

St Edmundsbury Borough Council
Neighbourhood Parking Review
Phase 1— Final Draft

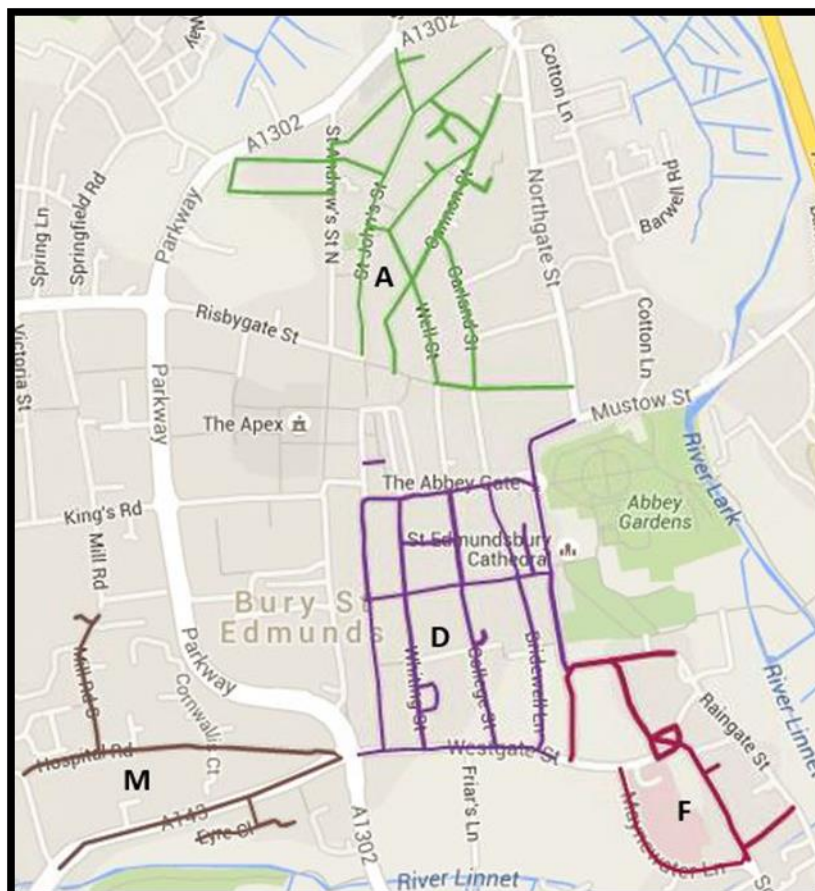


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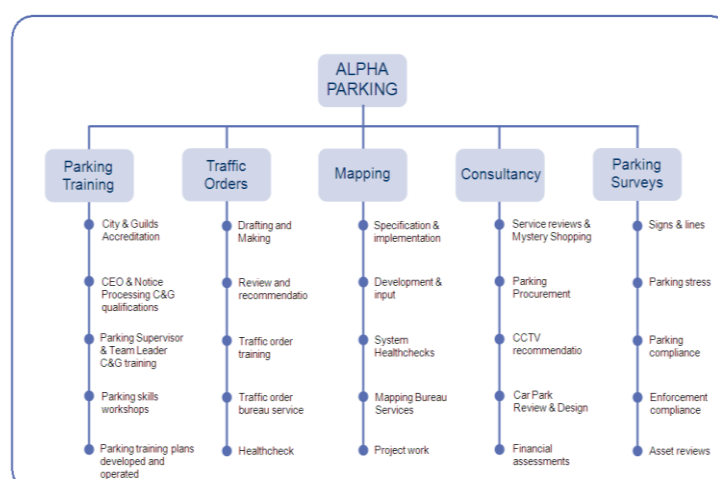
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1. Background and Project Objectives

- 1.1 Bury St Edmunds provides both a residential and a market centre for west and mid-Suffolk. This dual role means there are stresses in relation to parking provision and these stresses are increased because of the layout of the medieval town. The town, especially in its centre, continues to reflect the medieval street layout; this is generally based on a grid pattern which provides reasonably straight roads but does mean that streets are fairly short and very narrow.
- 1.2 The centre of the town has been divided into a number of permit zones in order to facilitate and maximise the on-street parking provision. Borough Council has become increasingly concerned about local frustration, especially among the resident's and businesses, in relation to the situation in Zone D (South Town Centre) and Zone F (Southgate Corridor). They have instructed Alpha Parking to review the viability of the present system in these two zones and make recommendations for any improvements. This report explains the initial phase of this project and the resulting, Phase 1, recommendations.
- 1.3 Bury St Edmunds has not introduced decriminalised parking so the majority of parking enforcement is the responsibility of the Suffolk Constabulary. Unfortunately, they have many demands on their time and parking enforcement is not a top priority. The pay and display and permit areas are enforced by Borough Council Parking Attendants.
- 1.4 As part of the exercise we looked at possible options and repercussions involving two further zones, M & A. The map on the next page shows the four zones and their relationship to each other.



- 1.5 Alpha Parking is a specialist parking consultancy that has been working within the UK parking industry for more than 10 years with a wide local authority client base. We have experienced in-house teams covering the areas shown in the diagram below.



2. Methodology

- 2.1 Phase 1 of the project requires the gathering of data in order to assess and recommend possible actions to review the situation in Zones D & F. The data gathering covers an understanding both of the current parking situation and the views of the public.
- 2.2 In order to achieve this our project team met the Council officers for an Inception Meeting in order to ensure a full understanding of the project scope and requirements and agree the approach and timetable.
- 2.3 The current physical parking situation in the zones was assessed using the following approaches:
- Our consultants made site visits to assess the areas and understand the physical layout and main issues.
 - On-street occupancy counts were carried out over two days in order to assess the parking stress levels in the zones and relevant adjoining streets. This allows us to assess the parking capacity and where, and at what time, particular parking issues are arising.
- 2.4 The public's views were gained by using questionnaires and a public drop in session. The main steps in relation to the questionnaire were:
- Two separate questionnaires for each zone were agreed with the Council officers; one for residents and one for businesses. Each zone had specific questionnaires so four were distributed in total. Examples of these are shown in the appendix.

- A covering letter was agreed with the Council officers; an example is shown in the appendix.
- Our team hand delivered the questionnaires to each resident or business within each zone.
- Each questionnaire had a pre-paid envelope for return to the Council; the Council forwarded the returned questionnaires to Alpha Parking, who were responsible for analysing the data.
- At the drop in session (see below) the public were able to enter their comments in a Comments Book. This data has been included in the results section of this report.

2.5 The public drop in session was facilitated by two of our Senior Consultants at the Unitarian Meeting House between 2pm-7pm on Wednesday 16th December 2015. Alpha Parking provided maps and appropriate information and discussed the situation with members of the public. Council officers were in attendance to discuss the issues as they were raised by the public.

2.6 The session was very well attended especially by residents.

3. Results: Current Parking

- 3.1 Our team have highlighted 15 possible additional spaces in Zone D and these are shown in the map on page 34. This may not seem a large number but, in the environment could assist in mitigating the issues.
- 3.2 A car count occupancy survey was undertaken over the 4th and 5th of January 2016, to establish a snap-shot of the parking stress within Zones D and F and appropriate adjoining streets in Zones A and M.
- 3.3 The survey was started with a vehicle count at 10am on Monday the 4th and then at, 1pm, 4pm, and 7pm; continuing on Tuesday the 5th at 5am, 10am, 1pm, 4pm, and 7pm. To establish the parking stress across the areas to be surveyed, the survey team calculated the estimated number of possible parking places across the Zones and a car count was undertaken to compare the actual number of vehicles that were occupying the spaces as compared to the number calculated, thus giving the parking stress levels for each street in the survey area. Illegally parked vehicles were not added to the overall parking stress figures, instead they have been individually highlighted.
- 3.4 The estimated number of parking spaces calculated for the parking bays currently marked out on the highway was supplied to the survey team by St Edmundsbury Borough Council. Where parking provision had not already been marked out or was not available a certain times of the day, such as single yellow lines, then an estimate of the available parking was established by the survey team these figures were used to calculate the parking stress in each street.
- 3.5: Zone F: From the snap-short survey conducted across Zone F it was clear that a small number of streets had high parking stress at certain times of the day; for example, Bakers Lane on almost all counts, or Maynewater Lane toward the end of Tuesday the

5th of January. However, the rest of the Zone appeared to have moderate parking stress at best with the survey team being able to identify available parking space within the Zone as a whole at any stage of the day. This is not to say that certain events at different times of the week might create additional high parking stress when none was identified during the study. For example, on the Tuesday survey, you would only need an additional three vehicles attending an evening church service at St Mary's Church to achieve the maximum parking stress in Honey Hill.

3.6 Raingate Street: Although the majority of Raingate Street is outside of Zone F, a count of the number of vehicles occupying the street was included in the survey and a parking stress figure established. The team estimated the number of vehicles which could safely park in Raingate Street and then used the count figures to estimate the parking stress within the street, with the results indicating that apart from in the very early morning Raingate Street had a high percentage of parking stress. We would recommend including Raingate Street into the zone in order both to increase the potential number of permit spaces and to provide a means to mitigate the commuter parking stress levels.

3.7 Zone D: In contrast to Zone F, Zone D experienced a high level of parking stress across the Zone during the survey. This high level of parking stress was especially true in the southern section of Zone D. However, during the hours of 10am – 5pm there were some pay & display areas in the northern section of Zone D that had a limited number of parking spaces available (e.g. Hatter Street). In the evenings and very early morning there also appeared to be spaces available within the northern section of Zone D (north of Churchgate street), for example Guildhall Street (northern section), Hatter Street, and Abbeygate Street. In contrast, across the whole southern section of Zone D there proved to be a very high level of parking stress with some streets such as College Street and the southern section of Whiting Street never dropping below a

80% parking stress level, and being at 100% capacity at most times. It was clear to the survey team that, given the high parking stress levels south of Churchgate Street in Zone D, you would struggle to find an empty space at any time of the day or night, but you might be able to find an empty space to the north of Churchgate Street in the late evening.

- 3.8 In addition to the high parking stress in Zone A, the number of potentially illegally parked vehicles was extremely high. Over the two days that the survey was undertaken fourteen out of sixteen of the streets covered had examples of illegal parking. Significant levels of illegal parking were observed and this was also a feature at the drop in session.
- 3.9 Zone A: Of the three streets surveyed in Zone A as part of this study each street, almost throughout the study, had a parking stress which bordered on very high. This would indicate that Zone A, towards the southern section of the Zone, has little to no spare parking capacity.
- 3.10 Zone M: Unlike Zone A the section of Zone M included in the survey did indicate that there was spare parking capacity at certain times of the day. However, the survey team felt that the spaces would be considered as being too far away to benefit residents from Zone D if made to be flexible use for residents of Zone D and M.
- 3.11 On the following pages you will find parking stress figures for zones D, F, A, M and Raingate Street.

