

GUILDFORD PARKING ANNUAL REPORT 2017-18

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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 2017-18. 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 under 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, and 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 2018 and Guildford Borough Council's Executive Committee (The Executive) in January 2019. 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 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

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 on 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 where recent changes have happened which 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. Further controls agreed in the previous parking review were introduced in July 2018 within the CPZ area, Shalford and Worplesdon.

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. The controls in Area A 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 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 permits and students moving into the area.

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	Ratio permits to space for permit holders
				(Dec 2017)	
A	805	521	278	1001	1.2
B	383	265	113	395	1
C	345	141	188	331	0.9
D	633	140	193	249	0.4
E	318	181	123	249	0.8
F	733	201	531	356	0.5
G	119	0	119	40	0.3
H	271	0	271	40	0.1
I	687	20	357 (306*)	125	0.2
J	470	13	400 (53*)	149	0.3

* 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.
- 4.8 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 around 433,990 parking acts during controlled hours. Many motorists look for a convenient parking space. On-street spaces are often the closest to a preferred destination, but they are also limited in number. Drivers searching unsuccessfully for on-street space add to congestion.
- 4.10 To ensure there is a regular turnover of space, the time motorists can park in a short stay on-street P&D parking space is limited. The bays closest to the centre have a maximum stay of 30 minutes. Most of the others allow up to 2 hours parking, and there are a few around Pewley Hill that allow up to 3 hours.
- 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. Currently, the charge in most on-street pay and display parking places is 80p for 30 minutes (£1.60 per hour). The charge in the most central car parks is £1.30 per hour.

Pay & Display Usage

- 4.12 The tables below shows a 6.5% reduction in the number of charged for spaces available and more significantly 12% reduction in P&D bays. This has occurred due to developments, environmental schemes and re-engineering of the highway. A recent example of this involved the pedestrianisation of Tunsgate, completed in 2018. This road is now closed to traffic for much of the time, and unavailable for parking. Usage is also been affected by road conditions and road works. A recent example of this in February/March 2018 where Guildford was affected by the sustained period of cold and wintery weather. This especially affects parking in short stay bays where people are looking for a quick trip and are more likely to be deterred by road conditions. Charging short-stay car parking at a higher rate also encourages more people to use car parks that are further away, in keeping with the “**drive to and not through**” strategy.

On-Street Pay and Display Usage

Year	Tickets sold	Income £	Revenue per Ticket £
2009-10	535,094	698,102	1.30
2010-11	521,967	692,869	1.33
2011-12	532,978	700,605	1.31
2012-13	525,299	687,639	1.31
2013-14	520,089	698,838	1.34
2014-15	503,659	753,934	1.50
2015-16	477,142	715,455	1.50
2016-17	457,577	697,244	1.52
2017-18	433,996	660,228	1.52

No of Pay and Display Spaces

Year	Pay & Display (P&D)	P&D Dual Use	Totals
2009	313	182	495
2018	276	187	463

- 4.13 The table below shows the comparison of ticket sales and income for the first six months of 2017-18 and 2018-19. This suggests that on-street usage and income continues to be on a downward trend.

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

Period	Ticket Sales				Income in £			
	2016-2017	2017-2018	2018-2019	Change in 17-18 to 18-19 (%)	2016-2017	2017-2018	2018-2019	Change in 17-18 to 18-19 (%)
1st Qrt	111,797	109,674	98,182	-11%	163,412	164,365	150,966	- 8.5%
2nd Qrt	109,109	110,027	93,672	-16%	160,374	154,999	140,818	-9.6%
Total	220,906	219,701	191,854	-13.5%	323,786	319,364	291,784	-9%

- 4.14 Works carried out by the statutory undertakers/highway authority can also result in a temporary loss of spaces. Notable examples in recent years have included Southern Gas Networks' gas main renewal project and Surrey County Council's Project Horizon resurfacing initiative. It is also the case that a number of suspensions has grown significantly over the years. Whilst suspensions generate income (£98,153 in 2017-18), in locations where P&D bays are affected, it can reduce ticket sales.

