

ANNEX 1 - GUILDFORD PARKING ANNUAL REPORT

2021-22, 2022-23 & 2023-24

Structure of the Annual Report

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Covid19 Pandemic - Recovery

On 23rd March 2020, following the publication of Government and British Parking Association (BPA) guidance, it was decided to stop charging and drastically curtail parking enforcement both on-street and within the Borough Council's car parks.

Over the following 2-year period we continued to monitor the situation and adapt our strategy in relation to managing the parking spaces, enforcement and supporting the community throughout the pandemic. The service responded rapidly to the situation and adapted as things changed. Something approaching our normal enforcement regime only resumed in mid-July 2021, when the vast majority of the social distancing measures were removed.

Nevertheless, as additional strains of the virus were detected and spread, further social distancing restrictions were put back in place, such as for the Omicron variant in December 2021. The remaining legal government restrictions were finally removed in late-February 2022.

As such, whilst the 2021-22 period was affected significantly less than the 2020-21 period, it was still subject to the impact of the pandemic. The 2021-22 period was effectively the start of the 'new normal', with further recovery in both 2022-23 and 2023-24.

Whilst home working would still appear to be a more prevalent feature of the work environment, there is evidence to suggest a return to more regular working patterns, if not fully to pre-pandemic levels.

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 years 2021-22, 2022-23 and 2023-24. It should be read in conjunction with the following:

- Off-Street 2025-26 Business Plan (The Executive Committee)
- The Parking Strategy 2016 and Parking Study 2020, which set out the overall strategic direction for the service

Historically, this report was also previously reported to Surrey County Council's (SCC's) Guildford Joint Committee to support the On-Street Annual Business Plan. However, in February 2022 SCC decided to remove the executive highway and parking functions from the Guildford Joint Committee, and indeed, various other joint and local committees across the county. In August 2022, SCC subsequently announced its intention to terminate its on-street parking agency agreements with the various boroughs and districts across the county, including Guildford, which at the time managed and enforced on-street parking in Guildford and enforcement in Waverley, both on behalf of SCC. SCC's new enforcement contractor took over enforcement across the county in April 2023.

As a result of the above, this report primarily focuses on off-street car park activity, except where on-street enforcement activity may have impacted off-street enforcement activity.

2. Introduction

- 2.1 The service has previously had 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 (GBC) is also in a strong position to influence parking in the town because it runs most of the large car parks.
- 2.2 However, GBC's influence was reduced to a degree by the transfer of responsibility of the on-street parking management and enforcement of in April 2023. Up until 31 March 2023, we managed on-street parking in Guildford through an agency agreement with SCC. This agreement was renewed for a final 5-year period in April 2018. Both authorities oversee the Park and Ride network. On a day-to-day basis, SCC oversees the bus operation and GBC manages the car parks.
- 2.3 This Annual Report will be presented to GBC's Executive Committee (The Executive) in January 2025. This report will also be published on the Transparency page of GBC'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 and car parks needed to support a vibrant economy. The County Council now manage on-street parking separately, although clearly, there remains an inter-relationship between the two,
- 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.
- even after our on-street parking agency agreement with SCC has terminated we will seek to maintain a close working relationship with our County Council colleagues to help ensure that the wider strategic aims of both organisations in respect to transport, air quality, congestion and economic regeneration are met.

4. On-street Parking Management in Guildford

4.1 On-street enforcement duties across both Guildford and Waverley boroughs is now managed by SCC. It also manages the nature of the on-street controls. In Guildford, the latter was also previously undertaken by GBC's Parking team. SCC and GBC continue to liaise in respect to on- and off-street parking issues, albeit that GBC's ability to influence the former is diminished.

5. Off-street Parking Management in Guildford

5.1 Car parks provide access to the town and an availability of parking space absorbs traffic and reduces congestion. Guildford Borough Council's Parking team operates 24 public car parks, providing around **4,814** town centre spaces.

5.2 Since the last Annual Business Plan was presented to the Executive, the number of car parks has reduced with the loss of:

- Old Police Station car park (October 2023) – 62 spaces
- Commercial Road 1 Contract car park (June 2024) – 12 spaces
- Commercial Road 2 car park (June 2024) – 52 spaces

Additionally, further losses in spaces are anticipated through the redevelopment, repurposing, or the disposal of assets:

- Bright Hill car park (redevelopment – 2026) – 58 spaces (note capacity could increase to 89 spaces, but previous capacity of 118 will not be reinstated)
- Guildford Park car park (redevelopment – 2026) – 220 spaces
- Portsmouth Road contract car park (flood alleviation – by 2028) – 98 spaces (capacity to reduce)
- Robin Hood contract car park (redevelopment – 2026) – 21 spaces
- Various other asset disposals (see Appendix 1)

Previously, GBC has also managed 4 Park and Ride sites, in partnership with SCC and the bus operator, providing around an additional 1,850 spaces. However, during the pandemic SCC decided to suspend the Spectrum service and have chosen not to resume it and in September 2024 SCC decided to suspend the Onslow service. The two sites at Artington and Merrow continue to operate, providing some 1,015 spaces. Even so, patronage has still not recovered to pre-pandemic levels.