	No Spaces	10am	Stress (%)	1pm	Stress (%)	4pm	Stress (%)	7pm	Stress (%)	5am	Stress (%)	10am	Stress (%)	1pm	Stress (%)	4pm	Stress (%)	7pm	Stress (%)
ZONE D																			
Crown Street																			
1hr Limited waiting bays	5	4	80%	4	80%	4	80%	4	80%	4	80%	4	80%	5	100%	4	80%	4	80%
DYL	0	1		0		0		2		1		0		0		0		1	
SYL (8am-6pm)	6	1		1		1		5	83%	6	100%	1		2		2		6	100%
Westgate Street																			
Permits or 1hr limited waiting bay	4	3	75%	3	75%	4	100%	3	75%	4	100%	2	50%	4	100%	1	25%	4	100%
1hr Limited waiting bays	26	23	88%	23	88%	20	77%	26	100%	26	100%	22	85%	24	92%	24	92%	28	108%
DYL	0	1		1		2		1		0		1		1		1		2	
SYL (8am-6pm)	19	1		4		4		12	63%	10	53%	3		8		7		15	79%
Guildhall Street																			
Pay & display bays	18	18	100%	16	89%	14	78%	10	56%	5	28%	7	39%	13	72%	18	100%	18	100%
Permits or pay & display bays	19	17	89%	17	89%	17	89%	18	95%	17	89%	15	79%	16	84%	16	84%	17	89%
Disabled bays	3	0	0%	1	33%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
DYL	0	2		2		2		1		1		0		1		0		1	
SYL (8am-6pm)	10	6		8		5		10	100%	10	100%	3		3		3		12	120%
Whiting Street																			
Pay & display	8	2	25%	8	100%	6	75%	9	113%	8	100%	3	38%	9	113%	7	88%	9	113%
Residents permit bays	21	19	90%	19	90%	18	86%	22	105%	20	95%	17	81%	23	110%	22	105%	23	110%
Disabled bays	1	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Loading bays	2	2	100%	2	100%	0	0%	1	50%	0	0%	2	100%	1	50%	0	0%	2	100%
DYL	0	0		4		2		1		2		2		2		1		3	

Very High 90%+

High 80%-89%

Medium to high 70%-79%

Low to medium 50%-69%

Very Low 0%-49%

	No Spaces	10am	Stress (%)	1pm	Stress (%)	4pm	Stress (%)	7pm	Stress (%)	5am	Stress (%)	10am	Stress (%)	1pm	Stress (%)	4pm	Stress (%)	7pm	Stress (%)
Chequer Square																			
Permits or pay & display bays	18	17	94%	17	94%	18	100%	18	100%	17	94%	13	72%	18	100%	18	100%	18	100%
Disabled bays	2	2	100%	1	50%	2	100%	1	50%	1	50%	1	50%	2	100%	1	50%	1	100%
DYL	0	3		5		2		4		5		3		2		2		4	
Abbeygate Street																			
Pay & display bays	6	6	100%	6	100%	6	100%	6	100%	0	0%	5	83%	6	100%	5	83%	4	67%
Disabled bays	5	4	80%	3	60%	1	20%	2	40%	0	0%	3	60%	4	80%	3	60%	3	60%
Free parking (when not pedestrian)	12	0		0		11	92%	6	50%	1	8%	0		1		9	75%	7	58%
DYL	0	2		2		1		0		0		0		0		0		1	
Lower Baxter Street																			
Pay & display bays	5	4	80%	3	60%	5	100%	6	120%	2	40%	5	100%	4	80%	3	60%	4	80%
Disabled bays	3	2	67%	0	0%	0	0%	1	33%	1	33%	3	100%	1	33%	1	33%	1	33%
Doctors permit bays	3	3	100%	2	67%	3	100%	3	100%	0	0%	3	100%	3	100%	2	67%	3	100%
Loading bays	4	3	75%	3	75%	3	75%	3	75%	2	50%	2	50%	1	25%	2	50%	2	50%
DYL	0	3		0		1		0		0		2		0		1		0	
Looms Lane																			
Pay & display bays	21	17	81%	15	71%	9	43%	16	76%	9	43%	14	67%	17	81%	12	57%	12	57%
Loading bays	2	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
DYL	0	0		0		0		0		0		0		0		0		0	
Brentgovell Street																			
Pay & display bays	2	2	100%	1	50%	0	0%	0	0%	0	0%	1	50%	1	50%	1	50%	1	50%
Loading bays	5	4	80%	5	100%	5	100%	5	100%	1	20%	5	100%	4	80%	3	60%	5	100%
DYL	0	0		4		4		0		1		2		1		0		0	
*including 3 spaces outside the butchers, opp Fred Olsen																			

Very High 90%+ High 80%-89% Medium to high 70%-79% Low to medium 50%-69% Very Low 0%-49%

	No Spaces	10am	Stress (%)	1pm	Stress (%)	4pm	Stress (%)	7pm	Stress (%)	5am	Stress (%)	10am	Stress (%)	1pm	Stress (%)	4pm	Stress (%)	7pm	Stress (%)
Higher Baxter Street																			
Loading bays	5	0	0%	0	0%	2	40%	3	60%	1	20%	0	0%	0	0%	1	20%	2	40%
DYL	0	1		0		1		0		0		1		0		0		0	
SYL (8am-6pm)	6	1		0		1		3	50%	2	33%	2		2		2		3	50%

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High 80%-89%

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Low to medium 50%-69%

Very Low 0%-49%

	No Spaces	10am	Stress (%)	1pm	Stress (%)	4pm	Stress (%)	7pm	Stress (%)	5am	Stress (%)	10am	Stress (%)	1pm	Stress (%)	4pm	Stress (%)	7pm	Stress (%)
ZONE F																			
Baker's Lane																			
Residents permit bays	10	7	70%	7	70%	8	80%	9	90%	10	100%	6	60%	7	70%	6	60%	11	110%
DYL	0	0		0		0		0		0		0		0		0		0	
Southgate Street																			
Residents permit bays	38	22	58%	21	55%	20	53%	26	68%	33	87%	21	55%	22	58%	21	55%	26	68%
2hrs Limited waiting bays	7	3	43%	3	43%	4	57%	4	57%	5	71%	3	43%	4	57%	3	43%	4	57%
DYL	0	1		0		0		0		0		0		0		0		0	
Maynewater Lane																			
Residents permit bays	17	8	47%	8	88%	9	53%	15	88%	13	76%	12	71%	15	88%	14	82%	17	100%
2hrs Limited waiting*	10	4	40%	4	40%	3	30%	4	40%	3	30%	8	80%	7	70%	2	20%	3	30%
DYL	0	0		1		3		0		2		1		1		0		1	
*excluding, 9 2hrs Limited waiting bays not in use due to building work																			
St Mary's Square																			
Residents permit bays	6	5	83%	4	67%	5	83%	4	67%	3	50%	3	50%	3	50%	3	50%	5	83%
DYL	0	0		0		0		0		0		0		0		0		0	
Sparhawk Street																			
Residents permit bays	8	3	38%	3	38%	5	63%	5	63%	5	63%	2	25%	4	50%	3	38%	7	88%
DYL	0	0		0		0		0		0		0		0		0		0	
Honey Hill																			
Residents permit bays	23	10	43%	13	57%	14	61%	16	70%	17	74%	10	43%	11	48%	13	57%	20	87%
1hr Limited waiting bays	12	10	83%	10	83%	9	75%	7	58%	9	75%	9	75%	12	100%	10	83%	12	100%
Disabled bays	2	0	0%	1	50%	1	50%	0	0%	1	50%	1	50%	0	0%	1	50%	0	0%
DYL	0	0		0		0		0		0		0		0		0		0	

Very High 90%+ High 80%-89% Medium to high 70%-79% Low to medium 50%-69% Very Low 0%-49%

	No Spaces	10am	Stress (%)	1pm	Stress (%)	4pm	Stress (%)	7pm	Stress (%)	5am	Stress (%)	10am	Stress (%)	1pm	Stress (%)	4pm	Stress (%)	7pm	Stress (%)
ZONE A																			
Short Brackland																			
Residents permit bays	4	4	100%	4	100%	4	100%	4	100%	4	100%	4	100%	4	100%	4	100%	4	100%
Disabled bays	4	2	50%	0	0%	0	0%	0	0%	0	0%	3	75%	3	75%	0	0%	2	50%
DYL	0	0		1		1		0		1		1		2		1		1	
SYL 8am-6pm	7	9		10		6		8	114%	9	129%	5		4		6		8	114%
Well Street																			
Residents permit bays	19	11	58%	15	79%	17	89%	19	100%	19	100%	17	89%	18	95%	18	95%	15	79%
DYL	0	2		2		3		0		0		0		2		1		0	
Garland Street (to Pump Lane)																			
Residents permit bays	8	8	100%	8	100%	8	100%	8	100%	6	75%	8	100%	8	100%	8	100%	7	88%
2hrs Limited waiting bays	2	2	100%	2	100%	1	50%	3	150%	1	50%	2	100%	1	50%	1	50%	2	100%
DYL	0	0		0		0		0		0		0		0		0		0	

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	No Spaces	10am	Stress (%)	1pm	Stress (%)	4pm	Stress (%)	7pm	Stress (%)	5am	Stress (%)	10am	Stress (%)	1pm	Stress (%)	4pm	Stress (%)	7pm	Stress (%)
ZONE M																			
Out Westgate (1st section)																			
Residents permit bays	14	7	50%	5	36%	5	36%	12	86%	12	86%	9	64%	10	71%	6	43%	11	79%
DYL	0	0		0		0		1		0		0		0		0		1	
Hospital Road (1st two bays)																			
Residents permit bays (9am-noon)	6	4	67%	6	100%	3	50%	6	100%	6	100%	3	50%	2	33%	4	67%	5	83%
Residents permit bays	2	1	50%	2	100%	2	100%	2	100%	2	100%	0	0%	0	0%	0	0%	2	100%
DYL	0	0		0		0		0		0		0		0		0		0	
OTHER AREAS																			
Raingate Street																			
Approx potential parking spaces*	26	26	100%	24	92%	25	96%	22	85%	15	58%	25	96%	24	92%	22	85%	23	88%
DYL	0	4		3		4		4		4		4		1		1		1	
*including the 8 spaces available outside the old Suffolk Record Office																			

Very High 90%+ High 80%-89% Medium to high 70%-79% Low to medium 50%-69% Very Low 0%-49%

4. Results: Public Consultation

4.1 Over a thousand questionnaires were distributed as shown in the table below:

Type	Zone D	Zone F	Raingate Street	TOTAL
Business	113	6	1	120
Resident	619	321	25	965
Total	732	327	26	1,085

We have estimated that 65 questionnaires were distributed in Raingate Street

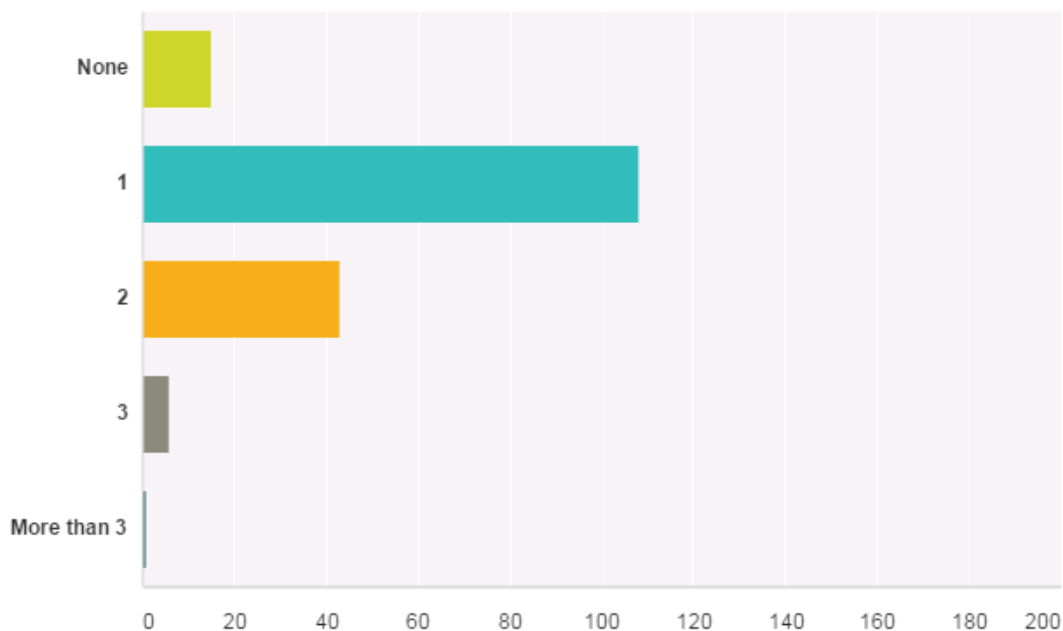
4.2 The level of local concern about this issue is indicated by both the very high attendance at the Consultation session and the number of questionnaires that were returned. From our experience a consultation percentage return at the 15% to 20% level is good, to reach the 30%+ shown here is noteworthy.