5. On-Street Parking Update

- 5.1 In December 2016, the Guildford Local Committee agreed the scope of an on-street parking review. This review was the first one to use a revised methodology, which aimed to speed up the process. The first phase consisted of changes to parking in the Millmead area, The Oval Guildford, and Annandale Road. These amendments were completed in November 2017, and have improved parking availability for residents, in line with the Parking Strategy. The second phase, and a third phase which was subsequently added, were completed in July 2018. These changes involved approximately 22 roads within the CPZ area, and 1 road each in Shalford and

Worplesdon, where access or safety have been improved. Despite an increase in the scope of the review during its course, the review was completed within 20 months.

5.2 In September 2018 the Guildford Joint committee agreed the following:

- Parking Manager to formally advertise intention to make order for changes in Merrow Street, Hareward Road, Stoughton Road and Artillery Terrace. Work to be completed within 12 months,
- To refer the items from the O&S Committee recommendations along with Non CPZ list collated from the 2018 parking review to the newly formed Parking and Air Quality Working Group due to the timescales, resources and complexity of requirements.

Schools parking Watch

5.3 Due to the increased problems being reported around schools, in 2017 “School Parking Watch” was trialled, where enforcement officers (GEOs) record more details of the effect of their patrols around schools. This has been beneficial in targeting areas that are more problematic and where to target enforcement resources. During the period between September 2017 to July 2018, the following were recorded:

- 454 patrols were conducted around (32) Guildford schools,
- 395 penalty charge notices were issued,
- 2,776 cars were asked to move on from various parking restrictions.

Appendix 7 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 Parking Watch will continue to be monitored and developed in Guildford. We have also recently expanded in to include our on-street enforcement operation in Waverley Borough.

Car Clubs

5.4 The Guildford car club now has 12 car club spaces in the town centre, up from 8 previously. 5 of the car club cars available are electric vehicles. Due to increased utilisation, the car club operator wanted to expand their operation, and after consultation with Surrey County Council, a recommendation was made to provide 4 additional Car Club permit only bays. Those recommendations were formally advertised in February 2018 and feedback shared with the Chairman, Vice-Chairman and relevant Local Ward and Divisional members.

At the end of July 2018, 4 existing parking spaces were converted to Car Club permit only spaces to support that growth in the town centre locations. The new spaces are located in Harvey Road, London Road, Recreation Road and Walnut Tree Close.

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 5,000 spaces. We also manage 4 Park and Ride sites. Some of the car parks 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 85 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 which 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. This works well for workers using season tickets, which 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 tables below show how the usage for car parking spaces has performed in comparison to the same period the previous year. Based on ticket sales short-stay shows a 1.7% increase and long-stay a 3.4% increase. This compares well against On-street usage, which has decreased as explained in 4.12

Short Stay Car Parks – comparing six months (April-September 2018)

Short Stay Car Park	Ticket Sales		
	2017-2018	2018-2019	change in %
Bedford Rd - Surface	56,936	57,405	+0.8
Bedford Rd – Multi Storey	340,770	333,353	-1.8
Mary Rd	59,378	59,307	-0.1
Castle	197,470	203,841	+3.2

Bright Hill	37,134	34,852	-6.3
Portsmouth Rd	36,882	36,426	-1.2
Lawn Rd	4,615	4,716	+2.2
St Josephs	2,030	2,104	+3.6
Robin Hood	1,364	1,300	-4.8
Millbrook	120,580	122,109	+1.3
Tunsgate	closed	29,151	N/A
Leapale Rd	138,457	134,900	-2.6
North Str	56,467	54,289	-3.9
High Str	46,659	44,362	-5.0
G Live	85,946	84,008	-2.3
Commercial Rd	41,879	41,422	-1.1
Old Police Stn	59,779	60,553	+1.3
Millmead House	2,035	2,156	+5.7
	1,288,381	1,306,254	+1.4

Long Stay Car Parks – comparing six months (April-September 2018)

Long Stay Car Park	Ticket Sales		
	2017-2018	2018-2019	change in %
York Rd	141,579	145,686	+2.8
Farnham Rd	97,264	107,215	+9.7
Guildford Prk	36,603	32,595	-11.6
Shalford Prk	4,688	4,331	-7.9
Walnut Tree Cl	2,110	2,077	-1.6
	282,244	291,904	+3.4

Car Park Income

- 6.6 The table below shows how the income for car parking has performed in comparison to the same period the previous year, showing a 4.8% increase on the previous year.

