

## **GUILDFORD PARKING ANNUAL REPORT 2018-19**

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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 how the parking service has operated in the year 2018-19. It should be read in conjunction with the following:

- On-Street 2019-20 Business Plan (Guildford Joint Committee)
- Off-Street 2019-20 Business Plan (The Executive Committee)
- 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 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 December 2019 and Guildford Borough Council's Executive Committee (The Executive) in January 2020. 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 below shows there are more permits than spaces available in A and B. 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 visitors.

### 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 vs permits
A	799	278	1059	0.8
B	378	113	414	0.9
C	329	188	259	1.3
D	333	193	278	1.2
E	304	123	265	1.1
F	732	531	378	1.9
G	119	119	52	2.3
H	271	271	93	2.9
I	683	357 (306*)	133	5.1
J	466	400 (53*)	168	2.8

\* unrestricted spaces in addition to the shared use spaces

- 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 5.4.
- 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 accommodate 388,939 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 and the tariff has recently (September 2019) been increased from 80p to £1. 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. This price change brings the charges for the 30-minute maximum stay on-street 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 car parks is £1.30 per hour.

#### **On-Street Pay & Display Usage**

- 4.12 On-street P&D usage has declined over the last decade with a 31% reduction in tickets sold since 2009. (see table below). 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 may deter 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 locations and the present, limited coin-only payment option.

The decline in revenue has been at a slower rate, reducing by 13%. However, the revenue per ticket has increased by 18%, which might suggest that 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.

<b>GFD On-street parking Performance</b>			
<b>Year</b>	<b>Tickets sold</b>	<b>Income £</b>	<b>Avg £ per Ticket</b>
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

### No of Pay and Display Spaces

Year	Pay & Display (P&D)	P&D Dual Use	Totals
2009	313	182	495
2019	270	193	463

- 4.13 The table below shows the comparison of ticket sales and income for the first six months of 2018-19 and 2019-20. This suggests that on-street usage and income continues to be on a downward trend while off-street continues to increase. This may indicate that some visitors prefer to favour the flexibility of car parks than on-street.

### On-Street Pay and Display Ticket/Income (6-month comparison)

6 month Comparison	Tickets sold			Income £		
	2018-2019	2019-2020	Difference %	2018-2019	2019-2020	Difference %
Apr-Sep	191,854	171,551	-11%	291,784	263,943	-10%

- 4.14 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. Whilst suspensions generate income (£58,142 in 2018-19), in locations where P&D bays are affected, it can reduce ticket sales.

## 5. On-Street Parking Review Update

- 5.1 The Guildford Joint Committee met and agreed to proceed with following proposals as part of the current Parking review:

### Guildford town centre controlled parking zone (CPZ)

- 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,
- The limit on permits in Area D of the Controlled Parking Zone be increased by **10%**, from 273 to 316,
- 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,
- To review the retrospective exclusion of new residential developments of 6 dwellings or more, in the Controlled Parking Zone areas A, B and D,
- 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

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

5.2 The above controls were formally advertised for 21 days, between 20 September and 11 October 2019. This involved writing to affected properties, publishing public notices, erecting street notices and placing documents on deposit. The information was also made available on the Borough Council's website. Almost 10,000 households and businesses were written to directly about the proposals, which could potentially lead to changes affecting 137 roads across the borough. Around 900 representations were received. Originally, it was planned that, following consultation with the local borough and county councillors, the Parking Manager would consult with the Chairman and Vice Chairman of the Committee before determining the way forward. However, given the significant nature of the changes, and the volume and nature of the responses, it is now recommended that a number of proposals are reported to the next Committee meeting, to be held in March 2020. Even so, implementation is still expected to take place in mid to-late 2020.

#### Schools Watch

5.3 School watch patrols continue to be beneficial in targeting areas around some schools that are more problematic and where most to target enforcement resources. During some busy periods where PCSO's can be available, are working with enforcement to encourage drivers to make better choices at drop-up and pick-up times. During the period between September 2018 to July 2019, the following were recorded:

- 366 patrols were conducted around (28) Guildford schools, down from 454 patrols last year,
- 355 penalty charge notices were issued, down from 395 last year,
- 2,484 cars were asked to move on from various parking restrictions, down from 2,776 from last year.

