
WAVERLEY BOROUGH COUNCIL CAR PARK REVIEW 2011



August 2011

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SECTION 1 – THE BUSINESS OF PARKING

1. INTRODUCTION

Waverley Borough Council's (Waverley) car parks are important assets that benefit the community as a whole.

Town centre car parking space is an increasingly scarce and valuable resource and the car parks operated by Waverley provide the motorist with a number of opportunities to park.

Of the 36 car parks Waverley has, 24 are operated in whole, or in part, as a pay and display facility. The remaining car parks are either dedicated to contract parking or are free to use.

The availability of parking space is vital to the town centres, local shops and to thriving communities. Good management of this parking space is the key to this. It can influence the length of stay, traffic movement and help to reduce the level of congestion in a town centre.

It is good practice to review how well the car parks are being managed because circumstances change over time. Therefore, this review looks at the use of the car parks, customer expectation, the demand for parking space, charges and charging period as well as the condition of car parks. It makes a number of recommendations in this respect.

1.2 Review - Methodology

The review has examined the effectiveness of current parking charges. A study of car park use and income for the financial year 2010/11 has provided valuable information and helped to identify where changes in use have taken place.

The car parks have been inspected to ascertain condition and to assist with the planning of remedial works.

Consultation has taken place with some members of the business community and employees.

User surveys have been undertaken at the free parking places across the borough to determine how well the space is being used. A further survey provided information on the use of low carbon emission vehicles in Waverley's car parks.

1.3 Waverley Operated Car Parks

Many of the car parks operated by Waverley are situated within the four main shopping centres of the borough; Cranleigh; Farnham; Godalming and Haslemere.

The list of car parks managed by Waverley is shown in Appendix 1.

The car parks are largely operated on a pay and display basis. There are some exceptions, being a number of smaller parking areas situated mainly in village centres where charges do not currently apply.

1.4 Background

The car parks have been acquired by Waverley over a number of years and as such are often encumbered with access rights granted to third parties. In some cases, the land is leased to Waverley by a third party, or Waverley leases the land back to operate as a car park. As a result of these arrangements, it is not practicable to restrict access by the installation of a barrier operation and the car parks are, with one exception, accessible 24 hours.

The payment system is 'pay and display'.

Height restrictions are in place at some locations to deter unauthorised use.

Some car parks (see Appendix 1) have established 'Bring' sites where the recycling of waste materials can take place. A programme of works is being undertaken to contain the recycling bins in one area to maximise parking space. The Bring sites may reduce in number over the coming years if more types of recycling waste material can be collected at the kerbside.

With the exception of one car park, at South Street, in Farnham, which is decked, all the car parks are operated on relatively flat ground and open to the environment.

2. USE OF CAR PARKS

2.1 Decriminalised on-street parking enforcement

In 2007, the government decriminalised on-street parking offences in Waverley making them a civil rather than a criminal matter and, as such enforcement could be done by local authorities and in Waverley's case by Surrey County Council (SCC).

Until this time, the police were responsible for the enforcement of on-street parking offences but due to other pressures, enforcement was not particularly effective.

Some motorists became accustomed to parking at the kerbside ignoring parking restrictions.

SCC asked each borough and district in the County to undertake enforcement on its behalf. Regular enforcement of the yellow lines has been taking place ever since. This focus has encouraged more motorists to use the car parks in recent years.

2.2 Car park visitors/transactions

The car parks in Waverley are generally well used. Despite the economic environment and high fuel costs, use of the car parks in 2011 has reached 2.95m.

The pay and display ticket transactions across the borough are as follows:

	P&D Car Parks	P &D Spaces	2009/10 No of Tickets Sold	2009/10 % of borough Sales	2010/11 No of Tickets sold	2010/11 % of borough Sales
Cranleigh	2	555	533,097	18.37%	550,385	18.62%
Farnham	9	1784	1,397,117	48.13%	1,400,848	47.39%
Godalming	9	658	562,659	19.39%	575,976	19.48%
Haslemere	4	515	409,605	14.11%	428,793	14.51%
Total	24	3512	2,902,478	100%	2,956,002	100%

2.3 Comparison 2009/10 with 2010/11

A comparison of use of car parks in the financial year 2009/10 with 2010/11 indicates that use of car parks in general across the towns of Cranleigh, Godalming and Haslemere is up on the previous year. Farnham has seen only a slight increase on ticket sales.

The sale of tickets at both Village Way and Stocklund Square car parks in Cranleigh is also up on the previous year.

In Haslemere use of the High Street car park has increased. Use of Tanners Lane car park has seen a significant increase. Weydown Road car park is full on a weekday and this may account for the rise at Tanners Lane.

The Hart area has seen a higher level of car park enforcement and this is likely to be the reason for the increase of ticket sales at both Upper and Lower Hart car parks. Also there is a quality supermarket at Lower Hart. Increased use of Lower Hart car

park may be at the expense of South Street, Farnham where the transactions have fallen.

The tickets sales at Riverside 1, Farnham have increased at the expense perhaps of Riverside 2 and St James car parks. It is more expensive to park long stay at St James than it is at the adjacent Riverside 1 car park.

