

# Final Report of the Project Team as approved by the Review Committee

## Car Parking Issues Review



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## 2 Glossary

CEO	Civil Enforcement Officer
PCN	Penalty Charge Notice
RDC	Rochford District Council
ECC	Essex County Council
DPE	Decriminalised Parking Enforcement
TRO	Traffic Regulation Orders

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### **3 Introduction**

- 3.1 Parking, both 'on street' and 'off street', always generates a number of views from residents. In recent years there have been various comments made to Councillors about the parking in the District, in particular the time bands in the Council's Car Parks. It was, therefore, felt that it was time for a piece of work to be completed which would bring together the views of the residents, as well as the traders in the District.
- 3.2 Commuter parking around Rayleigh Station had also been highlighted by residents, along with the low usage seen at the Approach car park operated by the Council.
- 3.3 The report that follows contains the Committees findings and recommendations relating to these and other issues that it has identified.

## **4 Terms of reference**

- 4.1 To examine the issues around car parking in the District including:-
- Car parking charges
  - Enforcement issues
  - On street parking
  - Residents Parking permits
  - Rail Station car parks in the District
  - Parent and Child spaces
  - Disabled Badge places
- 4.2 To assess the existing situation with regard to the above and to propose possible alternatives where an issue is identified as causing an ongoing problem.

## **5 Methodology**

- 5.1 The Members of the Review Committee were divided into two project teams. One team looked at the issues around 'off street' parking (car parks) and the other team looked at 'on street' parking.
- 5.2 Meetings were arranged with the Council's Transportation Manager and a representative from Essex County Council Highways department.
- 5.3 The Local Chambers of trade views were gathered by the Economic Development Officer and fed back to the team.
- 5.4 The views of the members of the public were gathered by way of a questionnaire that was included in the Winter 2009 edition of Rochford District Matters and was also available on the Council's web site.
- 5.5 The teams also examined parking arrangements for the authorities bordering Rochford District to ensure that the District's parking arrangements were competitive / effective compared to its neighbouring authorities.

## **6 Findings**

### **6.1 Existing Car Parks**

6.1.1 The following car parks are currently controlled by the District Council:-

- Back Lane, Rochford
- Castle Road, Rayleigh
- Southend Road, Hockley
- The Market, Rayleigh
- Mill Hall, Rayleigh
- Bellingham Lane, Rayleigh
- Civic Suite, Rayleigh
- The Approach, Rayleigh
- Websters Way, Rayleigh
- Old Ship Lane, Rochford
- Golden cross Parade, Ashingdon

6.1.2 Charges for parking apply from 7 am to 7 pm, Monday to Friday and 7 am to 1 pm on Saturday, excluding Bank Holidays and Sundays.

6.1.3 At the current time the Mill Hall Car Park and the Websters Way car park are designated as “short stay” where there is a maximum stay of 4 hours. The Old Ship Lane car park has a maximum stay of 2 hours. The “long stay” car park is the Approach where no other tickets apart from all day are offered. There is no charge for the Golden Cross Parade car park where there is a maximum stay of 1 hour and all the other car parks have a mix of short and long ticket options available.

### **6.2 Parking Policy**

6.2.1 The current car parking policy was agreed by Council in January 2005, when it was agreed to move away from short term tariff changes to a long term strategy. As part of this strategy it was agreed to make the relationship of the season ticket charge to the metered charge more realistic. It was felt that the concession granted to season ticket holders was too high, and the external auditors at the time had commented that it was an unnecessary reduction that was being granted to a captive audience. The aim was to make the season ticket charge 80% of the

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annual equivalent of the daily charge. The increases were programmed over a 3 year period.

- 6.2.2 The other major change was to remove the half hour charging band and instead introduce a one hour band in its place.
- 6.2.3 At the same time the Council agreed a proposal that meant that Blue Badge holders would be treated no differently than other motorists using the Council's pay and display car parks, but the Blue Badge holders displaying a Road Tax Exemption disc would still enjoy unrestricted free parking.
- 6.2.4 These decisions were put out for consultation prior to their introduction and only seven objections were received.
- 6.2.5 The long term strategy also included a review of charges every two years and as part of this a revised tariff was agreed by Council in December 2006 as follows:-

### Car Park Charges for 2007/08

	From	To
-up to 1 hour	0.50	0.60
-up to 2 hours	1.00	1.20
-up to 3 hours	1.50	1.80
-up to 4 hours	2.00	2.40
-up to 5 hours	2.50	3.00
-All day	3.50	4.00
-Weekly	16.50	Deleted
<b>Season tickets</b>		
-Quarterly	175.00	220.00
-Annual	580.00	720.00

- 6.2.6 The only change since this date has been an increase to the all day charge which was increased from £4 to £5 and the season ticket prices which were increased to £800 for an annual season ticket and £240 for a quarterly ticket. These changes were introduced from April 2009.
- 6.2.7 The table below shows how the season ticket prices have increased during this time:-

	2004/05	2005/06	2006/07	2007/08	2009
Annual	£360	£460	£580	£720	£800
Quarterly	£125	£140	£175	£220	£240

- 6.2.8 The report to Council in December 2006 contained an income figure of £165,000 between 1/11/05 – 31/10/06 and represented 323 tickets sold. The team have been advised that the income figure for the period 1/01/09 – 31/12/09 was approximately £164,000 and represented 235

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tickets sold. Both these figures cover periods when the prices of the tickets have been increased during the period.

6.2.9 The December 2006 report also provides details of the number of tickets sold within the time bands. The table below shows the changes in parking tickets sold between then and the figures for the last full financial year:-

Duration	No of tickets sold				Difference
	1/11/05 – 31/10/06		1/04/08 – 31/03/09		
1 Hour	£0.50	550,970	£0.60	556,197	5,227
2 Hours	£1.00	315,265	£1.20	238,187	-77,078
3 Hours	£1.50	45,128	£1.80	55,719	10,591
4 Hours	£2.00	32,352	£2.40	19,253	-13,099
5 Hours	£2.50	6,493	£3.00	5,809	-684
All Day	£3.50	28,607	£4.00	29,279	672

6.2.10 Whilst the figures for the financial year 1/4/09 to 31/03/10 are not yet available the figures for the first 11 months are available.

6.2.11 When these are used to calculate possible figures for the full year it is possible to see the effect that the recession and last years increase has had on ticket sales.

6.2.12 The 5 hour time band is the only one that has seen an increase during the year. All the other time bands have seen a reduction in the number of tickets sold. The 1 and 2 hour bands have seen a reduction in numbers of 30,000 and 15,000 approximately which can only be linked to the effect of the recession and the fact that residents are visiting the shopping areas less. The all day band has seen a reduction of 12,000 approximately, whilst some of this will be due to the recession it will also be as a result of the increase in the all day ticket price from the start of the financial year. It is likely that some of the people previously purchased an all day ticket are now purchasing a 5 hour ticket instead.

Duration	1/04/08 – 31/03/09		Projected 12 month figures for 2009/10		Difference
	1 Hour	£0.60	556,197	£0.60	
2 Hours	£1.20	238,187	£1.20	223,072	-15,115
3 Hours	£1.80	55,719	£1.80	52,636	-3,083
4 Hours	£2.40	19,253	£2.40	19,161	-92
5 Hours	£3.00	5,809	£3.00	7,022	1213
All Day	£4.00	29,279	£5.00	17,001	-12,278

### 6.3 Comparison of other authorities parking charges

6.3.1 Whilst comparing the neighbouring authorities of Southend on Sea Borough Council and Castlepoint Borough Council, the team noted that both these Authorities had opted not to standardise their car parking tariffs. Southend on Sea Borough Council price structure differentiates between on street and off street parking. Those car parks that are further away from the town centre also have a lower tariff than those situated in the town centre. On average it appeared to the team that the parking charges for this Authority were higher than those in the Rochford District.

6.3.2 In the case of Castlepoint Borough Council 11 of its 16 car parks were free. It again used a range of tariffs for the remaining car parks, but with the number of free car parks the team felt that its parking charges were lower than those within the Rochford District.

