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Parking Survey

London Borough of Sutton

Final Report

June 2018



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Project details

Title	Sutton Parking Survey
Client	London Borough of Sutton
Project number	P18068
Author	Tim Markham
Research Manager	David Chong-Ping

M·E·L Research

2nd Floor, 1 Ashted Lock, Birmingham Science Park Aston, Birmingham. B7 4AZ

Email: info@melresearch.co.uk

Web: www.melresearch.co.uk

Tel: 0121 604 4664



Executive Summary

To inform the Borough Parking Strategy, the Council sent a questionnaire to around 43,000 households in the Borough, including those in existing Controlled Parking Zones (CPZ) and those in Areas of Parking Pressure (APP). The objective of the survey was to establish residents' experience of parking problems on their street, their current parking arrangements and response to a range of possible solutions.

A total of 5,324 residents responded to the survey.

Key results from the survey are:

- 69% of respondents indicated that in the survey that parking problems occurred in their street, whereas 25% felt there was not an issue. For the remainder, 5% of respondents were undecided, with no clear indication and 1% did not reply to the question.
- Weekdays are the main concern. 82% of respondents reported that weekdays were the worst time for parking. Respondents could tick more than one time period. A significant number of respondents that reported weekend issues, with around a fifth raising concerns about parking on a Saturday or Sunday.
- There were no specific times throughout the day when parking problems occurred. Overall, 77% of all respondents indicated one or more specific times of day when parking was a problem and 23% did not reply to the question. 31% indicating difficulties all day, 31% problems in the evening and 24% mentioned mornings only.
- The survey highlighted different views on parking issues from respondents within an existing Controlled Parking Zone to those outside a zone. There were even differing views between existing Zones due to location and characteristic of the area.
- From the respondents where no Controlled Parking Zones currently exists, 36% favoured the introduction of such a scheme to solve parking problems. There is a roughly even split between those in favour (36%) and those against (40%) a CPZ on their street. A significant percentage of residents were undecided (13%) or did not reply (10%) to the question.
- 90% of households responding to the survey had one or more cars.
- Over a third (36%) of all households that responded park vehicles on the road.

Introduction

Background

Following adoption of the Parking Strategy in September 2016 the London Borough of Sutton has undertaken a range of information gathering and consultation processes. In late 2017/early 2018 the first residents survey on the Parking Strategy was undertaken. The analysis of the survey data will help inform the later implementation stages of the Parking Strategy, including; scheme/intervention design, informal and formal (statutory) consultation. The Council has commissioned M.E.L Research to undertake analysis of the survey data

Method

The Council designed a questionnaire to understand residents' views on parking in their street, covering the key issues:

- Is there a parking problem
- If so, which day is it worst
- What time of day is it hardest to park
- Support for parking solutions on your street
- Support for a Controlled Parking Zone
- Number of vehicles at the household
- Parking at home – on street, driveways, garage, other.

The questionnaire also requested additional comments.

The questionnaire was sent to around 43,000 households within a defined consultation area within the Borough (see map 1 below). A total of 5,324 completed questionnaires were returned, producing a response rate of 12.4%. Of the completed questionnaires, 815 (15%) were from residents within the existing Controlled Parking Zone (CPZ) areas and 4,509 (85%) were from within the Area of Parking Pressure (APP).

The survey responses have been grouped into five categories, according to the location of households within the four existing CPZ and the surrounding APP:

- Red Zone - Sutton Central, covering the town centre and railway station
- Blue Zone - Sutton North, representing the northern outer area of the town centre
- Green Zone - Sutton South covers the southern town centre
- Yellow Zone - representing three extension areas, one on the blue zone and two on the south
- Areas of Parking Pressure.

The areas of Parking Pressure represents a broad spectrum of correspondence over a number of years and have been identified into six areas within the Parking Strategy and Policy document 2016 - 2021 to review and seek residents views.

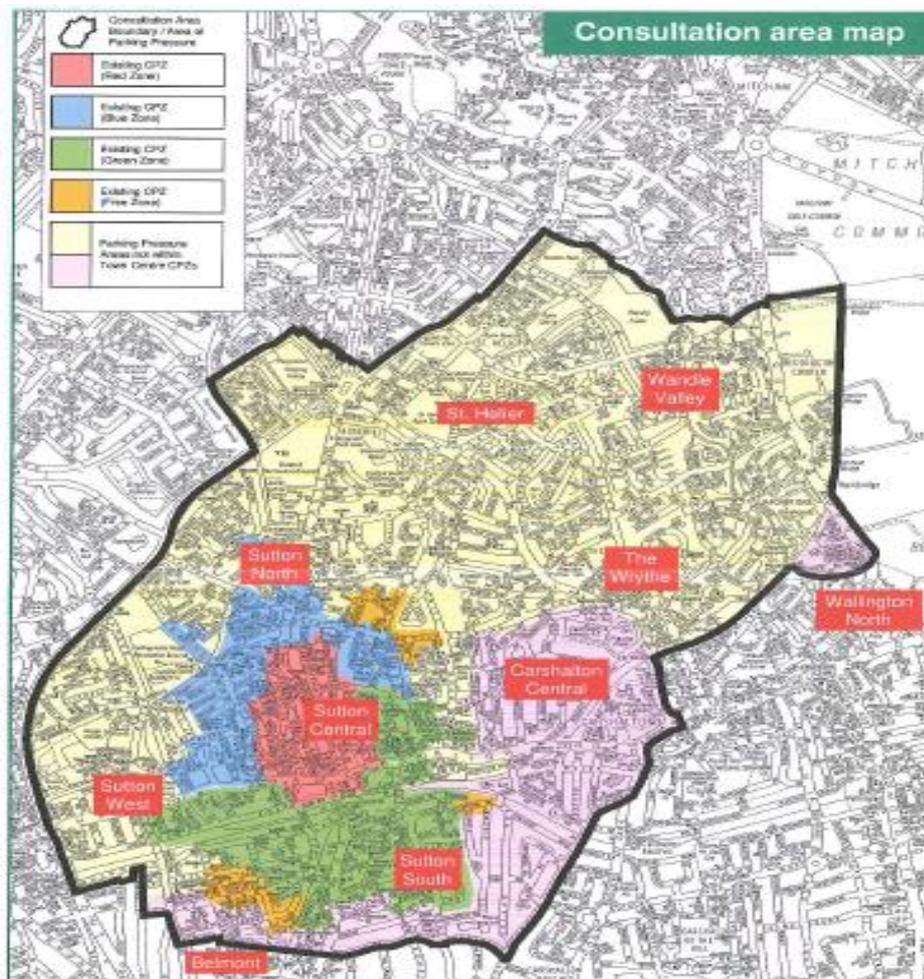
Table 1 shows a breakdown of the 5,324 completed questionnaires by zone, as a percentage of the totals returns.