The ticket sales at car parks in Godalming town centre are also up on the previous year with the exception of Crown Court and Queen Street car parks where sales are marginally down. Ticket sales have increased at North Street, Farncombe.

2.4 Enforcement of car parks

The performance of the parking services contractor has improved markedly on the previous year. The car park enforcement team now has three vehicles to cover the four main centres in the Borough instead of only two in 2009/10. This has increased efficiency and encouraged ticket purchase.

2.5 Conclusion

Overall 2010/11 was a positive year in respect of the use of car parks. The effectiveness of car park enforcement is reflected in the level of pay and display income. The car parks operated by Waverley remain a popular choice for motorists. The indications are in the first quarter of 2011/12 that this positive trend is continuing.

3. PARKING IN WAVERLEY - THE FUTURE

3.1 Pressure on parking space

There are signs of pressure on parking space at the centres of Farncombe in Godalming, Godalming and Haslemere where rail stations attract long stay (rail commuter) parking. There is a restricted parking zone in Godalming. The residential roads surrounding the rail station in Farnham, and within Farnham town centre, are also protected through two controlled parking zones where long stay parking is not permitted and residents may park in certain areas on the display of a residents permit. This is not the case in Farncombe and Haslemere where resident and commuter parkers compete for space.

Property development has taken place in some town centre areas which has created a higher demand for town centre parking by residents.

The Contract car park at Station Road, Godalming is due to close to allow housing development to take place. The loss of this car parking space will put further pressure on long stay parking space in Godalming town centre.

There are signs that there is some pressure on the large retail parking areas not in Waverley's ownership. Action has been taken by the land managers at sites serving a large store in Godalming, Wharf Street and supermarket in Farnham at Dogflud Way where controls have been put in place to restrict length of stay. Active enforcement of the time restrictions applied at these sites is taking place. Further controls are being applied at the site of two supermarkets in, Godalming. The control of all these large parking areas will have displaced some parking to other areas and will continue to do so in the future.

3.2 On-street - Pay and Display

SCC is in the process of proposing to introduce on-street pay and display in some areas and currently consulting on this. It is likely that if on-street charging is implemented in the borough, further displacement of vehicles will take place to the unregulated areas. Motorists unable to find a free place to park will seek an off-street parking place or need to review their mode of transport.

3.3 Public Transport

Due to the rural nature of the borough and surrounding area, the option to travel by public transport to the main town centres is not available to all motorists and as such the use of the car in the borough continues to increase and remain a popular or necessary form of transport

3.4 Conclusion

Pressure on parking space in Waverley is likely to increase especially at rail stations.

There is currently no plan in place to increase parking stock. Opportunities for doing so rely on land becoming available for purchase and the right financial circumstances. Constructing a multi storey car park either above or below ground level can provide a solution, but both are expensive to install and generally more expensive to operate, because of the cost of staffing, lighting, security, and ongoing maintenance of a building.

Recommendation A – To plan for the future parking needs of the main centres and protect existing stock as a minimum.

4. PAY AND DISPLAY – CHARGING PERIOD

In Waverley’s pay and display car parks, charges apply on a Monday through to Saturday and on bank holidays. Car Parks are free of charge on a Sunday and Christmas Day.

The current charging period of 8am – 6pm has been in place for over fifteen years. The pattern of daily life within Waverley has changed in that time. The working day is now a flexible one. Shopping habits have also changed with extended opening times.

The charging period and days should take account of the support that some car parks afford supermarkets, restaurants, public houses and local convenience food outlets after 6pm and on a Sunday. This is not the case in Waverley and use of parking space is taking place after 6pm and on a Sunday free of charge. .

Examples of charging periods at other Surrey or neighbouring authorities are:

Local Authority	Daytime (Mon – Sat)	Evening	Sunday
Rushmoor BC	8am - 6pm	6pm – 9am	8am – 6pm
Guildford BC,	8am - 6pm	6pm – 10pm	11am – 5pm
East Hampshire,	8am - 6pm	Free	10am – 4pm
Mole Valley	8am - 6pm	Free	Free
Elmbridge BC,	9am - 6pm	Free	Free
Horsham DC,	8am - 6pm	7pm -8pm x 1	Free

4.1 Demand for parking after 6pm

It is reasonable to assume that there will be demand for parking up to 8pm particularly where supermarkets remain open and where there is a thriving night time economy.

4.2 Amendment to the Waverley Off-Street Parking Places Order

Extending the charging period is a significant change and would require Waverley to make a new Waverley Off-Street Parking Places Order (Parking Order).

The process for making a new Parking Order is a legal, lengthy and costly one as it involves the placement of public notices in the local press. It is a phased process within a three month period. From the date of publication the Order should be placed on a deposit for a period of six weeks. Objections can be made during a 21 day period from the date of the publication of the Order. Prior to bringing the provisions of an Order into effect, the Authority must ‘make’ the Order i.e. have it

signed by an authorised person on a specified date. Within 14 days of that 'making' a 'Notice of Making' should be published.