- 5.3 Previously, sensors were installed within a number of the larger off-street car parks, disabled bays and electric charging bays. This was intended to allow motorists to determine the most appropriate parking facility for their visit. The objective was to reduce queuing and congestion, whilst also providing the Parking team with real-time occupancy data. Originally, these were funded by a central government grant. However, a combination of poor serviceability of the sensors, a lack of easily manipulated data and a change in the offer provided by the service provider meant that these no longer provided useful information. However, the forthcoming adoption of the latest P&D and PoF parking equipment will provide similar, if not better, information for the Parking team and also customers.
- 5.4 Once within the car park, we want visitors to have a pleasant experience and feel safe, 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.

Car park usage

- 5.5 The table below shows how the usage for car parking spaces has performed in comparison to the same period the previous years. The impact of the pandemic is obvious, as is the recovery since.

Parking transactions and net ticket revenue

Car Park Usage by Year	Tickets sold	Income	Car Park Usage by Year	Tickets sold	Income
		(NET of VAT) (£)			(NET of VAT) (£)
2008-09	3,302,613	6,542,342	2016-17	3,337,595	8,342,275
2009-10	3,064,020	6,336,955	2017-18	3,231,746	8,259,695
2010-11	3,295,433	6,910,130	2018-19	3,198,422	8,284,819
2011-12	3,352,018	7,304,106	2019-20	3,011,822	7,992,175

2012-13	3,318,383	7,297,4 41	2020-21	1,040,547	2,567,7 58
2013-14	3,221,702	7,349,4 31	2021-22	2,339,123	6,302,7 65
2014-15	3,278,795	7,581,7 74	2022-23	2,697,177	8,662,5 07
2015-16	3,317,582	8,039,9 85	2023-24	2,753,177	9,228,1 17

Income per transaction

Car Parks Payment Methods (average income per transaction)	2019-20	2021-22	2022-23	2023-24
Overall Totals				
Overall - Overall	£2.65	£2.69	£3.21	£3.35
Overall - Cash	£2.48	£2.50	£2.94	£3.00
Overall - Pay by Phone	£3.30	£3.18	£3.70	£3.81
Overall - Cards	£4.53	£3.88	£4.64	£4.83
Pay & Display				
P&D - Cash	£2.38	£2.43	£2.84	£2.86
P&D - Pay by Phone	£3.30	£3.18	£3.70	£3.81
P&D - Card (Bedford Road MSCP only)	£3.06	£3.25	£3.82	£3.94
Pay on Foot				
PoF - Cash	£2.80	£2.82	£3.41	£3.68
PoF - Cards	£4.68	£4.01	£4.79	£5.00

Car Park Payment methods

Car Parks Payment Methods (as a proportion of income)	2019-20	2021-22	2022-23	2023-24
Overall Totals				
Overall - Cash	37%	19%	14%	11%
Overall - Pay by Phone	35%	44%	48%	50%
Overall - Cards	28%	37%	38%	39%
Pay & Display				
P&D - Cash	42%	24%	17%	13%

P&D - Pay by Phone	55%	68%	75%	79%
P&D - Card (Bedford Road MSCP only)	3%	8%	8%	8%
Pay on Foot				
PoF - Cash	25%	13%	8%	6%
PoF - Cards	75%	87%	92%	94%

Car park offer

- 5.6 The off-street car parks within Guildford have historically been classified as Short-stay or Long-stay.
- 5.7 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. The Park and Ride facilities are also intended to meet the needs of longer-stay visitors, freeing up the town centre car parks for other visitors. This reduces congestion in the centre and ensures there is a supply of convenient parking available for shoppers and other short-stay visitors.
- 5.8 The Short-stay car parks are more centrally located and are intended to be convenient for visitors to the town that are not perhaps staying as long.
- 5.9 However, in late 2020, following a request from Experience Guildford, we introduced a new ‘Shopper’ tariff within a number of the main town centre car parks. The local BID were keen to try to encourage increased dwell time for those visiting the town centre, with the benefits that this could derive for the town centre’s economy.
- 5.10 The tables below highlight performance of the different types of car park as well as individual car parks.

Summary – Shopper / Short-stay / Long-stay car parks

Shopper car parks		November		Total for full Financial Year					
Year	Spaces: 2400	£	Tkts	£	Tkts	£/Tkt	£/space	Tkts/space	Average Paid for Duration (h:mm)
19-20	month	£466,663	144,099	£5,611,541	1,796,353	£3.12	£2,338.14	748	2:24
	cumulative	£3,605,128	1,156,981						
21-22	month	£399,425	116,589	£4,540,041	1,348,967	£3.37	£1,891.68	562	3:21
	cumulative	£2,934,196	872,836						
22-23	month	£493,916	118,606	£5,929,130	1,514,291	£3.92	£2,470.47	631	3:15
	cumulative	£3,724,199	977,090						
23-24	month	£511,424	122,384	£6,309,234	1,529,910	£4.12	£2,628.85	637	3:26
	cumulative	£4,068,523	982,660						
24-25	month	£600,794	123,967	£4,698,124	980,115	£4.79	£1,957.55	408	3:35
	cumulative	£4,698,124	980,115	£7,285,583	1,525,948	£4.77	£3,035.66	636	3:34

