



# **Parking Strategy Consultation Report**

## **August 2016**

<b>Method</b>	<b>Number of responses</b>
<b>Total email responses</b>	<b>45</b>
<b>Total letter responses</b>	<b>3</b>
<b>Total</b>	<b>48</b>

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# 1. Introduction

The strategy sets out the key work areas for Parking Services over the next five years. It has been prepared with the future of parking in the Bay in mind and in response to the findings of a Review of Parking consultation which took place earlier this year.

The Parking Strategy reflects the aspirations of the Local Transport Plan as well as the Ambitions, Targeted Actions and Principles set out in the council's Corporate Plan (2015 ~ 2019). It aims to 'provide a fair and consistent approach to the way we manage parking while supporting the council's ambition to create a prosperous and healthy Torbay'.

Torbay Council wants to make the most efficient and effective use of its available resources as it continues to give a range of parking provisions. As parking affects many areas of life for residents, businesses and visitors to Torbay, the strategy seeks to balance the needs of both car users and non-motorists alike. This includes emergency services, commuters, public transport users and groups with more specific needs.

Faced with the prospect of increasing levels of car ownership, the strategy aims to support the local economy and keep our road network free from the detrimental effects of traffic congestion and pollution.

## 2. Methodology

This consultation was open between 18 July 2016 and 26 August 2016. The consultation was promoted on the council's consultation web page, posters in Torbay council car parks and a press release issued to local media outlets. It was also promoted on the Council's social media forums and emailed to respondents from the parking review consultation, Viewpoint Panel members and local stakeholders. Written responses were sent to [consultation@torbay.gov.uk](mailto:consultation@torbay.gov.uk).

Council and TDA staff were also consulted as was the Overview & Scrutiny's Task & Finish Group.

## 3. Summary of responses

In total there were 48 responses to the consultation

Four organisations/groups responded to the consultation. These were Cockington, Chelston and Livermead Community Partnership, Paignton Neighbourhood Forum, Paignton Regatta Committee and Torbay Athletic Club.

There were 44 emailed and hard copy responses received from individuals.

Seven of the above 44 responses were from residents of Vane Hill Road who were prompted to request solutions to parking issues in their area via the consultation inbox. These emails were forwarded to the Council's Highways service along with one further

email that expressed problems with disabled parking spaces. Where relevant, comments have been included in the Parking Strategy consultation analysis.

## 4. Analysis of Responses

As there was no questionnaire produced to gather opinion about the strategy, the responses received were all free text. Respondents were free to comment as many times as they wished and on as many different themes/points as they wanted to cover.

### Organisation Responses

Comments from the organisations and groups responses expressed a wish to have further involvement in the decision making process and to be able to comment on the proposed Operational Parking Policy. Concern was also raised about the possible introduction of year round parking on the Paignton Esplanade and its impact on the many events that different organisations hold on the green. Consideration of these organisations and how they run their events was strongly recommended.

### **Other comments were:**

- *“It is a fine collection of wise words and ambitious aspirations though there is very little in hard facts dealing with changes to any of the current parking restrictions or the introductions of new parking zones.”*
- *“There is an unsupported statement about the correlation between parking fees and footfall in town centres being ‘anecdotal’ – suggest someone must have done research on this nationally so a definitive statement could and should be made as this could have a major influence on the strategy for the Town Centre”*
- *“Consideration should also be given to the introduction of ‘car clubs’ within Torbay as part of the strategy. Such an element has the potential to reduce the number of parked cars within Torbay’s neighbourhood streets, and at the same time bring financial savings to hard pressed residents whilst maintaining the convenience of car availability”*
- *“In the longer term, it is not clear that a ‘park and ride’ solution is realistically achievable within the Paignton area having regard to the lack of a site being available that would prove to be satisfactory.”*
- *“Overall the strategy proposed is a realistic view of what is feasible and achievable and is a balanced approach.”*

### Responses from individuals

Overall, the majority of individuals’ comments were on similar specific themes and issues to the Parking Review consultation. There were fewer comments about the strategy itself. Responses received that were about the strategy generally, were a mixture of positive and negative comments, however, positive statements were often accompanied with suggestions for specific additions or considerations.