### 6.4 Questionnaire

6.4.1 As part of the review it was agreed that a questionnaire would be prepared relating to car parks and this would be available via both Rochford District Matters and also the Council's web site. A copy of the questionnaire is attached to the report as appendix 1. There were 203 responses, of which 131 were electronic. The table below provides details of the number of residents from each area that returned the survey:-

• Ashingdon	10
• Barling	2
• Canewdon	2
• Foulness Island	0
• Great Wakering	0
• Hawkwell	15
• Hockley	38
• Hullbridge	10
• Paglesham	2
• Rawreth	2
• Rayleigh	91
• Rochford	29
• Stambridge	1
• Sutton	0
• Did not state	1
Total	203

6.4.2 The age range of those people returning the surveys was as follows:-

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• 17 – 24	1
• 25 – 34	2
• 35 – 44	24
• 45 – 54	33
• 55 – 64	66
• 64+	76

6.4.3 Whilst this does show a good spread of opinion from the higher age groups, it is disappointing to see that there are very few returns from the two younger age groups. This could also explain why only ten of the respondents stated that they would be more likely to use the car parks if parent and child parking spaces were provided.

### **6.5 Parent & Child spaces**

6.5.1 In view of previous comments relating to Parent and Child parking the team felt that it was worth gauging the residents' feelings on this matter. The response received with only 5% of the responders expressing the desire for these bays has led the team to feel that this issue should not be pursued at this time.

6.5.2 The difficulty with parent and child parking is that it relies on the users of the car parks' goodwill. Disabled bays are enforceable by law, so anybody parking in them without the requisite Blue Badge can be fined. There is no such law governing parent and child bays and, therefore, motorists can park in them whether they have a child with them or not without the risk of being fined.

## **7 Issues arising from the questionnaire**

7.1 The questionnaire contained a section at the end for comments on how the parking could be improved. The majority of people took advantage of this opportunity and a full list of their comments is attached to this report as appendix 2. The section that follows deals with some of the points raised.

### **7.2 More Parking Bays**

7.2.1 One of the points raised was that there were not enough parking spaces in the car parks. Various schemes have been looked at with regard to the lay out of the bays but the current configuration provides the most bays while still allowing a steady flow of cars within them.

### **7.3 Pay on Exit**

7.3.1 A feasibility study was carried out on this payment method and a report went to the former Transportation Sub-Committee on the 3 January 2001.

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7.3.2 This concluded that there were two principal factors to consider when looking at the possibility of pay on exit parking which were:-

- 1) Size
- 2) Physical configuration including access.

7.3.3 Websters Way car park is the only District car park of a large enough size to be considered in the first instance. However, on closer inspection this also wasn't feasible because space would be needed for entry and exit queuing lanes which would take up a substantial proportion of the car park itself. The other option would be to use the highways around the car park, but this was found to have too much of a negative effect on the road network. The physical space simply isn't available to provide queuing distances for right and left turning traffic into the car park unless you set the entrance barrier so far into the car park that a considerable number of parking spaces are lost.

7.3.4 Another factor against pay on exit parking is the additional manpower that would be required to operate it. The barriers would need to be manned during the time of operation to resolve any problems such as lost tickets or mechanical failure. This would be a 24 hour cover unless it was agreed that the barriers would be opened outside the existing operating hours.

7.3.5 In addition, pass cards would need to be issued to certain Blue Badge Holders and season ticket holders to enable them to leave the car park without paying each time.

### **7.4 Machines that give change**

7.4.1 There are currently 27 pay and display machines in the Council's car parks and none of them give change. To replace the existing machines with ones that give change would cost approximately £100,000. There would also be additional staff costs as in addition to the normal visits to empty the machines, they would have to be topped up with change on a daily basis.

### **7.5 Free parking on a Saturday**

7.5.1 A number of returns contained requests for parking to be free all day on a Saturday similar to that agreed for the Christmas period in the last couple of years.

7.5.2 During the course of the teams' investigations Basildon District Council announced that they had taken the decision to not charge for parking in the Council's car parks on Saturdays.

7.5.3 Currently the Council's car parks are free after 1.00 pm on a Saturday. 17 responders, or 8%, were unaware of this concession. Of the people

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that did know about the concession 58, or 28%, said they did not take advantage of it.

- 7.5.4 Taking into account the revenue on ticket sales for the Saturday Morning periods that charges are still levied for, to move to free parking all day on a Saturday would cost, in terms of lost revenue, in excess of £100,000 per annum.

### **7.6 Free Parking**

- 7.6.1 There were a number of comments comparing the Council's car parks to those of the out of town retail parks such as Lakeside or the major supermarkets. The expectation was that, if these can be operated free of charge, then why can't the Council do the same.
- 7.6.2 Car park tariffs are the key tool for car park management, as well as the funding stream for short term service delivery improvements and the long term ability to provide additional and improved parking arrangements.
- 7.6.3 Whilst the supermarket and retail outlet car parks are free, the running and maintenance costs are built into the companies' business plans. They have made the conscience decision to not charge the shopper for parking at source, but to instead take account of the costs of car parking in their profit margins.
- 7.6.4 The Council has a similar choice in that it can either charge for parking at source or increase the Council Tax to all residents of the District. This would mean that non residents would get the benefit of free parking whilst residents without cars would have to pay more in Council Tax for no benefit. Currently revenue to the Council in respect of car parking is approximately £1,000,000 per annum and this sum would have to be found by cutting other Council services in the short term, and by putting up the Council Tax in the long term.

### **7.7 Parking for tradesmen**

- 7.7.1 One of the people that responded to the survey made mention of the difficulties that tradesmen had when working at their property due to the yellow lines in the road. The Council runs a scheme whereby tradesmen can apply for a permit to allow them to park on yellow lines whilst working at a property. These permits currently cost £15 for the first day and £5 for each subsequent day and are available from the Council's Transportation Department with 24 hours notice. The take up of these permits is low and this might be related to the fact that it is not well known that they are available.

### **Recommendation No 1**

It is recommended that the availability of tradesmen parking permits is given more publicity.

## **7.8 Safety of car parks**

- 7.8.1 The safety of the car parks was mentioned by a number of people in their responses. The Council takes this issue seriously and all the car parks that it operates have been inspected and awarded the Park Mark from the Safer Parking Scheme.
- 7.8.2 The Safer Parking Scheme is an initiative of the Association of Chief Police Officers aimed at reducing crime and the fear of crime in parking facilities.
- 7.8.3 Safer parking status, Park Mark, is awarded to parking facilities that have met the requirements of a risk assessment conducted by the Police.
- 7.8.4 These requirements mean the parking operator has put in place measures that help to deter criminal activity and anti-social behaviour, thereby doing everything they can to prevent crime and reduce the fear of crime in their parking facility.
- 7.8.5 For customers, using a Park Mark Safer Parking facility means that the area has been vetted by the Police and measures are in place to create a safe environment.

## **7.9 Operating times of car parks**

- 7.9.1 Whilst the charges for parking apply during the period 7am to 7 pm there were a number of comments around the times covered especially in the early evening. It was felt that a change in the time so that charges were not applied after 6.00 pm during the week would assist both traders and residents. This would hopefully encourage more people into the towns during the early evening and would also assist those people visiting the Doctors surgeries. This change of times would cost the Council approximately £5000 over the course of a year. The cost of changing/updating the signs would be covered/shared by recommendation 6 if accepted.

### **Recommendation No 2**

It is recommended that the car parking charges should apply from 7 am to 6 pm

## **7.10 Introduction of a 30 minute time band**

- 7.10.1 There were a number of comments around this and there was a question in the questionnaire that asked if the current time bands met

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the individuals' needs. 50% of respondents indicated that the current time bands did not meet their needs. In response to the question about the time band they would like to see introduced the majority of respondents indicated that they wanted a shorter time band or the introduction of a 30 minute time band.

7.10.2 Whilst the review was progressing a meeting was held with the local Chambers of Trade and the Economic Development Officer regarding Car Parking charges in the District. One of the main outcomes from this meeting was a request by the Chambers for a 30 minute charging band to be introduced.