Table 1. Survey response by Zone

	Number of respondents	Percentage of respondents
Red Zone	116	2%
Blue Zone	242	5%
Green Zone	379	7%
Yellow Zone	78	1%
Area of Parking Pressure	4,509	85%

The yellow zone is comprised of the three small free zones on the fringe of the CPZ. The returns for the three areas have been grouped together for analysis, as individually each received a low number of responses; yellow zone 1 (n=49), yellow zone 2 (n=3) and yellow zone 3 (n=26). The APP includes 107 responses from residents that are outside the consultation area, on adjoining streets.

Map 1. Consultation area map



Analysis

The analysis presents the key findings, including;

- the overall picture
- the results for each parking zone
- any significant differences in response across the consultation area
- interpretation of the comments provided by respondents.

The questionnaire used single response and multi-response questions. The percentage response for **single response** questions (shown as pie charts and tables) will total to 100%. For readability, percentages are rounded to a whole number, which means in some tables/charts the total may not always sum to exactly 100%.

Multi-response questions (shown in bar chart and tables), allow more than one response option eg, “which parking solutions would you support - tick all that apply”. The analysis shows the percentage of the base sample that selected each answer code. As some respondents will have selected more than one option, the percentages are not expected to total 100%. For example; 60% of all respondents may have favoured double yellows and 80% of all respondents favoured single yellow lines.

The **base size** shows the total number of respondents included in the analysis for each question. For completeness and comprehension, the base includes those that did not reply to a question. If all survey respondents are asked a question the base size equals 5,324 residents. However, for certain questions those that were not asked to respond have been excluded from the analysis, resulting in a smaller base size. For example, if a resident did not indicate that there was a parking problem on their street, they have been excluded from the analysis of the following question concerning which day a problem occurred. The change in base size is noted against relevant questions.

Where there is a **statistically significant difference** between groups, this has been noted in the report as a “significant difference”. However, a significant difference may not necessarily mean that the difference is ‘important’. It will also need to be considered in practical terms i.e. “does the difference matter?”

Sampling errors should be taken into account when assessing the accuracy of any sample base. This allows us to be more specific about how accurate each percentage value is from a survey. The **confidence interval** shown below is reported to give an indication of the precision of the results, but are not an absolute measure. With 5,324 completed surveys, this means that at a confidence level of 95% the results are within +/-1.3% of the calculated response. For example, a figure where 50% of residents were in support of a CPZ could in reality lie within the range of 48.7% to 51.3%.

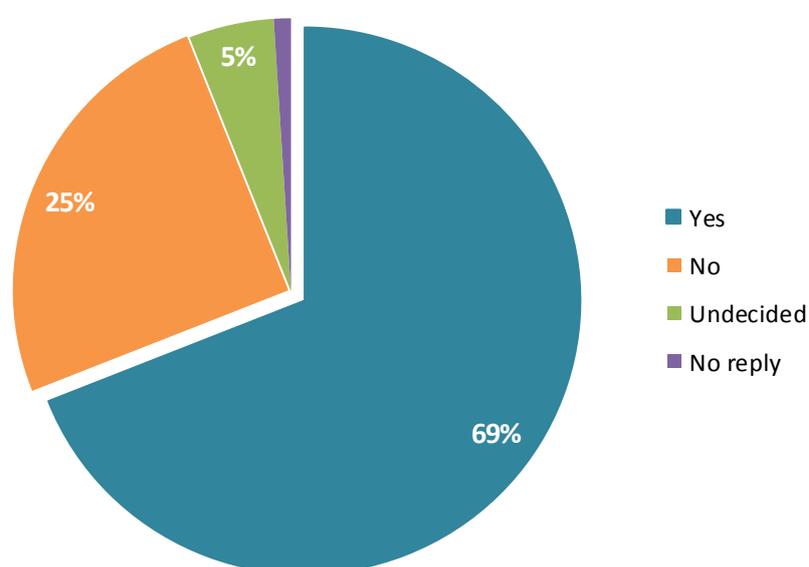
Mailing size	Number of responses	Response rate %	Confidence interval
43,000	5,324	13%	+/- 1.3%

Survey Results

Parking problems on your street

Residents were asked if they thought there was a parking problem in their street. As seen in Figure 1 below, seven out of ten (69%) of people felt that there was a parking problem on their street. While the majority of residents reported that there was a parking problem, a quarter indicated that for them, they did not feel this was the case.

Figure 1. Do you think parking problems exist in your street?



There was a broadly consistent response from across the consultation area, with 72% of residents in the existing CPZ still reporting parking problems and 68% of respondents from Areas of Parking Pressure (APP) reporting parking issues.

Table 2. Do you think parking problems exist in your street?

	Total	Current CPZ	Area of Parking Pressure	Red Zone	Blue Zone	Green Zone	Yellow Zone
Base	5324	815	4509	116	242	379	78
Yes	69%	72%	68%	79%	74%	68%	69%
No	25%	22%	26%	14%	19%	25%	26%
Undecided	5%	5%	5%	4%	5%	6%	5%
No reply	1%	2%	1%	3%	2%	1%	0%

However, there were significant differences in residents' experience within the CPZ. The Red Zone had the highest problem score of 79%, which is significantly different to the Green Zone, at 68%.

On what day is parking worst?