4.3 Evening enforcement

If the charging period is extended at the aforementioned car parks, it will be necessary to undertake some enforcement of the car parking regulations.

Because of the flexibility in the parking services contract, the financial implication of additional enforcement using existing resources is likely to be cost neutral without taking into account the income from pay and display. Alternatively, the enforcement service could benefit from an additional full time resource, particularly if the number of car parks to be patrolled during the day is increased. (Sections 19 - 23)

4.4 Conclusion

It is equitable that the evening car park users as well as day time users contribute towards the cost of maintenance and management of a car park. The extension of the charging period beyond 6pm would address this.

Recommendation B: To make provision in the Parking Order to extend the charging period to 7pm at all pay and display car parks

Recommendation C: The charging days of Monday – Saturday to remain unchanged.

5. CAR PARK - DESIGNATIONS

The charging structure influences the type of parking that is designated at any one particular car park. It serves to encourage or discourage short or long-stay use at a particular car park location. In this way a motorist has a greater opportunity to locate a parking space appropriate to their needs.

5.1 Car Park Designations

Car parks are generally defined as one of the following:

- a) **Premium/Prime Site:** The most sought after town centre car park where a premium price is employed to manage demand and encourage turnover.
- b) **Town Centre:** A car park that is intended primarily for the use of shoppers, but secondary to prime sites, and where long-stay parking is discouraged by price.
- c) **Short Stay :** A car park intended primarily for the use of shoppers where the length of stay is restricted

- d) **Medium Stay** – A car park catering for all categories of users and duration of stay. They are not as busy as town centre car parks.
- e) **Long Stay** – A car park intended primarily for users staying for at least half a day.
- f) **Out of town** – A parking area situated in a village or out of town location

The difficulty in managing car parking space is that demand can exceed supply in certain areas and at peak times. A situation can change over time and adjustment to the designation becomes necessary. This is managed by changing the designation to the one most appropriate to current circumstance.

5.2 Conclusion

Following a study of the use of car parks in 2010/11 it is evident that use has changed at the following car parks:

Chestnut Avenue, Haslemere and Stocklund Square, Cranleigh: to discourage long stay parking by changing the designation from medium stay/long stay to medium stay

High Street, Haslemere: which is currently designated as being a town centre site, but has become a prime site; and

Waggon Yard, Farnham: designated as a medium stay site, but use is reflecting that of a town centre site.

Recommendation D: Change the designation of High Street, Haslemere and Waggon Yard, Farnham car parks to ‘Prime Site’ and Town Centre Site respectively. Also change the designation of Chestnut Avenue, Haslemere and Stocklund Square, Cranleigh car park to medium stay. The relative charges to apply in each case.

6. MANAGEMENT OF PARKING SPACE

The Institution of Highway and Transportation’s guidance on parking, states that ‘motorists should have a high expectation that parking space will be available’.

The guidance also states that raising charges should not be avoided where it addresses issues such as demand, aisle congestion, queues and build-up on the highway. It is recommended that at least 10% of car park space is available during peak periods.

It is clear from ticket sales, that the use of some car parks has increased significantly and the above standard is not being met at certain car parks during peak times. Motorists can be seen circling the car park in search of a space. The car parks where this is happening are:

High Street, Haslemere

Lower Hart, Farnham

Mint Street, Godalming
South Street, Godalming

North Street, Farncombe
Weydown Road, Haslemere

Officers have considered the merits of introducing a shorter charging period such as half an hour as this could help to encourage a quicker turnover of space and create more opportunities for a motorist to find a space. However, there are disadvantages including the additional resources needed for more frequent visits to a car park to ensure the correct use of the half hour charge. Overall it would result in Waverley losing income.

The more general way to address this type of problem is to simply increase charges at the car parks concerned. This will also create more parking opportunities for motorists as it will encourage turnover of space or displace vehicles to other car parks.

6.1 Conclusion

The charges should be increased at the car parks concerned to encourage turnover of space and create more parking opportunities. A motorist may choose a cheaper alternative where it is convenient.

Recommendation E: To address capacity issues and provide a greater opportunity for a motorist to find a short stay parking space by increasing charges at the following car parks:

**High Street, Haslemere
Mint Street, Godalming
South Street, Godalming**

**Lower Hart, Farnham
North Street, Farncombe
Weydown Road, Haslemere**

7. CONDITION OF CAR PARKS AND PAY AND DISPLAY MACHINES

Car parks should be clean, safe and inviting places to use. Their upkeep and condition is important particularly given their high profile positions in the highly regarded villages and towns of the borough.

In the last financial year, visits to Waverley car parks exceeded 2.95 million. For visitors, it can be their first impression of the borough. Customers include residents and employees of the towns who use the car parks on a regular basis. Most customers expect the car parks to be well maintained and are more likely to continue to use a car park if this is the case and they feel safe to do so.

7.1 Theft and anti social behaviour

During 2010/11, Waverley helped to address problems that concerned theft, vandalism and anti social behaviour at the following car parks: South Street,

Farnham, Village Way, Cranleigh, Weydown Road, Haslemere, and Weyhill, Haslemere.