7.10.3 61% of respondents said that they stayed for an hour or less, 35% indicated that the current bands did not suit them and 86% wanted a shorter tariff of between 10 and 30 minutes. For simplicity, and to bring consistency / keep administrative costs minimal, the team felt that the introduction of a 30 minute band across all car parks would be the most straight forward and easiest to manage.

### **Recommendation No 3**

It is recommended that a 30 minute time band for parking is introduced.

7.10.4 The team recognised that the introduction of a 30 minute time band could take away customers from the one hour slot and, therefore, the tariff for some other bands would need to be amended to take this into account in terms of maintaining income levels. It is unclear what percentage of the car park users would switch from the one hour time band to the 30 minute band, but from the questionnaires received 58% of respondents stated that they stayed for an hour or less and were unhappy with the current time bands. Not all of these people would be able to switch to the lower tariff on every trip to the car park as it would depend on the reason for the journey. Also, the introduction of a shorter time band should attract more users who are discouraged from using the car parks at the current time. The team felt that, as this measure is to introduce something that the public and commercial opinion want, and as it aids the businesses in the District, the one hour and two hour bands should remain at the current level.

### **Recommendation No 4**

It is recommended that the car parking charges for the one and two hour bands remain at the current level.

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7.10.5 Using ticket sale numbers from the 2008/09 financial year, and assuming 30% as the percentage of residents that would switch from buying a one hour ticket to a 30 minute ticket and additional 30 minute tickets purchased equivalent to 20% of current one hour tickets, then the following tables demonstrate the effect the introduction of a 30 minute time band across all car parks could have on revenue and what the charges would need to be increased to for the longer time bands to compensate:-

### Existing Charging Structure

	Cost	No of tickets sold	Totals
1 hour	£0.60	526661	£315,996.60
2 hour	£1.20	223072	£267,686.40
3 hour	£1.80	52636	£94,744.80
4 hour	£2.40	19161	£45,986.40
5 hour	£3.00	7022	£21,066.00
All day	£5.00	17001	£85,005.00
		Total Income	£830,485.20

### Possible Charging Structure

	Cost	No of tickets sold	Totals
30 min	£0.40	263330	£105,332.00
1 hour	£0.60	368663	£221,197.62
2 hour	£1.20	223072	£267,686.40
3 hour	£2.00	52636	£105,272.00
4 hour	£2.60	19161	£49,818.60
5 hour	£3.20	7022	£22,470.40
All day	£5.00	17001	£85,005.00
		Total Income	£856,782.02

## Recommendation No 5

It is recommended that, if recommendation No 3 is agreed, then the car parking charge for the 30 minute band is 40p.

## Recommendation No 6

It is recommended that car parking charges for the following bands are:-

Up to three hours - £2.00

Up to four hours - £2.60

Up to five hours - £3.20

### 7.11 Resident Parking permits

7.11.1 This particular topic was first considered by Members at a meeting of the former Environmental Services Committee on the 10 November 2005. The report that was submitted to the Committee contained details of the four principal elements which need to be considered when a scheme is being evaluated. These are:-

- The majority of residents in the street want a scheme.
- The scheme needs to be self-financing by the levy of a charge.
- There is no off-street parking or no means of providing off-street parking at the properties.
- The Highway Authority must be in agreement before the introduction of a scheme and the criteria for introducing such a scheme must be met.

7.11.2 The report contained details of how any evaluation of a proposed scheme would be carried out.

7.11.3 It also contained details of the issues for and against such schemes which are repeated below.

7.11.4 For:-

- Provides convenient parking for residents and visitors.
- Provides potential income for the Council following abuse by motorists and the issue of Penalty Charge Notices (PCNs).

7.11.5 Against:-

- Potential cost of a scheme could be high if there is little participation.
- Consultation and implementation timetable is lengthy and consumptive of time.
- Any introduction of a scheme would need an IT solution.

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- Break-even level might be difficult to achieve with unnecessary costs falling on the Council.
- Expectation of being able to park outside residents' own property might not be achieved.
- Take-up unpredictable.
- Residents' expectations of enforcement might not be met.
- Scheme might fall into disrepute by abuse:-
  - Resident sells permit to commuter.
  - Excessive requests for visitor parking permits for on-selling.
  - Loss of income suffered in Council car parks.
- Agency agreement with ECC may need to be re-negotiated.
- Administrative complications associated with loss or failure to display permit.
- Re-designation of existing bays to residents' parking bays would substantially reduce the availability of short-term parking in the District's town centres and therefore affect the traders.

7.11.6 At the time of the report and following a year long investigation it was decided not to introduce a residents' parking scheme and to review this biannually, in consultation with Ward Members.

7.11.7 There was a further report to the Executive Board on the 7 November 2007 where 6 possible schemes had been investigated. Once again it was agreed not to introduce any resident's schemes at that time but to investigate amending existing TRO's to alleviate residents parking issues.

### **Recommendation No 7**

It is recommended that officers consult with Ward Members on an annual basis to establish whether there is a need for any resident parking schemes.

### **Recommendation No 8**

It is recommended that an investigation is instigated with ECC to develop an affordable residents parking scheme.

## **7.12 On street parking**

- 7.12.1 Most on street parking restrictions in the District are to ease traffic flow and ensure that emergency vehicles and buses are able to pass along roads without interference. Problems can be caused by commuters near the rail stations and parents around schools. Traffic Regulation Orders (TRO) are implemented by Essex County Council Highways Department and enforced by the District Council.
- 7.12.2 There has been a tendency in recent years to introduce TROs that introduce a parking restriction on one side of the road for an hour in the morning and then for an hour in the afternoon on the other side of the road. This is to help residents cope with the parking controls but still stop commuter parking being a problem in the road.

## **7.13 Parking in Rayleigh High Street and Rochford Market Square**

- 7.13.1 The free parking bays in the High Street, Rayleigh and Rochford Market Square were standardised to a one hour time limit approximately three years ago following consultation with the Chamber of Trade. Before this time there had been a mix of time limits. ECC had received complaints from members of the public who, whilst not registered disabled, were less mobile and who were finding difficulty with those bays with a half hour waiting limit as they were not agile enough to visit the shops and return to their cars in the time frame.
- 7.13.2 ECC currently feel that the one hour time restriction is fair as it stops people getting penalised unfairly and supports the local traders who have had a particularly difficult time over the last year because of the road works in the High Street.
- 7.13.3 The concept of echelon parking has been examined in respect of parking at other sites by ECC Highways Department and found to be wanting. Large amounts of space are lost in the case of disabled bays due to the space required around the vehicle. When the bays are side on, the pavement allows access to wheelchairs etc. Angled parking also tends to slow up the traffic flow, as cars have to wait for vehicles that are reversing.
- 7.13.4 The main problem in relation to Rayleigh High Street is the slow traffic flow. This is a result of the number of crossings and roundabouts in the High Street and in Websters Way. The main difficulty is balancing the needs of the car users with the needs of the pedestrians in the town centre.
- 7.13.5 Whilst there are approximately 10 Disabled parking spaces in Rayleigh High Street and 1 disabled parking space in Rochford Market Square, blue badge holders can park in the time limited bays but they cannot park in the designated loading bays. There is a 3 hour limit on the disabled bays in Rayleigh High Street.

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7.13.6 If charges were introduced for parking in the High Street at Rayleigh and Rochford Market Square then the problems relating to queuing for the free parking spaces would be resolved. This however, would have a negative impact on the traders who are already under pressure because of the recession. It would also alienate residents who use these bays to nip into the local shops and who could otherwise carry on to the larger supermarkets if they had to pay to park.

### **7.14 Operation of Civil Enforcement officers (CEO)**

7.14.1 The Road Traffic Act 1991 provides for the decriminalisation of certain non endorsable parking offences in London and allows Local Authorities, outside London, to apply to the Secretary of State for similar powers. These mainly include parking offences on yellow lines and on-street parking spaces. It does not include endorsable parking offences and offences related to obstruction, for which Essex Police continue to be responsible.