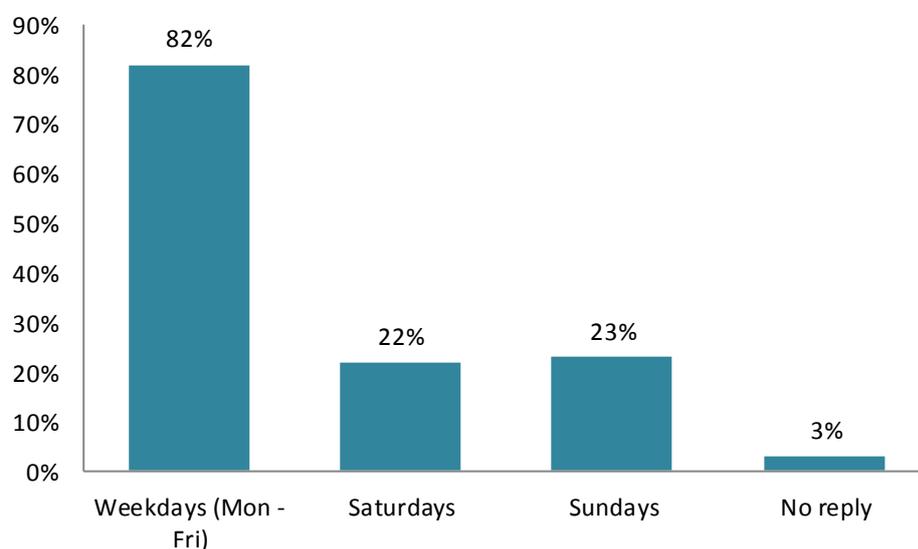
All those that indicated in response to the previous question that there was a parking problem (69% of respondents) on their street were asked to indicate on which day was it worst; Weekdays, Saturdays or Sunday.

Only those reporting that parking was a problem (N=3,659) have been included in the analysis to this question.

Eight out of ten (82%) residents reported that weekdays are the worst time. Weekdays are the main area of concern across all parts of the consultation area. Over a fifth of residents indicated that there were problems on Saturdays (22%) and Sundays (23%).

As a multi-tick question, responses do not total to 100% as respondents could tick more than one option.

Figure 2. On what day is it worst? (Tick all that apply)



(Base 3,659: only those with a parking problem Q1=Yes. Multi response question)

There is a significant difference in the experience of those living in the CPZ and APP. In the CPZ, 69% of residents reported a problem on weekdays, compared to 85% of those in the APP.

There is also a difference in what is considered the worst days, from within the CPZ. The vast majority of residents from the yellow zone reported weekends (91%) as the problem, compared to around five in ten (54%) residents from the red zone and seven in ten from the blue (70%) and green (69%) zones.

Table 3. On what day is it worst? (Tick all that apply)

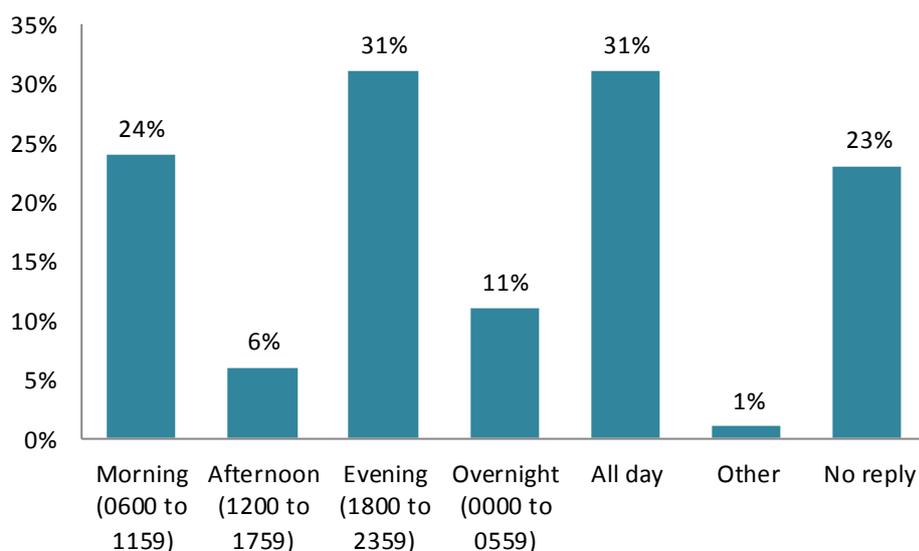
	Total	Current CPZ	Area of Parking Pressure	Red Zone	Blue Zone	Green Zone	Yellow Zone
Base	3659	584	3075	92	180	258	54
Weekdays (Mon - Fri)	82%	69%	85%	54%	70%	69%	91%
Saturdays	22%	23%	22%	22%	24%	22%	22%
Sundays	23%	33%	21%	48%	34%	30%	15%
No reply	3%	3%	3%	1%	4%	3%	6%

(Base 3,659: only those with a parking problem Q1=Yes. Multi response question)

What time of day is it hardest to park?

All residents (base 5,324) were asked to indicate which times of day were hardest to park on their street. Respondents could tick more than one option. Figure 3 shows the response from all 5,324 residents from across the whole consultation area.

Figure 3. What time of day is it hardest to park in your street (Tick all that apply)



(Base 5,324. Multi response question.)

The survey shows that parking problems are not restricted to a particular time of day. Around three in ten residents reported difficulties parking all day (31%) and in the evenings (31%). Mornings were a problem time for 24% of all residents. Around one in ten (11%) felt that overnight parking was an issue.

The base for this question includes all 5,324 survey respondents, including those that do not currently own a car and/or not reporting a parking problem. Further analysis shows that the majority of those in the 'no reply' group were not car owners or had not experienced parking problems.

As shown in Table 4, below, there are differences between those in the CPZ and outside. Within the existing CPZ the main issues are evenings (45%), followed by all day (23%) and mornings (19%). In contrast, the APP residents reported problems across a wider time span, with 32% having problems all day, 28% in the evenings and 25% in the mornings.

As a multi-tick question, responses do not total to 100% as respondents could tick more than one option.

Table 4. What time of day is it hardest to park in your street? (Tick all that apply)

	Total	Current CPZ	Area of Parking Pressure	Red Zone	Blue Zone	Green Zone	Yellow Zone
Base	5324	815	4509	116	242	379	78
Morning (0600 to 1159)	24%	19%	25%	19%	19%	18%	28%
Afternoon (1200 to 1759)	6%	8%	6%	11%	8%	8%	5%
Evening (1800 to 2359)	31%	45%	28%	37%	54%	43%	33%
Overnight (0000 to 0559)	11%	16%	10%	16%	22%	14%	10%
All day	31%	23%	32%	36%	16%	22%	32%
Other	1%	0%	1%	1%	1%	0%	0%
No reply	23%	19%	24%	16%	16%	21%	21%

(Base 5,324. Multi response question)

The survey highlights different time that parking problems arise, from one CPZ zone to another.