**Appendix 6** shows how the above figures were broken down during this period and where the hot spots, or busiest periods have been, which is in line with when patrols were increased. School Watch now has expanded to include our on-street enforcement operation in Waverley Borough. Although the number of patrols, penalties and move ons dipped in 2018-19, in comparison with 2017-18, our enforcement has become more targeted in dealing with the persistent issues. We have also recently been successful in recruiting additional CEOs, bringing our establishment up to strength. This will allow us to patrol more regularly, both generally, and in relation to School Watch.

**Appendix 7** shows a School Watch update which was sent out to those schools where patrols have been carried out. The update encourages schools to send out with newsletters to re-inforce their own messages around creating a safe environment around drop-off and pick-ups. This information has also been posted on the Parking and Travel web site giving helpful advice about safety around schools.

#### Car Clubs



- 5.4 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 Parking Services operates 24 public car parks, providing just over 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 a Guildford Parking App, “Ethos GeoMii”, which predicts where parking space will be available and plots a route for the driver. The App. also covers the on-street P&D only parking spaces. 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.
- 6.3 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 that meet high standards and have no or very low levels of crime.

### Usage of the Car Parks

- 6.4 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 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.

### Car Park Usage

- 6.5 The below table shows how the usage for car parking spaces has performed in comparison to the same period the previous year, with an increase in ticket sales of 2% and revenue of 0.3%. This compares better against on-street, which has decreased as explained in 4.12.



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	3,404,133	8,039,985
2016-17	3,334,215	8,342,275
2017-18	3,240,170	8,259,695
2018-19	3,305,864	8,284,819

Usage and income have increased despite redevelopment work at Guildford Park car park, the refurbishment of Castle car park taking place during the period and reductions in capacity at Bright Hill (see section 7).

#### **Contract Parking and Season Tickets**

- 6.6 The council operates over 300 contract parking spaces around the town centre, which generated £690,094 revenue last year and typically runs at over 95% capacity. Over the past 5 years, the number of contract spaces available has reduced by half due to new developments. The spaces are most suitable for business users who need to come and go, because they provide a reserved space.
- 6.7 Season tickets provide an alternative option in interceptor car parks on key routes into the town, and generated £1,005,390 last year. 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. However, a number of large companies, who have previously provided season tickets for their staff, have recently left Guildford or have chosen not to continue to provide the benefit. Therefore, we are looking at ways to reach out to new businesses coming to Guildford where parking may be limited.

#### **Improving the customer experience**

- 6.8 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 continue will look at ways of reducing unauthorised use.
- 6.9 The demand for electric charging points 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 installed 8 electric charging points in public car parks across Guildford with a further 4 on order. To charge the

motorist buys and displays a parking ticket while the vehicle is charging. GBC have a further 9 charging points to support 10 electric council vehicles.

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. There are 121 Green Scheme permit holders signed up to the scheme, which is an increase from 95 last year.

6.10 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. Transactions have continued to grow from last year and range from the lowest being 55,000 per month to 92,040 in December. Motorists who have paid by phone can add more time to their parking stay via the app without the need to return to the car park,
- Pay & display car park users can pay with **coins** at the machines, or **pay by phone** App,
- New, upgraded P&D equipment has been introduced in Bedford Road MSCP, which provide customers with the ability to use (contactless Wave & Pay) by card in addition to coin and pay by phone App facilities already available.

6.11 Payments by cash continue to reduce and pay by phone App methods of payment are increasing. Furthermore, contactless Wave & pay now exceeds pin pad card payments. The table below shows the percentage of money taken by each payment method.