7.14.2 Decriminalised Parking Enforcement (DPE) powers allow Local Authorities to take over responsibility for enforcing parking contraventions from the Police and to retain revenue received from penalty notices to fund enforcement activities. The Council adopted powers to enforce on-street parking regulations from 1 October 2004 following an agreement with Essex County Council (ECC).

7.14.3 Rochford District Council (RDC) has 5 full time CEOs and 1 part time CEO. Under the DPE the CEOs are authorised to issue Penalty Charge Notices (PCN) in respect of non endorsable parking offences. There are two levels of PCN set by the Department of Transport, £50 which is reduced to £25 if paid within 14 days and £70 which is reduced to £35 if paid within 14 days. Of each ticket issued £2 is used towards repaying the start up loan from ECC and a further 65p goes to the Traffic Penalty Tribunal. The number of PCNs issued are split 60 / 40, on street parking being 60% and off street (car parks) 40%. The CEOs issue approximately 150 PCNs a week and approximately 8000 tickets a year.

7.14.4 During the time of the teams' investigation there has been a campaign fronted by Essex Fire Service relating to parking near schools. This is a problem area where parents are parking around the start and finish times for schools and causing potential obstructions to the emergency services. While the CEOs do try to target these areas from time to time they cannot patrol them exclusively and parents just return when they stop patrolling. In the past it was found that car drivers would park illegally in certain situations and drive away when they saw a CEO approaching. CEOs now have the power to issue tickets to drive aways through the post if they can get a picture of the contravention.

7.14.5 If an obstruction is caused by a parked car then it is a police matter. The Council can only enforce in the case of obstruction if there are yellow lines or other parking restrictions on the road and the vehicle

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has been parked on the verge or pavement to avoid the restrictions. This ability to carry out enforcement action is only available during the times the parking restrictions are in force.

- 7.14.6 CEOs are physically assaulted on average once every 3 months which will be something like being pushed, shoved or spat at. They receive verbal abuse, including threats, approximately once a week. The response from the police to reports of assault has in the past been disappointing and it seems that the general public perception regarding CEOs is that it is alright to abuse them.
- 7.14.7 All officers receive City & Guilds training and conflict management training. They are encouraged not to interact with motorists when giving a ticket. They have mobile phones in order to contact the Police, office or other CEOs when faced with difficult situations.
- 7.14.8 The CEOs main aim is to stop illegal parking and help traffic flow and has to be self-funding.
- 7.14.9 Most of the PCNs issued are to residents who pay up straight away, although the collection of the penalty fees is always enforced and the quality of the PCNs issued is high, so this keeps the amount that has to be refunded or remains uncollected low. The team do use the County Court and bailiffs when necessary to collect unpaid fines.
- 7.14.10 Genuine excuses have to be backed up, so evidence is required if it is claimed that the car has broken down or reference to a medical condition is used as the reason for the contravention.
- 7.14.11 If the lines and signs are incorrect it is not possible to enforce the parking in that area. This can include areas where bushes have grown over signs or signs have been defaced or removed. Photos are taken of the relevant signs at the time a car is booked to prove that everything was in order at the time of the contravention.
- 7.14.12 The public can and do contact the enforcement team to request that enforcement action takes place when people are not observing the parking restrictions.
- 7.14.13 The Council does not clamp vehicles or remove them as it has not applied for the necessary powers.
- 7.14.14 The observation period for commercial vehicles parked in loading bays is 5 minutes and during this time the CEO should see someone in the process of loading or unloading the vehicle.
- 7.14.15 The following infringements are subject to instant issue of a PCN:-
- Parking in a bus stop
  - Parking a non commercial vehicle in a loading bay

## CAR PARKING ISSUES REVIEW

- Parking on zig zag lines outside school
- Parking on a Clearway
- Parked on a loading ban
- Parked in a taxi rank

7.14.16 The team felt that, given the increase in parking restrictions bought in to assist with congestion around Rayleigh, Rochford and the various schools in the District, additional CEOs would be of benefit to patrol these areas.

### **Recommendation No 9**

It is recommended that additional full time Civil Enforcement Officers are employed.

7.14.17 During the course of its investigation there were two areas which came to light that the team felt warranted further investigation.

### **Recommendation No 10**

It is recommended that an investigation is carried out into the possibility of out sourcing parking enforcement within the District.

### **Recommendation No 11**

It is recommended that an investigation is carried out into the way that the money from the parking machines is collected on a daily basis.

## **7.15 Other items to come out of the Review**

7.15.1 During the course of the review two issues came to light that would need separate reviews being undertaken. These were the congestion in and around Rayleigh High Street and the Taxi parking and use of the ranks in Rochford and Rayleigh.

7.15.2 The team did not feel that it could make any recommendations on either of these issues without more indepth knowledge of the reasons behind the existing situations. It is hoped that, in the future, the Committee's work programme will allow these pieces of work to be progressed.

## 7.16 The Approach Car Park

- 7.16.1 Due to the urgency of the situation with the Approach Car Park, an interim report was submitted to the Executive Member for Planning and Transportation following the January 2010 meeting of the Review Committee. For the sake of completeness, the comments and recommendations are repeated in the following paragraphs.
- 7.16.2 Since 2005, when it was agreed that the price of the season tickets would be increased to bring them more in line with daily rate the number of people using the Approach Car Park has declined. Prior to this time there was a waiting list for the season tickets and competition for the parking spaces.
- 7.16.3 There are 95 bays at this car park which is located on the west side of Rayleigh railway station. At the current time there are 20 annual season ticket holders and 6 quarterly season ticket holders. The holder of a parking season ticket can use any Council car park in the District.
- 7.16.4 In order to increase car park usage the team proposes that the link to the daily parking rate be removed. It is felt that a separate season ticket for this car park only (i.e. holders cannot use it to park at other car parks) should be issued at a lower price than the all car park season ticket. The team acknowledge that if no new season tickets are issued the Council would suffer a loss of revenue but feel that, if the price of the ticket is at the right level, then this should not be a problem.
- 7.16.5 In addition to the existing annual and quarterly tickets, and taking into account the current economic circumstances affecting residents, the team felt that a monthly season ticket should be introduced for this car park as it could be the cost of purchasing a quarterly ticket in one amount that was putting potential users off.
- 7.16.6 The Approach car park only has one rate for daily parking irrespective of what period of the day the car park is used for. In order to fill the vacant spaces and make better use of this Council asset the team felt that the daily rate should be reduced at this car park only.

### Recommendation No 12

It is recommended that a season ticket for the Approach car park only is issued at a reduced rate of £700 per annum with a quarterly ticket being reduced to £200 and a monthly ticket being introduced at a rate of £75. The daily rate for this car park should be reduced to £3.

- 7.16.7 The team felt that it would be necessary to ensure that if this reduction in prices was agreed, there is maximum publicity to ensure that residents were made aware of the reduction.

### **Recommendation No 13**

It is recommended that, if recommendation No 12 is agreed, all previous season ticket holders for the last 5 years at the Approach car park that have not renewed their tickets be advised of the new pricing structure.

7.16.8 As part of the initiative to encourage increased usage of the Approach car park, the team felt that some form of incentive should be made to existing season ticket holders who introduce new users.

### **Recommendation No 14**

It is recommended that existing Approach season ticket holders that introduce another person who purchases a quarterly or annual season ticket for the Approach are awarded a weeks free parking.

7.16.9 The team recognise that the situation will need to be monitored closely to see if the proposed measures do increase the number of users of this car park.

### **Recommendation No 15**

It is recommended that if the reduction in charges for the Approach car park does not attract sufficient additional users within a six month period from introduction then alternative uses for the car park should be explored.

