	Number	%
Very Satisfied	123	17.4
Satisfied	226	32.0
Neither satisfied or Dissatisfied	128	18.1
Dissatisfied	126	18.1
Very Dissatisfied	103	14.6
Total	706	100

Street by street:

Street	Response rate %	Very satisfied/ Satisfied		Neither satisfied/ Dissatisfied		Dissatisfied/ Very dissatisfied	
		Number	%	Number	%	Number	%
Arnold Street	36.5	12	44.4	6	22.2	9	33.3
Baxter Street	43.2	6	37.5	5	31.3	5	31.3
Bembridge Street	14.3	4	100.0	0	0.0	0	0.0
Bernard Place	0.0	0	0.0	0	0.0	0	0.0
Bernard Road	25.5	15	57.7	5	19.2	6	23.1
Bonchurch Road	22.6	19	42.2	14	31.1	12	26.7
Brading Road	18.0	10	40.0	5	20.0	10	40.0
Carisbrooke Road	35.1	9	69.2	1	7.7	3	23.1
Carlyle Street	36.3	12	41.4	4	13.8	13	44.8
Clayton Road	20.3	7	58.3	3	25.0	2	16.7
Cromwell Street	21.1	1	25.0	0	0.0	3	75.0
Down Terrace	26.3	13	52.0	3	12.0	9	36.0
Elm Grove	17.2	17	47.2	7	19.4	12	33.3
Firle Road	12.5	3	37.5	0	0.0	5	62.5
Freshfield Road	37.5	28	62.2	6	13.3	11	24.4

² Response base = number of people answering this question

Street	Response rate %	Very satisfied/ Satisfied		Neither satisfied/ Dissatisfied		Dissatisfied/ Very dissatisfied	
		Number	%	Number	%	Number	%
Freshfield Street	42.9	18	66.7	2	7.4	7	25.9
Glynde Road	13.6	1	16.7	1	16.7	4	66.7
Hallett Road	21.0	2	15.4	2	15.4	9	69.2
Hartington Place	33.3	4	66.7	1	16.7	1	16.7
Hartington Road	25.1	29	54.7	13	24.5	11	20.8
Hartington Terrace	47.4	12	66.7	4	22.2	2	11.1
Lynton Street	39.3	5	22.7	5	22.7	12	54.5
May Road	21.8	10	58.8	4	23.5	3	17.6
Pankhurst Avenue	21.3	21	44.7	9	19.1	17	36.2
Plumpton Road	16.7	2	66.7	0	0.0	1	33.3
Queens Park Rise	32.6	13	92.9	1	7.1	0	0.0
Queens Park Road	22.8	12	42.9	1	3.6	15	53.6
Ryde Road	18.4	3	33.3	5	55.6	1	11.1
Sandown Road	25.0	13	59.1	4	18.2	5	22.7
Shanklin Road	15.0	7	23.3	10	33.3	13	43.3
St Helens Road	25.8	6	75.0	0	0.0	2	25.0
Totland Road	29.3	13	48.1	2	7.4	12	44.4
Whippingham Road	17.3	16	55.2	3	10.3	10	34.5
Whippingham Street	32.4	6	50.0	2	16.7	4	33.3
Total	24.3	349	49.4	128	18.1	229	32.4

Q2 Which option would prefer for the scheme in your area? (Response base 681)

	Number	
Option 1, Keep things as they are: Monday to Friday 11am-midday and 6pm to 7pm	413	60.6
Option 2, Increase the parking controls with the same hours but also include Saturday and Sunday: Monday to Sunday 11am to midday and 6pm to 7pm	96	14.1
Option 3, Increase the parking control hours to Monday to Sunday 9am to 8pm.	172	25.3

Total	681	100
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Street by street:

Street	Response rate %	Option 1		Option 2		Option 3	
		Number	%	Number	%	Number	%
Arnold Street	36.5	10	37.0	5	18.5	12	44.4
Baxter Street	43.2	4	28.6	5	35.7	5	35.7
Bembridge Street	14.3	3	75.0	1	25.0	0	0.0
Bernard Place	0.0	0	0.0	0	0.0	0	0.0
Bernard Road	25.5	18	66.7	4	14.8	5	18.5
Bonchurch Road	22.6	23	51.1	10	22.2	12	26.7
Brading Road	18.0	18	72.0	2	8.0	5	20.0
Carisbrooke Road	35.1	11	84.6	1	7.7	1	7.7
Carlyle Street	36.3	7	25.0	6	21.4	15	53.6
Clayton Road	20.3	8	61.5	2	15.4	3	23.1
Cromwell Street	21.1	1	33.3	1	33.3	1	33.3
Down Terrace	26.3	14	63.6	4	18.2	4	18.2
Elm Grove	17.2	24	68.6	3	8.6	8	22.9
Firle Road	12.5	6	100.0	0	0.0	0	0.0
Freshfield Road	37.5	26	61.9	8	19.0	8	19.0
Freshfield Street	42.9	12	46.2	6	23.1	8	30.8
Glynde Road	13.6	4	100.0	0	0.0	0	0.0
Hallett Road	21.0	3	25.0	0	0.0	9	75.0
Hartington Place	33.3	4	66.7	1	16.7	1	16.7
Hartington Road	25.1	43	78.2	6	10.9	6	10.9
Hartington Terrace	47.4	14	73.7	2	10.5	3	15.8
Lynton Street	39.3	6	28.6	4	19.0	11	52.4
May Road	21.8	15	93.8	0	0.0	1	6.3
Pankhurst Avenue	21.3	25	59.5	7	16.7	10	23.8
Plumpton Road	16.7	2	66.7	0	0.0	1	33.3
Queens Park Rise	32.6	11	84.6	2	15.4	0	0.0
Queens Park Road	22.8	12	44.4	4	14.8	11	40.7
Ryde Road	18.4	6	66.7	1	11.1	2	22.2
Sandown Road	25.0	18	85.7	1	4.8	2	9.5
Shanklin Road	15.0	22	73.3	2	6.7	6	20.0
St Helens Road	25.8	5	62.5	1	12.5	2	25.0
Totland Road	29.3	17	60.7	1	3.6	10	35.7
Whippingham Road	17.3	13	50.0	5	19.2	8	30.8
Whippingham Street	32.4	8	72.7	1	9.1	2	18.2
Total	24.3	413	60.6	96	14.1	172	25.3

Q3 Additional Comments

These were split into 3 categories:

- What is going well with the scheme?
- What is not going well with the scheme?
- Any other comments relating to the scheme?