In the red zone the leading problems were evenings (37%) and all day (36%) followed by mornings (19%). For those in the Blue zone the main issues was evenings (54%) followed overnight parking (22%) and mornings (19%). In the Green zone, the main issue was also in the evenings (43%),

followed by all day parking. Residents in the Yellow zone reported problems across the 24 hour period, with 33% noting evenings as a problem, followed by all day (32%) and mornings 28%).

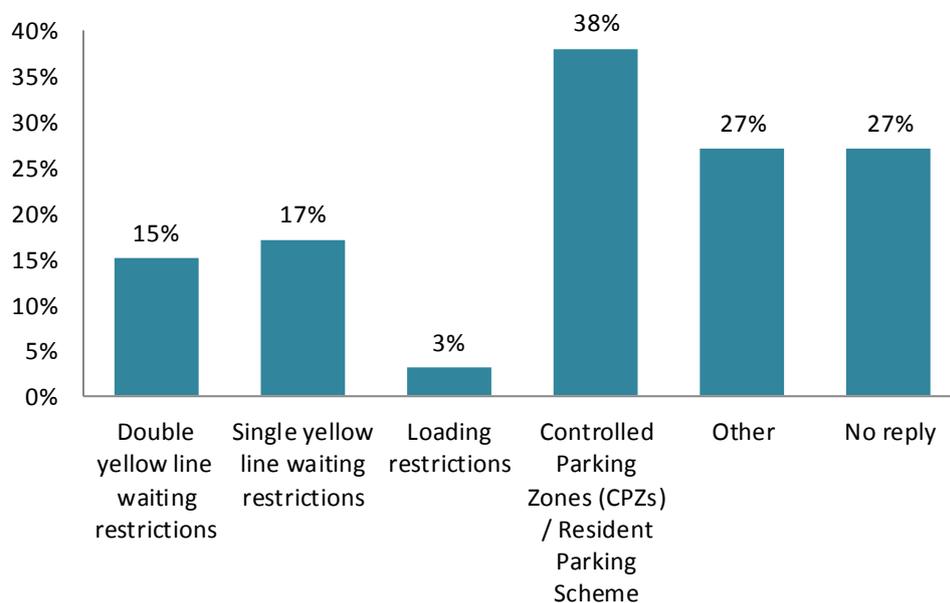
Which parking solutions would you support in your road?

The questionnaire presented residents with a list of four possible parking solutions. All residents (N=5,324, inside the CPZ and the APP) were asked to select one or more of the options and were also asked to provide their own suggestions.

The most popular solution was CPZs – parking bays in operation and enforced during certain times of the day. Only residents with a paid-for permit and visitor permits can park these bays. Around four in ten residents favoured CPZs/resident parking schemes (38%).

The introduction of restricted parking was less popular, with only 15% supporting the use of double yellow lines and 17% in favour of single yellow lines. Double yellows - indicating no waiting at any time except when loading and unloading good and setting down and picking up passengers. Single yellow lines – indicating waiting restrictions at some time during the day.

Figure 4. Support for parking solutions (Tick all that apply)



(Base 5,324: Multi response question)

Responses do not total to 100% as this is a multi-response question.

Around one in four (27%) did not reply to the question. Most (73%) of the ‘no replies’ were residents that did not currently experience parking problems. Around a quarter of residents (27%)

made an alternative suggestion to address the parking problem. There were a wide range of suggestions, such as: free parking permits for residents, more parking spaces, dealing with commuters and other non-residents parking.

There is significantly more support for CPZs from those in the current zone (50%) compared to the APP (36%).

Within the CPZ the zones, those most likely to support the solution were from the Blue zone (55%) followed by those from the Green zone (50%) and Red zone (47%). Residents from the Yellow zone were least likely to support the current CPZ arrangement (36%).

Table 5. Support for parking solutions

	Total	Current CPZ	Area of Parking Pressure	Red Zone	Blue Zone	Green Zone	Yellow Zone
Base	5324	815	4509	116	242	379	78
Double yellow line waiting restrictions	15%	16%	15%	22%	12%	15%	19%
Single yellow line waiting restrictions	17%	14%	17%	16%	11%	14%	23%
Loading restrictions	3%	4%	3%	6%	3%	4%	4%
Controlled Parking Zones (CPZs) / Resident	38%	50%	36%	47%	55%	50%	36%
Other	27%	31%	26%	36%	36%	28%	23%
No reply	27%	17%	29%	13%	16%	18%	23%

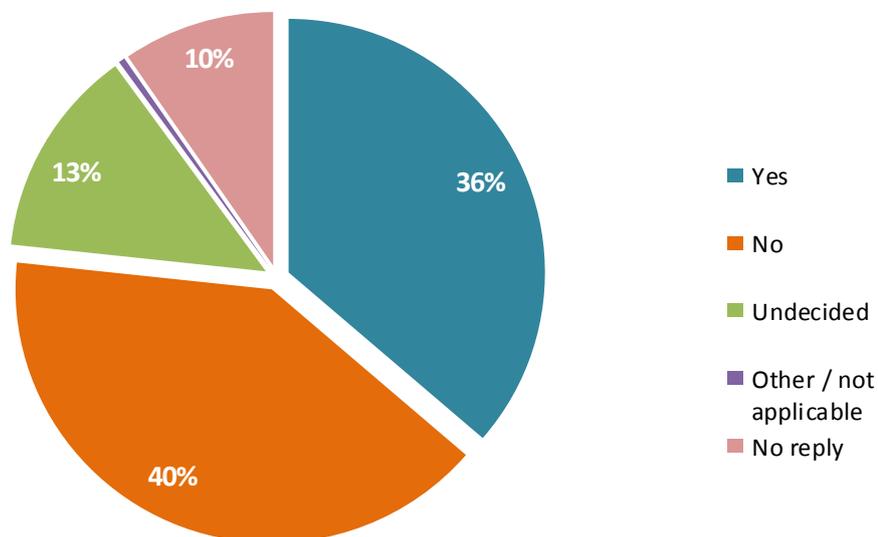
(Base 5,324: Multi response question)

Support for a controlled parking zone in your street?

Respondents to the survey that live in the APP (n=4,509) were asked if they would support the introduction of one in their street. The remaining 815 respondents living within the current CPZ are not included in the analysis to this question.