## 8 Analysis of costs of recommendations

Current Car Park revenue using 2009/10 ticket sales

	Cost	No of tickets sold	Totals
1 hour	£0.60	526661	£315,996.60
2 hour	£1.20	223072	£267,686.40
3 hour	£1.80	52636	£94,744.80
4 hour	£2.40	19161	£45,986.40
5 hour	£3.00	7022	£21,066.00
All day	£5.00	17001	£85,005.00
		Total Income	£830,485.20

Possible Car Park revenue if recommendations 5 and 6 are agreed

	Cost	No of tickets sold	Totals	
30 min	£0.40	263330	£105,332.00	Assumes that 30% who currently buy a 1 hour ticket could migrate to the 30 min.band Assumes that numbers increase by 20% of 1 hour band
1 hour	£0.60	368663	£221,197.62	
2 hour	£1.20	223072	£267,686.40	
3 hour	£2.00	52636	£105,272.00	
4 hour	£2.60	19161	£49,818.60	
5 hour	£3.20	7022	£22,470.40	
All day	£5.00	17001	£85,005.00	
		Total Income	£856,782.02	Increase £26,296.82

Possible Car Park revenue if recommendations 2, 5 and 6 are agreed

	Cost	No of tickets sold	Totals	
30 min	£0.40	263330	£105,332.00	Assumes that 30% who currently buy a 1 hour ticket could migrate to the 30 min.band Assumes that numbers increase by 20% of 1 hour band
1 hour	£0.60	368663	£221,197.62	
2 hour	£1.20	223072	£267,686.40	
3 hour	£2.00	52636	£105,272.00	
4 hour	£2.60	19161	£49,818.60	
5 hour	£3.20	7022	£22,470.40	
All day	£5.00	17001	£85,005.00	
		Income	£856,782.02	
		Less cost of recommendation 2	£5,000.00	
		Total Income	£851,782.02	Increase £21,296.82

## 9 Summary of Recommendations

### Recommendation No 1

(Page 12, Section 7.7.1)

It is recommended that the availability of tradesmen parking permits is given more publicity.

### Recommendation No 2

(Page 13, Section 7.9.1)

It is recommended that the car parking charges should apply from 7 am to 6 pm

### Recommendation No 3

(Page 14, Section 7.10.3)

It is recommended that the 30 minute time band for parking is introduced.

### Recommendation No 4

(Page 14, Section 7.10.4)

It is recommended that the car parking charges for the one and two hour bands remain at the current level.

### Recommendation No 5

(Page 15, Section 7.10.5)

It is recommended that, if recommendation No 3 is agreed, then the car parking charge for the 30 minute band is 40p.

### Recommendation No 6

(Page 16, Section 7.10.5)

It is recommended that car parking charges for the following bands are:-  
Up to three hours - £2.00  
Up to four hours - £2.60  
Up to five hours - £3.20

## **Recommendation No 7**

(Page 17, Section 7.11.7)

It is recommended that officers consult with Ward Members on an annual basis to establish whether there is a need for any resident parking schemes.

## **Recommendation No 8**

(Page 17, Section 7.11.7)

It is recommended that an investigation is instigated with ECC to develop an affordable residents parking scheme.

## **Recommendation No 9**

(Page 21, Section 7.14.16)

It is recommended that additional full time Civil Enforcement Officers are employed.

## **Recommendation No 10**

(Page 21, Section 7.14.17)

It is recommended that an investigation is carried out into the possibility of out sourcing parking enforcement within the District.

## **Recommendation No 11**

(Page 21, Section 7.14.17)

It is recommended that an investigation is carried out into the way that the money from the parking machines is collected on a daily basis.

## **Recommendation No 12**

(Page 22, Section 7.16.6)

It is recommended that a season ticket for the Approach car park only is issued at a reduced rate of £700 per annum with a quarterly ticket being reduced to £200 and a monthly ticket being introduced at a rate of £75. The daily rate for this car park should be reduced to £3.

### **Recommendation No 13**

(Page 23, Section 7.16.7)

It is recommended that, if recommendation No 12 is agreed, all previous season ticket holders for the last 5 years at the Approach car park that have not renewed their tickets be advised of the new pricing structure.

### **Recommendation No 14**

(Page 23, Section 7.16.8)

It is recommended that existing Approach season ticket holders that introduce another person who purchases a quarterly or annual season ticket for the Approach are awarded a weeks free parking.

### **Recommendation No 15**

(Page 23, Section 7.16.9)

It is recommended that if the reduction in charges for the Approach car park does not attract sufficient additional users within a six month period from introduction then alternative uses for the car park should be explored.

## Appendix 1

1. Please indicate the area in which you live?

- Ashingdon
- Barling
- Canewdon
- Foulness Island
- Great Wakering
- Hawkwell
- Hockley
- Hullbridge
- Paglesham
- Rawreth
- Rayleigh
- Rochford
- Stambridge
- Sutton

2. Which Rochford District Council car parks do you use on a regular basis?

- Back Lane
  - Daily
  - Once or twice each week
  - Occasionally
  - Seldom
- Castle Road
  - Daily
  - Once or twice each week
  - Occasionally
  - Seldom
- Hockley
  - Daily
  - Once or twice each week
  - Occasionally
  - Seldom
- Market
  - Daily
  - Once or twice each week
  - Occasionally
  - Seldom

## CAR PARKING ISSUES REVIEW

- Mill Hall
  - Daily
  - Once or twice each week
  - Occasionally
  - Seldom
  
- The Approach
  - Daily
  - Once or twice each week
  - Occasionally
  - Seldom
  
- Websters Way
  - Daily
  - Once or twice each week
  - Occasionally
  - Seldom
  
- Old Ship Lane
  - Daily
  - Once or twice each week
  - Occasionally
  - Seldom
  
- Golden cross
  - Daily
  - Once or twice each week
  - Occasionally
  - Seldom

3. What is the main purpose for using the car park?

- Business
- Work in area
- Shopping
- Visiting Bank or Cashpoint
- Leisure
- Visit to Doctors/Dentist
- Commuting
- Other

If other please state .....

## CAR PARKING ISSUES REVIEW

4. Does cost of parking influence your use of car parks?

- Yes
- No

5. How long do you normally stay?

- Less than half an hour
- Half an hour – one hour
- One – two hours
- Two – three hours
- Three – four hours
- Four – five hours
- Over five hours

If less than half an hour how long do you stay?.....

6. Do you feel that the current time bands meet your needs?

- Yes
- No

7. If you stated no to the above, what time bands do you feel is missing?

.....

8. Are you a Blue Badge holder?

- Yes
- No

If yes please continue to answer the next question, if no then please continue to question 10.

9. Do you consider the number of disabled spaces is sufficient in the Council's car park?

- Yes
- No

10. If you do not use the car parks would you be more likely to use them if parent and child parking spaces were available?

- Yes
- No

## CAR PARKING ISSUES REVIEW

11. Do you use any other non-Council car parks in the District?

- Yes
- No

If you answered yes please state which ones .....

12. Do you use them in preference to the Council's car park?

- Yes
- No

13. If so, is this because of the cost to use the Council's car parks?

- Yes
- No

If no what are the reasons for this .....

.....  
.....

