

GUILDFORD PARKING ANNUAL REPORT 2019-20

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Covid19 Pandemic

On March 23rd, 2020, we took the advice of the Government and BPA to stop charging and hold enforcement during lockdown. This would be to allow residents and key workers under lock down the confidence that there was somewhere for them to park while carrying out duties or isolating and should anyone have to quarantine, we would not enforce unless it was causing serious obstructions.

During this time, we provided support in different ways, these being some of them: -

- Free parking for Surrey Police at Bedford Road MSCP and Mary Road
- Free parking key workers for BMI at Bright Hill
- Free parking in car parks for key workers and residents
- Honoured the Government key worker passes
- Stopped charging and enforcing on-street bays and car parks
- Stopped charging market traders rent
- Stopped charging contract parkers and season ticket holders

On 15th June we started charging and enforcement on on-street. We put signs up to let residents know normal charging has resumed and gave out warning notices for 2 weeks before giving penalty charge notices. On 15th June we reinstated the issuing of resident parking permits and visitor permits. This was on-line or via CSC sending out via the postal service, with a 7-day turnaround, as Millmead remained closed to visitors.

On 1/7 we started charging in car parks, except Farnham Road MSCP which was maintained for key workers in July, and re-started enforcement. Like on-street we put signs up saying normal charging resuming and gave out warning notices for 2 weeks rather than penalty charge notices. During lockdown enforcement officers put cases on hold and offered payment plans to anyone affected by Covid19. A new Covid19 cancellation criteria was created to ensure we supported our residents and key workers as best we could during this time.

To continue to support our key workers and utilise spaces in our car parks, we started a Key worker discounted permit, trialling for 3 months at Bedford Rd MSCP for Surrey Police and for BMI at Bright Hill car park. This trial ran from August to October and has had a good take up. We will continue to monitor the situation and revisit the need in October.

In August to support the Government "Eat out to help out" campaign we made P&D car parks free Mon-Wed after 4pm during August. This is to encourage people back into the High Street to eat and hopefully visit the shops and bring back confidence that it is safe.

During this time our staff adapted well to changing demands and our IT system allowed us to function in most cases away from Bedford Road office, so our service was not interrupted. Some staff were redeployed until their duties could start again, while some continued duties like enforcement of obstructions where required.

We will continue to monitor the situation and adapt our strategy in relation to managing our spaces, enforcement and supporting our community. The service responded rapidly to the situation and adapted well as things changed.

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 2019-20. It should be read in conjunction with the following:

- On-Street 2020-21 Business Plan (Guildford Joint Committee)
- Off-Street 2020-21 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 2020 and Guildford Borough Council's Executive Committee (The Executive) in January 2021. 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 permits
A	799	278	1058	1
B	378	113	402	1.2
C	329	188	358	1.4
D	333	193	280	1.8
E	304	123	255	1.6
F	732	531	394	3.2
G	119	119	51	4.6
H	271	271	99	5.4
I	683	357 (306*)	132	10.1
J	466	400 (53*)	177	5.1

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

Note: Ratio is worked out based on Permit space + shared use divide by permit holder to get ratio.

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 341,895 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 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 continued to decline over the last decade to 46%. 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 26% and metre income by 17% however, 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.

GFD On-street parking Performance			
Year	Tickets sold	Income £	Avg £ 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	665,425	1.53
2018-19	388,939	610,124	1.57
2019-20	335,770	507,105	1.51

Note: Tickets and income do not include Park & Ride

No of Pay and Display Spaces

Year	Pay & Display (P&D)	P&D Dual Use	Totals
2009	313	182	495
2020	270	193	463

- 4.13 We normally report on the first six months of tickets and income for on-street, to give an indication of performance against the previous year. On March 24th 2020 we stopped charging and enforcing parking bays due to Covid19, enabling space to be used for residents and key workers during lockdown. We started charging and enforcement on 1st of July 2020 after two weeks of warning notices. Understandably the first six months of 2020-21 will be about re-opening services, stabilisation for residents and key workers and monitoring and adapting services to meet needs during this period. It is likely we will see a true picture of performance in the second half of the period.
- 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 (£66,166 in 2019-20), 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 276 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 was recommended that a number of proposals were reported back to the next Committee meeting, held in March 2020.

At the March 2020 Committee meeting, 13 locations outside the CPZ were approved to be progressed. The CPZ recommendations were also approved but it was decided the implementation of the extension of hours should be delayed allowing for post Covid recovery. Delegated authority allows for this to be implemented by September 2021.