projection based on cumulative P1-8

Short-stay car parks*		November		Total for full Financial Year					
Year	Spaces: 848 (now 739)	£	Tkts	£	Tkts	£/Tkt	£/space	Tkts/space	Average Paid for Duration (h:mm)]
19-20**	month	£205,561	78,453	£2,619,812	1,018,379	£2.57	£3,096.71	1,204	1:58
	cumulative	£1,696,533	659,561						
21-22	month	£191,779	70,192	£2,173,543	814,576	£2.67	£2,563.14	961	1:46
	cumulative	£1,374,725	518,382						
22-23	month	£231,132	70,463	£2,978,014	934,935	£3.19	£3,520.11	1,105	1:46
	cumulative	£1,926,350	613,965						
23-24	month	£224,460	68,539	£2,968,132	928,719	£3.20	£3,508.43	1,098	1:46
	cumulative	£1,964,122	620,859						
24-25	month	£259,955	66,387	£2,125,066	580,719	£3.66	£2,883.40	788	1:49
	cumulative	£2,125,066	580,719	£3,182,441	868,675	£3.70	£4,367.62	1,181	1:50

projection based on cumulative P1-8

*main full-time Short-stay car parks only

Long-stay car parks		November		Total for full Financial Year					
Year	Spaces: 917	£	Tkts	£	Tkts	£/Tkt	£/space	Tkts/space	Average Paid for Duration (h:mm)
19-20	month	£94,648	16,285	£1,135,418	204,377	£5.56	£1,238.19	223	5:33
	cumulative	£719,315	124,555						
21-22	month	£65,914	12,498	£601,919	116,954	£5.15	£656.40	128	5:08
	cumulative	£354,269	69,623						
22-23	month	£100,388	15,250	£1,147,040	176,900	£6.48	£1,250.86	193	5:53
	cumulative	£714,759	110,076						
23-24	month	£114,088	17,047	£1,368,332	204,059	£6.71	£1,492.18	223	6:05
	cumulative	£903,330	132,725						
24-25	month	£125,924	18,946	£928,942	137,978	£6.73	£1,013.02	150	6:07
	cumulative	£928,942	137,978	£1,407,129	212,135	£6.63	£1,534.49	231	6:01

projection based on cumulative P1-8

5.11 In respect to the performance of individual car parks, the tables below outline their performance

Shopper car parks

Bedford Road P&D MSCP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	933								
19-20	month	£157,222	51,656	£1,958,537	665,797	£2.94	£2,099.18	714	2:15
	cumulative	£1,241,501	426,081						
21-22	month	£125,285	39,067	£1,470,439	460,159	£3.20	£1,576.03	493	3:11
	cumulative	£931,641	292,775						
22-23	month	£168,790	41,965	£2,012,979	534,830	£3.76	£2,157.53	573	3:08
	cumulative	£1,244,440	341,346						
23-24	month	£179,402	43,578	£2,244,526	553,612	£4.05	£2,405.71	593	3:22
	cumulative	£1,439,978	353,792						
24-25	month	£223,216	46,566	£1,670,636	352,737	£4.74	£1,790.61	378	3:33
	cumulative	£1,670,636	352,737	£2,604,059	551,961	£4.72	£2,791.06	592	3:32

projection based on cumulative P1-8

Castle PoF MSCP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	350								
19-20	month	£95,680	29,502	£1,116,193	351,195	£3.18	£3,189.12	1,003	2:26
	cumulative	£749,519	237,453						
21-22	month	£98,272	28,297	£1,150,516	338,351	£3.40	£3,287.19	967	3:24
	cumulative	£756,181	224,134						
22-23	month	£116,505	28,220	£1,384,749	355,198	£3.90	£3,956.43	1,015	3:14
	cumulative	£894,670	233,478						
23-24	month	£117,037	28,251	£1,445,527	355,953	£4.06	£4,130.08	1,017	3:23
	cumulative	£942,308	230,301						
24-25	month	£132,554	27,535	£1,061,303	226,184	£4.69	£3,032.29	646	3:31
	cumulative	£1,061,303	226,184	£1,628,069	349,590	£4.66	£4,651.63	999	3:29

projection based on cumulative P1-8

Glive P&D CP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	209								
19-20	month	£45,307	15,019	£519,389	179,430	£2.89	£2,485.11	859	2:13
	cumulative	£328,245	112,848						
21-22	month	£44,292	12,237	£382,541	109,702	£3.49	£1,830.34	525	3:29
	cumulative	£231,049	64,657						
22-23	month	£52,724	12,027	£602,082	149,407	£4.03	£2,880.77	715	3:21
	cumulative	£370,771	93,801						
23-24	month	£53,354	12,378	£618,651	146,199	£4.23	£2,960.05	700	3:31
	cumulative	£392,668	92,484						
24-25	month	£58,204	12,298	£435,442	90,768	£4.80	£2,083.45	434	3:35
	cumulative	£435,442	90,768	£686,042	143,486	£4.78	£3,282.50	687	3:35

projection based on cumulative P1-8

Shopper car parks (cont.)