14. Do you know that the Council's car parks are free after 1.00pm on a Saturday?

- Yes
- No

15. If so, do you take advantage of this offer?

- Yes
- No

16. Do you know that the Council's car parks are free all day on a Sunday?

- Yes
- No

17. If so, do you take advantage of this offer?

- Yes
- No

18. Are you Male or Female?

- Male
- Female

## CAR PARKING ISSUES REVIEW

19. Please indicate your age range

- 17-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

20. How could the District Council's car parks be improved?

## Appendix 2

Resident's responses to the question "have your say on the Council's car parks"

1. Scrap the Charging of Parking for all Blue Badge Holders. Blue Badge Holders are not charged for Parking in any of the adjoining councils within the South East Essex Area. It is ironic that you can justify a 500% increase in the allowance for the Leader of the Council yet fail to follow other Council in providing free parking for Blue Badge Holders.
2. To provide more spaces in general and to reduce the costs
3. In Rochford town centre it is terrible, that Rochford council have given MORE parking spaces to the local Taxi companies than to the local residents, who want to shop and support the local independent shops. This will kill off all the tradesman in our town centre, if the council don't increase the parking for the local community. WHY don't you make the taxi park in BACK LANE CAR PARK, freeing up more parking in the town square. Also not causing traffic jams with vehicle queuing up to get in to the square free car parking. It make me so mad to see NO TAXI's in there many bays, and the general public having to queue up to just to park for an hour max. Please resolve this problem and turn the square back to how it was 10yrs ago.....NO major parking just for Taxi's
4. Stop charging at 6 pm on weekdays. Have a 30 or 45 minute time band Have machines that give change
5. More free periods in secondary/local car parks to encourage shoppers locally.
6. Pay on exit and more spaces
7. Hockley car park needs to have shorter parking times that are cheaper or free for people collecting prescriptions from the Dr's or Chemist current fees are very overpriced for what can be a 5 minute stay
8. Pay on exit, change machines, more CCTV to deter drug dealing from cars in Websters Way car park.
9. Pay on exit
10. Facility for giving change at the machines, I frequently have to pay more for parking as I don't carry the correct 60p and end up paying £1 to park for only 20 mins. An option to stay for just half an hour. More advertising for shops that refund your parking when you shop in them.
11. I try to avoid using non free car parks luckily there are a fair number of 1hr free spaces in Rayleigh. A particularly annoying feature of the

## CAR PARKING ISSUES REVIEW

district car parks is that no change is given so the cheapest parking is effectively £1 unless you have a pocketful of change.

12. Lower more reasonable charges might result in less on street parking in residential areas leaving space for friends relatives and trades people.
13. For Hockley I think the first hour should be free as the majority of people will be popping in and out of the village
14. The true cost of running the wardens scheme if taken away from the revenue earned from Carparks should be shown. If you then take this and divide it by the number of households in RDC is it a plausible figure to make free car parking chargeable direct to the ratepayer?
15. Pay on departure would encourage me to stay longer instead of rushing back to my car. The sharks teeth at Back Lane are a menace.
16. Blue badge holders allowed 3 hours free with the council enforcement officers of doing their job and booking vehicles that contravene their hours as you previously stated that blue badges were being parked all day where the officers should have taken action as certain car parks are used to their capacity.
17. Free short term parking to support local traders and stop people shopping outside of their local town where parking is free such as major supermarkets and Lakeside
18. Free or reduced prices for short term parking to encourage local trade
19. Make them free why should boat owners be able to park at Hullbridge for free when elsewhere in the district you have to pay to support the shopkeepers or to go to the doctors. I now shop at Basildon or lakeside where there is a much larger variety of shops and in Lakeside case parking is free
20. The prices should be reduced to encourage use of local shops, No good having free parking when most shops are closed on a Sunday. Also to pay for parking when visiting Doctors I think is terrible, as you never know if the doctor is running late, when feeling ill the last thing you need to be worrying about is a parking ticket.
21. Reduction of parking rates would obviously increase the use by residents and visitors alike. I work locally and the cost of parking is expensive and in such a small village this is not acceptable, but no other alternative is available without the possibility of my vehicle being clamped.
22. Reduced charges to entice people to use them and a 30 min charge for the short stay customer.

## CAR PARKING ISSUES REVIEW

23. Bring back up to 30mins parking charge
24. Pay on Exit
25. Make them free of charge in line with all modern retail parks
26. Pay for 1st hour 2nd free or first 30 mins free or instead of finding change make it 50p/£1/£1.50 certainly NO increase in fees allow transfers between users get shops to "sponsor" free time (say 911 on mon am) build 1st floor extension in Websters Way... ..Just a thought....
27. Free all day Saturday to help businesses. Reintroduce half hour to one hour parking.
28. Free periods like the big supermarkets provide. e.g. 2 hours. Enables visits to doctors, banks, shops etc. Otherwise the destination of choice will be the out of town supermarkets
29. By making them free at the end of the working day, in lieu of the present time.
30. The first hour of parking should be payable in increments of 20 minutes at , for example, 20p for 20mins, 40p for 40 mins. This would encourage short stay visits to the High Streets rather than shoppers using out of town stores.
31. MORE spaces.. not less.... designed with plenty of space and ease of access.
32. Have a 30 min time charge, or pay on exit
33. ALL parking should be free for less than 30 mins. Charging is extortionate within Rochford district so I use shopping areas that are free of charges.
34. Very often car parks are used for a very. very short period of time eg to make an appointment at the doctors or simply to use the toilet so a 5 minute grace period would be appreciated
35. Pay on exit, as it's difficult sometimes to judge how long you are going to be. Paying before your time means you either put too much money in, or not enough it's difficult to get it spot on.
36. By making change available at machines
37. Stop charging between 7am and 8am and 6pm and 7pm so allowing a two minute stop over to drop prescription requests into the doctors or early appointments when my car is the only one in the car park.

## CAR PARKING ISSUES REVIEW

38. Free for the first half hour
39. In Hockley have more free parking max 1 hour no return for 3 hours. I will not pay 60p to buy a loaf of bread for £1. You can improve the shopping in Hockley but unless you increase parking spaces, people will simply drive to Tesco or Asda. The most successful shop in Hockley is Potters a big factor is the parking at the rear, you can pop in purchase what you want and out again, no waiting for a free space and no 60p paid. I estimate 8590 % of residents have a car, they are not going to walk or use public transport to do their shopping. If you want Hockley to be vibrant village the Council should increase the parking spaces attract the shoppers otherwise no matter what improvements are made they will continue to drive to large supermarkets, lakeside etc.
40. More flexibility with payments eg pay on exit so could stay longer without worrying about time expiring on ticket.
41. Better lighting, particularly at Rayleigh rail station in approach
42. Pay for the time you park. I'm not always sure how long I will be, often paying much more than I need to, this makes my shopping more costly and I'm on a pension, I can't afford to waste my money.
43. I go to the shops for a loaf of bread costing 89p and I have to pay 60p to park , my parking should be FREE
44. First by a better survey, this is very limited in scope. Car parks should cost much less and have shorter stay options. It is ludicrous that main street parking is free while council car parks are an absolute ripoff. All it does is block roads and create congestion. It is my view that car parking and traffic management policy is designed only to inconvenience drivers and create revenue for the council. The Rayleigh traffic system and Websters Way car park ingress/egress seems designed to impede traffic flow. Rochford Council totally fails the motorist in my view.
45. 30 Mins charge really would help, if not pay on exit.
46. Fair as they are
47. No charge under 15 minutes
48. Make them pay on exit. I often overpay paying for 2 hours when 1 would have been enough, but not being sure one has to err on the side of caution. Pay on exit would be much fairer.
49. By building a sensitively designed multistory car park, hidden behind shops and housing as per the advert under 'Environment' on page 11

## CAR PARKING ISSUES REVIEW

50. Hockley Car Park. Making the first hour free to facilitate visit to doctors/dentists surgery.
51. Adding a short stay (up to 30 mins) charge for the 'pop in and out' user
52. Need to make parking free after 4pm in the week to encourage short stay shoppers. Also get rid of some of the loading bays and make these free roadside parking. I object to paying 60p just so I can use the cash point or buy a bottle of shampoo so now rarely bother with the High Street and instead use Asda or visit Wickford instead ironically because the traffic is so bad in Rayleigh it is usually quicker for me to get there too, even though I live in Rayleigh!!!
53. I don't think there should be a charge if you stay for less than 30 minutes. You should also be able to pay on exit as otherwise you are clockwatching all the time!! Paying on exit would be a big improvement, plus it would mean you do not need to employ traffic wardens for the car parks.
54. Make the cost of parking Cheaper, and for longer duration
55. Free parking after 3.30 pm daily would help shops
56. Reduce the tariff. What other answer did you expect? Also, bring back the 20p up to half an hour rate, the loss of which has annoyed many people of my acquaintance.
57. Websters Way could be improved by salting or treating in some way so it is not a sheet of ice on frosty mornings
58. Obviously one would like the charges to be cheaper but I appreciate the need to make charges.
59. Needs more disabled spaces in Websters Way car park being the central one for Rayleigh, otherwise no issues.
60. Should be free all day Saturday to encourage local shopping. Not just a couple of weeks before Christmas.
61. Have designated free areas for short term parking eg less than 15 mins
62. I think cost is a big factor. At the moment there are 10 empty shops to let within Hockley, quite a high number considering the actual size of Hockley. In this recession era I cut back on all aspects of costs, one of them being shopping and the cost of car parks. I'm more likely to shop online rather than use my local shops.
63. Our main use of Websters Way car park is to visit Audley Mills surgery. We believe that elderly people like us should have free parking up to 1 hour to allow visiting the doctor