#### Car Park Payment methods

Type of Car Park	Payment Method	Money Taken (%) 2017-18	Money Taken (%) 2018-19	Difference from 17-18 to 18-19 (%)
Pay & Display	Cash	63%	53%	(-) 10%
Pay & Display	Pay by Phone	37%	47%	(+) 10%
<b>Pay &amp; Display Totals</b>				
Pay on Foot	Cash	43%	30%	(-) 13%
Pay on Foot	Wave & Pay	N/A	47%	N/A*

Pay on Foot	Pin pad Card	57%	23%	(-) 34%
<b>Pay on Foot Totals</b>				
Overall	Cash	56%	45%	(-) 11%
Overall	Pay by Phone	24%	29%	(+) 5%
Overall	Wave & Pay	N/A	18%	N/A*
Overall	Pin pad Card	20%	9%	(-) 11%
<b>Overall Totals</b>				

*Wave & Pay (Contactless) was only introduced in June 2018 and therefore there are no figures for 2017-18.*

Benefits of reducing cash payments are fewer cash collections required and the opportunity for machines to be vandalised reduced. Money lost due to this in 2019 was £4,671.18.

### Park & Ride

- 6.12 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.

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.

- 6.13 The table below shows a comparison of passenger journeys over the first six months of 2018-19 period compared to the previous year.

### Passenger Journey Comparison (Apr 18 – Sep 18)

Apr-Sept	Artington	Merrow	Onslow	Spectrum	Total
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 %	(-) 12.76	(-) 12.43	(+) 6.29	(+) 0.93	(-) 7.46

- 6.14 The cost of park and ride in 2018-19 is set out below.

Funding 2018-19	£
Bus contract price (net of fare income)	239,980
Car park running costs (rent, site maintenance, site guards, general rates and other costs)	434,107
<b>Total cost</b>	<b>674,088</b>
Guildford On-street parking surplus	467,951
Paid from Guildford On-street parking reserve	206,137
<b>Total funding</b>	<b>674,088</b>

- 6.15 The operation of the P&R sites is funded by the on-street parking account, which generates a surplus. However, there have been reductions in on-street parking revenue. Changes to the on-street parking agency agreement with Surrey County Council in 2018, have reduced the surplus available to the Committee by 20%. The GBC/GJC surplus has been used to bridge the gap. However, this will be depleted from 2019-20 onwards, leading to a likely funding shortfall.

To improve the financial position, Parking Services is looking at ways to reduce costs and increase revenue:

- by changing the on-site provision in September 2019 and removing static guards which were no longer required, a saving of **£84,900** per annum is expected, which will improve the financial position from 2019-20.
- 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. Use of these two sites continues to increase. In this regard, we are also exploring options to relax the planning permissions, which may enable the bus operator to operate the service over an extended period, and in turn, this may help improve patronage / reduce the subsidy required.
- 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,
  - potential to utilise underused space at Onslow P&R for local business needing parking,
  - changes planned to extend the operational hours of the on-street controls within the central areas of the CPZ may increase patronage to the P&R and the additional income generated from the changes may aid the financial position,
- consider the existing P&R sites and if there are better sites to service, the public needs where subsidies may not be required, such as the Northern / North eastern corridor.

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

## **7. Off-street Parking Update**

- 7.1 Guildford Park car park's capacity has been reduced over an extended period to enable redevelopment work. Most recently, capacity was reduced from 400 to 220 spaces from January 2019 onwards for pile testing and enabling works, prior to the redevelopment commencing. Bright Hill car park is also operating at reduced capacity due to ongoing issues with the vehicle safety barriers.

- 7.2 Tunsgate development was completed and the car parking facility was brought back into use from June 2018.
- 7.3 Millmead House car park enforcement started.
- 7.4 In line with GBC strategy to use local renewable energy sources, Parking services is planning to install a Solar PV panel on the roof of Farnham road car park. This will generate electric which will feed 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.
- 7.5 The following works were carried out within 2018-19 period:-
- re-coating decking works carried out at Castle car park,
  - drainage and maintenance works were carried out in Bedford road, Leapale road and Castle car park,
  - Portsmouth road, Millbrook car park and Bedford Road MS Level 1 are relined

## **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 others 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 (double parking). 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.
- 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 The table below shows that less penalty charge notices (PCNs) were issued in 2018-19 than the previous year. 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 stayed too long. A breakdown of penalty charges can be seen in **Appendix 5**.