Schools Watch

- 5.3 School watch patrols continue to be beneficial in targeting areas around some schools that are more problematic and where enforcement resources can be targeted. During some busy periods where PCSO's can be available, they are working with our enforcement officers to encourage drivers to make better choices at drop-up and pick-up times. In January we implemented drive aways which enable us to send parking charge notices in the post with the aim to change some behaviour around schools.

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. We have 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. During the Covid19 pandemic School watch was suspended while schools were closed. When Schools opened, we were not able to start School watch straight away due to shortages in resource due to the

pandemic but started with those areas registering problems from middle September onwards and increased as resources returned.

The data for School watch 2019-20 will be posted on the GBC website section “School watch – keeping children safe around schools” to allow schools, councillors and residents to view.

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 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 a decrease in ticket sales of 6% and revenue of 3%. This compares better against on-street, which has decreased as explained in section 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	3,317,582	8,039,985
2016-17	3,337,595	8,342,275
2017-18	3,231,746	8,259,695
2018-19	3,198,422	8,284,819
2019-20	3,011,822	7,992,175

Usage and income may have been impacted by redevelopment work at Guildford Park car park, the start of refurbishment of Castle car park, reductions in capacity at Bright Hill (see section 7) and maintenance works in various car parks. Car parks stopped charging on the 24th March 2020, which enabled free use to residents and key workers during the Covid19 lockdown, which would have had a small impact during the period end.

Contract Parking and Season Tickets

- 6.6 The council operates over 300 contract parking spaces around the town centre, which generated £705,912 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 £739,177 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 to 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 6 electric charging points in public car parks across Guildford with a further 12 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. There are also 6 general use, and 1 disabled bay with EV charging points at the P&Rs.

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 69,329 in April to 116,093 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. From the previous year, tickets have increased by 15% and income 20%.
 - Pay & display car park users can pay with **coins** at the machines, or **pay by phone** using the App, or automated call system.
 - 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.
- 6.11 Payments by cash continue to reduce (11%), pay by phone App payments continue to increase (7%) and contactless Wave & pay has increased (4%). The table below shows the percentage of money taken by each payment method and that by introducing more methods of payment we can encourage less cash payments which will now be more important due to Covid19.

Car Park Payment methods

Car Parks Payment Methods 2019-20	2017-18 %	2018-19 %	2019-20 %	Difference Between 2018-19 vs 2019-20
P&D Cash	65%	55%	42%	-13%
P&D Pay by Phone	35%	45%	55%	10%
P&D Credit Cards (Started Aug-19)	N/A	N/A	3%	3%
PoF Cash	43%	33%	25%	-9%
PoF Credit Cards	57%	67%	75%	9%
Totals				
Overall Cash	57%	47%	37%	-11%
Overall Pay by Phone	22%	29%	35%	7%
Overall Credit Cards	20%	24%	28%	4%
<i>Note: POF = Pay on foot, P&D = Pay & Display pay</i>				

Benefits of reducing cash payments are fewer cash collections required and the opportunity for machines to be vandalised is reduced. Money lost due to theft in 2019-20 was £4,005.88. Slight reduction to last year and when we replace existing pay on foot equipment this should be improved with greater security.

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 2019-20 period compared to the previous year.

Passenger Journey Comparison (Apr 19 – March 20)

Park & Ride - 6 Month Comparison Apr-Sept					
Apr-Sept	Artington	Merrow	Onslow	Spectrum	Total
2019-20	133,824	91,031	44,337	76,617	345,809
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 %	(-) 12.06	(-) 10.89	(-) 10.34	(-) 14.27	(-) 12.13

6.14 The cost of park and ride in 2019-20 is set out below.

Funding 2019-20	£
Bus contract price (net of fare income)	241,720
Car park running costs (rent, site maintenance, site guards, general rates and other costs)	389,878
Total cost	631,597
Guildford On-street parking surplus	282,746
Paid from Guildford On-street parking reserve (negative reserve balance of £73,915 in 2018-19 so that was taken in 2019-20)	(73,915)
Total funding	208,831
Shortfall of funding	422,766

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, there was a negative reserve balance of £73,915 in 2018-19 so that was taken in 2019-20 which means in 2019-20 there was a shortfall in funding for the Park and Ride of £422,766.

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 being seen, which has improved 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. In this regard, we are 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 have been agreed to extend the operational hours of the on-street controls within the central areas of the CPZ which may increase patronage to the P&R and the additional income generated from the changes may aid the financial position. The start to the changes to the operational hours have been delayed due to Covid.