## CAR PARKING ISSUES REVIEW

64. Reduce the fee for shorter stays i.e. up to 2 hours to encourage people to shop locally (before the likes of Rayleigh High Street dies as a shopping centre all together). Provide free parking for the disabled. Have free parking afternoons other than Saturday.
65. Permitting 'up to one hour' for a small fee eg, for those only collecting/ dropping off prescriptions etc.
66. Parking charges could be lowered to fall in line with places like Basildon
67. Fix the car parks up with congestion charge type equipment .Issue all council tax payers with a window sticker for their cars. Charge an initial small sum per vehicle to join the scheme and thereafter pay as congestion charge by every 15 mins of use. Always paying for more time than I use is galling to me .I have had several fines and I know I have paid for tens of hours that I have not used in the nearly 30 years I have lived here. Non council tax payers can use the existing pre payment scheme and you will hear no complaints from me if you put the prices up.
68. By having pay on exit you then wouldn't be watching the clock all the time and would be able to shop in peace
69. Websters way could have a second storey.
70. Shorter time periods Machines that give change
71. If the council wants to help the town centre to stop becoming less and less used the carparks should be free for at least the first hour. Charging for parking is a very short sighted view.
72. Bring back the half hour ticket at the car parks
73. Introduce half hour time band, possibly free. Reduce hourly cost. Have a zone in Websters Way for free parking limited to one hour.
74. When I can park for 3 hours for a £1 in Basildon, why would I choose to park for £2 approx for less choice in Rayleigh?
75. Remove or lower the parking charges
76. Pay on exit.
77. There is only one disabled space in Rochford Square car park, so very bad for the likes of me for carrying heavy shopping have to go to some where like Tesco.
78. Short time band 30 min for 30p?

## CAR PARKING ISSUES REVIEW

79. To be kept low price to keep our shops & town alive
80. I would like to see pay & go, so that you don't have to rush back to the car park, because you might have gone over the time limit you have booked, also you can lose nearly an hour in the queue in the Abbey National Bank.
81. No right turn out of Websters Way car park at Eastwood road end of park.
82. By offering half an hour charge, present charges discourage Local shopping.
83. Free parking for disabled and making the square pedestrian only.
84. Free parking up to two hours, car parks are not a source of revenue they're a source of Business.
85. Free parking to disabled, wears people out just getting a ticket from machines.
86. Paying on exit from car park.
87. Give change
88. Ban large commercial vehicles from Websters Way car park and Castle Road car park.
89. Should be pay on exit. This will encourage residents to stay longer & support local shops.
90. Free Parking
91. Restore free parking for Blue Badge holders
92. I think they are excellent compared to Southend
93. Up to half hour parking, less cost otherwise sufficient parking is available free of paying.
94. By at least reducing costs to disabled.
95. A freepost for questionnaires would be appreciated.
96. Pay as you use system
97. They are as good as they could be, actually, so congratulations! Wish Golden Cross one was bigger but accept there is no room.

## CAR PARKING ISSUES REVIEW

98. "No entry" be painted on exit of Castle Road Car Park, Websters Way Car Park be made multi storey in a few years time.
99. Increase free parking periods – Have free parking for up to 1 hour.
100. Free use always.
101. You make out the free parking on sat afternoon and sundays that you are doing us all a big faver.
102. R.U.D.C. are the only Council within the Essex Area that levy a charge to Blue Badge Holders. This decision to charge Blue Badge Holders when parking within the Rochford District Council Area has resulted in B.B.H. having to park in On Street Parking Bays and Double Yellow Line Areas. Perhaps the Disabled Residents of the R.U.D.C will take this decision into account come the next General Election
103. The price to park in the car park at The Approach is much too expensive and this is reflected in the number of cars that use it on a daily basis now. By pricing at £5 per day you have just forced people to park on normal roads as opposed to using the car park.
104. Go back to getting back fee from local shops when you spend a certain amount.
105. Happy car park attendants instead of grumpy ones.
106. Wall could be lowered along Websters way to allow better vision on leaving car park.
107. Rayleigh needs more lay by parking in the high street. Shops need business – not a row of Taxis outside! If I want to go shopping on a Saturday do I drive to Lakeside or sit twiddling my thumbs till 1 pm and then walk around in the rain? The traditional English high street developed because it was a through road with parking.
108. Pay on exit facility to pay for up to half an hour.
109. A different exit to improve traffic jams in Websters Way.
110. I am a member of Rayleigh Bowls Club and it is no acceptable to close the Bull Lane / King George playing field car park at 5pm. More consideration should be given to members of this club.
111. Pay on time of exit this would give more time to shop if needed.
112. If they were free more people would use them rather than going to out of town shops.

## CAR PARKING ISSUES REVIEW

113. I feel that Back Lane Car Park should have a free time limit of 20 to 30 minutes as myself and others have to regularly visit the Drs Surgery. I had 4 visits to the Drs in one week usually it is 2 but each time I am not there for more than 10mins and so on the week of 4 visits cost me 60p each time Total £2,40p. I very rarely moan about parking but I think in this situation or any other where there is a Doctors Surgery why can you not allow a 30 minute free parking?? You will still make a few bob even though you might give away a free 30 minutes !!!! Sorry for the moan but this situation costs people a lot of money for hardly any use generally and really bugs me.
114. Free Saturday mornings.
115. Have a half hour time slot.
116. Reduce the cost and/or reintroduce the 30 minute period.
117. The less than half an hour parking ticket would be great when popping into library just to return books, Southend has this facility in the car park near the library.
118. First 1 hour free
119. Free parking for ALL blue badge holders not just exempted vehicles
120. Make them free for pensioners.
121. Pay on exit for actual stay I know the council is dead set against it, can't think why.
122. If the first 30 minutes of parking was free I would stop more often. At the moment I use Somerfield car park as I shop at the store so get my parking fee back.
123. Where there are recycling points and car parks, these are often overflowing – particularly with “plastic” waste.
124. Non payment for disabled
125. Hockley could be better served especially as people like myself have to “leave” home for an hour a day to avoid stupid parking restrictions outside own home.
126. Only by cost reduction for short stays as it used to be refer to Nos 5 and 7 above bank, doctor only visit.
127. Pay on exit
128. Reduce the price for visits of less than 2 hours, offset by increasing for other lengths of time.

## CAR PARKING ISSUES REVIEW

129. By introducing an half hour band
130. More enforcement of disabled bays
131. Pay on Exit car parks should be made available so one doesn't have to worry about racing back when shopping takes a bit longer than expected, or when doing client visits which may take longer than expected. It causes unnecessary stress. Plus I do not want to have to overpay for time I don't use.
132. Back lane should have an entrance via West St (as I believe it used to). This would help to cut down the "queuing for the square which blocks the top end of West St jamming East St and South St.
133. I think that they are user friendly and available for my needs, thank you.
134. To make parking free (after 10.00 a.m to prevent commuter parking), to improve trading in the town. OR If payment necessary pay on exit to pay for the time you use rather than having to estimate time.
135. By allowing places for people using the Day Centre at Hockley from Noon to 4.30pm Mon – Friday
136. If you don't have the correct change i.e. only a £1 coin etc. it would be nice to get change or a pounds worth of parking.
137. People park in disabled bays who are not showing a blue badge. Then we have to go elsewhere. Mother father & child also park in disabled so I park in there bay if nothing else is available. The first 15 minutes could be free to pop in Post Office – Doctors – chemist etc.
138. Pay on exit instead of the near dishonest way of making people pay more in case they run out of time. More of the High Street spaces should be disabled for obvious reasons. I use Tylers avenue Southend Car Park often, tickets on entry pay machine on exit. No worry about warden or overstay, you pay for what you use. Basildon is the same Chelmsford Disabled free, Leigh Free Billericay Brentwood.
139. Lower charges
140. The brick pillar at the exit opposite Rayleigh Lanes obscures the approach of traffic travelling along Websters Way towards Eastwood Road
141. Allow 2 hours free parking between 12:00 and 14:00 and adjust the machines to account for this, e.g buy a ticket at 1100 and leave at 1500 and only pay for 2 hours.