### Number of Penalty Charge Notices Issued

Guildford PCN Issues	2017-18	2018-19
On-street	23,885	15,572
Off-street	10,368	11,199
<b>Total Issued</b>	<b>34,253</b>	<b>26,771</b>

- 8.7 During the period we had difficulties backfilling vacant CEO posts. A couple of CEOs were on long-term sickness. However, the specific decline in on-street PCNs might be a reflection of improved motorist behaviour, coupled with the decline in on-street usage, particularly the town centre P&D and dual-use spaces.
- 8.8 The table in **Appendix 5** shows the rate of appeals (17%) against our penalty charge notices, most favour to pay without challenge (62%) showing that we are issuing quality penalty charge notices and cancelling (11%) when there are grounds to do so.
- 8.9 The data in **Appendix 5** shows the reasons why PCNs have been cancelled. During this period, the vast majority were categorised as “mitigating and other circumstances”. 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.
- 8.10 CEO's 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.
- 8.11 Now the CEO's have the capacity of evidencing drive-aways with their bodycams, where the CEO was prevented from issuing the ticket on the car, we are in the progress of updating our IT system and should be able to issue “Regulation 10” postal PCN's soon.
- 8.12 We recently recruited 3 additional CEOs to bring our establishment back up to strength and the staff on long-term sickness are now back at work full-time.

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- Appendix 7 School Watch Brief (sent to schools)**



**Appendix 1 – On-Street Parking**

<b>Town Centre CPZ Parking Bay Types</b>	<b>No.</b>
Overall	4,767
Permit Only	1,482
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)	42
Car Club permit only	12



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

<b>GUILDFORD ONSTREET FINANCIAL SUMMARY</b>				
<b>2017-18</b>		<b>2018-19</b>	<b>2019-20</b>	<b>2019-20</b>
<b>Actual</b>		<b>Actual</b>	<b>Estimate</b>	<b>Projection</b>
<b>£</b>		<b>£</b>	<b>£</b>	<b>£</b>
	<u>Expenditure</u>			
567,445	Employee Related	557,936	658,600	680,620
46,593	Premises Related	44,668	47,090	48,561
8,222	Transport Related	9,227	14,390	14,427
139,047	Supplies & Services	132,203	171,710	138,566
67,000	Support Services	66,251	117,490	117,532
828,307		810,285	1,009,280	999,706
	<u>Income</u>			
(99,309)	Visitor Permits	(106,542)	(99,310)	(108,111)
(665,425)	Meter Income	(610,124)	(673,980)	(583,922)
(468,419)	Penalty Fees	(453,955)	(468,420)	(472,515)
(171,207)	Residents Permits	(168,802)	(171,210)	(161,427)
(98,153)	Suspension Fees	(58,142)	(98,150)	(83,757)
3,221	Other Income	2,340	1,260	1,165
(1,499,292)		(1,395,224)	(1,509,810)	(1,408,567)
<b>(670,985)</b>	<b>Net Expenditure/(Income)</b>	<b>(584,939)</b>	<b>(500,530)</b>	<b>(408,861)</b>
0	Capital Financing Costs	0	0	0
<b>(670,985)</b>	<b>Net Expenditure/(Income)</b>	<b>(584,939)</b>	<b>(500,530)</b>	<b>(408,861)</b>
0	Re-lining works & signage	0	0	0
<b>(670,985)</b>	<b>Total Net Exp./(Income)</b>	<b>(584,939)</b>	<b>(500,530)</b>	<b>(408,861)</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 MS	1033	7 days a week - P&D	Multi-storey
Castle Car Park	350	7 days a week short stay - Pay on Foot	Multi-storey
Leapale Road	384	7 days a week short stay - P&D	Multi-storey
Tunsgate	64	7 days a week short stay - Pay on Foot	Underground
Millbrook	244	7 days a week - P&D	Surface
G Live	220	7 days a week - P&D	Surface & Partially covered
Mary Road	107	7 days a week - P&D	Surface
Bright Hill	93*	7 days a week - P&D	Surface
Bedford Road Surface	68	7 days a week - 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	917	7 days a week long stay - Pay on Foot	Multi-storey
York Road	605	7 days a week long stay - Pay on Foot	Multi-storey
Guildford Park – development work	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