Zone	Type	No. of responses	Total	%	%
D	Residents	173	209	27.95	28.55
	Business	36		31.86	
F	Residents	89	91	27.73	27.83
	Business	2		33.33	
			300		31.15

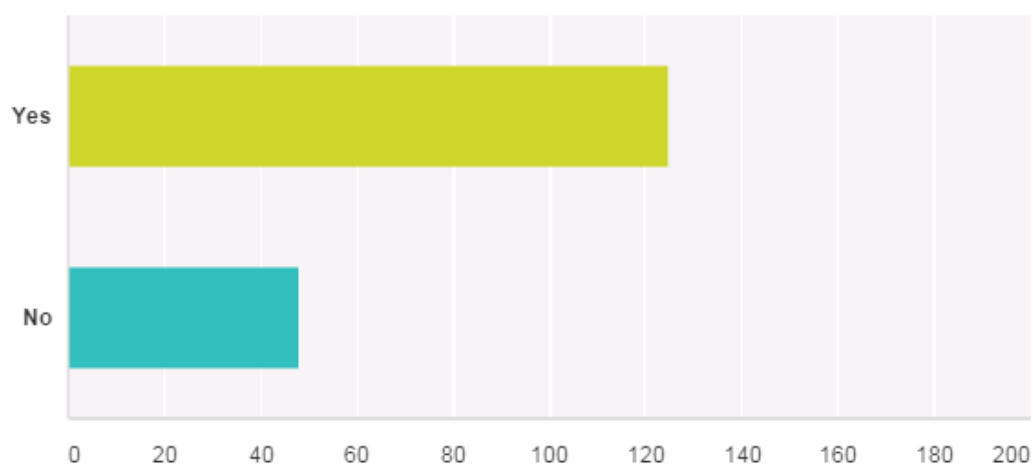
4.3 The returns received served to underline the issues in finding parking within the area and the impact it is perceived to be having on both the residents and the businesses in the area. We have shown the key results in graphic form below and more detailed summary of the data within the appendix.

Zone D residents:

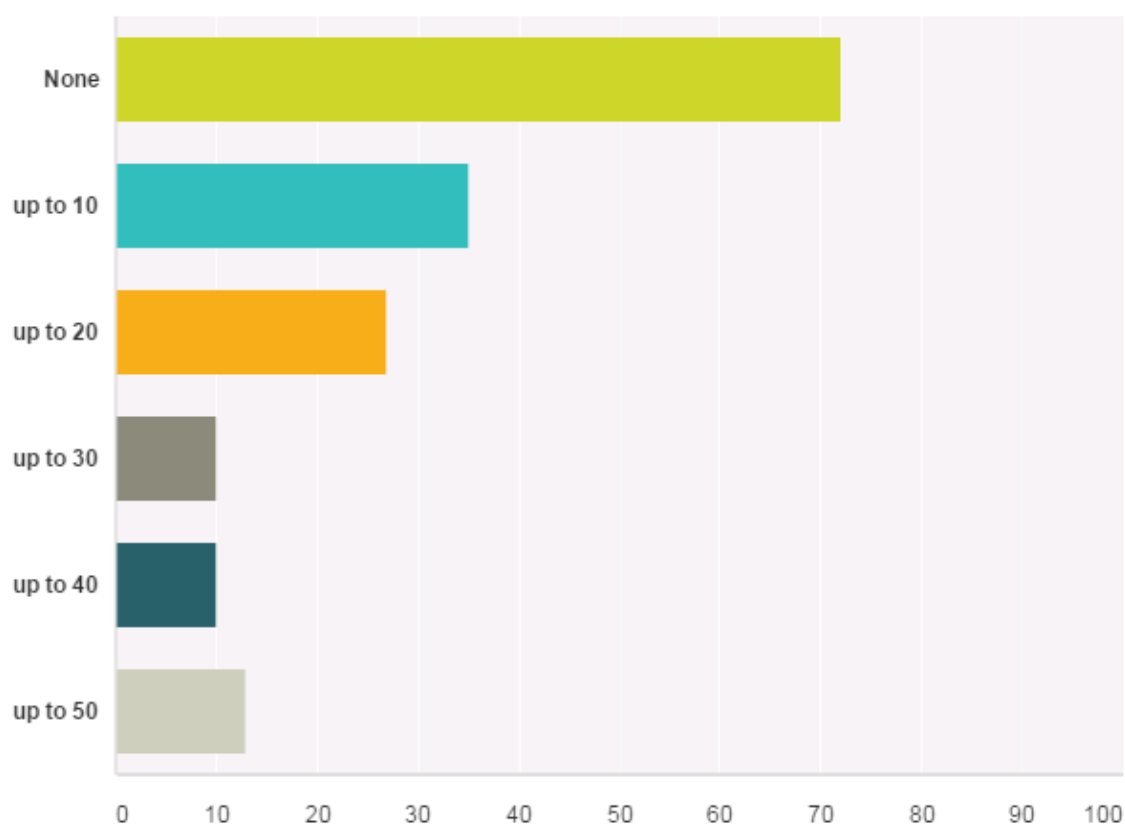
How many vehicles are regularly used by your household?



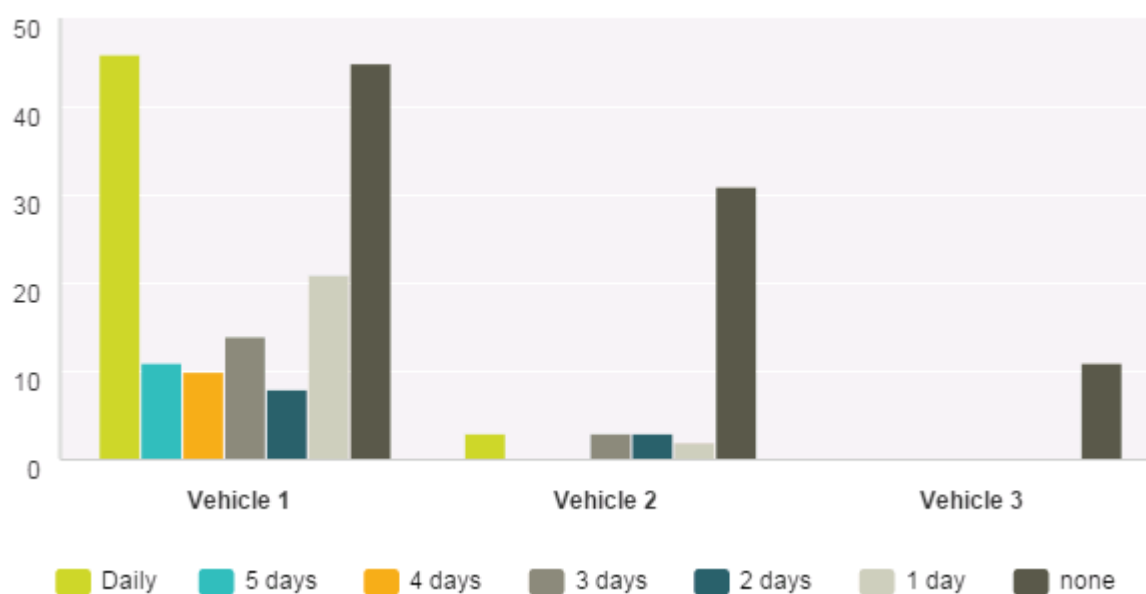
Do you currently have a council parking permit for Neighbourhood Parking Zone D?



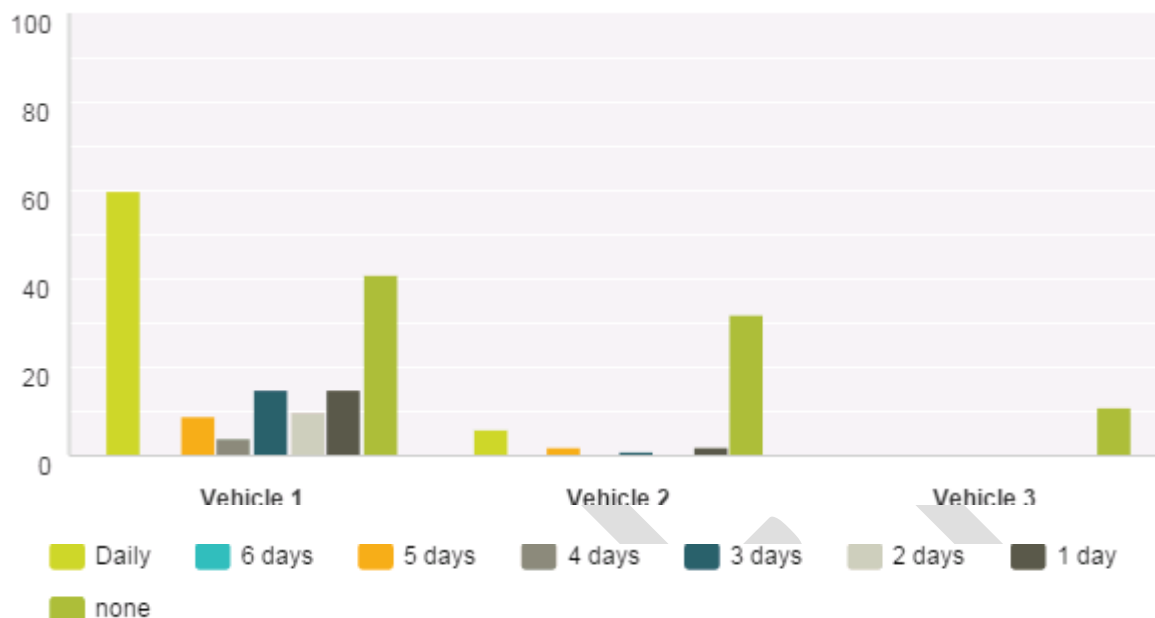
On average how many resident's visitors vouchers do you use per year?