## CAR PARKING ISSUES REVIEW

142. Change the payment method from a guessing game on the way in to pay on the way out for the time actually used.
143. by being cheaper and cleaner
144. More building in the area means more cars and therefore adequate parking is essential so more car parks please.
145. By reinstating the half hour parking rate, when you only need to use the car park for half hour why do you have to pay for an hour
146. Access (especially Back Lane if a stranger)
147. Pay on exit to be much fairer to the time used. They could be cheaper to stop cars clogging local roads. Angled parking like Lakeside as spaces are fairly small.
148. By allowing free parking! I seldom shop locally now. Instead I go to bigger superstores with free parking – sad! You should be trying to support the local shops, not driving customers away.
149. Re No's 15/17 I need to go shopping in morning not PM and not Sundays. More spaces for Blue badge holders only one in Rochford Square is not enough! Likewise Rayleigh Town.
150. The system for leaving Somerfield & Iceland trolleys after use needs to be looked at. There is often not enough room in the two bays provided and because of the different size/types of trolleys in use they're abandoned at odd angles so that the £1 coins can be recovered by the user. Whilst this is not the Council responsibility perhaps pressure should be put on the two supermarkets to standardise the types of trolley so that they may be stacked neatly in side each other and enable the shopper to regain his £1 coin without having to leave the trolley at an angle to others already in the bay
151. I used to regular use the car park in the approach. When I started to use it in 2001, it was £7 for a weekly ticket. It is now £5 a day. I would use it far more often if the price was not so ridiculous. Clearly the parking in this road is excessive, this can be evidenced by the number of spaces that are left every day, the car park used to be full! if you charged less, more people would use it, I am sure you would get more income!!
152. Pay on exit, transferable ticket between car parks.
153. No fee to park
154. All car parks should be non paying as this would encourage us to use the local facilities.

## CAR PARKING ISSUES REVIEW

155. By paying on leaving – much fairer , bays for Doctors appointments.
156. Except for selfish request for more spaces for Blue Badge holders and occasional overcrowding there's little change necessary.
157. Make them cheaper, pay as you go and better maintained. Your failure to put down salt in this weather is a Health & Safety disgrace.
158. Reduced Cost, CTV at the approach car park Rayleigh, Redesign of parking bays at approach car park Rayleigh to be square rather than angled, Removal of barriers at edge of road and car park at the approach car park Rayleigh
159. Remove Back Lane car park teeth on exit – we have a low car.
160. Back Lane Rochford Car Park is particularly popular/necessary due to Doctor's surgery. I find this one hour minimum fee most frustrating when doctors visits are normally no more than 10 minutes, sometimes less than 5 and the purpose is to drop off or collect prescription etc. The old tariff rate included 30 minutes, and this was sufficient, if appointment ran late (very rare) then one was able to return to top up for another 30 minutes. I have used this car park on an at least once weekly basis over the last month and have typically spent less than 15 minutes in surgery, yet have paid for one hour. The car park warden is most friendly, and yet seems almost to hover by cars as they arrive, and i have seen several fellow patients leave their cars and walk to purchase ticket, queue to do so, and on return to their vehicle find the warden standing next to the car seemingly to ensure they pay and display. These patients are then paying for an hour, typically do as I do, walk in and collect prescription, walk out and then drive off. I feel the council is making an awful lot of money from this car park at the expense of ill people. Please consider reducing minimum pay band to include a 1530 minute rate.
161. Reduce the price to no more than 50p for 30 minutes. Get them salted in icy weather especially for pedestrians so they can get to the shops!!! The last couple of weeks have been a disgrace in the way that NO effort has been made to assist pedestrian traffic it only leads to more ambulance calls and injuries and costs to the health service. My daughter lives in Wirral, Merseyside they have NEVER had the total chaos that appears to grip us down here as soon as it gets a bit frosty!
162. By paying when exiting would be inclined to stay longer, and free parking for less than half and hour
163. The cost should be reduced for Rayleigh residents as we don't get any perks
164. Less disabled spaces at busy times, these are often empty but nondisabled people are not allowed to park in them. I live in a road with

## CAR PARKING ISSUES REVIEW

a parking restriction on weekdays from 10am to 11am. This makes it impossible for tradesmen to work without risk of a parking ticket a system of registration for tradesmen and issue of exemption discs to display in their vehicles should be introduced.

165. The use of the Rochford Market Square as a car park is an embarrassment. It should be fully pedestrianised, with free first hour parking in the council carparks as an alternative in my opinion. I can only assume the reason this area is used as a carpark, is down to the lack of leadership/gutlessness of RDC.
166. Pay on exit
167. Fine as they are, all things considered unless they were free but that is not realistic as residents would only have to pay more council tax as the Council would need to recoup the money from somewhere
168. Free 10 minutes in Backlane for Doctors surgery for dropping off letters or picking up prescriptions.
169. Better lighting might discourage the groups who gather in Webster's Way at night. Toilets in Webster's Way car park.
170. Free for Blue Badge holders, 20p charge for less than 30 mins and reduce 60p charge to 50p.
171. Pay on exit.
172. Whilst large stores have free parking to pay to use local car parks and therefore local shops is not much of an option.
173. CCTV in all car parks.
174. Very expensive – especially for short visits. Please clear ice & snow when necessary – we pay a lot but get little service – I saw too many elderly, vulnerable people slipping on ice recently in car parks whilst other areas reasonably clear – A very poor show – This is especially annoying when parking wardens are available to give out tickets on Christmas Eve when everyone is still slipping about on iced up car parks!
175. It is fair to say that the Council's car parks are fully satisfactory, Rayleigh in particular, is good.
176. As a disabled person, I am pleased to have the opportunity to give my comments on disabled car parking facilities in Rayleigh's public car parks.  
Websters' Way Car Park – If one is entering from Bull Lane and then turning left, it's easy to turn right to park in the spaces available facing Websters' Way enabling one to walk a shorter distance to the shops.

## CAR PARKING ISSUES REVIEW

On the other hand, if one enters the car park, turning right, from Eastwood Road, it's more difficult as you have to turn right in the car park and drive to the end of the lanes, turn right again and then when almost at the exit, again turn right to gain access to these parking spaces. This is very difficult whenever the car park is extremely busy, as it frequently is. On the other hand, I think it's a good idea for spaces to be available near Audley Mills Surgery, for which I thank you. Castle Road Car Park – Sometimes, when Somerfield's car park is full, it's necessary to drive through and up, the slope, into the Council Car Park. Often, it's impossible to turn left because too many trollies' are left in a jumbled state in the fenced trolley section. I've mentioned this several times to staff in Somerfield's. When it has been raining, the disabled spaces overlooking Somerfield's have large puddles causing the surface to get very wet or icy whenever it's freezing which, of course, is dangerous.

Mill Hall Car Park – In my opinion, there are too few disabled parking spaces although, I can usually manage to park in a non-disabled space.

Market Place – is fine, except on Market Days' as there are too few disabled spaces available in the Council Office car park for disabled people. Consequently, I can't go to the Market nowadays.

High Street, Rayleigh – These disabled parking spaces are great although, unfortunately, they're too frequently occupied by non-disabled people who nip out of their cars' to obtain money from the banks holes-in-the-wall nearby, which is most inconvenient as one doesn't know how long they're going to be, then I have to move somewhere else because of their selfishness as it wouldn't pay to say anything to them.