From the APP residents, there is a roughly even split between those in favour (36%) and those against (40%) a CPZ. A significant percentage of residents were undecided (13%) or did not reply (10%) to the question. Other/not applicable accounted for less than 0.5% of respondents.

Figure 5. Support for a CPZ in your street



(Base 4,509: Only residents from the APP)

Additional analysis of this question and Q1. “Do you think a parking problem exists in your area” shows almost all (95%) of those favouring a CPZ also thought there was a parking problem in their area

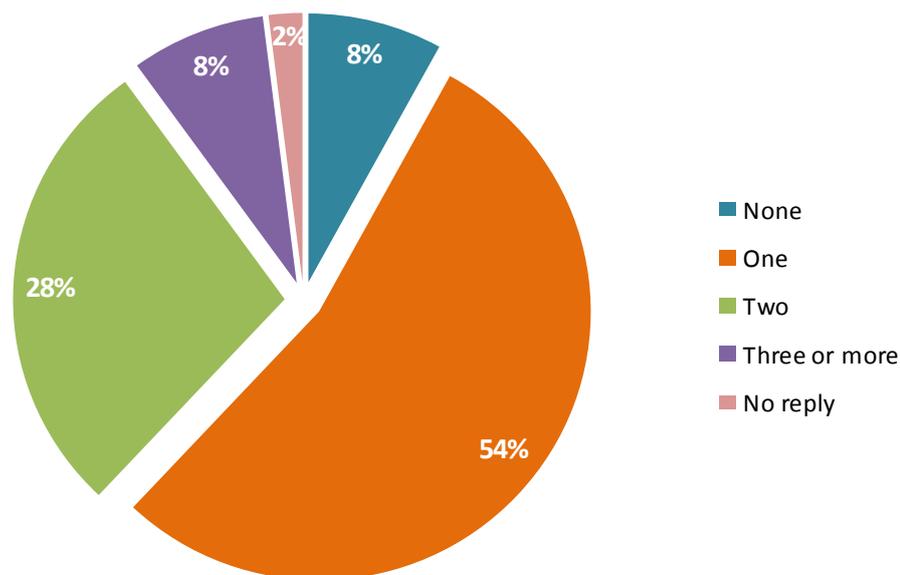
Those respondents who were undecided or did not reply (about a CPZ) were less likely to consider that a parking problem existed in their area.

One in four (25%) of no replies were from those that did not have a car.

Number of vehicles in the household

All residents were asked to indicate how many cars there were in the household. 90% of households responding to the survey had one or more cars. Only 8% of residents did not have a vehicle and 2% did not reply to the question.

Figure 6. Vehicles in the household



Over half (54%) of all residents had one vehicle at the household, with 28% having two and 8% had three or more. There are differences in the number of vehicles per household across the consultation area and within the existing CPZ.

Table 6. Vehicles in the household

	Total	Current CPZ	Area of Parking Pressure	Red Zone	Blue Zone	Green Zone	Yellow Zone
Base	5324	815	4509	116	242	379	78
None	8%	11%	7%	13%	11%	9%	13%
One	54%	62%	53%	48%	63%	66%	56%
Two	28%	21%	29%	27%	19%	19%	24%
Three or more	8%	5%	8%	6%	5%	4%	5%
No reply	2%	2%	2%	6%	2%	2%	1%

(Column percentages may not total to 100% due to rounding)

The percentage of households with at least one vehicle is similar, for the CPZ (88%) and APP (90%). The CPZ figure is comprised of 62% with one vehicle, 21% with two vehicles and 5% with three or more vehicles. The APP figure of 90% is made up of 53% with a single vehicle, 29% with two and 8% with three or more vehicles.

In both areas, a significant proportion of households have more than one vehicle. Within the APP, 37% of households (29% + 8%) have two or more vehicles, and in the current CPZ around 26% of households have multiple vehicles (21%+5%).

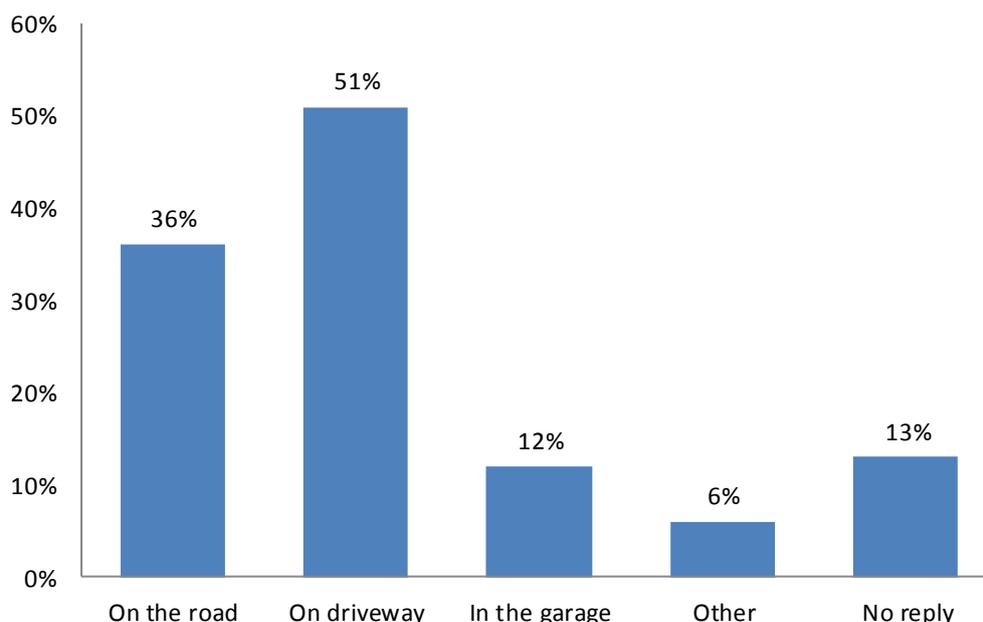
Across the four existing zones, the majority of residents reported one or more vehicles per household, ranging from a high of around 87% in the Blue zone (63%+19%+5%) to a low of around 81% in the Red zone (48%+27%+6%).

Current parking arrangements

Residents with one or more vehicles (n=4,917) were asked to indicate from a list, where they are most frequently parked. Those without a car are excluded from the base and analysis.