Comments were themed as follows:

What is going well with the scheme?	Number of times mentioned
Can find a space close to home easily/ More residents parking available	176
Less non-resident/ commuter/ abandoned vehicle parking	77
Streets are safer/ less pollution/ more pedestrian friendly	35
Good enforcement/ helpful services/ positive customer experience	26
Reduced congestion/ less traffic	13

What is not going well with the scheme?	Number of times mentioned
Parking problems in evenings/ at weekends – outside of restricted hours	202
Against increasing permit costs/ too expensive/ don't want to pay for parking	94
Problems with enforcement/ machines not working/ still some residents flouting the rules	66
Not enough parking spaces	58
Visitor permits are too expensive	43
Online system is not use friendly/ difficult to buy visitor permits/ want paper permits	37
Not enough Pay & Display machines on street	31
Too many parked cars/ blocked roads/ cars travelling down one-way streets/ buses get stuck	18
Not enough visitor permits	15
Too many vehicles per household/ too many permits issued	13

What is not going well with the scheme?	Number of times mentioned
Need better marked bays/ inconsiderate parking across bays	13
Too many: cycle/ loading/ car club bays/ disabled bays	12
Increased space = cars speeding/ travelling too fast	12
Want visitor permits to have a longer life/ 24 hours/ should allow for overnight stays	12
Problems with pavement parking on Elm Grove	10
Staff from the hospital park in the area with carers badges	5
Create an app/ make more available on-line	3
Pay & Display meters are confusing/ unattractive	1

Any other comments	Number of times mentioned
Too many double yellow lines	16
Introduce other speed calming measures	7
Requests for more secure bike parking	3

Demographic Information

Age (response base 558)

Age	Number	
18-24	20	3.6
25-34	47	8.4
35-44	138	24.7
45-54	146	26.2
55-64	108	19.4
65-74	67	12.0
75+	32	5.7
Total	558	100

Gender (response base 601)

Gender	Number	
Male	286	47.6
Female	312	51.9
Other	3	0.5
Total	601	100

Gender Identity (response base 552)

Do you identify as the gender you were assigned at birth?	Number	
Yes	543	98.4
No	9	1.6
Total	552	100

Disability (response base 565)

Disability	Number	
Yes, a little	50	8.8
Yes, a lot	60	10.6
No	455	80.5
Total	565	100

Of those who answered “yes”, disabilities were as follows:

Please state the type of impairment which applies to you.	Number
Physical impairment	69
Sensory impairment	4
Learning disability/ difficulty	5
Long-standing illness	39
Mental health condition	19
Development condition	0
Autistic Spectrum	3
Other	7

Ethnic Origin (response base 591)

Ethnic Origin		Number	
White	White English/ Welsh/ Scottish/ Northern Irish/ British	520	88.0
	Irish	13	2.2
	Gypsy or Irish Traveller	0	0
	Any other white background	32	5.4
Asian or Asian British	Bangladeshi	1	0.2
	Indian	4	0.7
	Pakistani	0	0
	Chinese	3	0.5
	Any other Asian background	4	0.7
Black or Black British	African	2	0.3
	Caribbean	1	0.2
	Any other Black background	0	0
Mixed	Asian & White	2	0.3
	Black African & White		
	Black Caribbean & White	1	0.2
	Any other mixed background	4	0.7
Any other ethnic group	Arab	1	0.2
	Any other ethnic group	3	0.5
Total		591	100

Sexual Orientation (response base 534)

Sexual Orientation	Number	
Bisexual	11	2.1
Gay Man	24	4.5
Heterosexual/ straight	473	88.6
Lesbian/ Gay Woman	19	3.6
Other	7	1.3
Total	534	100

Religious Belief (response base 556)

Religious Belief	Number	
I have no particular religion or belief	288	51.8
Buddhist	11	2.0
Christian	142	25.5
Hindu	2	0.4
Jain	0	0
Jewish	4	0.7
Muslim	7	1.3
Pagan	3	0.5
Sikh	1	0.2
Agnostic	9	1.6
Atheist	68	12.2
Other	11	2.0
Other philosophical belief	10	1.8
Total	556	100

Carer (response base 592)

Are you a carer	Number	
Yes	55	9.3
No	537	90.7
Total	592	100

If yes, do you care for a:	Number
Parent	14
Partner or Spouse	13
Child with special needs	10
Friend	7
Other family member	7
Other	0

Armed Forces

Armed Forces	Yes		No	
	Number		Number	
Are you currently serving in the UK armed forces?	3	0.5	550	99.5
Have you ever served in the UK armed forces?	12	2.2	541	97.8
Are you a member of a current or former serviceman or woman's immediate family/ household?	6	1.1	536	98.9

Appendix E

10 responses were removed from the analysis as they fell into the following categories:

- 4 Duplicates (only one responses per household was included)
- 6 Responses where no street name was given