Car Park Income – comparing six months (April-September 2018)

Year	2017-18 (Apr-Sep)	2018-19 (Apr-Sep)	Difference %
Car Park Income	3,984,925	4,180,600	+4.8

Contract Parking and Season Tickets

- 6.7 The council operates over 300 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 a reserved space. However, when the user is away, the space normally sits empty, so for those periods it may not be an efficient way of utilising empty spaces.
- 6.8 Over the past 5 years, the number of contract spaces available reduced from 600 to 303. The spaces lost were replaced with development of sites on which the car parks are located, giving 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.

Improving the customer experience

- 6.9 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.
- 6.10 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. There are currently 321 cards on issue, an increase of 60% from the previous year.
 - **pay by phone** is proving very popular and provides a more flexible way to pay than providing machines that take cards. There are around 50,000 transactions a month and the numbers are still growing. 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.
 - Bedford Road P&D is scheduled to be converted to multi payment pay and display equipment, including wave & pay, credit card and pay by phone App. by March 2019.

- 6.11 Payments by cash are reducing and pay by phone App methods of payment are increasing. The table below shows the percentage of money taken by each payment method.

Payment by methods

Type of Car Park	Payment Method	Money Taken (%) 16-17	Money Taken (%) 17-18	Trend 17-18	Diff to 16-17
Pay & Display (17-18 £5,196121.12)	Cash	80%	62%	↓	18%
	Pay by Phone App	20%	38%	↑	18%
Pay on Foot (17-18 £3,130125.55)	Cash	47%	48%	↑	1%
	Credit Card	53%	52%	↓	1%
Overall (17-18 £8,326246.67)	Cash	67%	56%	↓	11%
	Pay by Phone App	12%	24%	↑	12%
	Credit Card	20%	20%	↔	0%

Park & Ride

- 6.12 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.

The town currently has four sites: Artington (742 spaces), Merrow (338 spaces), Spectrum (over 1,000 shared with the leisure centre) and Onslow (550 spaces). The table below shows the current fares for 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

Park and Ride provide excellent value for money compared to use of main town car parks. Typical saving between £3.50 to £16.40 a day or for a regular commuter over £3,600 a year over a premium car park adjacent to the bus station.

- 6.13 The table over page shows a comparison of passenger journeys over the first six months of 2017-18 compared to the previous year's period. All sites except Spectrum (shared car park with leisure centre), there has been an increase in usage. A full breakdown of the park and ride usage and revenue is shown in **Appendix 6**.

Passenger Journey Comparison

Year	Artington	Merrow	Onslow	Spectrum	Total
2017-18	172,006 ↑	114,971 ↑	46,172 ↑	87,576 ↓	420,725 ↑
2016-17	168,310	106,142	43,785	90,247	408,484

6.14 The cost of park and ride in 2017-18 is set out below.

Funding 2017-18	£
Bus contract price (net of fare income)	227,285
Car park running costs (rent, site maintenance, site guards, general rates and other costs)	428,754
Total cost	656,039
Guildford On-street parking surplus 2016-17	670,012
Paid into Guildford On-street parking reserve	-13,973
Total funding	656,039

In 2017-18 there were 798,097 journeys made, the cost of running the Park and Ride was £565,039, which works out at £ 0.82 per return journey.

6.15 The bus contract price has reduced from £308,731 in 2016-17 to £227,285 in 2017-18. It is expected to be £217,000 in 2018-19. Therefore, the financial situation remains favourable. Funding for the park and ride services continues to be met from the parking surplus, as seen in the table above and **Appendix 2**.

7. Off-street Parking Update

- 7.1 4 electric charging points have been installed, 2 at Millbrook and 2 at the G Live car park. The forthcoming redevelopment of the Guildford Park car park will provide further opportunities to provide electric charging points. As ownership of electric cars increases, further opportunities will be considered at other car park locations.
- 7.2 A Traffic Order has been made and the changes implemented at Millmead House and Lawn Road car parks to improve accessibility to the council offices at Millmead. Parking Services is also working with its Parks and Countryside colleagues to implement changes in a number of their car parks, in order to prioritise space for various user-groups.
- 7.3 Parking Services also plans to implement parking controls in Merrow allotment car park by the end of 2018-19.