This was a multi-tick question, where residents could select more than one option. Half (51%) used driveways and over a third (36%) parked on the road. Around one in ten households used a garage (12%),

Figure 7. Where are they most frequently parked when at home? (Tick all that apply)



(Base of 4,917. Only includes those that had a car. Multi response question)

Around half of all comments included as 'other', were residents who used allocated parking spaces with flats. The remaining 'other' comments included; car parks, friends/relatives/neighbours, kerbs/off road parking, off street etc.

There are significant differences in parking arrangements between households in the CPZ and APP. The results will reflect the options available to residents. ie. central areas of terraced housing are less likely to have off-street parking options than suburban detached properties. Table 7 shows that in the CPZ, 41% park on the road, with 41% using a driveway or garage. In the APP, there is a far high use of driveways/garages (66%), with 35% also using roadside parking.

Table 7. Where are they most frequently parked when at home? (Tick all that apply)

	Total	Current CPZ	Area of Parking Pressure	Red Zone	Blue Zone	Green Zone	Yellow Zone
Base	4917	728	4189	101	215	344	68
On the road	36%	41%	35%	42%	50%	38%	31%
On driveway	51%	28%	55%	31%	25%	28%	40%
In the garage	12%	13%	11%	6%	10%	15%	28%
Other	6%	9%	6%	14%	3%	11%	13%
No reply	13%	20%	12%	20%	21%	21%	9%

(Base of 4,917. Only includes those that had a car. Multi response question)

Within the CPZ zones, use of on-street parking ranges from a high of 50% of households in the Blue zone, to 42% in the Red zone, 38% in the Green zone and 31% in the Yellow zone. Availability and use of driveways is a broadly similar across the Red (31%), Blue (25%) and Green (28%) zones, but noticeably higher in the Yellow zone (40%). Likewise the limited use of garages is similar across the Red (6%), Blue (10%) and Green zones (15%), and higher in the Yellow zone where 28% of car owners used this option.

Additional comments

Additional comments provide a valuable insight into the issues and concerns that have guided the response to the main survey questions and are key points to address in the next stages of the consultation programme.

Of the 5,324 respondents who returned a completed questionnaire, 3,457 (65%) made one or more comments. All 3,457 comments have been analysed and coded into key themes. The overall response to the question and the number of themes has highlighted the scale and range of issues that residents would like to see addressed.

The key themes are divided into concerns and solutions/calls for action. Table 8, presents the full set of codes and a breakdown by area. The coded comments are available as a separate excel spreadsheet.

Concerns

1. Concerns about the impact of non-residents parking in the area (commuters, school drop off, events) and displacement effect of the CPZs/restrictions.
2. Need to address the issue of hospital staff and visitor parking in the residential streets around St Helier hospital.
3. Need to deal with trade and commercial vehicles taking up spaces in residential areas.
4. Concerns that there is an increased demand arising from new developments that do not provide any/enough new parking spaces.
5. Concern about dangerous parking and emergency access.
6. No parking problems

Solutions

1. Positive and negative comments on existing and possible CPZ.
2. Requests for an increase/introduction of resident parking permits.
3. Support for the increased use of parking restrictions – yellow lines.
4. Need to enforce the existing parking restrictions.

5. Increased the provision of free parking places.
6. A general call for an increase in the number of public car parking spaces, lower charges and to address the impact arising from the closure of a multi storey car park.
7. Initiatives to reduce demand for parking eg. improved public transport, green transport options.
8. Increase parking spaces by converting off-street areas into parking. eg. use verges, front gardens.

Table 8. Additional comments - themes

	Total	CPZ	Area of Parking Pressure	Red Zone	Blue Zone	Green Zone	Yellow Zone
Base	5324	815	4509	116	242	379	78
No reply	1880	286	1594	41	88	135	22
	35%	35%	35%	35%	36%	36%	28%
Concerns							
Commuters, schools, events, displacement	875	88	787	22	24	30	12
	16%	11%	17%	19%	10%	8%	15%
Hospital staff/visitors	171	5	166	-	2	3	-
	3%	1%	4%	-	1%	1%	-
Trade/commercial vehicles	287	29	258	1	15	6	7
	5%	4%	6%	1%	6%	2%	9%
Developments without parking	82	33	49	4	3	21	5
	2%	4%	1%	3%	1%	6%	6%
Dangerous parking/emergency access	140	17	123	1	4	10	2
	3%	2%	3%	1%	2%	3%	3%
No parking problems	179	20	159	3	8	8	1
	3%	2%	4%	3%	3%	2%	1%
Solutions							
Controlled Parking Zones	497	110	387	13	31	53	13
	9%	13%	9%	11%	13%	14%	17%
Parking permits	403	131	272	15	40	66	10
	8%	16%	6%	13%	17%	17%	13%
Use of yellow lines	391	64	327	12	16	26	10
	7%	8%	7%	10%	7%	7%	13%
Enforcing parking restrictions	157	35	122	9	11	12	3
	3%	4%	3%	8%	5%	3%	4%
Increase free parking	50	7	43	-	2	2	3
	1%	1%	1%	-	1%	1%	4%
More car parking spaces, cheaper, multi storey closure	90	31	59	5	2	20	4
	2%	4%	1%	4%	1%	5%	5%
Reducing parking demand, public transport, pollution	28	6	22	-	2	4	-
	1%	1%	0%	-	1%	1%	-
Convert verges,gardens into parking	472	59	413	5	22	30	2
	9%	7%	9%	4%	9%	8%	3%
Ward comments	462	1	461	-	1	-	-
	9%	0%	10%	-	0%	-	-
Other	124	25	99	3	6	12	4
	2%	3%	2%	3%	2%	3%	5%

(Base 5,324: Multi response question)

St Helier – summary report

From the 5,324 completed questionnaires, there were 619 from residents in the St Helier ward. A set of tables showing the results for St Helier, the rest of the APP (excluding St Helier) and the existing CPZ are included as appendix 2.

Survey results for St Helier are significantly different from the rest of the APP, with high problem scores and a sharp focus around daytime parking. While the majority would accept a CPZ as a solution, any proposals will need to take account of the sizable groups that are still undecided, no reply or against such as scheme.

Key findings are shown below. To place the St Helier response in context, scores for the rest of the APP are shown (in brackets) when there is a significant difference.