7.2 Ground Maintenance

Work has been undertaken to identify the areas within each car park that require regular grounds maintenance. The areas, type of work required and frequency is now specified in the Grounds Maintenance Contract. This inevitably has increased the cost of grounds maintenance contract charges. The benefits are that the timely spraying of weeds and cutting back of overgrowth, will avoid the need for more expensive ad hoc weed removal processes, which had been the case to date.

Additional work has arisen from time to time, that is not covered by the Grounds Maintenance contract. This largely concerns tree growth, causing damage or shadow to property. These works are arranged by the parking services team in liaison with the Parks team and in the most cost effective manner.

7.3 Car park surface - condition

To give satisfactory service, a pavement (surface) must satisfy a number of structural criteria, which allows it to sustain loading without deformation or cracking. It should also have suitable drainage, which allows water to be removed and retained away from the lower layers of the surface. The overall condition of the car parks is mostly good in this respect. However, the recent severe winters have undermined the ageing fabric of many car parks and work has taken place to provide a temporary patching.

In some places inappropriate planting of trees has taken place and their roots are now causing surface breakage. Engineering skills are needed to design and oversee some surface and drainage projects. Work of this nature is generally carried out in the spring and summer months and it may become necessary to close a car park entirely or in part.

7.4 Conclusion

The maintenance of car parks is ongoing. The annual budget allocation is sufficient for general ad hoc and winter maintenance, but will not deliver any improvement schemes.

7.5 Pay and Display Machines

The pay and display method of parking is the simplest and cheapest in terms of operation and offers high value for money, compared to other forms of payment systems.

With the exception of six pay and display car parks, all have more than one machine making it possible for motorists to purchase a ticket from an operative machine.

The pay and display machines installed in Waverley's car parks are manufactured and maintained by Cale Bri Parc. The machines are reliable and have been upgraded in the last three years from a 102 to a 104 model and could be modified to accept card payments and provide live data regarding usage. They have a life of at least ten years.

There are occasions throughout the year when a machine becomes inoperative. Any fault is recorded, managed and rectified by parking services, to address the problem quickly. This has helped to keep the Cale Bri Parc engineer call out charges to a minimum.

7.6 Solar Power

Waverley has not installed solar powered pay and display machines in its car parks. This type of machine is generally designed for installation where access to a power supply is not easily accessible. They are functional when positioned in full sun, but rely on internal batteries. The Solar powered machines do offer some saving in terms of carbon reduction, depending on the level of internal battery power required.

The purchase of a machine of this type is in the region of £3,200. Maintenance, software licence, and engineer call out charge and replacement parts would form additional ongoing annual operational cost.

SCC has selected STRADA machines fitted with general packet radio service (GPRS) and a keypad by Parkeon for installation at their on-street pay and display locations.

7.7 Conclusion

Waverley has 74 pay and display machines manufactured by Cale Bri Parc. Given the life of these machines it would not be cost effective to replace them. Consideration could however be given to installing solar powered machines at any new pay and display sites, should it prove to be both carbon efficient and affordable.

7.8 Electricity Supply and Lighting in car parks

Waverley, in delivering its services aims to reduce its carbon emissions.

There are two items that use electricity in car parks, the lights and the pay and display machines. There are meters only where the cabling arrangements permit.

The car parking areas need to be well lit for reasons of safety and security. The existing lamp columns in car parks vary in type, size, age, and design. Each light has its own power rating, allowing the electric supply companies to estimate how much

electricity is consumed. A carbon reduction would be achieved if the bulbs were exchanged.

Waverley does not have the specialist expertise in lighting and will need to 'buy in' the services of a lighting engineer/consultant, to provide advice and assistance. In this respect the parking team is already working with the SCC's lighting contractor, with the aim of replacing the bulbs with more carbon efficient types.

7.9 Car Park Signs

Some car park entrance signs are in need of replacement. Waverley is looking at how sponsorship might help with the cost of replacing these signs.

8. SAFETY IN CAR PARKS

A motorist is more likely to use a car park if they perceive it to be a safe and secure place. The 'Safer Parking Scheme' provides advice to local authorities on how it can make parking safer. The scheme is supported by the Home Office and operated by the British Parking Associates (BPA), on behalf of the Association of Chief Police Officers.

The scheme is primarily aimed at the management of criminal behaviour within the parking environment. The main purpose of the Safer Parking Scheme is to reduce crime and the fear of crime.

The scheme benefits include; access to experts; belonging to a nationwide government backed scheme to reduce crime and improve public services; and holding a prestigious award that will benchmark Waverley's car parking facilities.

To become a member of the Scheme an annual membership fee of £50 + VAT is payable. In addition, there is an annual charge for registering each facility that qualifies for the Park Mark® Safer Parking Award.

