

## **GUILDFORD PARKING ANNUAL REPORT 2016-17**

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## 1. Summary

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

## 2. Introduction

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

## 3. Aims

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

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

## 4. On-street parking management in Guildford

### On-street parking space

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

### Residents Parking

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

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

**On-street pay and display**

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

**On-street parking –**

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

**Use of on-street Pay and Display Parking**

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

**TABLE 1- On Street Pay and Display Usage**

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

## Annexe 1

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

#### Residents Parking Permits and Space.

- 4.11 The availability of parking space in the centre of town causes residents concern particularly in area A where the table shows there are more permits than spaces available. The controls in Area A operate between 8.00am and 6.00pm Monday to Saturday when there will usually be residents away in their cars particularly during the working week.

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

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

\*spaces provided for permit holders

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

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

## 5. On-street parking reviews

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

## 6. Off-street Parking

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

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

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

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

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

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

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



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

### Contract Parking

- 6.8 The council operates over 600 contract parking spaces around the town centre. These provide the holder with a reserved parking space. They are most suitable for business users who need to come and go, because they provide the reserved space. However, when the user is away the space is normally empty. This is not an efficient use of the limited amount of space we have in the town centre.
- 6.9 The number of contract spaces we can provide is due to reduce, through development of the sites on which the car parks are located. Rather than replace them the Parking Strategy proposes greater use of season tickets in interceptor car parks on key routes into the town. A season ticket provides entry and exit from larger car parks but does not provide a reserved space. The spaces can be used by other drivers when the season ticket holder is away and provides a more efficient use of space.
- 6.10 We also provide season tickets in Farnham Road, York Road, Guildford Park and a limited number in Bedford Road Multi Storey.

### Improving the customer experience

- 6.11 All the council's public car parks hold the Safer Parking Award from the Police and British Parking Association to show they exceed the standards set for car parks. It is important we maintain these standards. There are additional reports of unauthorised use of car parks by groups of young people, skate boarders, parkour and rough sleeping. We will look at ways of reducing unauthorised use.
- 6.12 We provide flexible methods for customers to pay. Our barrier controlled car parks, Castle, Tunsgate, York Road and Farnham Road allow the motorist to pay when they

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

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

**TABLE 4 - Payment by methods**

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

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

## 7 ENFORCEMENT

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

## Annexe 1

- 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 others contraventions which do not comply with the parking orders.

- 7.2 We can only enforce formal parking restrictions and where a vehicle is actually blocking a dropped kerb or parked more than 50cm from the kerb (double parking). Formal parking restrictions like yellow lines and parking bays need to be supported by the correct signs and road markings. Unless there are formal restrictions we cannot enforce against vehicles parked on a footway or verge or vehicles parking too close to a bend. The police have the power to deal with dangerous parking or obstruction.
- 7.3 Our enforcement is designed to deter contraventions by drivers. We will never be able to penalise every contravention, but the risk of receiving a penalty charge needs to be a deterrent to most motorists.

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

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

- 7.4 Table 5 above shows that slightly fewer penalty charge notices (PCNs) were issued on street in 2016-17 than in 2015-16. There are two categories of penalty charge. The higher level charge of £70 applies to contraventions where parking is generally not permitted, on yellow lines, in disabled bays and residents bays. A lower charge of £50 applies to contraventions where parking is generally permitted but, for example, the driver has stayed too long. The data in Appendix 5 shows almost two thirds of the PCNs issued on street were for higher level, more serious contraventions.
- 7.5 The rate of appeal against our penalty charge notices is still one of the lowest in the country while payment rates are good. This shows that we are issuing quality penalty charge notices and cancelling when there are grounds to do so.
- 7.6 Statutory Guidance issued by the Department for Transport regarding dealing with enquiries about penalty charge notices makes it clear that authorities have a duty to act fairly and proportionately. Authorities are encouraged to exercise discretion sensibly and reasonably and with due regard to the public interest.

- 7.7 The data in Appendix 5 also shows that the vast majority of cancellations occur because motorists do not display permits or tickets when they should. Our general policy is to cancel these notices on the first occasion if we are satisfied that the driver had paid to park or had a permit, but made a mistake. We also cancel if we are satisfied there are sufficient mitigating circumstances. The number of cancellations due to errors by Civil Enforcement Officers is small.
- 7.8 The introduction of new restrictions can confuse people, particularly if the restrictions change and they do not think to check the new signs. Depending on the change, we initially warn and then enforce, but will consider the circumstances put forward.

## 8. Park and Ride

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

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

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

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

8. 6 In 2015-16 the bus contract cost net of fare revenue was £389,232 and the additional fare revenue has reduced this in 2016-17 £308,731. There was an increase in the site running costs, but overall the cost of running park and ride reduced by 9% from £733,713 to £667,289.

**Appendix 2 - On street parking financial statement**

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

## Annexe 1

## Appendix 3

## Public Metered Car Parks

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

**Appendix 3 (cond.)**

**Contract Parking**

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

**Garages**

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



## Annexe 1

## Appendix 4 – Off Street Financial Statement

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

**Appendix 5  
Car Park Usage by year**

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

53 weeks in the year

**Penalty Charge Notices Issued in Guildford**

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

**Appendix 5 (cont) Cancellation  
Reasons**

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

**Appendix 6 Park & Ride Usage**

	Spectrum 100		Artington 200		Merrow 300		Onslow 400		Total	
	15-16	16-17	15-16	16-17	15-16	16-17	15-16	16-17	15-16	16-17
<b>Apr</b>	17117	16203	31218	30066	21593	19615	8066	8253	77994	74137
<b>May</b>	16257	15058	30743	27919	20122	16466	7079	6986	74201	66429
<b>June</b>	17151	15770	31201	27510	20500	17481	7754	7556	76606	68317
<b>July</b>	18050	13854	31951	26787	21085	18699	8067	7118	79153	66458
<b>Aug</b>	15729	14460	29333	27895	20182	17306	7645	6919	72889	66580
<b>Sept</b>	15979	14902	29216	28133	19607	16575	7622	6953	72424	66563
<b>Oct</b>	17564	15238	31920	30984	22266	19624	8798	7531	80548	73377
<b>Nov</b>	16578	16622	34126	35104	22007	22070	8676	8526	81387	82322
<b>Dec</b>	18968	15854	37822	37236	25361	25490	9400	8763	91551	87343
<b>Jan</b>	15454	14417	29647	29928	19625	18673	8166	7554	72892	70572
<b>Feb</b>	17175	13403	28497	26445	16899	16351	8254	6892	70825	63091
<b>Mar</b>	17094	14867	29600	30019	18200	19238	8108	7794	73002	71918
<b>Total</b>	203216	180648	375474	358026	247447	227588	97635	90845	923472	857107
<b>Change</b>		-11%		-5%		-8%		-7%		-7%

**Income**

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