Millbrook P&D CP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	241								
19-20	month	£57,819	19,359	£717,589	245,931	£2.92	£2,977.55	1,020	2:14
	cumulative	£469,938	161,356						
21-22	month	£49,233	15,740	£614,276	196,330	£3.13	£2,548.86	815	3:07
	cumulative	£409,104	131,013						
22-23	month	£57,221	14,973	£775,320	211,388	£3.67	£3,217.10	877	3:03
	cumulative	£496,988	140,839						
23-24	month	£66,792	17,594	£831,504	218,392	£3.81	£3,450.22	906	3:10
	cumulative	£544,414	143,572						
24-25	month	£84,609	17,941	£677,954	148,699	£4.56	£2,813.09	617	3:25
	cumulative	£677,954	148,699	£1,035,464	226,191	£4.58	£4,296.53	939	3:26

projection based on cumulative P1-8

Tunsgate PoF CP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	62								
19-20	month	£22,995	7,236	£292,389	94,263	£3.10	£4,715.95	1,520	2:23
	cumulative	£191,943	62,365						
21-22	month	£24,276	6,342	£297,810	82,154	£3.63	£4,803.38	1,325	3:37
	cumulative	£198,776	55,182						
22-23	month	£28,602	6,600	£345,008	85,616	£4.03	£5,564.65	1,381	3:21
	cumulative	£222,830	56,493						
23-24	month	£29,134	6,720	£374,980	89,340	£4.20	£6,048.06	1,441	3:29
	cumulative	£245,250	58,273						
24-25	month	£31,453	6,367	£280,603	58,968	£4.76	£4,525.86	951	3:34
	cumulative	£280,603	58,968	£429,034	90,406	£4.75	£6,919.91	1,458	3:33

projection based on cumulative P1-8

York Road PoF MSCP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	605								
19-20	month	£87,640	21,327	£1,007,444	259,737	£3.88	£1,665.20	429	2:59
	cumulative	£623,982	156,878						
21-22	month	£58,069	14,906	£624,459	162,271	£3.85	£1,032.16	268	3:50
	cumulative	£407,446	105,075						
22-23	month	£70,076	14,821	£808,992	177,852	£4.55	£1,337.18	294	3:47
	cumulative	£494,500	111,133						
23-24	month	£65,705	13,863	£794,046	166,414	£4.77	£1,312.47	275	3:58
	cumulative	£503,905	104,238						
24-25	month	£70,758	13,260	£572,186	102,759	£5.57	£945.76	170	4:10
	cumulative	£572,186	102,759	£901,641	164,053	£5.50	£1,490.32	271	4:07

projection based on cumulative P1-8

Bedford Surface P&D CP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	68								
19-20	month	£20,183	7,313	£295,533	106,034	£2.79	£4,346.07	1,559	2:08
	cumulative	£187,980	68,070						
21-22	month	£24,458	8,251	£299,041	101,049	£2.96	£4,397.67	1,486	1:58
	cumulative	£200,820	67,762						
22-23	month	£20,863	5,763	£334,417	92,820	£3.60	£4,917.89	1,365	2:00
	cumulative	£219,835	63,444						
23-24	month	£28,958	7,949	£372,550	103,208	£3.61	£5,478.68	1,518	2:00
	cumulative	£255,633	70,025						
24-25	month	£40,777	9,096	£327,130	79,187	£4.13	£4,810.73	1,165	2:03
	cumulative	£327,130	79,187	£476,747	116,712	£4.08	£7,010.98	1,716	2:02

Old Police Stn closed projection based on cumulative P1-8
Commercial Rd closed

Bright Hill P&D CP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	58								
19-20	month	£14,637	4,561	£170,537	57,821	£2.95	£2,940.30	997	2:16
	cumulative	£111,616	35,863						
21-22	month	£9,218	3,207	£89,202	31,631	£2.82	£1,537.96	545	2:10
	cumulative	£43,409	15,884						
22-23	month	£14,702	3,710	£168,331	45,087	£3.73	£2,902.25	777	2:04
	cumulative	£105,037	28,358						
23-24	month	£15,859	4,212	£173,596	47,933	£3.62	£2,993.03	826	2:00
	cumulative	£110,451	30,694						
24-25	month	£19,612	4,464	£138,048	32,667	£4.23	£2,380.14	563	2:06
	cumulative	£138,048	32,667	£216,970	51,014	£4.25	£3,740.86	880	2:07

projection based on cumulative P1-8

Main Short-stay car parks

Commercial Road 2 P&D CP (now closed)		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	51								
19-20	month	£16,045	6,140	£207,103	82,268	£2.52	£4,060.85	1,613	1:56
	cumulative	£136,303	54,018						
21-22	month	£17,591	6,982	£226,023	88,632	£2.55	£4,431.83	1,738	1:42
	cumulative	£152,855	59,926						
22-23	month	£21,572	6,720	£284,938	90,533	£3.15	£5,587.02	1,775	1:44
	cumulative	£187,066	60,377						
23-24	month	£24,478	7,397	£301,992	98,313	£3.07	£5,921.41	1,928	1:42
	cumulative	£192,408	63,496						
24-25	month			£56,549	16,564	£3.41	£1,108.80	325	1:42
	cumulative	£56,549	16,564	£56,549	16,564	£3.41	£1,108.80	325	1:42
		Old Police Stn closed							
		Commercial Rd closed							