## Comments about the strategy:

- *“Re the parking strategy, I welcome the changes proposed in principle. I would also urge you to invest in the appearance of the car parks, in particular the Temperance Street multi storey and the Victoria centre car parks which are in a quite shocking state, or at least they were the last time I used them. The car parks are both the first and last impression that visitors have of the town.”*
- *“Thank you for the opportunity to comment on the strategy which is clear and concise My only comment is that there is no real evidence of partnership plans with business in the area and also what the strategy will be for the no's and type of car parking...”*
- *“It does seem that your criteria are to say the least vague and leave you the scope to do anything that you want to further reduce parking and minimise car use by making it even harder for drivers and the local population many of which are older and rely on their cars to be able to do what they need to do.”*
- *“Having read the proposed strategy, I think the majority of proposals are biased, unfair, not transparent, conflicting figures and based on out of date data. This strategy's only true fact is that there is need for change but the whole document is based on confusing, out of date, conflicting data which is certainly not transparent or collaborated upon. It is neither fair or consistent or effective and efficient.”*
- *“In my opinion the parking strategy does not take into account the two most important factors for a prosperous and vigorous future for Torbay and these are: a) encouraging locals to visit and shop in the three town centres and b) encouraging day tourists and holiday makers to visit and stay within the resorts.”*
- *“It told me absolutely nothing about parking. How Much. Where. For How Long. It was typical councillor's gobbledegook.”*
- *“Just gone through the parking strategy it's a great report and as far as I can see should deliver the job provided you get the buy in.....”*
- *“The strategy all sounds pretty sensible bearing in mind the current financial circumstances. However, I have one basic comment to make. Somehow, you have to encourage more residents to spend more time in the town centres and thus spend more money. At the moment many residents do not spend enough time in the towns because of the high parking charges.”*
- *“I read with considerable interest the draft document "Torbay Council's Parking Strategy 2016 - 2021. However I just wonder how this strategy was developed and who has carried out the investigations to allow the development of such a document. It is of course full of holes, presumptions and inaccurate fact.”*
- *“Surely any review or strategy needs to have data to be able to make informed decisions and to plan for the future. If no data is held on the profitability of schemes implemented to date, it is seemingly impossible to know what criteria to use to make future decisions on new applications or indeed review existing Residents' Parking schemes?”*
- *“This parking strategy MUST include more emphasis on the use of public transport.”*

- *“Surely this parking strategy has to go hand in glove with your transformation strategy.”*
- *“I have a lack of confidence in any real improvement in this service contract, provided by Torbay Council will do what it wants forget the residents they are only an annoyance that provides some additional funding.”*
- *“I couldn't see any mention of income bring ring fenced to invest back into the car parks and would also like to see reference to this income being invested into green infrastructure. Secure road/mountain bike parking in car parks etc or more cycle paths around the bay. It's important that the council does not see this as a way to earn money (I believe that is central governments opinion) however I do appreciate the reality is you will budget for a certain expected value. With that point in mind, to support the residents in the bay, which statistically have above average health issues and rising obesity levels, you need to encourage people to be able to park 'free' in some places which encourage walking and exercise where you want them to go. Your strategy would benefit from drawing reference to this point and the fact that there still are 'free places to park' and where they are in the bay.”*
- *“This review firstly needs to look at the areas there are charging, then the charges themselves. Secondly the review needs to look at residential parking areas and introducing a non commercial vehicle parking in residential areas.”*
- *“The survey of 1600 responses is less than 2% of the population and contains no reference of quantifying the status of them e.g. active car drivers or purely residents. This low figure was not an accurate reflection of Torbay residents and a further consultation should have taken place before a strategy could be drawn up.”*

Other comment themes and issues have been categorised under the list of headings below. Examples of categorised response comments can be found in Appendix 1. An anonymised collection of all individual responses is available from the PPR Team on request.

- Disability
- Town Centres
- Parking Charges
- Controlled Parking Zones
- Enforcement and Inconsiderate Parking
- Tourism
- Facility Improvement
- Inadequate Spaces
- Park and Ride
- Other

For further information please contact the Policy Performance and Review team on 01803 207227 or email [consultation@torbay.gov.uk](mailto:consultation@torbay.gov.uk)

The information used to collate this report has been collected and processed in accordance with the Data Protection Act, 1998.