During an average week, on how many days of the week do you park in a residents' parking bay within Neighbourhood Parking Zone D, during the hours of parking control (9am-6pm, Mon-Sat)?

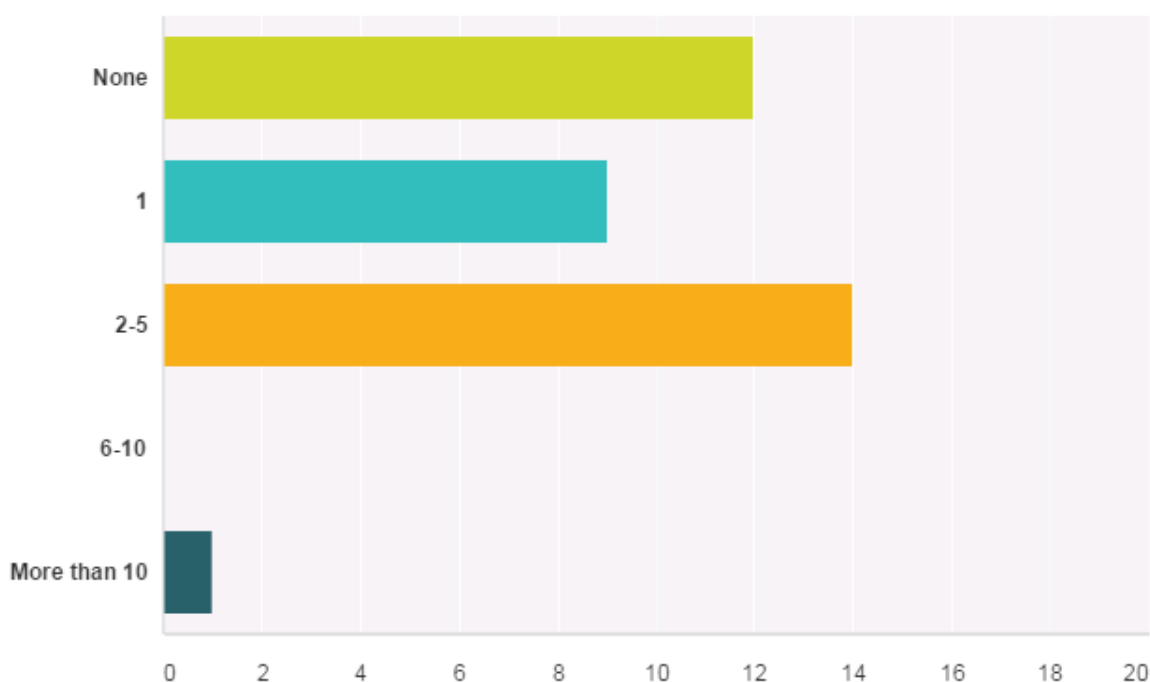


During an average week, how many days of the week do you park in a residents' parking bay within Neighbourhood Parking Zone D, outside of the hours of parking control (i.e. 6pm-9am, Mon-Sat, and all day Sunday)?

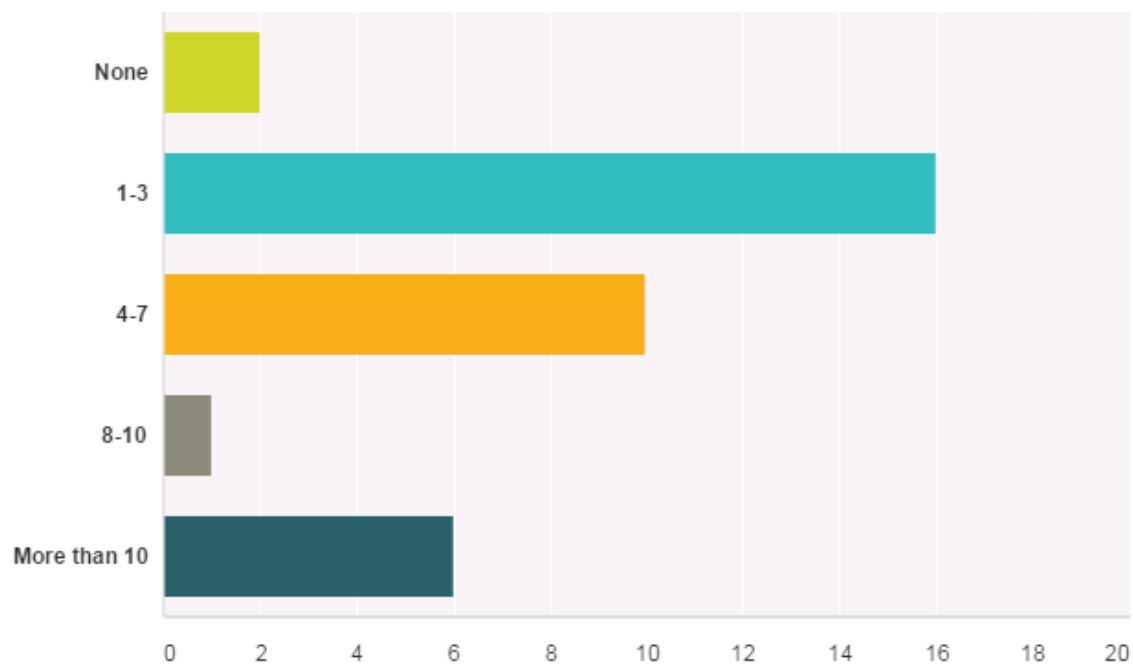


Zone D business:

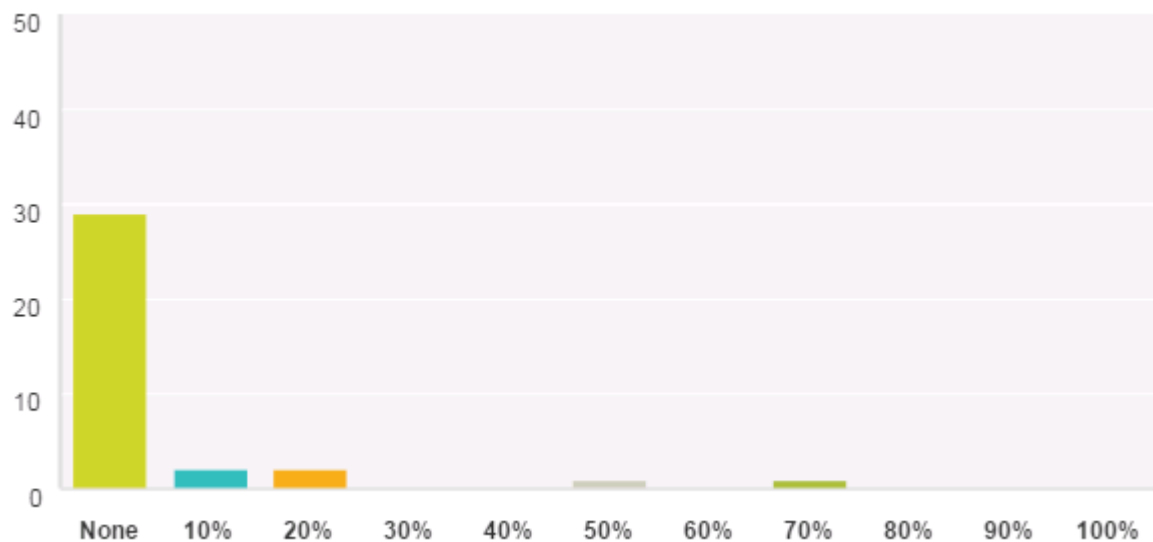
How many vehicles - explicitly used for the operation* of your business - are regularly used at this business address?



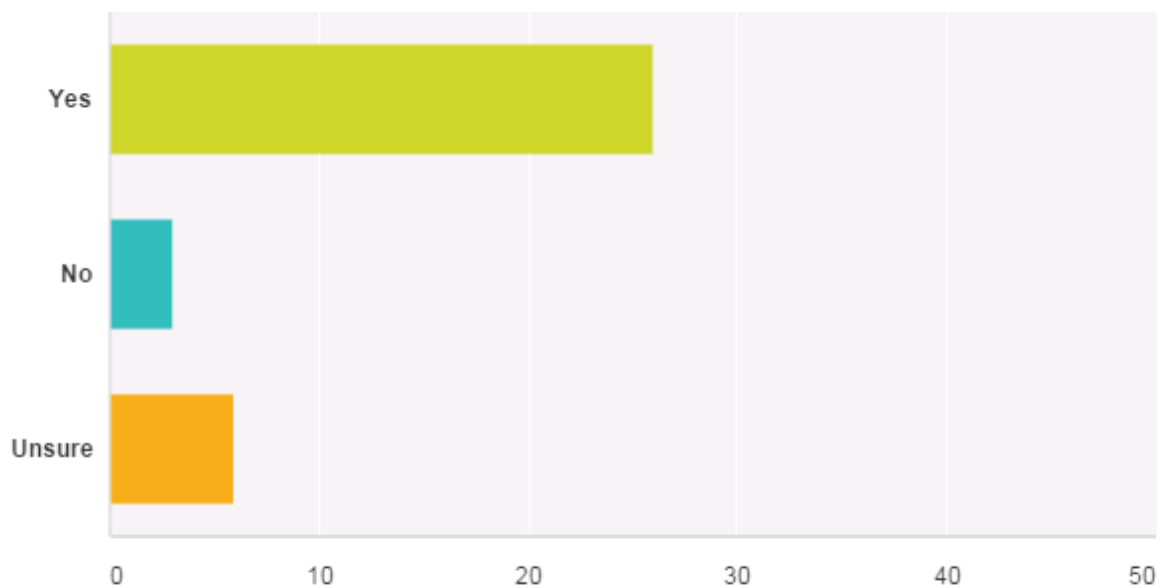
How many members of your staff regularly drive to work?



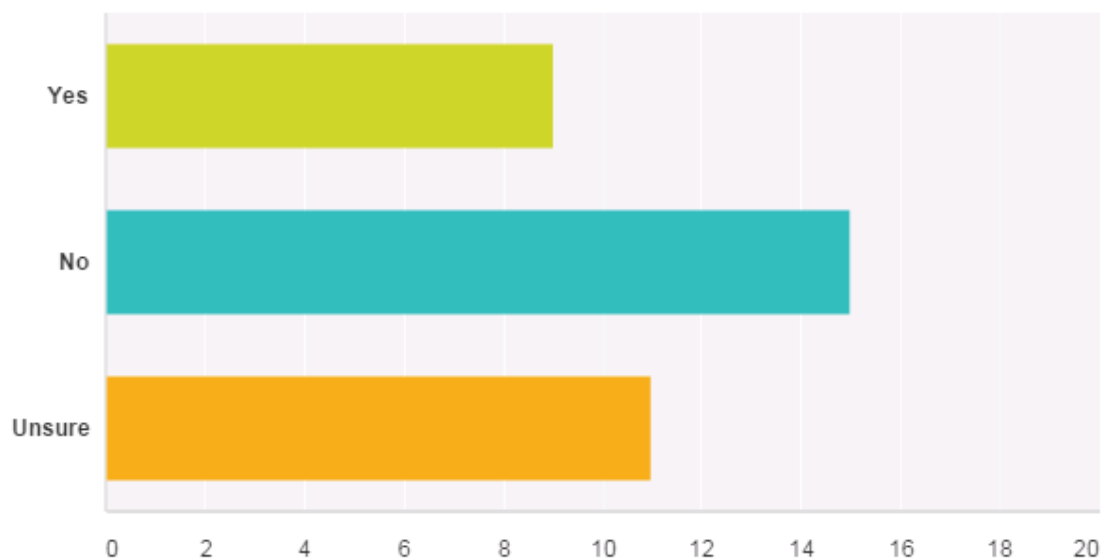
What percentage of staff members, who regularly drive to work, normally park on the public highway within Neighbourhood Parking Zone D?