Leapale Road P&D MSCP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	310								
19-20	month	£62,722	22,179	£767,660	277,247	£2.77	£1,999.11	722	2:07
	cumulative	£485,123	176,613						
21-22	month	£51,987	17,441	£510,942	175,858	£2.91	£1,648.20	567	1:56
	cumulative	£300,816	104,137						
22-23	month	£65,555	18,570	£810,598	236,519	£3.43	£2,614.83	763	1:54
	cumulative	£514,751	152,125						
23-24	month	£73,629	21,068	£879,050	257,407	£3.42	£2,835.64	830	1:53
	cumulative	£543,575	160,073						
24-25	month	£91,818	22,869	£762,846	196,504	£3.88	£2,460.79	634	1:56
	cumulative	£762,846	196,504	£1,233,648	315,990	£3.90	£3,979.51	1,019	1:57
		Old Police Stn closed		projection based on cumulative P1-8					
		Commercial Rd closed							

Main Short-stay car parks (cont.)

Mary Road P&D CP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	107								
19-20	month	£33,265	9,203	£425,043	114,874	£3.70	£3,972.37	1,074	2:50
	cumulative	£278,430	75,130						
21-22	month	£31,047	7,803	£368,665	92,243	£4.00	£3,445.47	862	2:39
	cumulative	£241,221	60,050						
22-23	month	£36,614	8,108	£444,567	103,030	£4.31	£4,154.83	963	2:23
	cumulative	£282,634	66,597						
23-24	month	£37,181	8,493	£490,063	115,087	£4.26	£4,580.02	1,076	2:21
	cumulative	£314,105	73,635						
24-25	month	£53,166	9,759	£381,103	78,675	£4.84	£3,561.71	735	2:25
	cumulative	£381,103	78,675	£594,591	122,964	£4.84	£5,556.93	1,149	2:25
				projection based on cumulative P1-8					

North Street P&D CP (part-time)		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	48								
19-20	month	£8,886	7,683	£113,302	101,670	£1.11	£2,360.45	2,118	0:33
	cumulative	£75,849	66,356						
21-22	month	£8,258	7,093	£106,053	92,129	£1.15	£2,209.43	1,919	0:34
	cumulative	£71,330	62,051						
22-23	month	£8,339	7,227	£108,660	94,955	£1.14	£2,263.76	1,978	0:34
	cumulative	£72,368	63,293						
23-24	month	£8,648	7,629	£110,082	92,671	£1.19	£2,293.37	1,931	0:35
	cumulative	£71,045	62,357						
24-25	month	£8,707	7,458	£79,312	69,293	£1.14	£1,652.32	1,444	0:34
	cumulative	£79,312	69,293	£122,891	102,979	£1.19	£2,560.23	2,145	0:35
		Old Police Stn closed		projection based on cumulative P1-8					
		Commercial Rd closed							

Main Short-stay car parks (cont.)

Old Police Station P&D CP (now closed)		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	58								
19-20	month	£22,634	9,159	£289,349	119,686	£2.42	£4,988.77	2,064	1:51
	cumulative	£192,071	79,381						
21-22	month	£22,219	8,066	£251,167	93,831	£2.68	£4,330.47	1,618	1:47
	cumulative	£150,215	56,558						
22-23	month	£28,714	8,873	£376,953	120,766	£3.12	£6,499.18	2,082	1:44
	cumulative	£249,482	80,034						
23-24	month			£180,215	59,402	£3.03	£3,107.16	1,024	1:41
	cumulative	£180,215	59,402						
24-25	month								
	cumulative	£0	0	£0	0	£0.00	£0.00	0	0:00
		Old Police Stn closed							

Portsmouth Road P&D CP (part-time)		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	98								
19-20	month	£9,600	5,622	£127,043	72,606	£1.75	£2,646.72	1,513	1:20
	cumulative	£83,490	47,953						
21-22	month	£9,393	5,321	£109,526	61,260	£1.79	£1,117.61	625	1:22
	cumulative	£71,288	39,338						
22-23	month	£13,389	5,552	£169,784	70,817	£2.40	£3,537.16	1,475	1:19
	cumulative	£112,052	46,974						
23-24	month	£13,300	5,436	£177,346	73,399	£2.42	£3,694.70	1,529	1:20
	cumulative	£114,668	47,909						
24-25	month	£19,398	6,038	£159,249	51,395	£3.10	£3,317.68	1,071	1:32
	cumulative	£159,249	51,395	£246,294	78,740	£3.13	£5,131.12	1,640	1:33