\* 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 Sheds	35	Mon-Sat	Surface
Connaught Hse	Closed (26)	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>303</b>		

**Appendix 3 (cont.)**

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

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

<b>GUILDFORD OFFSTREET FINANCIAL SUMMARY</b>				
<b>2017-18</b>		<b>2018-19</b>	<b>2019-20</b>	<b>2019-20</b>
<b>Actual</b>		<b>Actual</b>	<b>Estimate</b>	<b>Projection</b>
<b>£</b>		<b>£</b>	<b>£</b>	<b>£</b>
	<u>Expenditure</u>			
644,470	Employee Related	654,700	746,630	728,306
2,259,838	Premises Related	2,366,483	2,342,330	2,359,460
28,517	Transport Related	29,111	41,840	40,041
536,659	Supplies & Services	617,833	615,210	689,268
212,475	Support Services	201,607	310,480	261,465
3,681,958		3,869,734	4,056,490	4,078,540
	<u>Income</u>			
(597,423)	Contract Parking	(690,084)	(644,120)	(694,078)
(8,259,695)	Meter Income	(8,284,819)	(8,904,500)	(8,351,366)
(221,862)	Penalty Fees	(259,821)	(221,080)	(244,178)
(996,187)	Season Tickets	(1,005,386)	(1,021,370)	(947,748)
(193,212)	Suspension Fees	(32,731)	0	0
(53,731)	Garage Rents	(54,715)	(53,740)	(52,879)
(7,350)	Other Rent	(12,362)	(7,350)	(11,950)
(94,594)	Other Income	(88,843)	(85,700)	(107,249)
(10,424,053)		(10,428,761)	(10,937,860)	(10,409,448)
<b>(6,742,095)</b>	<b>Net Expenditure/(Income)</b>	<b>(6,559,026)</b>	<b>(6,881,370)</b>	<b>(6,330,908)</b>
1,198,493	Capital Financing Costs	1,286,907	1,159,450	1,159,684
<b>(5,543,601)</b>	<b>Net Expenditure/(Income)</b>	<b>(5,272,120)</b>	<b>(5,721,920)</b>	<b>(5,171,224)</b>
119,181	Car Parks Maintenance Reserve Works	186,695	259,900	598,631
<b>(5,424,420)</b>	<b>Total Net Exp./(Income)</b>	<b>(5,085,425)</b>	<b>(5,462,020)</b>	<b>(4,572,593)</b>

**Appendix 5 – Enforcement (Guildford)**

<b>Penalty Charge Notices issued in Guildford 2018-2019</b>			
	<b>Off-Street Totals</b>	<b>On-Street Totals</b>	<b>Totals for Off and On</b>
Number of higher level PCNs issued	1866	10408	<b>12274</b>
Number of lower level PCNs issued	9333	5164	<b>14497</b>
<b>Total number of PCNs issued</b>	<b>11199</b>	<b>15572</b>	<b>26771</b>
Number paid at discount	6680	9855	<b>16535</b>
Number paid at full charge or above	1449	1883	<b>3332</b>
<b>Total number of PCNs paid</b>	<b>8129</b>	<b>11738</b>	<b>19867</b>
Number of PCNs against which Informal or Formal reps made	2347	2192	<b>4539</b>
Number of PCNs cancelled as a result of informal or formal reps	1112	1853	<b>2965</b>
Number of PCNs cancelled for other reasons	120	291	<b>411</b>
Number of PCNs written off	761	975	<b>1736</b>
Number of PCNs outstanding	755	1308	<b>2063</b>
<b>Total number of cancelled/written off/outstanding</b>	<b>2748</b>	<b>4427</b>	<b>7175</b>
Number of vehicles immobilised	0	0	<b>0</b>
Number of vehicles removed	0	0	<b>0</b>