- 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. However, the development has been put on hold during Covid and we are awaiting decisions if the development will include a car park. Bright Hill car park is also operating at reduced capacity due to ongoing issues with the vehicle safety barriers.
- 7.2 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.
- 7.3 The following works were carried out within 2019-20 period: -
- Re-coating decking works carried out at Castle car park,
 - Drainage and maintenance works were carried out in Bedford Road, Leapale and Castle car park,
 - Right hand traffic signal established at exit of Millbrook car park,
 - re-coating decking works carried out at Bedford Road MSCP,
 - Portsmouth road, Millbrook car park and Bedford Road MS Level 1 were relined, or directional arrows completed where required.
- 7.4 Update for recommendations approved in January 2020 by the Executive Committee
- Hold existing car park pricing except car parks below, which was implemented in in August, delayed from April due to Covid
 - Bedford Rd Surface, Commercial Road 2, Mary Rd, Old Police Station.
 - Prices changed from £1.30 to £1.50 during the day, Mon-Sat
 - Early bird discount implemented at Farnham Rd MSCP – delayed from April to August due to Covid
 - York Road Season Ticket/Pre-Payment card rose by 5% - delayed from April to August due to Covid
 - Residents offered overnight parking in town centre car parks for £1 – delayed from April to August due to Covid
 - Improve decking at Leapale car park – pending, delayed due to Covid, WIP

- Increased hours for evening charging and enforcement – pending, delayed due to Covid-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 other 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. 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. When introducing in new areas or new restrictions, we normally issue warning notices for the first offences for a limited time while people get accustomed to the changes.
- 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 In January 2020 we introduced penalty charges for "Regulation 10" which enable us to follow up on vehicle drive aways. As the CEO was prevented from issuing the ticket onto the vehicle, their bodycams are used to collect evidence of the vehicle offence. The PCN is then sent to the registered keeper through the post. From January to March 2020, 75 PCN were issued for Regulation 10.
- 8.7 The table below shows that more penalty charge notices (PCNs) were issued in 2019-20 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

PCN Issued (Guildford)	2017-18	2018-19	2019-20
On-street	23,885	15,572	19,219
Off-street	10,368	11,199	11,363
Total Issued	34,253	26,771	30,582

- 8.8 We recruited 3 additional CEOs to bring our establishment back up to strength and the staff on long-term sickness came back to work full-time which is shown in the increase in PCN issued against the same period the year before.
- 8.9 The table in Appendix 5 shows the rate of appeals (12%) against our penalty charge notices, most favour to pay without challenge (56%) showing that we are issuing quality penalty charge notices and cancelling (22%) when there are grounds to do so.
- 8.10 The data in Appendix 5 shows the reasons why PCNs have been cancelled. During this period, the vast majority were categorised as "customer error". 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.
- 8.11 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.

Appendices

- Appendix 1 On-Street parking spaces**
- Appendix 2 On-Street financial statement**
- Appendix 3 Off-Street parking spaces**
- Appendix 4 Off-Street financial statement**
- Appendix 5 Enforcement Data**
- Appendix 6 Schools Watch Update**

Appendix 1 – On-Street Parking

Town Centre CPZ Parking Bay Types	No.
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

Note: In Area A there will be 2 disabled bays created during 2020

Appendix 2 – Guildford On-Street parking Financial Statement

GUILDFORD ONSTREET SUMMARY				
2018-19		2019-20	2020-21	2020-21
Actual		Actual	Estimate	Projection
£		£	£	£
	<u>Expenditure</u>			
557,936	Employee Related	689,149	670,020	666,392
44,668	Premises Related	48,543	48,140	51,477
9,227	Transport Related	9,162	12,500	12,630
132,203	Supplies & Services	127,557	169,920	175,927
66,251	Support Services	117,490	117,490	117,502
810,285		991,902	1,018,070	1,023,928
	<u>Income</u>			
(106,542)	Visitor Permits	(108,773)	(99,310)	(74,465)
(610,124)	Meter Income	(507,105)	(567,300)	(288,501)
(453,955)	Penalty Fees	(497,607)	(488,420)	(326,079)
(168,802)	Residents Permits	(164,580)	(171,210)	(142,752)
(58,142)	Suspension Fees	(66,166)	(78,150)	(45,715)
2,340	Other Income	(136)	1,200	(1,670)
(1,395,224)		(1,344,367)	(1,403,190)	(879,182)
(584,939)	Net Expenditure/(Income)	(352,465)	(385,120)	144,746
0	Capital Financing Costs	0	0	0
(584,939)	Net Expenditure/(Income)	(352,465)	(385,120)	144,746
0	Re-lining works & signage	0	0	0
(584,939)	Total Net Exp./(Income)	(352,465)	(385,120)	144,746

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	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.)