Do you believe that your customers have difficulty finding a parking place in Neighbourhood Parking Zone D?

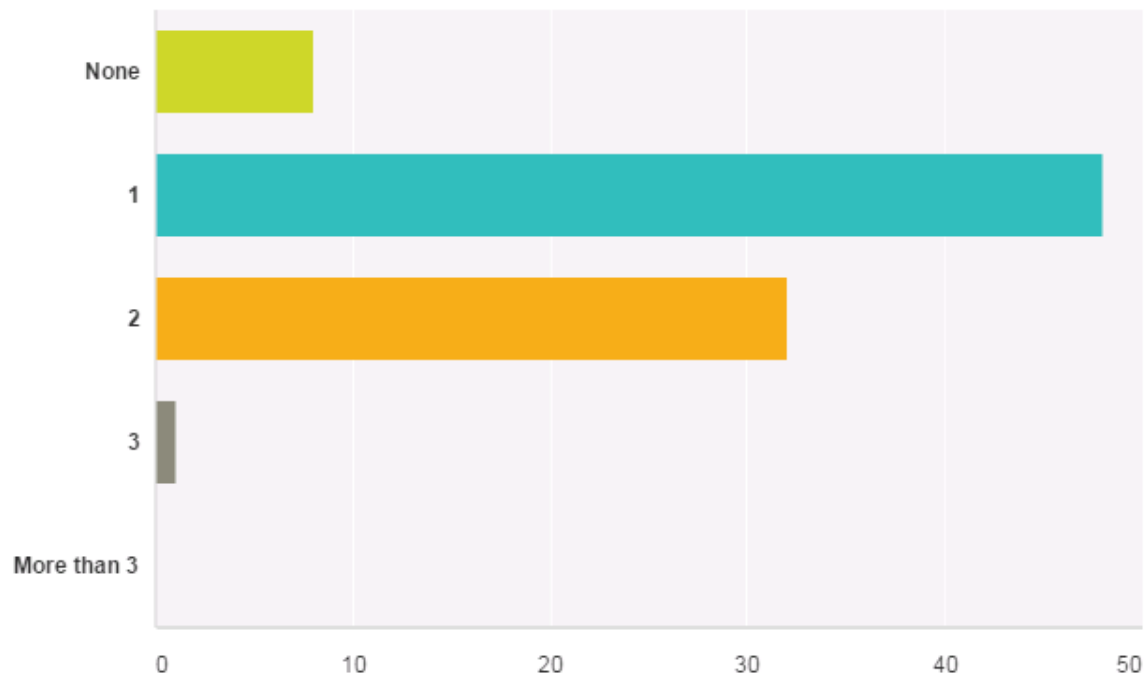


Do you believe the current on-street parking controls are right for Neighbourhood Parking Zone D?

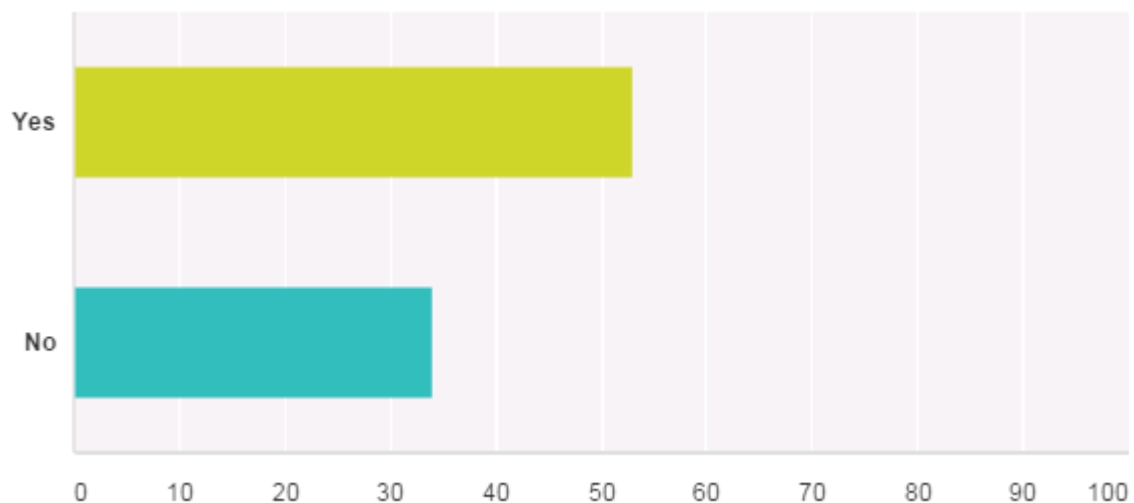


Zone F residents:

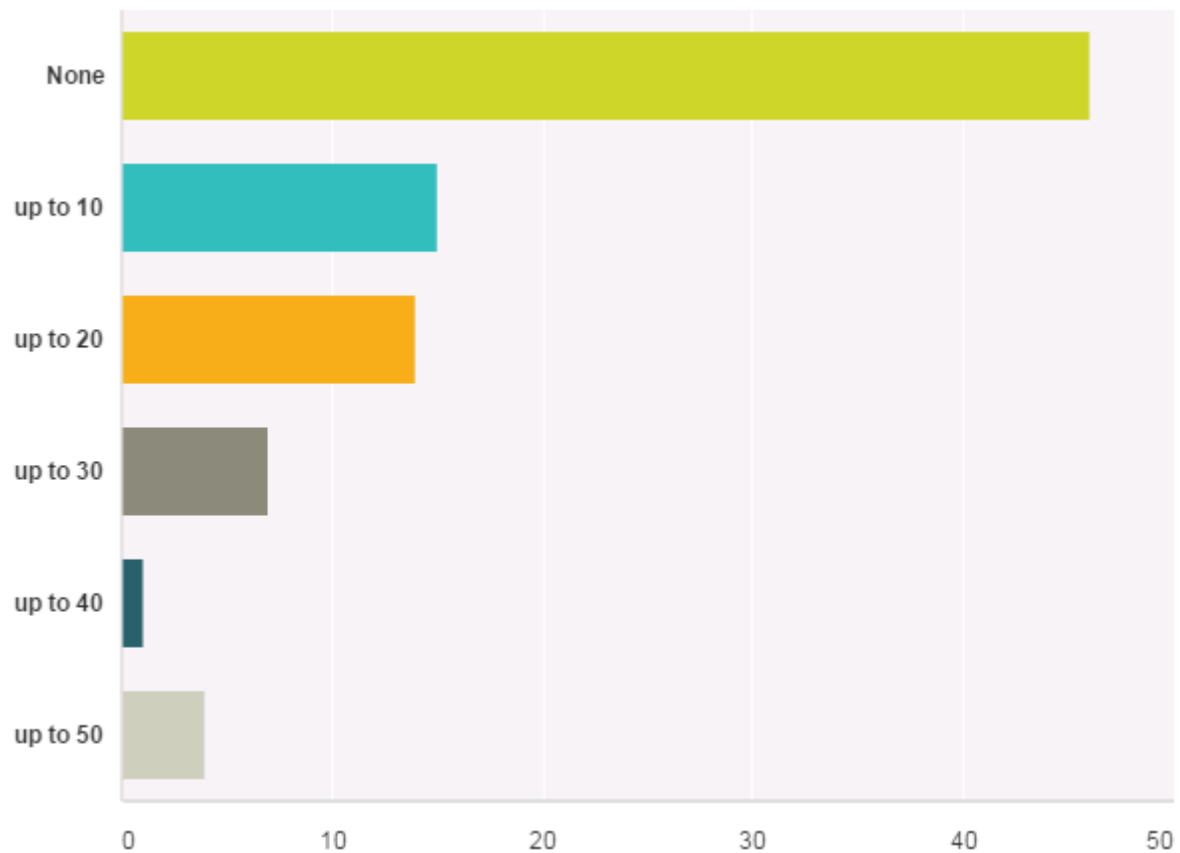
How many vehicles are regularly used by your household?



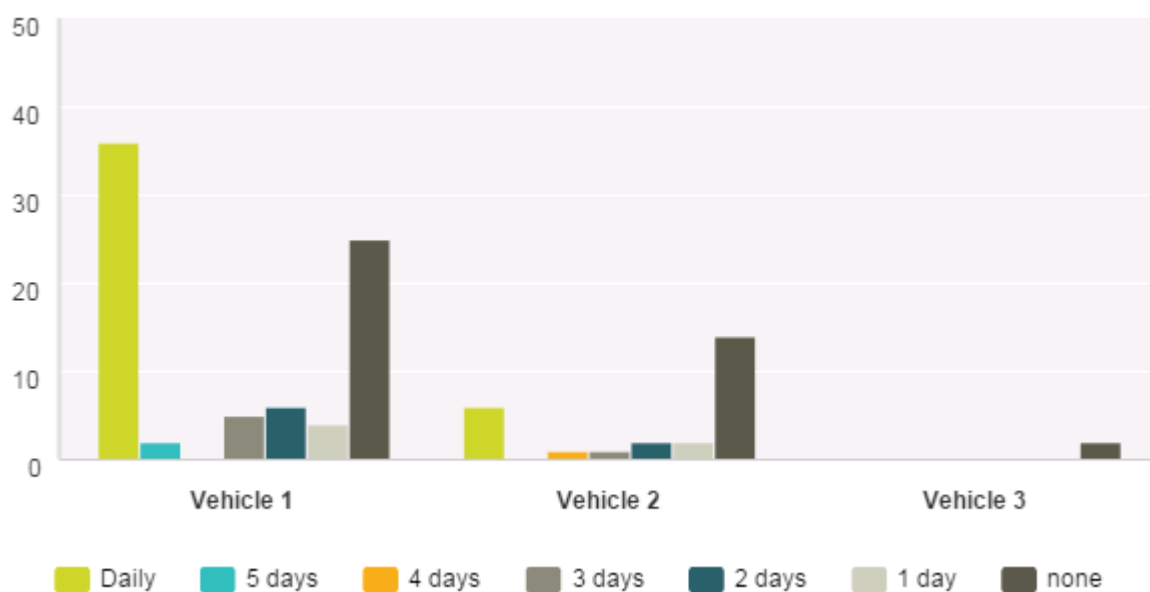
Do you currently have a council parking permit for Neighbourhood Parking Zone F?