- 87% had a problem with parking in St Helier (65%)
- weekday parking was the main issue in St Helier, with 94% indicated a problem (83%). 27% reported problems on Saturdays and 23% on Sundays (20% and 21%)
- 55% of St Helier residents reported that the problem was an all-day issue (29%). Evenings were a problem period for 31% of residents and mornings 28%.
- 49% of St Helier respondents would support a CPZ on their street (34%), 17% supported double yellow lines and 11% single yellow lines. 30% made other suggestions
- a specific question on a CPZ in their street confirmed the findings of the previous question, with 47% in favour (35%), 16% were undecided, 28% against (42%) and 9% did not reply
- 87% of respondents had one or more vehicles (91%)
- 41% of those owning a vehicle parked on the road (34%).
- a review of comments shows that the issues were mainly in relation to hospital staff and visitors parking in residential streets.

Appendix A: Questionnaire

Appendix B: St Helier results

Appendix A: Questionnaire

London Borough of Sutton

Parking Consultation

We need your feedback

Parking improvements across the borough

With the sixth highest car ownership level in London, many residents have told Sutton Council that parking within the borough is now a major and growing concern. We recognise that there is not enough kerb space for the number of parked cars and our Parking Strategy, adopted in November 2016, aims to offer residents various solutions to meet specific street parking needs across the borough.

This initial review phase of the Parking Strategy is focussed on Sutton (North, South, West & Central), St Helier, The Wrythe, Wandle Valley, and parts of Carshalton Central, Hackbridge and Belmont. By completing the questionnaire within this document, you will help us to better understand your parking concerns and begin to consider potential solutions.

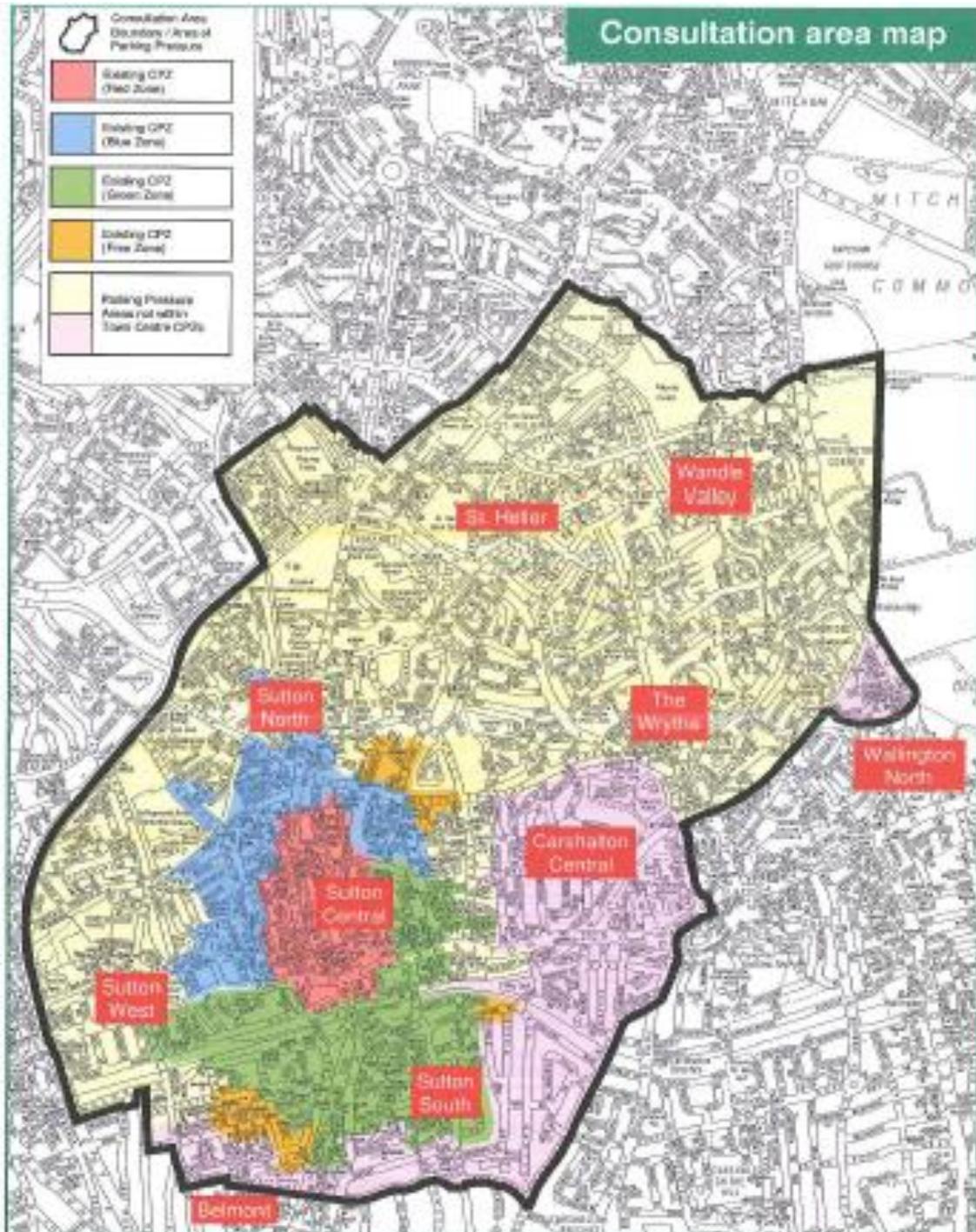
For more information on the Parking Strategy, please go to sutton.gov.uk/parkingstrategy



What does the Parking Strategy cover?

As part of Sutton Council's Parking Strategy we are now assessing and reviewing parking issues across the borough, to provide parking solutions to meet these needs.

The initial review will mainly focus on on-street parking but will also consider off-street parking to ensure any parking problems aren't moved onto neighbouring streets.



What are the parking issues?

As shown in the consultation area map, we are consulting across nine different wards in the borough during the review phase of the Parking Strategy.

Sutton Town Centre

This is a busy town centre with a mixture of residential properties, businesses, shops and restaurants. Demand for parking is high and existing parking controls will be reviewed to help tackle inconsiderate parking and parking problems that have subsequently been moved onto neighbouring streets.



Sutton North

This residential area is in close proximity to Sutton Town Centre and has access to good bus and train links and several schools as well as being within walking distance to St. Helier Hospital. All of these factors increase parking pressures for residents.