<b>Off-Street 17-18 Totals</b>	<b>On-Street 17-18 Totals</b>	<b>Totals for 17-18 Off &amp; On</b>	<b>Diff to prev year %</b>
1828	16539	<b>18367</b>	<b>(-) 40%</b>
8540	7346	<b>15886</b>	<b>(+) 9%</b>
<b>10368</b>	<b>23885</b>	<b>34253</b>	<b>(-) 24%</b>

<b>PCN Cancellation Reasons 2018-19</b>	<b>No. Off Street</b>	<b>No. On Street</b>	<b>% Off Street</b>	<b>% On Street</b>
Motorist producing tickets which were not clearly display	236	70	12	6
Mitigating and other circumstances	<b>303</b>	404	<b>15</b>	<b>32</b>
Contract and other parkers entitled to park but not displaying correct permit	154	257	8	20
Machine faults and other equipment problems	183	29	9	2
Civil Enforcement Officers errors	66	102	3	8
Blue Badge Holders not parking according to the scheme	54	146	3	12
Problems with signs	36	28	2	2
Other issues	943	219	48	17
<b>Total</b>	<b>1975</b>	<b>1255</b>	<b>100</b>	<b>100</b>



**Appendix 6 – Schools Watch Update**

**Patrols by Period**

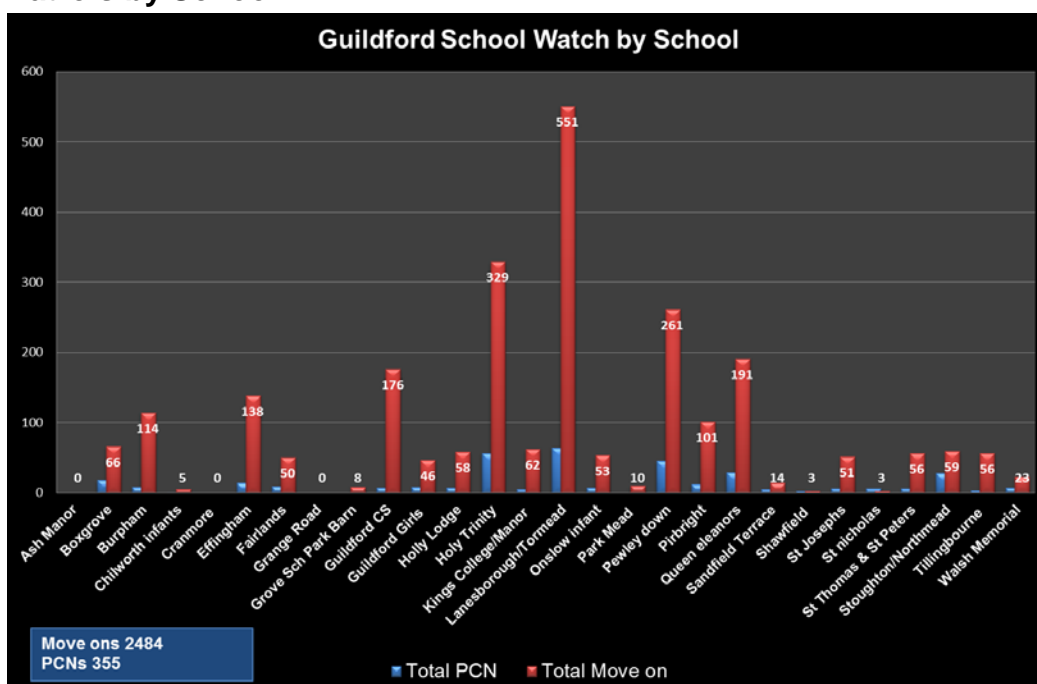
Month	PCN	Moved On	Totals
Sep-18	43	304	347
Oct-18	31	150	181
Nov-18	30	358	388
Dec-18	11	123	134
Jan-19	46	264	310
Feb-19	33	221	254
Mar-19	48	210	258
Apr-19	10	172	182
May-19	25	255	280
Jun-19	41	312	353
Jul-19	37	115	152
<b>Totals</b>	<b>355</b>	<b>2484</b>	<b>2839</b>