Contract Parking			
Site Location	No of Spaces/units	Type of Parking	Type of Structure
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
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 – Guildford Off-Street Financial Statement

OFFSTREET SUMMARY				
2018-19		2019-20	2020-21	2020-21
Actual		Actual	Estimate	Projection as at period 2
£		£	£	£
	<u>Expenditure</u>			
654,700	Employee Related	724,790	759,440	678,970
2,366,483	Premises Related	2,960,270	2,402,520	2,392,590
29,111	Transport Related	23,386	36,270	35,085
617,833	Supplies & Services	671,663	607,120	530,213
179,360	Support Services	264,032	263,960	262,972
3,847,487		4,644,141	4,069,310	3,899,830
	<u>Income</u>			
(690,084)	Contract Parking	(705,912)	(694,100)	(461,418)
(8,284,819)	Meter Income	(7,992,175)	(8,366,420)	(4,964,890)
(259,821)	Penalty Fees	(263,170)	(219,480)	(167,651)
(1,005,386)	Season Tickets	(739,177)	(877,620)	(521,661)
(32,731)	Suspension Fees	0	0	0
(54,715)	Garage Rents	(50,509)	(53,740)	(52,882)
(12,362)	Other Rent	(12,547)	(12,030)	(12,281)
(88,843)	Other Income	(111,112)	(85,770)	(85,607)
(10,428,761)		(9,874,602)	(10,309,160)	(6,266,390)
(6,581,273)	Net Expenditure/(Income)	(5,230,462)	(6,239,850)	(2,366,560)
1,286,907	Capital Financing Costs	1,271,022	1,319,660	1,311,222
(5,294,367)	Net Expenditure/(Income)	(3,959,440)	(4,920,190)	(1,055,338)
186,695	Car Parks Maintenance Reserve Works	257,362	236,500	348,691
(5,107,672)	Total Net Exp./(Income)	(3,702,078)	(4,683,690)	(706,647)

Appendix 5 – Enforcement (Guildford)

Penalty Charge Notice issued in Guildford 2019-2020			
	Off-Street Totals	On-Street Totals	Total for Off and On-Street
Number of higher level PCNs issued	1895	13057	14952
Number of lower PCNs issued	9468	6162	15630
Total number of PCNs issued	11363	19219	30582
Number paid at discount	6235	10984	17219
Number paid at full charge or above	1398	1979	3377
Total number of PCNs paid	7633	12963	20596
Number of PCNs against which Informal or Formal Reps made	2016	1814	3830
Number of PCNs cancelled as a result of Informal or Formal Reps	1944	1190	3134
Number of PCNs cancelled for other reasons	117	304	421
Number of PCNs written off	735	1072	1807
Number of PCNs outstanding	850	1725	2575
Total number of cancelled/written off/outstanding	5662	6105	11767

PCN Issued (Guildford)	2017-18	2018-19	2019-20	Diff to prev year %
On-street	23,885	15,572	19,219	(+) 21%
Off-street	10,368	11,199	11,363	(+) 1%
Total Issued	34,253	26,771	30,582	(+) 13%

PCN Cancellation Reasons 2019 - 2020	No. Off Street	No. On Street	% Off Street	% On Street
Motorist producing tickets which were not clearly displayed/RingGo	1324	161	63	13
Mitigating and other circumstances	69	111	3	9
Contract and other parkers entitled to park but not displaying correct permit	157	314	7	26
Machine faults and other equipment problems	34	52	2	4
Civil Enforcement Officer's error	70	137	3	11
Blue Badge Holders not parking according to the scheme	60	173	3	14
Problems with signs	11	32	1	3
Other issues	380	229	18	19
Total	2105	1209	100	100

Appendix 6 – Schools Watch Update

School patrols were suspended on the 24th March 2020 in line with Government guidance for schools to be closed and everyone to stay at home due to Covid19.

Patrols by Period

Month	PCN	Moved On	Totals	Patrols
Sep-19	38	0	38	33
Oct-19	46	378	424	49
Nov-19	14	75	89	13
Dec-19	37	416	453	56
Jan-20	33	314	347	61
Feb-20	23	343	366	40
Mar-20	10	155	165	28
Apr-20	0	0	0	0
May-20	0	0	0	0
Jun-20	0	0	0	0
Jul-20	0	0	0	0
Totals	201	1681	1882	280

PCN = Penalty Charge Notice

Patrols by Term

Results by Term	PCN	Moved On	Totals	Patrols
Autumn Term	106	680	786	153
Spring Term	79	422	501	111
Summer Term	0	0	0	0
Total	185	1102	1287	264



Patrols by School