## 5. Parking Strategy Consultation Report: Appendix 1: Examples of Categorised Comments

### Disability

- *“Many cars park in these two spaces with or without blue badges. Along the road the double yellow lines are blocking where a lot of spaces could and should be. The people who park in the spaces know there is no law to stop them and are very unreasonable toward disabled people. There are four disabled cars who scramble for these two spaces, and I am the only one who actually lives on the road! There are more cars who park in this road than ever and it will only increase. I cannot afford to pay for a personal disabled bay and actually people do not take notice anyway even if it was purchased.”*
- *“As much as I believe disabled people need special consideration when it comes to parking, many of them are taking liberties and parking in the most inappropriate places. Frequently, double yellow lines are installed to ease a traffic flow problem only for the same area to be filled by disabled badge cars almost before the yellow paint has dried. Surely, this can be dealt with by proper use of the legislation covering "causing an obstruction." In addition, are proper checks being made on the validity of the disabled discs as many cars parked on double yellow lines seem to be miles away from any shops or other facilities.”*

### Town Centres

- *“General points. Torquay is not a great shopping destination and the cost of car parking may be a factor. Why pay to park in Torquay when you can park for free on winter Sundays in Newton Abbot? Now we can get to Matford in 30 minutes, clothes shopping in Exeter is as easy as Torquay and the choice is much better!”*
- *“People with expendable income, workers, are usually drive cars, if you make it difficult for them to get to work, park, attend the shops, they will just move out, take their money else where. Torquay will be left with people with little or no income, charity shops, OAPs with free bus passes.”*

### Charges

- *“The cost of very short term on-street parking (mainly only of use to pick up something like a repeat prescription) is at 70p too high for pensioners like myself - walking to collect a prescription not being an option.”*
- *“Evening charges on meters. (Especially off season). £2.50 might be ok if you are going to the theatre or cinema, but what about allowing a short stay for a walk along the beach? Could the off peak permit be extended to include some of the meters?”*

### Controlled Parking Zones

- *“I would like to add how we pay enough in Council tax and the annual payment to park on the road we live in should not be increased as at times it's highly likely we can't park due to non residents being allowed to park for an hour for free.”*
- *“I am in favour of controlled parking and the use of resident permits and proper policing of such. Our small roads are full of cars often nothing to do with residents. It works elsewhere so why not in Torbay.”*



### **Enforcement and Inconsiderate Parking**

- *“Vehicles parking on pavements, both cars and vans, is positively dangerous for pedestrians, forcing people who may not be all that nimble or pushing a pram out into the traffic. I believe there is no national legislation covering pavement parking but surely this could be covered by a local bye-law.”*
- *“Make more money by having traffic wardens next to schools enforcing double yellow lines. E.g. Cockington Primary on Avenue road where daily issues and dangers are created. Reducing the amount of illegal parkers here would help everyone. Encourage more people to walk.”*

### **Tourism**

- *“Holiday makers with families need to be encouraged to park and stay for the day at one of the beach side venues. This needs to be affordable and timed so that cars do not have to be moved two or three times during the stay. I know holiday makers who stay in Torbay but most days visit venues in the surrounding area where parking is free or much cheaper.”*
- *“The charges made to park at the beach car park at Broadsands is beyond understanding, the council is just taking advantage and taking money not as you state "working to a more prosperous Torbay", sadly taking advantage and not working to encourage tourists to come to Torbay.”*

### **Facility Improvement**

- *“Shoalstone Car Park, Brixham. The spaces are very limited and there are areas of grass that could be brought into the park. The other day there were lots and lots of cars unable to get parked there. A very good investment for the council!!”*
- *“The car parks are not particularly welcoming places and not signposted well. I have met a number of visitors, particularly in Torquay, who are very confused. The strategy does mention improving the sites which is very welcome.”*

### **Inadequate Spaces**

- *“In the new parking strategy it is suggested that there is adequate parking in Torbay. This is probably true for most of the year, but in Brixham during the summer months it is inadequate.”*
- *“In areas where the demands for on street residents parking is high, can some consideration be given to painting parking spaces to ensure the spaces are used sensibly? Too often poor parking in Rowley Road means the actual number of cars able to park is reduced hugely. Equally separate areas for motorcycles”*

### **Park and Ride**

- *“We should also make more of the Brixham Park and Ride - better signage, larger area and maybe a dedicated bus.”*
- *“Park and ride sounds great, but is not good if you have stuff to carry. The buses serving the P&R need to have space for pushchairs, walking aids etc, and ideally single deck. The cost needs to make it attractive to cars with 2 or fewer passengers too!”*

### **Other**

- *“Continue with being able to pay once & move to another long term carpark in Torbay with the same ticket”*
- *“Don't turn Cary Green into a carpark when you've said you have plenty of parking already available.”*