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 table below shows that more penalty charge notices (PCNs) were issued in 2017-18. 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. A breakdown of penalty charges can be seen in **Appendix 5**.

Number of Penalty Charge Notices Issues by Year in Guildford

Year	11-12	12-13	13-14	14-15	15-16	16-17	17-18
On-street	13,266	13,176	14,768	15,407	17,047	20,582	23,885
Off-street	11,750	11,967	12,139	10,504	11,490	10,164	10,368
Total	25,016	25,143	26,907	25,911	28,537	30,746	34,253

8.5 The table in **Appendix 5** shows the rate of appeal (29%) against our penalty charge notices, most favour to pay without challenge showing that we are issuing quality penalty charge notices and cancelling when there are grounds to do so.

8.6 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 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 is low.

- 8.7 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.
- 8.8 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.

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Appendix 1 – On-Street Parking

Town Centre CPZ Parking Bay Types	No.
Overall	4,764
Permit Only	1,479
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 – On-Street parking Financial Statement

On-Street Financial Statement			
2016-17		2017-18	2018-19
Actual		Actual	Estimate
£		£	£
	<u>Expenditure</u>		
600,757	Employee Related	567,445	596,610
45,769	Premises Related	46,593	46,050
9,904	Transport Related	8,222	5,700
181,787	Supplies & Services	139,047	182,240
57,988	Support Services	67,000	70,370
896,206		828,307	900,970
	<u>Income</u>		
(104,943)	Visitor Permits	(99,309)	(104,000)
(697,244)	Meter Income	(665,425)	(720,000)
(451,766)	Penalty Fees	(468,419)	(480,000)
(173,580)	Residents Permits	(171,207)	(175,000)
(67,573)	Suspension Fees	(98,153)	(61,800)
4,012	Other Income	3,221	4,440
(1,491,095)		(1,499,292)	(1,536,360)
(594,889)	Net Expenditure/(Income)	(670,985)	(635,390)
0	Capital Financing Costs	0	0
(594,889)	Net Expenditure/(Income)	(670,985)	(635,390)
0	Re-lining works & signage	0	0
(594,889)	Total Net Exp./(Income)	(670,985)	(635,390)

Appendix 2 (cont.) – Annual On-Street Car Park Return

Annual On-street car parking return			
Authority name	GUILDFORD BOROUGH COUNCIL		
Financial year	2017-18		
		£	Total
REVENUE EXPENDITURE			

	DIRECT COSTS			
	Staff costs			
	Enforcement staff	422,563		
	Non-enforcement staff	158,431		
	Contracted out enforcement staff	0		
	Contracted out cash collection staff	33,201		
	Operating costs			
	Contracted out services	0		
	Notice processing software and Handheld Computers	9,920		
	Maintenance of equipment (pay and display)	21,850		
	<i>Maintenance of signs and lines</i>	0		
	Adjudication and debt registration	5,430		
	Consumables (printing materials /stationery etc)	25,745		
	other (please list)	31,048		
			708,188	
	OVERHEAD COSTS			
	Indirect staff	3,470		
	IT	47,313		
	Office accommodation	32,235		
	Depot accommodation	0		
	HR	15,130		
	Audit	5,870		
	Finance	3,080		
	Office services	5,591		
	Cashiers/Creditors/Debtors	12,070		
	Customer services	2,030		
	other (please list)	4,305		
			131,094	
	TOTAL EXPENDITURE		839,283	
	REVENUE INCOME*			
	Pay and Display	-665,483		
	Penalties	-468,419		
	Resident permits	-166,737		
	<i>Maintenance of signs and lines recharge</i>	0		
	Suspensions and Waivers	-98,153		
	Visitor permits	-99,309		
	Other receipts	-1,190		
			-1,499,292	
	TOTAL INCOME		-1,499,292	
	NET (SURPLUS)/DEFICIT		-660,009	
	FRS17/IAS19 adjustment		-10,976	
	REVISED NET (SURPLUS)/DEFICIT		-670,985	

*Surplus of income over expenditure shall be used firstly to fund the Guildford Park and Ride, with any remaining surplus shared between the Local Committee and the Borough Council.		
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Appendix 3 – Off-Street Parking

Public Metered Car Parks			
Site Location	No of Spaces /units	Type of Parking	Type of Structure
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	121	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	400	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

Appendix 3 (cont.)