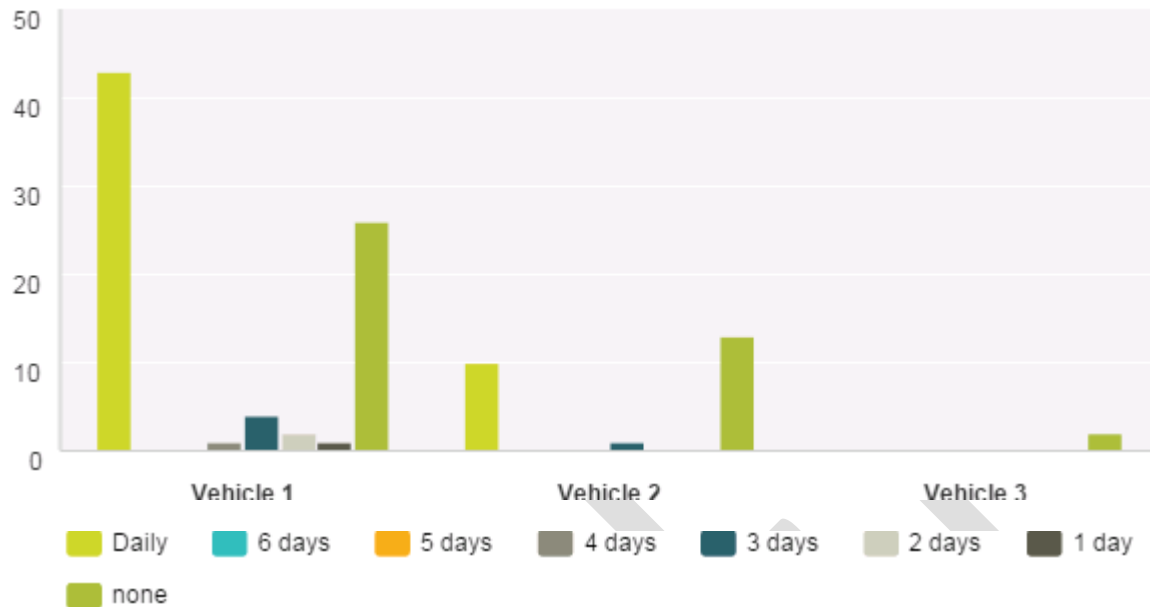
On average how many resident's visitors vouchers do you use per year?



During an average week, on how many days of the week do you park in a residents' parking bay within Neighbourhood Parking Zone F, during the hours of parking control (8am-6pm, Mon-Sat)?

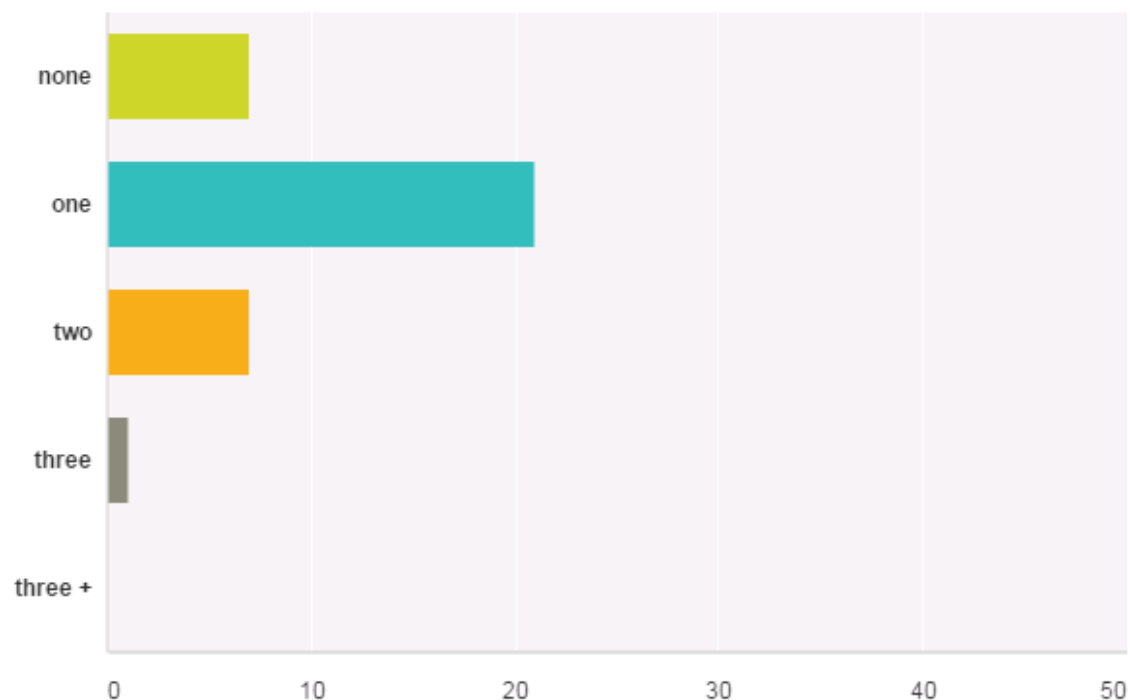


During an average week, how many days of the week do you park in a residents' parking bay within Neighbourhood Parking Zone F, outside of the hours of parking control (i.e. 6pm-8am, Mon-Sat, and all day Sunday)?

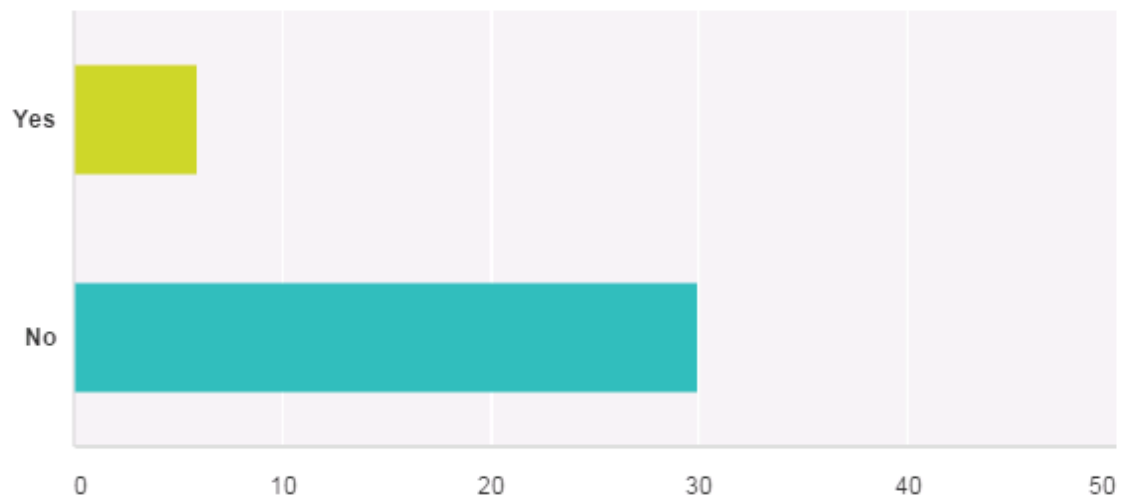


Raingate Street:

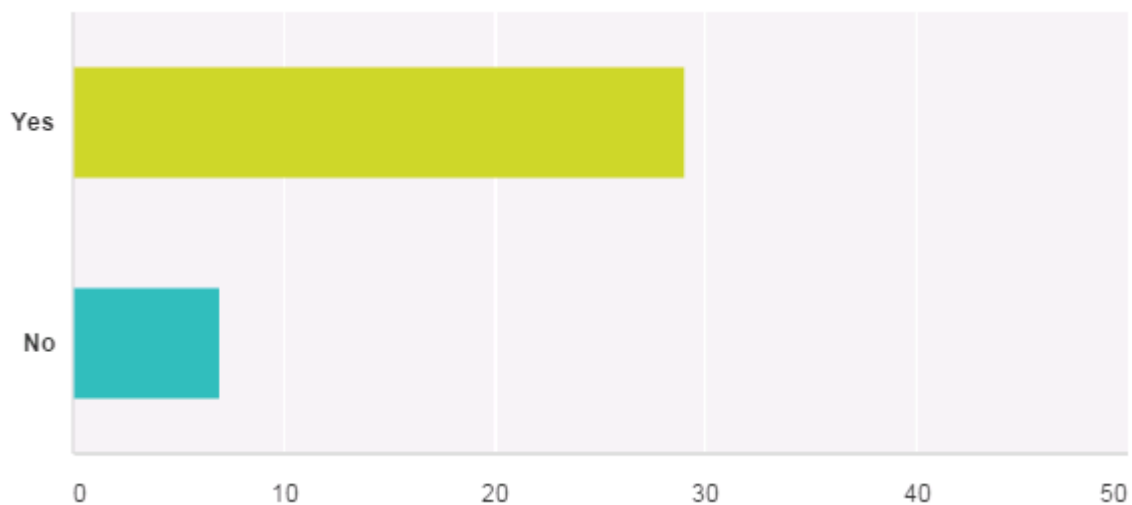
How many cars or motor vehicles are used by your household?



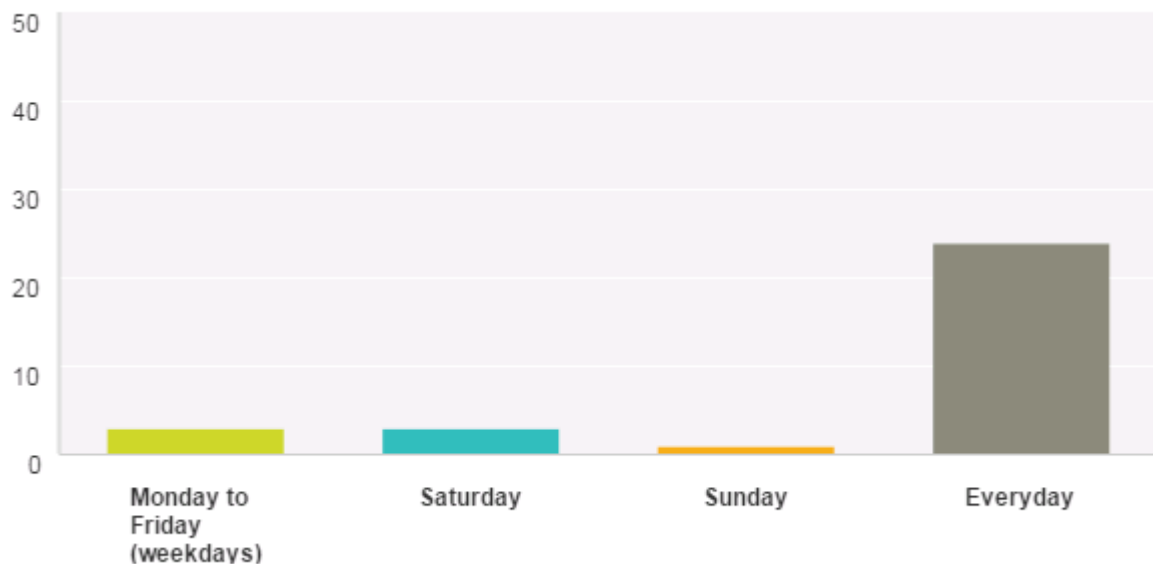
Do you have any off-street parking facilities? (e.g. drive, garage, car-port or use of other parking facilities close-by)



