

# Transport and Environment Committee

10.00am, Tuesday, 14 January 2014

## Parking Satisfaction Survey 2013 – The Results

Item number	7.15
Report number	
Wards	All

### Links

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Coalition pledges	<a href="#">P33</a>
Council outcomes	<a href="#">CO22</a> , <a href="#">CO23</a> , <a href="#">CO24</a> and <a href="#">CO26</a>
Single Outcome Agreement	<a href="#">SO4</a>

### Mark Turley

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## Parking Satisfaction Survey 2013 – The Results

### Summary

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A Parking Satisfaction Survey was undertaken in May 2013. This was based on the delivery of leaflets to around 65,000 households within the Controlled Parking Zone (CPZ) and Priority Parking Areas B1 and B2 as well as an on-line survey.

The leaflet explained the aims of the survey, which are; to understand better what people think about parking in their area, identify issues of concern and to prioritise possible improvements. It contained a detachable free-post questionnaire which asked people for basic information about their area and vehicles as well as opinions on parking provision and enforcement.

There was also the option to reply online and this gave respondents the opportunity to answer more detailed questions and to provide additional comments.

The online survey closed on 28 June 2013 and 605 responses were received. While 1,672 paper questionnaires were received and continued to be accumulated until the end of August 2013. There were 2,277 total responses.

The report considers and summarises the responses to the Parking Satisfaction Survey and makes recommendations based on those results.

### Recommendations

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It is recommended that the Committee:

- 1 notes the content of this report;
- 2 notes the support for the introduction of additional shared-use parking places in central and peripheral controlled zones;
- 3 notes a further report on detailed proposals for introducing shared-use parking places and visitors' parking permits will be submitted to a future meeting of this Committee;

- 4 approves further investigation into evening and weekend parking problems in residential areas and agrees that a further report on this matter should be submitted to a future meeting of this Committee; and
- 5 approves further customer satisfaction surveys at least once every five years.

## Measures of success

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To better understand the views of people living and working within the CPZ and Priority Parking Areas on parking issues and to identify improvements that will help to make parking in Edinburgh easier for all our customers.

The information will be used to help prioritise areas where limited Council resources should be concentrated.

The survey also provides the opportunity to gather unique feedback from people who may not have otherwise contacted the Council regarding their problems.

## Financial impact

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The introduction of shared-use parking places across the CPZ was previously estimated at around £600,000. If an integrated approach to shared-use parking places is taken these costs could include those associated with potential evening and weekend restrictions. A further report on this issue will be submitted to a future Committee meeting.

The cost of designing, printing and distributing the parking satisfaction survey was approximately £8,000. Plus there was the additional demand on staff time.

## Equalities impact

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Consideration has been given to the Council's Public Sector Duty in respect of the Equalities Act 2010 and there are no direct equalities impacts arising from this report.

The survey questionnaire included the option for residents to request it in various formats, such as Braille or large print. It was also available in alternative languages upon request. There was also the option to complete the survey online which offered the opportunity for residents to give us more information upon any specific problems they encountered.

## Sustainability impact

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The impacts of this report in relation to the three elements of the Climate Change (Scotland) Act 2009 Public Bodies Duties have been considered and the outcomes are summarised below:

- The proposals in this report are not expected to impact on carbon emissions;
- The proposals in this report are not expected to impact on the city's resilience to climate change impacts; and
- The proposals in this report are not expected to impact on social justice, economic wellbeing or the city's environmental good stewardship.

## Consultation and engagement

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The Parking Satisfaction Survey was delivered to around 65,000 addresses within the CPZ and Priority Parking Areas B1 and B2, this included households and business premises. There were 1,672 forms returned and 605 online questionnaires completed, resulting in a total of 2,277 responses.

A City Car Club leaflet was delivered alongside the survey to increase awareness of the scheme and to encourage people to consider alternatives to private car use in Edinburgh. As a direct result, 20 new members joined the scheme and it is likely that the leaflet helped contribute to a 51% increase in the number of people joining the scheme compared to the same period in 2012. In addition, it raised awareness of the scheme still further amongst residents and business users in the city.

All elected members, where part of the CPZ is included within their ward, were informed about the start of the consultation. Councillor Nick Gardner, Leith Walk ward, asked to be informed about responses from outside the CPZ in his ward regarding parking problems. There is a section in the background paper on this issue.

During the survey there were concerns from Spokes and a number of cyclists that they were excluded from completing the online survey as they did not own a motor vehicle. This was never the intention and the survey leaflet assured residents they could complete the survey even if they did not own a vehicle. The wording of the online survey was amended slightly to reflect this better. However, it must be noted that cycle parking is outwith the remit of Parking Operations and is being progressed by the Cycling Team.

## Background reading/external references

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Appendix One: Parking Satisfaction Survey Leaflet.

Background Paper: Detailed Results of the Parking Satisfaction Survey 2013.

## Parking Satisfaction Survey 2013 – The Results

### 1. Background

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- 1.1 This report considers the responses to the Parking Satisfaction Survey and makes recommendations based on those results.

### 2. Main report

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- 2.1 The Parking Satisfaction Survey was delivered to 65,000 addresses within the CPZ and Priority Parking Areas B1 and B2 during a period of two weeks, starting on 13 May 2013.
- 2.2 The survey period closed on 28 June 2013, giving people at least four weeks to respond. However, paper questionnaires received up to 31 August 2013 were accepted to ensure more people could have their say.
- 2.3 There were 2,277 responses received which represents approximately 3% of households within the CPZ. In addition, the Council regularly receives a large volume of correspondence on the subject from the public and frequent coverage in the local press.
- 2.4 Those who participated provided useful responses to the set questions and in addition, many people offered their own suggestions on improving parking in Edinburgh.
- 2.5 There are a number of key findings from the survey, summarised below, which are considered in greater detail in the background papers. Although the response rate was low those who did respond generally had specific points to make.
- 2.6 **Residents' Parking Permit Renewals:** 71% of respondents were satisfied or very satisfied with the online renewal option but there is scope for future improvements.
- 2.7 **Finding a parking place:** 57% of respondents did not find it difficult to find a parking place. However, a significant number of respondents, 43%, do find it difficult to park.