Facilities	Fee per car park pa
1-5	£230 + vat
6-10	£175 + vat
11-20	£145 + vat
21-99	£120 + vat
+100	£115 + vat

8.1 Conclusion

The assessment process would help Waverley to gain accreditation and achieve the 'Park Mark' which it can be proud of. However, it is possible that Waverley could make positive changes to car parks and meet the standards of safer parking without

becoming a member of this scheme. In either scenario, where a car park does not meet the safer parking award standards, it is likely that there will be cost implications in order to do so. The subject of safety in car parks should remain under review.

9. USE OF LOW EMISSION VEHICLES IN WAVERLEY

The merits of introducing a parking incentive scheme for low emission vehicles have been examined.

The European emission standards define the acceptable limits for exhaust emissions of new vehicles sold in EU member states. The government is leading the motoring manufacturers to a maximum target of 120 gs CO₂ per kilometre for all new passenger cars by 2012.

The carbon emissions of a vehicle can be approximately identified by the level of road tax paid. This is indicated on the road tax disc displayed inside the windscreen of a vehicle.

9.1 Electric Vehicles

There are two types of electric Vehicles (EV) which offer lower CO₂ emissions than the government target, both of which have an electric motor with power coming from a rechargeable battery. The hybrid EV also has a normal combustion engine. These vehicles both offer significant environmental benefits compared with existing internal combustion engines.

EV owners will generally charge their vehicle overnight at home. This requires a low cost, weatherproof, external socket like those for electric lawn mowers, or the use of an existing socket in their garage. The recent models take around 6 hours to charge and travel up to 40 miles after a full charge. There are limited opportunities for a vehicle to be charged in public places.

Waverley has looked at the merits of providing plug in parking places in the car parks as this would add to a national network of public plug in parking places. One electric vehicle plug in place, will remove one parking space from use and the income from that space. However, there appears to be little use of these vehicles in Waverley. At Woking Borough Council, a plug in parking place has been removed because the space remained empty and deprived other motorists of an opportunity to park.

9.2 Vehicle with lower carbon emissions

A motorist may choose to purchase a vehicle with lower carbon emissions but which is not electric. This would still provide a reduction in overall CO₂ emissions target. A discount on parking charges could provide a motorist with an incentive to drive a

vehicle with lower emissions. However, there are a number of national government incentives already in place to encourage motorists to drive a lower emissions vehicle. In addition, the Government vehicle exchange scheme encouraged many motorists to upgrade their vehicle and purchase a new one. This scheme has now ended. There are still some vehicles on the road that have been registered before 2001 and are not compliant, but with each year this number will reduce.

9.3 Use of vehicles with lower carbon emissions in Waverley Car Parks

Four surveys were undertaken at Crown Court Godalming, Central Farnham, Village Way Cranleigh and High Street Haslemere, in April and May 2010. A total of 639 vehicles were inspected. The survey showed that 35% of vehicles had low emissions that permitted car tax to be paid at the lower band rates.

9.4 Conclusion

Motorists are already being led towards ownership of lower emissions vehicles through higher fuel costs, financial tax incentives, etc and advancement in technology drives new vehicle production in that direction. There is therefore no argument for introducing parking incentives.

10. PAYMENT OPTIONS

10.1 Pay and Display

The car parks where charges apply are operated on a pay and display basis. Motorists understand this simple method of operation and are familiar with it. Coins of the right denomination are however required to obtain a ticket.

The installation of change machines has been given consideration but these need to be housed in a secure building not available in Waverley's open car parks and require frequent replenishment that adds to the management cost.

10.2 Payment options

Waverley aspires to providing car park customers with an additional method of payment. The advantages and disadvantages of several methods of payment have been considered.

(a) Payment via the telephone

A motorist with access to a mobile telephone may register with the service provider at the time of parking and purchase parking time over the telephone.

The motorist is usually charged for this service. A ticket can be topped up without the need for the motorist to be at the car park.

A pay and display ticket is not issued and the checking of vehicles by an enforcement officer is reliant on reliable electronic communication links and a good quality signal across the borough. (Links are poor in some parts of Waverley)

There are a number of telephone service providers but the extent, quality and cost of service can vary. The set up costs are generally met by the service supplier. Waverley would need to pay a monthly charge. The bank charge for processing a credit card transaction is currently 50p. There would be ongoing costs in operating the mobile telephone or communication equipment.

(b) Chip and Pin Facility

This service enables a customer to buy a pay and display ticket by placing their credit or debit card in a reader which is attached to the machine. The customer must enter a pin number and when the transaction is confirmed, a pay and display ticket is produced.

The enforcement of car parks would be carried out in a similar manner to pay and display.

There are two main service providers that offer a system that is compatible with the Cale Bri Parc pay and display machines used in Waverley.

The payment card industry data security standard (PCI DSS) is a vital certification for this type of service. To prevent fraud any system would require security at PCI DSS Level 1.

The existing pay and display machines can be converted to accept chip and pin but this would be costly. The chip and pin system requires Hypercom Terminal Management Support, and GPRS Communications. Waverley would need to pay ongoing annual costs of the communications link and Hypercom Unit. As with the telephone payment option, the bank processing charges for a credit card transaction would apply.