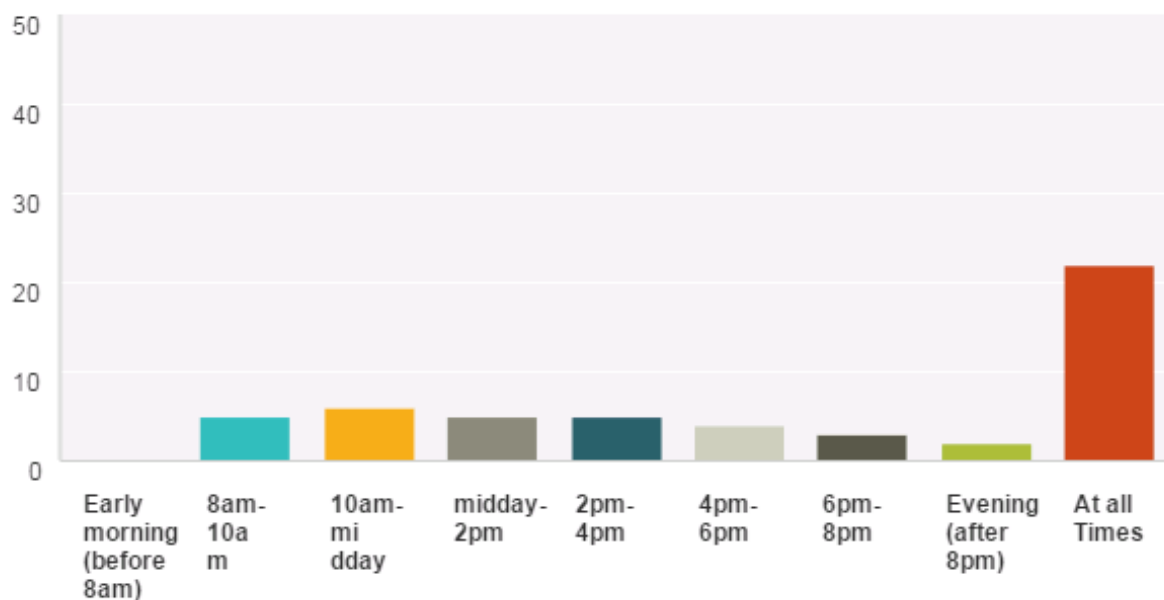
Do you normally have problems parking in Raingate Street?



If you have answered yes above, please could you indicate the days of the week that you experience parking problems?



If you do have parking problems in your street, what time of day do you normally have parking problems?



5. Recommendations

Zone D

Recommendation	Comment
1. Look to increase or extend existing parking places where possible.	Because of the steps already taken to maximise available parking space the possibilities are not extensive. However, we have suggested options to increase parking capacity by 15 spaces in Zone D. In view of the high demand this option, although a relatively small number of spaces, should be carefully reviewed for possible implementation. The attached map shows where we believe additional spaces can be found. The further assessment of these additional bays should be made by the Highway Authority
2 Extend zone D to include Friars Lane.	Including Friars Lane would offer residents a certain level of priority in the use of the spaces available in Friars Lane. To accommodate the people who use Friars Lane to park their cars when walking their dogs then, if it is included in zone D, the restriction should be Permit Holders or Limited Waiting.

3. Change all Pay & Display only bays and Limited Waiting only bays, south of – but not including – Abbeygate Street, into Permits or Pay & Display bays, or Permit Holders or Limited Waiting.	At present, the residents of the medieval grid section of zone D only have priority to park in the section of the grid south of Churchgate Street, and have no right to park in the bays north of Churchgate Street when they are in operation. By making the bays north of Churchgate Street 'Shared Use' we can alleviate the frustration experienced by residents when they drive around the grid looking for a residents only space, which will generally be at maximum capacity, while passing potentially empty pay & display only spaces in Hatter Street, Guildhall Street, or Whiting Street. By making the Pay & Display bays in the aforementioned streets 'Shared Use' you give residents the ability to utilise the space if it is not currently being used by a visitor, as is the case already in Churchgate Street. Opening up these additional bays to 'Shared Use' could cut the number of available bays to visitors, as they may be taken over by residents, but, as identified by the car park studies, there is space capacity for visitors in the council run car parks.
4. Parking bays on Churchgate Street between Guildhall Street and Whiting Street, and south of Churchgate Street on Guildhall Street to become Permit Holders Only bays	By changing the bays to Permit Holders Only it will give additional space for Permit Holders to park.

5. Change the hours of parking controls to 8am - 8pm for Pay & Display and Permit Holders Only (Shared Use)	Extending the hours of operation in the evening by two hours for the Shared Use parking places gives resident permit holders an additional two hours of parking controls at the time that a large number will be returning home after the working day, rather than these places becoming free to use by all motorists, as is currently the case. Visitors' parking needs can still be adequately met during these hours by the use of Cornhill/Butter market car park, Angel Hill car park, or arc/Cattle Market car park. Due to the extension of the operating hours of the scheme, this recommendation will result in an increase in the cost of enforcement and will be funded by an increase to the price of a permit
6. All permits should specify the Vehicle Registration Mark	We would recommend that permits are issued for specific vehicles that can be proved to belong to residents living within the area. Minded that Free Permits are to allow friends/family to support elderly residents, it is recommended that vehicle registration details will be still required for those who may not live in the zone in proven circumstances Permits will be reissued should the resident change a registered vehicle for a small admin fee.
7. Introduce charging for Contractors/Trades persons permits	At present there is no charge for permits given to contractors/trades persons. Introducing charging will bring this permit in

	line with others. There is no evidence to suggest that these permits should continue to be given out free. Kerbside space is being used in the exact same way as others who are charged
8. Eligibility for permits should only be for those who do not have access to any forms of off street parking	Currently permits can be authorised even if the applicant has off street parking. By taking away the eligibility this will allow for a reduction in the number of permits issued.
9. Residents of Nos. 44 -50 inclusive, Crown Street to be eligible for Zone D permits only. All other residents of Crown Street to be eligible for Zone F permits only.	Currently all residents of Crown Street are able to opt to apply for permits in either Zone D or Zone F, but not both. In view of the particular pressure on Zone D it is suggested that this option is removed. Those properties north of Tuns Lane should be eligible for Zone D, given their proximity to that Zone. All other properties in Crown Street to be eligible for Zone F only. Although the impact is likely to be marginal it will clarify this situation.
10. Improve level and effectiveness of parking enforcement on the streets in the zone	We noted during our surveys, and it was commented on during the consultations, that there is a considerable amount of illegal parking within the zone. This causes major congestion and is unsafe for users of the roads and pedestrians. It is probably due to a low level of enforcement

	activity and should be a matter for concern. Ideally, we would recommend considering introducing Civil Parking Enforcement so that the congestion is reduced and parking spaces are freed up for legal usage.
11. We would recommend retaining zones D & F as separate entities	If the zones are joined there is a considerable risk that cross zonal commuting will extend the current problems.

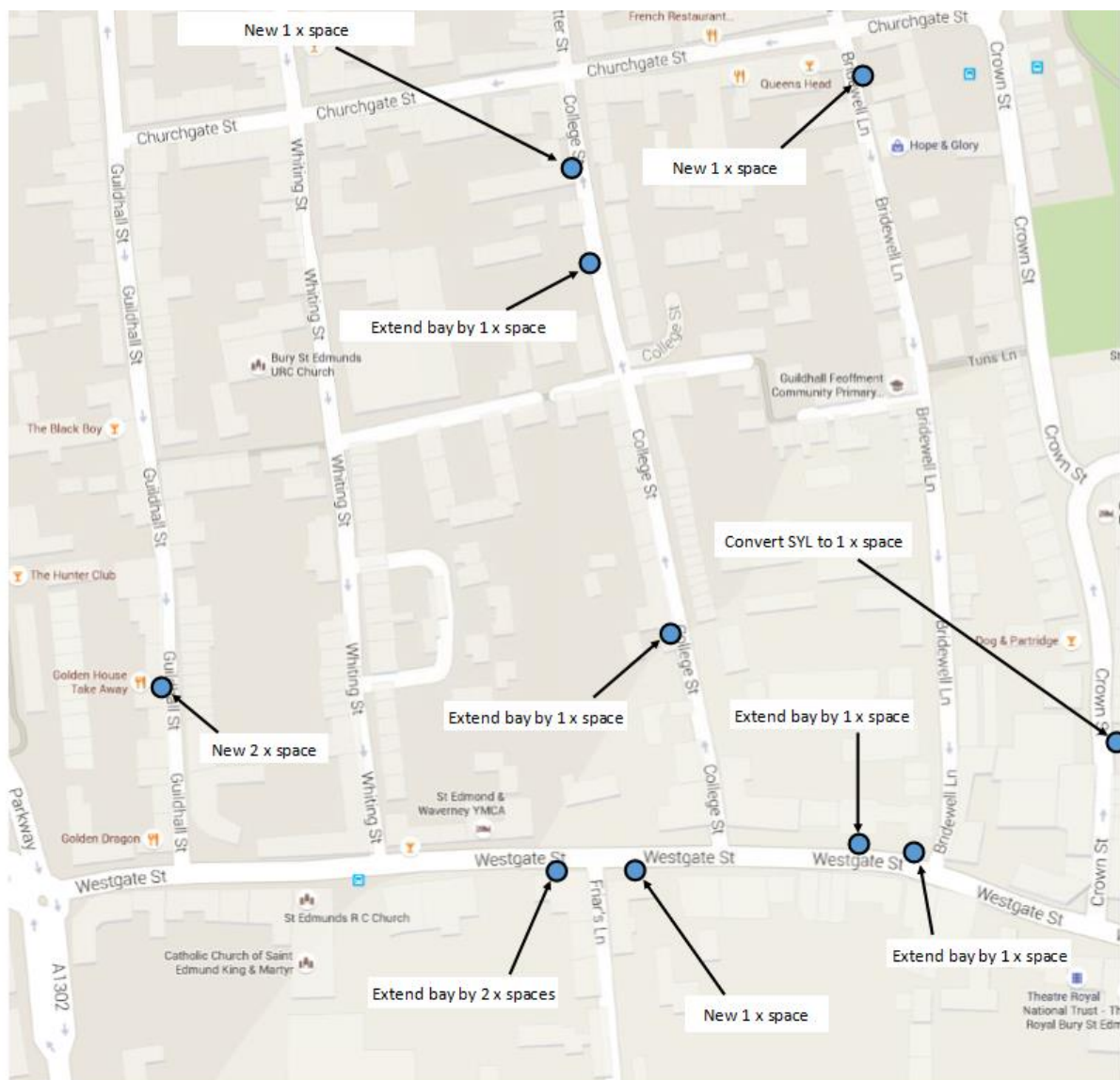
Zone F

Recommendation	Comment
1. Look to increase or extend existing parking places where possible; mainly by extending zone F to include Raingate Street	Because of the steps already taken to maximise available parking space the possibilities are not extensive and we were not able to highlight additional spaces within the current zone. However, we would recommend incorporating Raingate Street into the zone in order to extend the potential number of spaces within the zone and reduce the commuter parking problem within Raingate Street.
2. Change all Limited Waiting only bays, into Permits or Limited Waiting	This will extend the permit holder's options and increase the spaces available to them. If there are spaces in Limited Waiting bays the Permit holders can fill these rather than having the frustration of having to drive past

3. All permits should specify Vehicle Registration Marks	We would recommend that permits are issued for specific vehicles that can be proved to belong to residents living within the area. Mindful that Free Permits are to allow friends/family to support elderly residents, it is recommended that vehicle registration details will be required for those who may not live in the zone in proven circumstances Permits will be reissued should the resident change a registered vehicle for a small admin fee
4. Introduce charging for Contractors/Trades persons permits	At present there is no charge for permits given to contractors/trades persons. Introducing charging will bring this permit in line with others. There is no evidence to suggest that these permits should continue to be given out free. Kerbside space is being used in the exact same way as others who are charged
5. Reduce the number of permits from 2 to 1 if the applicant has access to off street parking	By reducing the allocation of permits where off street parking is available it will reduce the use of the kerbside space and free up areas for people who have no other options
6. Residents of Nos. 44 -50 inclusive, Crown Street to be eligible for Zone D permits only. All other residents of Crown Street to be eligible for Zone F permits only.	Currently all residents of Crown Street are able to opt to apply for permits in either Zone D or Zone F, but not both. In view of the particular pressure on Zone D it is suggested that this option is removed. Those properties north of Tuns Lane should be eligible for Zone D, given their proximity to that Zone.