Hackbridge

This residential area has seen considerable change including both small and large scale residential developments. Hackbridge Train Station, with direct links to London Victoria and King's Cross stations, adds to this pressure with commuters parking in residential roads thereby increasing parking pressures further.



Sutton South

There is a high demand for commuter parking near to Sutton Train Station and the Town Centre. The fact that part of this area is just outside the Sutton Controlled Parking Zone (CPZ) means that there is even more pressure on local roads, leading to parking problems being moved onto neighbouring streets.



Belmont

Similar to Sutton South, Belmont has a combination of commuter parking, schools, local shops and new small scale developments which have put parking pressure on roads within this area.

Carshalton

With two train stations, a number of schools, an expanded college, busy shopping areas and new residential developments, the demand for parking space in Carshalton has increased substantially, leading to parking pressures on many roads.

St Helier

This area is situated in the North and East of Sutton Town Centre and contains St. Helier Hospital. It experiences major parking issues because of hospital car park charges which mean that staff and visitors often park outside in the surrounding streets, which can cause parking pressures and issues for residents. Many of the roads in question are narrow and a lot of the space is taken up by residents' dropped kerbs.



Parking Strategy Questionnaire



All responses are automatically entered into a prize draw to win £100 in High Street Vouchers

This questionnaire seeks your views on parking in your street. The information you provide will only be used for this project and analysed to help us understand parking issues and possible solutions on individual streets across the borough. **Please provide one response per household.** Your details will be kept strictly confidential and will not be shared with a third party. **Please note that replies cannot be considered without a name, address and postcode being provided.**

Feedback on the results of this consultation will be provided at an upcoming Local Committee meeting in your area. For details of venues and dates go to sutton.gov.uk (click on Your council, voting and elections).

Name

Address

Postcode

Email (optional) Telephone (optional)

1. Do you think parking problems exist in your street?
(select one option)

- Yes
- No
- Undecided

2. If yes, on what day is it worst? (select one option)

- Weekdays (Monday to Friday)
- Saturdays
- Sundays

3. What time of day is it hardest to park in your street?
(select all that apply)

- Morning (0600 to 1159)
- Afternoon (1200 to 1759)
- Evening (1800 to 2359)
- Overnight (0000 to 0559)
- All day

4. Which of the following parking solutions would you support in your road? (select all that apply)

- Double yellow line waiting restrictions**
Indicating no waiting at any time except when loading and unloading goods and setting down and picking up passengers unless indicated otherwise.
- Single yellow line waiting restrictions**
Indicating waiting restrictions at some time during the day.
- Loading restrictions**
Double kerb markings indicating no loading at any time and single yellow kerb markings indicating no loading during the times shown on the nearby black and white sign.
- Controlled Parking Zones (CPZs) / Resident Parking Scheme**
Parking bays in operation and enforced during certain times of the day. Only residents with a paid-for permit and visitor permits can park in these bays.
- Other solution (please state)

5. If you don't currently live in a Controlled Parking Zone (CPZ) would you support the introduction of one in your street?
(select one option)

- Yes
- No
- Undecided

6. How many vehicles are located at your household?
(select one option)

- 0
- 1
- 2
- 3+

7. If your household has one or more vehicles, where are they most frequently parked when at home? (select all that apply)

- On the road
- On driveway
- In the garage
- Other (please state)

Additional comments

Please return this questionnaire by Monday 18 December 2017.

Thank you for taking the time to complete this questionnaire.

Appendix B: St Helier results

Q1. Do you think parking problems exist in your street?

	Total	St Helier	Other APP	CPZ
Base	5324	619	3890	815
Yes	69%	87%	65%	72%
No	25%	10%	29%	22%
Undecided	5%	3%	5%	5%
No reply	1%	1%	1%	2%

Q2. If yes, on what day is it worst?

	Total	St Helier	Other APP	CPZ
Base	3659	540	2535	584
Weekdays (Monday to Friday)	82%	94%	83%	69%
Saturdays	22%	27%	20%	23%
Sundays	23%	23%	21%	33%
No reply	3%	2%	3%	3%

(Multi response question. Base only includes those that have a parking problem. Q1=Yes)

Q3. What time of day is it hardest to park in your street?

	Total	St Helier	Other APP	CPZ
Base	5324	619	3890	815
Morning (0600 to 1159)	24%	28%	25%	19%
Afternoon (1200 to 1759)	6%	6%	6%	8%
Evening (1800 to 2359)	31%	31%	28%	45%
Overnight (0000 to 0559)	11%	7%	10%	16%
All day	31%	55%	29%	23%
Other	1%	1%	1%	0%
No reply	23%	9%	26%	19%

(Multi response question)

Q4. Which of the following parking solutions would you support in your road?

	Total	St Helier	Other APP	CPZ
Base	5324	619	3890	815
Double yellow line waiting restrictions	15%	17%	15%	16%
Single yellow line waiting restrictions	17%	11%	18%	14%
Loading restrictions	3%	3%	3%	4%
CPZs / Resident Parking Scheme	38%	49%	34%	50%
Other	27%	30%	25%	31%
No reply	27%	16%	31%	17%

(Multi response question)

Q5. If you don't currently live in a CPZ would you support the introduction of one in your street?

	Total	St Helier	Other APP	CPZ
Base	5324	619	3890	815
Yes	34%	47%	35%	20%
No	36%	28%	42%	11%
Undecided	12%	16%	13%	7%
Other / not applicable	1%	1%	0%	1%
No reply	17%	9%	10%	61%

Q6. How many vehicles are located at your household?

	Total	St Helier	Other APP	CPZ
Base	5324	619	3890	815
None	8%	10%	7%	11%
One	54%	50%	53%	62%
Two	28%	29%	29%	21%
Three or more	8%	8%	8%	5%
No reply	2%	3%	2%	2%

Q7. If your household has one or more vehicles, where are they most frequently parked when at home?

	Total	St Helier	Other APP	CPZ
Base	4917	555	3634	728
On the road	36%	41%	34%	41%
On driveway	51%	53%	55%	28%
In the garage	12%	2%	13%	13%
Other	6%	6%	5%	9%
No reply	13%	13%	12%	20%

(Multi response question. Base includes all those with one or vehicles. Q6=One,Two,Three or more)



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research