(c) Local 'Smart' Parking Card

A smart card can be used for 'core' services provided by more than one local authority. It can be used to pay for leisure, transport, at a library and also as a discount card for use at local retailers.

(d) Basic Smart

This involves the 'top up' of a plastic card, which customers may then use in pay and display machines to buy their parking tickets. The card could be 'topped up' by the customer only at a Waverley office.

The pay and display machines would require modification and installation of a card reader. The customer would receive a pay and display ticket to display in their vehicle, allowing the checking of vehicles to be undertaken in the same manner as it is now.

(e) On-line Smart

This method would allow the customer to 'top up their card 'on line and the lump sum would then be deducted from their bank account. The card may have multiple uses across authorities and services.

(f) Wave and Pay – 'Contactless' parking

This is applied to cards by the issuing company or bank. A card that is part of this scheme carries a particular logo. A card, including a debit or credit card that has this logo is waved in front of the pay unit and a transaction accepted without the pin number generally being required.

This technology is already in operation but the provision of secure connections to the banking systems is the main challenge for the suppliers. This service is being recognised by the larger banks and credit companies.

The existing machines can be converted to accept this technology.

10.3 Level of Interest in an additional payment option.

The cost of parking for short periods of time in Waverley is relatively inexpensive in comparison to parts of London or Brighton, where parking charges can reach £60 per day.

The average ticket transaction price in Waverley is £1.17p. It is not envisaged therefore that there would be high demand to pay for short stay parking by telephone or card.

There is likely to be more demand for telephone or card payment at long stay car parks, but these car parks are few in number (7) and the transaction level is unlikely to be high enough to benefit either the customer or Waverley.

10.4 Cash collection services

Waverley currently pays a charge for the collection, counting and banking of cash that is a percentage of the total amount collected. Offering a cashless payment option is not going to be of any immediate significant financial benefit, in respect of

the cost of cash collection, until around 45% of users pay by card or via the telephone. This would then provide a reduction in the cash collected and a saving of approximately £10k on cash collection charges. It is considered unlikely that Waverley would reach this level of interest.

10.5 On-street pay and display

SCC is planning to introduce a charge for parking at some on-street locations. A pay and display machine will be installed at these sites. It is planning to offer payment by telephone. The contract is due to be awarded in November 2011 to a provider of telephone services. It is expected that the costs of delivering telephone payment services can be reduced because of the scale of the contract being Surrey wide. The bank charge for the use of a card would still fall to the local authority. The borough and districts are invited to join this contract, either before or after the contract is awarded.

10.6 Conclusion

Any one of the above additional methods of payment will incur significant expenditure for Waverley. The ongoing operational costs can be improved with a higher level of transactions. The demand for any cashless payment is unlikely to be high in Waverley, because of the small sums of money involved in each transaction.

The community is diverse and people, who because of a disability, may not be able to use a particular system or do not have a mobile telephone or a card facility should not be excluded. It is therefore important that Waverley does not remove the option to pay by cash.

Waverley anticipates that over the next two years car park payment technology will improve. Therefore, no plans are being made to introduce another payment option at this stage and the matter should be reviewed again in the future.

11. PAY ON FOOT OR PAY ON EXIT

Waverley has looked at the merits of installing pay on exit or pay on foot methods of operation.

11.1 Pay on Foot System

This system requires both entry and exit lanes with barriers for ticket issue and validation respectively. It involves a ticket dispenser at the entry point, which automatically issues a ticket to a driver with time encoded data printed on it. When the ticket is taken the entrance barrier is raised, enabling the motorist to drive in. The motorist pays at a machine before returning to the vehicle. The motorist can then use the validated ticket to activate the exit barrier.

The number of pay stations required at a car park, depends on the transaction demand, the size of a car park and the number of pedestrian entrances. The pay stations dispense change and require regular replenishment. They need to be housed in a dry secure area and a special site would need to be constructed in Waverley's car parks. This type of system is generally only considered for car parks with 300 paid spaces or higher.

11.2 Pay on Exit System

Pay on exit also requires both an entry and exit lane. Exiting the car park is slower because of the need for payment and a third exit lane is recommended.

In a similar manner to pay on foot, a ticket dispenser is needed at the entrance and taken as the barrier rises. When exiting the car park the motorists approach a manned kiosk and present the ticket to an attendant who will determine the fee using a computer. The ticket is validated and returned to the driver to operate the barrier.

This type of system is expensive to operate and permanent staff presence is required to handle maintenance problems. There is a high capital cost of equipment and other conversion costs.

11.3 Pay and Display, Pay on foot and Pay on Exit Comparison

Criteria	Pay and Display	Pay on Foot	Pay on Exit
Traffic flow rate	15 vehicles per minute	6 -8 vehicles per minute	4 vehicles per minute
Entry /Exit points	One	Two - three	Two – three or more
Equipment	Pay and display machines	Entry and exit barriers with ticket dispensers at each pedestrian access. Either central cashier point or automated machine	Entry and Exit barriers Fee computer for cashier operation
Additional costs	Low operating costs	Credit card charge 50p per transaction Intercom and installation costs £6k	Requires a second exit lane to avoid congestion
Staffing Requirements	Enforcement staff and back office processing Cash collection	Staff for barrier Enforcement staff for reduced contraventions and back office processing Cash collection	Staff to man cashier point. Enforcement staff for reduced contraventions and back office processing. Cash collection

11.4 Conclusion

Due to the installation requirements, ongoing maintenance and operational costs both systems are likely to be cost prohibitive for Waverley. The current system of pay and display offers good value for money in comparison.