projection based on cumulative P1-8

Upper High Street P&D CP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	48								
19-20	month	£17,592	6,593	£224,243	86,173	£2.60	£4,671.73	1,795	2:00
	cumulative	£145,672	56,177						
21-22	month	£17,606	6,028	£212,924	77,943	£2.73	£4,435.91	1,624	2:06
	cumulative	£142,771	52,676						
22-23	month	£21,383	5,940	£279,767	80,408	£3.48	£5,828.48	1,675	1:55
	cumulative	£183,126	52,763						
23-24	month	£22,406	6,355	£283,239	81,299	£3.48	£5,900.82	1,694	1:56
	cumulative	£182,021	53,268						
24-25	month	£26,477	6,703	£220,830	56,434	£3.91	£4,600.63	1,176	1:57
	cumulative	£220,830	56,434	£343,629	86,131	£3.99	£7,158.94	1,794	1:59

projection based on cumulative P1-8

Farnham Road PoF MSCP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	917								
19-20	month	£94,648	16,285	£1,135,418	204,377	£5.56	£1,238.19	223	5:33
	cumulative	£719,315	124,555						
21-22	month	£65,914	12,498	£601,919	116,954	£5.15	£656.40	128	5:08
	cumulative	£354,269	69,623						
22-23	month	£100,388	15,250	£1,147,040	176,900	£6.48	£1,250.86	193	5:53
	cumulative	£714,759	110,076						
23-24	month	£114,088	17,047	£1,368,332	204,059	£6.71	£1,492.18	223	6:05
	cumulative	£903,330	132,725						
24-25	month	£125,924	18,946	£928,942	137,978	£6.73	£1,013.02	150	6:07
	cumulative	£928,942	137,978	£1,407,129	212,135	£6.63	£1,534.49	231	6:01

projection based on cumulative P1-8

Main Long-stay car park

Other Minor car parks

Guildford Park P&D CP (due to close 2026)		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	220								
19-20	month	£25,818	4,951	£288,339	56,561	£5.10	£6,007.07	1,178	24:28
	cumulative	£182,883	35,530						
21-22	month	£15,280	2,972	£133,403	26,736	£4.99	£606.38	122	23:57
	cumulative	£81,014	16,340						
22-23	month	£16,574	2,725	£189,197	30,982	£6.11	£3,941.61	645	24:25
	cumulative	£115,369	19,000						
23-24	month	£23,166	3,683	£260,763	41,900	£6.22	£5,432.56	873	24:53
	cumulative	£171,088	27,397						
24-25	month	£23,938	3,960	£178,639	29,539	£6.05	£3,721.64	615	24:11
	cumulative	£178,639	29,539	£272,272	45,176	£6.03	£5,672.33	941	24:06

projection based on cumulative P1-8

Shalford Park P&D CP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	65								
19-20	month	£3,013	743	£33,672	9,166	£3.67	£701.50	191	27:33
	cumulative	£22,479	6,273						
21-22	month	£1,878	517	£24,375	6,478	£3.76	£375.01	100	28:13
	cumulative	£16,474	4,357						
22-23	month	£3,000	635	£41,089	8,829	£4.65	£856.03	184	27:55
	cumulative	£28,743	6,153						
23-24	month	£3,568	747	£44,313	9,455	£4.69	£923.18	197	28:07
	cumulative	£29,382	6,340						
24-25	month	£3,424	788	£30,620	6,703	£4.57	£637.92	140	27:24
	cumulative	£30,620	6,703	£46,180	9,996	£4.62	£962.09	208	27:43

projection based on cumulative P1-8

Other Minor car parks (cont.)

Walnut Tree Close P&D CP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for Duration (h:mm)
	17								
19-20	month	£1,154	342	£14,746	4,440	£3.32	£307.22	93	24:54
	cumulative	£9,544	2,880						
21-22	month	£1,210	304	£15,111	3,704	£4.08	£888.88	218	30:35
	cumulative	£10,293	2,492						
22-23	month	£1,184	242	£15,870	3,267	£4.86	£330.62	68	29:08
	cumulative	£10,446	2,149						
23-24	month	£1,688	326	£17,698	3,374	£5.25	£368.71	70	31:28
	cumulative	£11,626	2,238						
24-25	month	£1,508	271	£11,468	2,211	£5.19	£238.92	46	31:07
	cumulative	£11,468	2,211	£17,458	3,333	£5.24	£363.70	69	31:25

projection based on cumulative P1-8

Ash Vale Station P&D CP		November		Total for Full Financial Year					
Year	Spaces	£	Tkts	£	Tkts	£/ Tkt	£/space	Tkts/ space	Av. Paid for
	29								
19-20	month	£891	602	£10,337	7,576	£1.36	£215.36	158	32:44
	cumulative	£6,919	4,997						
21-22	month	£886	646	£8,738	6,216	£1.41	£301.32	214	33:44
	cumulative	£5,610	4,069						
22-23	month	£1,252	618	£15,390	7,694	£2.00	£320.62	160	32:00
	cumulative	£10,551	5,242						
23-24	month	£1,356	714	£15,897	8,442	£1.88	£331.19	176	30:07
	cumulative	£10,618	5,524						
23-24	month	£1,212	672	£11,011	5,896	£1.87	£229.39	123	29:52
	cumulative	£11,011	5,896	£16,486	9,011	£1.83	£343.45	188	29:16

projection based on cumulative P1-8

6. Enforcement

6.1 Our enforcement priorities are set in our document Parking Policies and Procedures which are:

- Vehicles parked in disabled parking spaces without a Blue Badge,
- Vehicles not 'displaying' a valid permit in permit holders' parking spaces,
- Vehicles not having purchased a valid parking session
- Vehicles committing other contraventions which do not comply with the parking orders.