PCN = Penalty Charge Notice

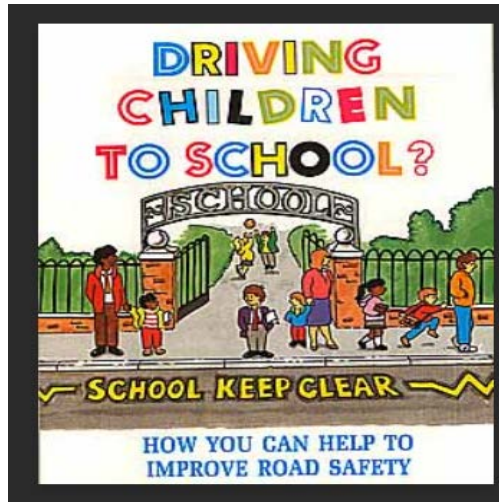
**Patrols by Term**

Results by Term	PCN	Moved On	Totals	Patrols
Autumn Term	115	935	1050	132
Spring Term	127	695	822	114
Summer Term	113	854	967	120
<b>Total 2018-19</b>	<b>355</b>	<b>2484</b>	<b>2839</b>	<b>366</b>
<i>Total 2017-18</i>	<i>395</i>	<i>2776</i>	<i>3717</i>	<i>454</i>

**Patrols by School**



## Appendix 7 – Schools Watch Brief - sent to Schools & on GBC website



### Keeping Children Safe around Schools

Having a clear area around schools where children and adults can cross safely is key, as most road accidents involving children around school gates occur when a child has their sight line obscured by parked cars.

Enforcement around schools happens as an effect of concerns raised from parents, teachers and residents regarding illegal parking and peoples' safety. Guildford Borough Council CEOs (Civil Enforcement Officer) carried out 454 patrols at 28 Guildford Schools and 225 patrols at 21 Waverley Schools to enforce parking contraventions between April 2018 and March 2019.

As seen in the table below, our CEOs prefer to educate motorists by seeking to change behaviours like parking illegally, idling and access blocking and move motorists on rather than issuing PCNs (Penalty Charge Notice), unless necessary.

School Watch (Apr18-Mar19)	Guildford Schools	Waverley Schools
Advised to Move On	<b>2776</b>	<b>984</b>
Penalty Charge Notices	395	169

### Stricter Enforcement

Until now, our CEOs in Guildford & Waverley have only issued a PCNs to vehicles which park illegally and have not moved when advised or if the motorist is not around. Our enforcement officers can also issue a PCN if the motorist drives off before a ticket is issued. In this instance they will get their notice through the post, even if an enforcement officer has only started writing out the PCN.

By adopting this practice, we aim to provide a stronger deterrent to motorists who park illegally with the expectation that they can avoid a penalty by moving their vehicles as soon as they see enforcement being carried out.

### Understanding rules around schools

We understand that drop-off and pick-up times are stressful and it is not always clear to parents where they can/cannot park and what the signs mean. Here is a quick guide:

- **School Keep Clear / Yellow Zig Zag lines** outside schools indicate where stopping or waiting is strictly prohibited. The markings demonstrate the space outside of schools to be kept free from parked vehicles so that children can cross safely.
- **Double Yellow lines** indicate no waiting or parking at any time. You can stop to pick up/drop off providing it is continuous and no restrictions are in force.
- **Disabled or Permit Bay** indicates that you can only park in that bay if you have the relevant permit and if there is a time restriction.

### What can parents do to make a difference?

- Understand the traffic rules around your schools and safe places for children to cross,
- Leave earlier and if necessary park safely further away,
- Car share with other parents,
- Walk to school (where possible for short journeys),
- Allow or encourage children to use bicycles or public transport,
- Don't break safety rules because you're late,
- If parents have to use their vehicles for school drop-off and pick-up, please park considerately away from controls, junctions, points of access and spaces prioritised for other users.

Motor vehicles are the main source of pollution, as a result, we encourage sustainable travel options like car sharing, using public transport, walking or using other methods and responsible behaviours such as not idling outside schools and not blocking accesses. These not only protect air quality but also provide a much safer environment for our most vulnerable.