- 2.8 **Times when it is difficult to park:** About 73% of residents indicated that it was most difficult to park near their homes in the evenings, 46% indicated the weekends and 33.5% indicated during the day.
- 2.9 **Enforcement of parking restrictions:** There was a balance of views between respondents indicating whether they were happy or not with the enforcement of parking restrictions in Edinburgh.
- 2.10 **Shared-use parking places:** 62% of respondents want visitors' parking permits to be introduced within the central and peripheral CPZ, but it is considered that shared-use parking places need to be introduced first to accommodate the expected increase in demand from the use of visitors' parking permits.
- 2.11 **Main Improvement:** Approximately 63% of people suggested that more parking places would most improve their satisfaction with parking.

### 3. Recommendations

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- 3.1 It is recommended that Committee:
- 3.1.1 notes the content of this report;
  - 3.1.2. notes the support for the introduction of additional shared-use parking places in central and peripheral controlled zones;
  - 3.1.3. notes a further report on detailed proposals for introducing shared-use parking places and visitors' parking permits will be submitted to a future meeting of this Committee;
  - 3.1.4. approves further investigation into evening and weekend parking problems in residential areas and a further report on this matter will be submitted to a future meeting of this Committee; and
  - 3.1.5. approves further customer satisfaction surveys at least once every five years.

**Mark Turley**

Director of Services for Communities

## Links

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<b>Coalition pledges</b>	P33 – Strengthen Neighbourhood Partnerships and further involve local people in decisions on how Council resources are used.
<b>Council outcomes</b>	CO22 – Moving efficiently – Edinburgh has a transport system that improves connectivity and is green, healthy and accessible. CO23 – Well engaged and well informed – Communities and individuals are empowered and supported to improve local outcomes and foster a sense of community. CO24 – The Council communicates effectively internally and externally and has an excellent reputation for customer care. CO26 – The Council engages with stakeholders and works in partnership to improve services and deliver on agreed objectives.
<b>Single Outcome Agreement</b>	SO4 – Edinburgh’s communities are safer and have improved physical and social fabric.
<b>Appendices</b>	Appendix One: Parking Satisfaction Survey Leaflet.



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Freepost RTCH-JJEK-TCCZ  
Parking Satisfaction Survey  
The City of Edinburgh Council  
Waverley Court  
4 East Market Street  
Edinburgh  
EH8 8BG

# HAVE YOUR SAY

## Parking Satisfaction Survey

# Have your say on parking in Edinburgh's Controlled Parking Zones and Priority Parking Areas

## Why are we carrying out this survey?

We want to know what you think of parking in your area, so that we can identify the issues that are of concern to residents. Only when we know what your concerns are can we look at making improvements to the service.

## Why should you complete the survey?

This is your chance to help us shape future developments within the Controlled Parking Zones and Priority Parking Areas.

## Please complete the survey even if you don't own or use a vehicle

We still want to know what your general impressions are of parking in your area. You may also have experience related to parking (visitors, tradesmen, deliveries for example).

## What do you need to do?

You can either:

- Complete and return the survey below (no stamp required): or
- Go to [www.edinburgh.gov.uk/parkingsurvey](http://www.edinburgh.gov.uk/parkingsurvey) and follow the instructions to complete the survey online.

The online survey includes the opportunity to answer more detailed questions and to provide additional comments.

## What will happen next?

While we cannot respond individually to every comment or suggestion that you make, every response will be used to help us understand the issues that concern you. The analysis of the survey responses will help us to decide what your priorities are and where we should concentrate our resources. Once we have analysed all of the responses we will report the results to the Transport and Environment Committee, with recommendations on how we should proceed.

Further information is available on our website at

[www.edinburgh.gov.uk/parkingsurvey](http://www.edinburgh.gov.uk/parkingsurvey)



HAPPY TO TRANSLATE

You can get this document in Braille, large print and various computer formats if you ask us. Please contact Interpretation and Translation Services (ITS) on **0131 242 8181** and quote reference number 12-1250. ITS can also give information on community language translations. You can get more copies of this leaflet in English by calling **0131 469 3309**.

# Feedback questionnaire

Please take a few minutes to complete and return this form. No stamp required.

## 1. About you

a. What street do you live on?

b. What is your postcode?

## 2. Your vehicles

a. How many vehicles does your household have access to?

0    1    2    3    More than 3

b. Do you have access to off-street parking for any of these vehicles?  Yes  No

c. How many residents' parking permits does your household have?  0    1    2

## 3. Thinking about the area where you live

a. To what extent are you satisfied or dissatisfied with parking provision?

Very satisfied    Satisfied    Neither satisfied nor dissatisfied  
 Dissatisfied    Very dissatisfied    Don't know

b. How easy is it to find a parking place?

Very easy    Easy    Neither easy nor difficult  
 Difficult    Very difficult    Don't know

c. Are there times when it is difficult to park near to your home?

Daytime    Evenings    Weekends

d. How satisfied are you with the enforcement of parking restrictions in your area?

Very satisfied    Satisfied    Neither satisfied nor dissatisfied  
 Dissatisfied    Very dissatisfied    Don't know

e. Which one of the following possible improvements would most improve your satisfaction with parking?

More parking places    Improved enforcement    Longer hours of control