6.2 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 and ensure that where necessary, they pay to park and do so in a considerate manner.

6.3 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

6.4 The table below shows the impact that the transfer of on-street enforcement has had on GBC's ability to focus on improving compliance, through enforcement, in its own car parks.

6.5 There are two categories of penalty charge. The charges associated with these are determined by the Department for Transport. The higher-level charge of £70 applies to contraventions where parking is generally not permitted (e.g. in disabled bays). A lower charge of £50 applies to contraventions where parking is generally permitted but, for example, the driver has not paid (when payment was necessary) or overstayed too long.

Number of Penalty Charge Notices Issued

PCNs Issued (Guildford)	2019-20	2020-21	2021-22	2022-23	2023-24	% diff. from previous year
GFD ONSTR	16,985	8,817	11,805	14,004	0	-100.0%
GFD OFFSTR	11,297	5,046	7,250	9,209	18,905	+105.3%

Revenue Recovered from Off-street PCNs Issued

PCNs Issued (Guildford)	2019-20	2020-21	2021-22	2022-23	2023-24	% diff. from previous year
No. of PCNs	11,297	5,046	7,250	9,209	18,905	+105.3%
Revenue Recovered	£256,446	£112,461	£176,948	£235,593	£486,958	+106.7%
Revenue Recovered per PCN Issued	£20.84	£22.29	£24.41	£25.58	£25.76	+0.7%

Breakdown of Outcomes for Off-street PCNs Issued

Off-street Penalty Charge Notices issued in Guildford						
	2019-20	2020-21	2021-22	2022-23	2023-24	% diff. from previous year
Number of higher level PCNs issued	1,882	897	1,470	1,791	2,207	+23.2%
Number of lower PCNs issue	9,415	4,149	5,780	7,418	16,698	+125.1%
Total number of PCNs issued	11,297	5,046	7,250	9,209	18,905	+105.3%

Number paid at discount	6,631	2,874	3,996	5,344	11,695	+118.8%
Number paid at full charge or above	1,489	549	1,103	1,402	2,901	+106.9%
Total number of PCNs paid	8,120	3,423	5,099	6,746	14,596	+116.4%

Off-street Penalty Charge Notices issued in Guildford						
	2019-20	2020-21	2021-22	2022-23	2023-24	% diff. from previous year
Number of PCNs against which Informal or Formal Reps made	2,016	979	1,328	1,618	3,538	+118.7%
Number of PCNs cancelled as a result of Informal or Formal Reps	1,944	952	1,264	1,510	2,879	+75.8%
Number of PCNs cancelled for other reasons	187	62	88	115	136	+18.3%
Number of PCNs written off	1,415	602	775	813	595*	-26.8%*

Number of PCNs outstanding	3	7	24	25	696*	+2,784%
Total number of cancelled/written off/outstanding	3,549	1,623	2,151	2,463	4,306*	+74.8%

*recovery still ongoing

Number of vehicles immobilised	0	0	0	0	0	0
Number of vehicles removed	0	0	0	0	0	0

Although the nationally determined charges associated with penalties have not changed over the period, the income recovered per penalty notice issued has increased. This is despite the proportion of lower-level penalties issued increasing significantly. This might suggest that the quality of the penalties issued has improved and the notice processing team are improving upon there already impressive recovery rates.

Reasons for Off-street PCNs being Cancelled

Off-street Penalty Charge Notices issued in Guildford						
	2019-20	2020-21	2021-22	2022-23	2023-24	% diff. from previous year
Motorist producing tickets which were not clearly displayed	212	100	128	104	205	+97.1%
Motorist error using pay by phone	980	441	612	718	1,172	+63.2%
Pay by phone system issue	146	31	78	141	117	-17.0%
Mitigating and other circumstances	118	47	87	103	69	-67.0%
Contract parkers / season ticket holders and others entitled to	159	78	98	126	193	+53.2%

park but not displaying valid permit						
Payment machine faults and other equipment issues	34	16	7	3	4	+33.3%
CEO Error	64	26	39	55	41	-25.5%
Admin Error	7	8	3	17	37	+17.6%
Blue Badge Holder not parking in accordance with badge scheme / conditions	75	14	25	36	47	+30.6%
Issues with signs and / or lines	12	7	4	20	6	-70.0%
Other issue	324	246	271	302	1,124	+272.2%
Total	2,131	1,014	1,352	1,625	3,015	+85.5%

Off-street PCN Appeals

Off-street Penalty Charge Notices issued in Guildford						
	2019-20	2020-21	2021-22	2022-23	2023-24	% diff. from previous year
Appeals made	4	1	1	1	20	+900%
Appeal allowed (lost by GBC)	3 (75%)	1 (100%)	0 (0%)	1 (100%)	11 (55%)	-45%
Appeal dismissed (won by GBC)	1 (25%)	0 (0%)	1 (100%)	0(0%)	9 (45%)	+45%
Reasons for losing						
GBC withdrawn/ not contested/	2 (66%)	0 (0%)	0 (0%)	1 (100%)	6 (55%)	-45%

no evidence provided						
Appeal took place and GBC provided insufficient evidence to satisfy the adjudicator of their case	1 (33%)	0 (0%)	0 (0%)	0 (0%)	1 (9%)	+9%
Appeal took place and GBC lost on other grounds	0 (0%)	1 (100%)	0 (0%)	0 (0%)	4 (36%)	+36%