	All other properties in Crown Street to be eligible for Zone F only. Although the impact is likely to be marginal it will clarify this situation.
7. Improve level and effectiveness of parking enforcement on the streets in the zone	We noted during our surveys, and it was commented on during the consultations, that there is a considerable amount of illegal parking within the zone. This causes major congestion and is unsafe for users of the roads and pedestrians. It is probably due to a low level of enforcement activity and should be a matter for concern. Ideally, we would recommend considering introducing Civil Parking Enforcement so that the congestion is reduced and parking spaces are freed up for legal usage.
8. We would recommend retaining zones D & F as separate entities	If the zones are joined there is a considerable risk that cross zonal commuting will extend the current problems.

Zone D



NEIGHBOURHOOD PARKING QUESTIONNAIRE

RESIDENTS – ZONE D

1. Contact details:

Full Name:

Address 1:

Address 2:

Town/City:

Postcode:

2. How many vehicles are regularly used by your household?

- ☐ None
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ More than 3

3. Do you currently have a Council parking permit for Neighbourhood Parking Zone D?

- ☐ Yes
- ☐ No

4. On average how many resident's visitor's vouchers do you use per year?

☐ None ☐ Up to 10 ☐ Up to 20 ☐ Up to 30 ☐ Up to 40 ☐ Up to 50

5. Do you have access to off street parking? (e.g. drive, garage, car-port, or use of other parking facilities close-by).

☐ Yes

☐ No

6. If **YES**, how many vehicles does your off street parking accommodate?

☐ 1 ☐ 2 ☐ 3 ☐ More than 3

Please answer the following three questions for each vehicle used by your household that regularly parks on the public highway:

7. During an average week, on how many days do you park in a residents' parking bay within Neighbourhood Parking Zone D, **during the hours** of parking control (9am-6pm Monday – Saturday)?

	Daily	5 days	4 days	3 days	2 days	1 day	None
Vehicle 1	☐	☐	☐	☐	☐	☐	☐
Vehicle 2	☐	☐	☐	☐	☐	☐	☐
Vehicle 3	☐	☐	☐	☐	☐	☐	☐

8. During an average week, on how many day do you park in a residents' parking bay within Neighbourhood Parking Zone D, **outside the hours** of parking control (i.e. 9am-6pm, Monday – Saturday and all day Sunday)?

Daily 5 days 4 days 3 days 2 days 1 day None

Vehicle 1 ☐ ☐ ☐ ☐ ☐ ☐ ☐

Vehicle 2 ☐ ☐ ☐ ☐ ☐ ☐ ☐

Vehicle 3 ☐ ☐ ☐ ☐ ☐ ☐ ☐

9. If you do have to park outside of Neighbourhood Parking Zone D, where do you normally park your vehicle instead?

	On the Road	In a car park
Vehicle 1	☐	☐
Vehicle 2	☐	☐
Vehicle 3	☐	☐

Name of Road(s) and/or car park(s)

.....

.....

10. When do consider it **easiest** to find a parking place within Neighbourhood Parking Zone D? (please tick **one** only)

- ☐ Early mornings (before 8am)
- ☐ 8am – 10am
- ☐ 10am – Midday
- ☐ Midday – 2pm
- ☐ 2pm – 4pm
- ☐ 4pm – 6pm

- ☐ 6pm – 8pm
- ☐ Evenings (after 8pm)

11. When do you consider it **hardest** to find a parking place within Neighbourhood Parking Zone D? (please tick **one** only)

- ☐ Early mornings (before 8am)
- ☐ 8am – 10am
- ☐ 10am – Midday
- ☐ Midday – 2pm
- ☐ 2pm – 4pm
- ☐ 4pm – 6pm
- ☐ 6pm – 8pm
- ☐ Evenings (after 8pm)

12. Any other comments?

NEIGHBOURHOOD PARKING QUESTIONNAIRE

BUSINESS – ZONE F

13. Contact details:

Full Name:

Company:

Address 1:

Address 2:

Town/City:

Postcode:

14. What type of business do you operate?:

.....

15. How many vehicles – explicitly used for the operation* of your business – are regularly used at this business address? (please tick)

- ☐ None
- ☐ 1
- ☐ 2 – 5
- ☐ 6 – 10
- ☐ More than 10

* These vehicles must be used to carry out the essential, day to day, operations of your business, e.g. delivery vehicles, works vehicles, staff transporters, etc. This must **not** include staff members' own vehicles used to commute to work.

16. Are any of your operational vehicles regularly parked anywhere on the public highway, for more than an hour, within Neighbourhood Parking Zone F?

☐ Yes

☐ No

17. If **YES**, how many are regularly parked anywhere on the highway, for more than an hour, within Neighbourhood Parking Zone F?

☐ 1 ☐ Between 2 – 5 ☐ Between 6 – 10 ☐ More than 10

18. When do you consider it easiest for your operational vehicles to find a parking place within Neighbourhood Parking Zone F? (Please tick **one** only)

☐ Early mornings (before 8am)

☐ 8am – 10am

☐ 10am – Midday

☐ Midday – 2pm

☐ 2pm – 4pm

☐ 4pm – 6pm

☐ 6pm – 8pm

☐ Evenings (after 8pm)

19. When do you consider it hardest for your operational vehicles to find a parking place within Neighbourhood Parking zone F? (Please tick **one** only)

☐ Early mornings (before 8am)

☐ 8am – 10am

- ☐ 10am – Midday
- ☐ Midday – 2pm
- ☐ 2pm – 4pm
- ☐ 4pm – 6pm
- ☐ 6pm – 8pm
- ☐ Evenings (after 8pm)

20. How many members of your staff regularly drive to work?

- ☐ None
- ☐ Between 1 – 3
- ☐ Between 4 – 7
- ☐ Between 8 – 10
- ☐ More than 10

If more than 10, approx number.

21. What percentage of staff members, who regularly drive to work, normally park on the public highway **within** Neighbourhood Parking Zone F?

- ☐ None
- ☐ 10%
- ☐ 20%
- ☐ 30%
- ☐ 40%
- ☐ 50%
- ☐ 60%
- ☐ 70%
- ☐ 80%
- ☐ 90%
- ☐ 100%

22. What percentage of staff members, who regularly drive to work, normally park on the public highway **outside of** Neighbourhood Parking Zone F?

- | | |
|-------------------------------|-------------------------------|
| ☐ None | ☐ 60% |
| ☐ 10% | ☐ 70% |
| ☐ 20% | ☐ 80% |
| ☐ 30% | ☐ 90% |
| ☐ 40% | ☐ 100% |
| ☐ 50% | |

23. What percentage of your staff members, who regularly drive to work, normally park in a Council car park?

- | | |
|-------------------------------|-------------------------------|
| ☐ None | ☐ 60% |
| ☐ 10% | ☐ 70% |
| ☐ 20% | ☐ 80% |
| ☐ 30% | ☐ 90% |
| ☐ 40% | ☐ 100% |
| ☐ 50% | |

24. What percentage of your staff members, who regularly drive to work, normally park in a private car park?

- | | |
|-------------------------------|---|
| ☐ None | ☒ 60% |
| ☐ 10% | ☐ 70% |
| ☐ 20% | ☐ 80% |
| ☐ 30% | ☐ 90% |
| ☐ 40% | ☐ 100% |
| ☐ 50% | |

25. When do your staff members consider it easiest to find a parking place within Neighbourhood Parking Zone F? (Please tick the times that apply)

- ☐ Early mornings (before 8am)
- ☐ 8am – 10am
- ☐ 10am – Midday
- ☐ Midday – 2pm
- ☐ 2pm – 4pm
- ☐ 4pm – 6pm
- ☐ 6pm – 8pm
- ☐ Evenings (after 8pm)

26. When do your staff members consider it hardest to find a parking place within parking Neighbourhood Parking Zone F? (Please tick the times that apply)

- ☐ Early mornings (before 8am)
- ☐ 8am – 10am
- ☐ 10am – Midday
- ☐ Midday – 2pm
- ☐ 2pm – 4pm
- ☐ 4pm – 6pm
- ☐ 6pm – 8pm
- ☐ Evenings (after 8pm)

27. Do you believe that your customers have difficulty finding a parking place in Neighbourhood Parking Zone F?

- ☐ Yes ☐ No ☐ Unsure

28. Do you believe the current on-street parking controls are right for Neighbourhood Parking Zone F?

☐ Yes ☐ No ☐ Unsure

29. Any other comments?



Dear Occupier,

**Public Consultation
ON STREET PARKING IN YOUR NEIGHBOURHOOD**

Neighbourhood parking zones have been in operation for some years in Bury St Edmunds. St Edmundsbury Council is writing to residents and businesses to seek your opinion on how the current parking arrangements are working within your street.

Your initial views are important as it will help us to identify where problems may be occurring within the Neighbourhood Parking Zone and highlight where any possible amendments to the current scheme might be needed.

Enclosed with this letter is a questionnaire and map showing the extent of your Neighbourhood Parking Zone, please take the time to complete the form and return it to us in the **pre-paid envelope enclosed**. Your opinions are very important to us and all comments will be read, but please be aware we are not in a position to enter into individual correspondence regarding this consultation.

If you would like to talk to us in person regarding your views on the current parking arrangements, please come along to the drop in session we are holding.

The time and venue for the session is:

Wednesday 16th December

2pm – 7pm

Unitarian Meeting House, Churchgate St, Bury Saint Edmunds, Suffolk IP33 1RH

This is the first stage of the consultation process and from the parking problems identified the council will take time to develop proposals to ensure that further consultation can take place and to ensure all views and opinions have been considered.

Please return your feedback before 18th December 2015

Yours faithfully,

Waste Management & Property Services
St Edmundsbury Borough Council