12. FREE CAR PARKS

Waverley operates 9 car parking areas where it is currently free to park. Further details and proposals about these parking areas are shown at Sections 19 – 23. The car parks are:

	<u>Spaces</u>
Station Lane, Milford	35
Weyhill, (Fairground), Haslemere	200
Beacon Hill, Hindhead	35
Heather Way, Hindhead	18
Lucks Green, (British legion) Cranleigh	15
Lower Library, Bramley,	20
Rear of shops, Bramley	15
Front of RC church, Bramley	6
Village Hall, Grayswood	15

13. RESERVED PARKING – BLUE BADGE SCHEME

A Blue Badge holder may park free of charge in either the wide and conveniently located bays reserved for blue badge holders or a general bay. The reserved bays are patrolled to ensure correct use. The penalty for misuse carries the highest level of penalty charge of £70. The bays are actively enforced to ensure that they used for the purpose intended and available to blue badge holders.

With an ageing population it is likely that Waverley will need to make greater provision for blue badge holders in the future. Continuing to permit blue badge holders use of general space, as well as the reserved spaces, is helpful in meeting this requirement.

A blue badge permits the holder certain rights to park on-street at the kerbside. A time restriction is placed on their length of stay of three hours. A blue badge holder may currently park for free without time limit in Waverley's car parks.

Due to some misuse of blue badges on a national basis changes to the Blue Badge Scheme have taken place. The key changes are the fee will increase £2 to £10 and the badge will have a new design that will be printed on a plastic type card making it harder to copy, forge or alter. Blue badges will be distributed from a central print house rather than directly from the County Council. The Department for Transport will operate a central database of blue badge holders. There will also be an on-line application facility for renewing a badge

13.1 Conclusion

It is acknowledged that a person with a disability does not usually want to be separated out in any way. However, the facility of free parking is highly regarded and beneficial to many blue badge holders.

Applying a waiting time limit of three hours to a vehicle parked in a bay reserved for a blue badge holder will generate movement and give blue badge holders a greater chance of finding a reserved space. A blue badge holder who needs to park for longer than a three hour period can do so free of charge but only when their vehicle is parked in a bay that is for general use.

Recommendation F: Apply a maximum stay limit of three hours to each bay reserved for use by a blue badge holder.

14. PARKING - MINI BUS

In Waverley operated car parks any vehicle that is too large to be parked with all wheels entirely within the markings of one bay, is excluded from using the car park and at risk of incurring a penalty charge if this regulation is ignored. This includes mini buses, and community transport. This green form of transport is frequently for the benefit of people who may not otherwise be able to visit the towns, museums, leisure centres or the shops. It is also used by schools for educational visits.

There is potential for a high number of mini buses to use a car park if the regulations are relaxed. This type of transport has become popular particularly with schools.

14.1 Conclusion

Waverley could review its policy and allow a mini bus to park by prior arrangement. This control would help to ensure that this type of parking takes place in the least used car parks and most appropriate place within a car park.

The parking of a mini bus in a manner that would not obstruct other vehicles, will remove two or more general parking bays from use. It is appropriate therefore that payment is made for the use of all the bays taken by a mini bus and for the duration of stay.

The use of a blue badge as a form of free parking in such a case would be to the detriment of the council tax payer including the non motorist. A blue badge should not therefore be permitted as a form of parking concession for this type of vehicle.

The above arrangement provides a workable solution, but proper provision for a mini bus, coach or commercial vehicle in the future needs to be a consideration. The less popular car parks may provide a more sustainable solution.

Recommendation G: - To introduce a payment scheme that permits parking of a small (up to 14 seats) community transport vehicle or mini bus.

15. SEASON TICKET AND CONTRACT PERMIT PARKING

A substantial part of the car parking income is derived from regular season ticket or contract permit holders. These people are largely engaged in town centre business activity, which contributes to the trading vitality of the town or are rail commuters.

A contract permit guarantees the holder a space in a reserved area of one car park. A season ticket does not. The convenience of a contract permit is reflected in the cost of a permit, which is greater than that of a season ticket. If a contract permit holder

is not making use of the space, it may not be used and will remain empty. This is not making the best use of parking space.

The number of permit or tickets issued in respect of each car park is limited to what is judged can be accommodated, without compromising the availability of space for shoppers and other short stay users. A customer who purchases a season ticket in advance receives a discount. The general sale of tickets/permits has declined over the years.

The setting of a season ticket or contract permit charge takes account of the tariff and the value of a space at the car park concerned. A comparison of charges with the tariff and value of a space indicates that charges need some adjustment at certain car parks.