Appendices

Appendix 1 Off-Street parking spaces

Public Metered Car Parks			
Site Location	Overall no. of spaces	Type of Parking	Type of Structure
Bedford Road MSCP	1,033	7 days a week shopper - P&D	Multi-storey
Castle MSCP	350	7 days a week shopper - Pay on Foot	Multi-storey
Leapale Road MSCP	317	7 days a week short stay - P&D	Multi-storey
Tungate	64	7 days a week shopper - Pay on Foot	Underground
Millbrook	244	7 days a week shopper - P&D	Surface
G Live	220	7 days a week shopper - P&D	Surface & Partially covered
Mary Road	104	7 days a week short stay - P&D	Surface
Bright Hill	58*	7 days a week short stay - P&D	Surface
Bedford Road Surface	68	7 days a week short stay - 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	21*	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 MSCP	917	7 days a week long stay - Pay on Foot	Multi-storey
York Road MSCP	605	7 days a week shopper / long stay - Pay on Foot	Multi-storey
Guildford Park	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
Total	4,814 *		

* Operating at reduced capacity

Key

Car Park	Recently closed
Car Park	Capacity due to reduce
Car Park	Due to be disposed of fully / partially

Appendix 1 (cont.)

Contract Parking			
Site Location	No of Spaces/units	Type of Parking	Type of Structure
Bedford Road MSCP	100 (50 w/ends) <i>managed through lease</i>	Mon-Sun	Covered
Bedford Sheds	35	Mon-Sat	Surface
Connaught House	26 <i>managed through lease</i>	Mon-Sat	Covered
St Joseph's Church	61	Mon-Fri	Surface & partially covered
Commercial Road 1	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	429 (379)		

Appendix 1 (cont.)

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

Key

Car Park	Recently closed
Car Park	Capacity due to reduce
Car Park	Due to be disposed of fully / partially

Appendix 2 – Guildford Off-Street parking Financial Statement

2020-21 F/Y Actual £	2021-22 F/Y Actual £	2022-23 F/Y Actual £		2023-24 F/Y Actual £	2024-25 Revised Budget £	2024-25 P8 Forecast £
<u>Expenditure</u>						
748,004	357,732	558,139	Employee Related	785,743	709,912	784,553
2,406,422	2,494,040	2,389,807	Premises Related	2,737,434	2,595,422	2,714,036
42,288	23,093	35,441	Transport Related	15,339	38,554	38,881
527,434	837,345	715,745	Supplies & Services	644,683	593,690	702,545
300,146	308,399	500,811	Support Services	739,178	0	0
<u>4,024,293</u>	<u>4,020,610</u>	<u>4,199,943</u>		<u>4,922,377</u>	<u>3,937,578</u>	<u>4,240,115</u>
<u>Income</u>						
-			Government			
4,639,318	0	0	Grants	0	0	0
-14,169	-115	-89,449	Income Recovery	68,149	0	0
<u>Expenses</u>						
-28,039	-43,900	-47,933	Recovered	-53,138	-40,000	-221,054
4,161	-21,954	13,050	Sale of Items	-1,282	-1,200	-6,100
-6,128	-9,192	19,150	Sale of Service	0	0	0
-	-	-				
119,247	220,316	261,080	Fees (PCN)	-414,561	-237,607	-506,549
-	-	-250	Licence Fees Season	-250	-250	-250
338,758	591,731	670,242	tickets/contract	-780,710	-676,941	-744,420
-	-	-		-	-	-
2,808,977	6,507,029	8,588,039	Car Parks and Parking	9,397,884	8,921,559	10,293,571
-8,901	53,591	153,086	Other Income	126,618	-110,000	-110,000

-	-	-				
150,126	154,148	113,921	Rent	-154,006	-105,492	-127,137
-24,035	-43,953	-36,316	Rent; Garages	-36,812	-36,300	-39,431
-	-	-		-	-	-
8,133,5	7,538,7	9,621,9		10,643,8	10,129,3	12,048,2
37	47	44		74	49	62
-	-	-	Net	-	-	-
3,970,6	3,309,4	5,422,0	Expenditure/(Inco	5,391,49	6,191,77	7,808,14
13	88	01	me)	7	1	7
1,233,6	1,320,9		Capital Financing			
66	76	391,198	Costs	330,000	330,000	330,000
-	-	-	Net	-	-	-
2,736,9	1,988,5	5,030,8	Expenditure/(Inco	5,061,49	5,861,77	7,478,14
47	11	03	me)	7	1	7

Car Parks
Maintenance
81,555 13,500 79,538 Reserve Works

-
2,655,3 **1,975,0** **4,951,2** **Total Net**
92 **11** **65** **Exp./(Income)**