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	8,326,247

Appendix 3 (cont.)

Contract Parking			
Site Location	No of Spaces/units	Type of Parking	Type of Structure
Bedford sheds	35	Mon-Sat	Surface
Black Horse-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
TOTAL	303		

Appendix 3 (cont.)

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

Appendix 4 – Off-Street Financial Statement

Off-Street Financial Statement			
2016-17		2017-18	2018-19
Actual		Actual	Estimate
£		£	£
	<u>Expenditure</u>		
679,710	Employee Related	644,470	692,070
1,934,749	Premises Related	2,259,838	2,338,330
25,955	Transport Related	28,517	56,510
572,152	Supplies & Services	536,659	689,640
213,714	Support Services	212,475	227,920
3,426,279		3,681,958	4,004,470
	<u>Income</u>		
(597,186)	Contract Parking	(597,423)	(688,600)
(8,342,275)	Meter Income	(8,259,695)	(8,696,970)
(218,271)	Penalty Fees	(221,862)	(250,000)
(893,443)	Season Tickets	(996,187)	(1,004,120)
(105,605)	Suspension Fees	(193,212)	0
(100,307)	Garage Rents	(53,731)	(55,590)
(7,378)	Other Rent	(7,350)	(7,010)
(92,271)	Other Income	(94,594)	(82,530)
(10,356,736)		(10,424,053)	(10,784,820)
(6,930,458)	Net Expenditure/(Income)	(6,742,095)	(6,780,350)
1,530,772	Capital Financing Costs	1,198,493	1,530,800
(5,399,685)	Net Expenditure/(Income)	(5,543,601)	(5,249,550)
2,994	Car Parks Maintenance Reserve Works	89,151	981,050
(5,396,692)	Total Net Exp./(Income)	(5,454,450)	(4,268,500)

Appendix 5 – Enforcement

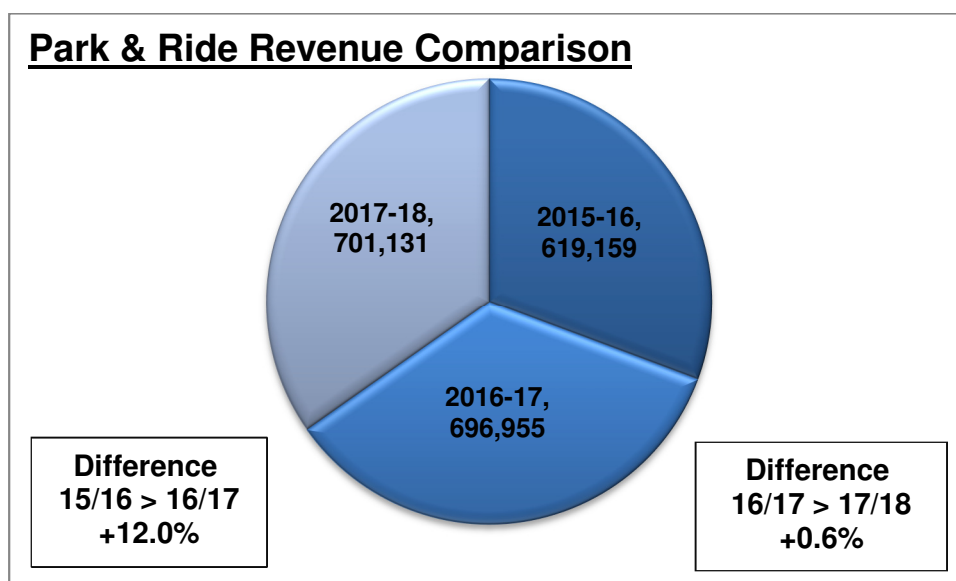
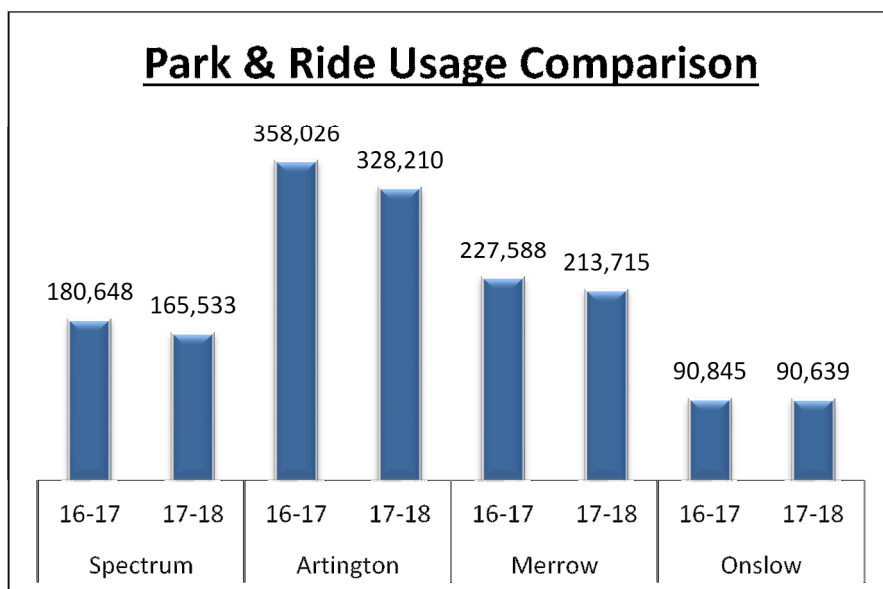
Penalty Charge Notices issued (2017-18)	Off-Street	On-Street	Totals
Number of higher level PCNs issued (£70)	1828	16539	18367
Number of lower level PCNs issued (£50)	8540	7346	15886
Total number of PCNs issued	10368	23885	34253
Number paid at discount	5675	15347	21022
Number paid at full charge or above	1160	2729	3889
Total number of PCNs paid	6835	18076	24911
Number of PCNs against which Informal or Formal reps made	3504	6612	10116
Number of PCNs cancelled as a result of informal or formal reps	1651	1871	3522
Number of PCNs cancelled for other reasons	327	655	982
Number of PCNs written off	461	992	1453
Number of PCNs still in progress	834	2100	2934
Total number of cancelled/written off/outstanding	3273	5618	8891
Number of vehicles immobilised	0	0	0
Number of vehicles removed	0	0	0

Appendix 5 (cont.)

PCN Cancellation Reasons (2017-18)	No. Off Street	No. On Street	% Off Street	% On Street
Motorist producing tickets which were not clearly display	253	120	13	5
Mitigating and other circumstances	1118	733	57	29
Contract and other parkers entitled to park but not displaying correct permit	165	543	8	21
Machine faults and other equipment problems	129	42	7	2
Civil Enforcement Officers errors	70	220	4	9
Blue Badge Holders not parking according to the scheme	63	265	3	10
Problems with signs	12	46	1	2
Other issues	168	557	8	22
Total	1978	2526	100	100

Appendix 6 - Park & Ride Usage & Revenue (including concessionary passes)

P&R Tickets	Spectrum		Artington		Merrow		Onslow		Totals	
	16-17	17-18	16-17	17-18	16-17	17-18	16-17	17-18	16-17	17-18
	180,648	165,533	358,026	328,210	227,588	213,715	90,845	90,639	857,107	798,097



Other Journey Types/Revenues	Nos	£
4 week Transactions	594	33,981
Online Transactions	638	
Concessionary Return Journeys	12,531	6,771
Totals	13,763	40,752

Note: Journeys consist of 2 trips (return)

Appendix 7 – Schools Parking Watch

Patrols by Period

Month	PCN	Moved On	Totals
Sep-17	52	585	637
Oct-17	78	342	420
Nov-17	26	284	310
Dec-17	18	214	232
Jan-18	23	191	214
Feb-18	16	163	179
Mar-18	33	207	240
Apr-18	8	65	73
May-18	46	247	293
Jun-18	41	314	355
Jul-18	54	164	218
Totals	395	2776	3171

PCN = Penalty Charge Notice

Patrols by Term

Results by Term	PCN	Moved On	Totals	Patrols
Autumn Term	174	1425	1599	186
Spring Term	72	561	633	109
Summer Term	149	790	939	159
Total	395	2776	3171	454

Patrols by School