15.1 Conclusion

The designated spaces for contract parking should be removed at Queen Street car park where space is in demand by town centre shoppers.

It is evident from study of the use, tariff and value of space that the price of a season ticket at some parks (see Recommendation I) needs to be increased.

The season ticket option at High Street, Haslemere, should be removed (Section 5) as use of this car park now reflects a prime site and a designation where long stay parking is discouraged.

In some cases, a season ticket is valid for use at more than one car park, even though there is no business case for this. This is the case with the season ticket for use at Village Way, Cranleigh which can also be used at Stocklund Square, and Weydown Road, Haslemere which can also be used at Tanners Lane. This option should be removed as the charges vary and the option is not available to other car park season ticket holders.

Recommendation H: Remove Contract Parking Space at Queen Street to make this space more generally available. Introduce Season Tickets for use at this car park.

Recommendation I: To increase the charge of a season ticket for use at the following car parks:

Crown Court, Godalming

North Street, Godalming

Village Way, Cranleigh

Weydown Road, Haslemere

Chestnut Avenue, Haslemere

Stocklund Square, Cranleigh

Waggon Yard, Farnham

Recommendation J: Restrict the use of a Season ticket to a single car park.

16. PARKING REGULATION AND PENALTY CHARGE NOTICES

Parking in a pay and display car park requires the motorist to follow certain rules and to pay a penalty charge in the event that the rules (as set out in the Off Street Parking Order 2010) are not followed.

An act of non-compliance falls into three categories being either a deliberate action, on balance of risk with the motorist deciding to 'chance it'; or inadvertence.

A motorist may expect to receive a penalty charge for not displaying a valid pay and display ticket; failing to return to their vehicle by the time shown on the displayed ticket; for parking in a reserved bay: or not parking a vehicle entirely within the markings of a bay. A penalty charge may also be issued to any vehicle that is of a class and weight that is excluded from a car park. The penalty charge notice is either served on the vehicle or handed to the driver. The level of penalty charge is £50 or £70 for the more serious contraventions. A discount of 50% applies for a payment that is made within 14 days of receipt of the penalty charge.

A motorist has the option to pay or challenge a penalty charge in writing, initially to Waverley. Part 6 of the Traffic Management Act 2004 provides for the civil enforcement of the most types of parking contraventions. Waverley should follow Guidance on Parking Policy and Enforcement that includes some statutory procedures.

16.1 Notice Processing

The process for collecting an unpaid penalty charge is a legal one and statutory procedures must be followed.

The processing of challenges and collection of penalty charge payments is complicated by the number of stages involved, service of various legal notices and the involvement of other authorities and organisations such as the Driver Vehicle Licensing Agency, (DVLA) Traffic Penalty Tribunal (TPT) and Traffic Enforcement Centre at Northampton County Court (TEC).

The Parking Services Section is responsible for giving consideration to informal challenges, formal representations, contesting appeals lodged with the TPT, the registration of unpaid penalty charge, processing of witness statements and declarations and issue of bailiff warrants, involving the TEC.

Due to the time restrictions on the stages involved, staff need to cover all key duties each working day. Only authorised trained staff within the Parking Services Section may give consideration to a challenge or formal representations made by a motorist.

16.2 Conclusion – Parking Regulation and Penalty Charge Notice Processing continued

The good collection rate by Waverley of paid penalty charges is evidence that the parking services section is working in an efficient and effective manner. Adequate number of trained staff should be employed to maintain this high standard.

17. ON-STREET PARKING ENFORCEMENT

Waverley’s enforcement responsibilities extend only to car parks. SCC is responsible for enforcement of on-street parking regulations.

The agency agreement Waverley entered into with SCC whereby Waverley delivered on-street enforcement on its behalf ceased on 31 March 2011.

Guildford Borough Council has now entered into a short term agency agreement with SCC to deliver on-street enforcement on its behalf while SCC decides the most cost effective method for delivering on-street parking enforcement in the future. SCC will decide on a longer term plan in November 2012.

18. SETTING THE LEVEL OF PENALTY CHARGES

The setting of parking penalty charges is exercised by local authorities jointly and through a single Joint Committee. The Secretary of State expects a uniform band of penalty charges throughout an authority’s area. Waverley may not alone amend the penalty charges that have been set.

The British Parking Association is promoting an increase in the level of penalty charge, which in some areas of the country is no longer acting as a deterrent to motorists and can be cheaper than the cost of parking per day. Some local authorities in England and Wales have been lobbying the government, for the right to increase the penalty charge to a higher upper limit of £120. The upper limit on Waverley’s band is currently £70.

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SECTION 2 - CAR PARKS OPERATED BY WAVERLEY

19. CAR PARKS IN CRANLEIGH

19.1 Lucks Green, British Legion, Cranleigh

Lucks Green is an area of common land (CL220), between Ewhurst Road and Horsham Road in Cranleigh, owned by Waverley Borough Council.

Use of Car Park

The land between Legion Court and the boundary wall of the shops was well established as a car park for the Royal British Legion Club. The British Legion Club was converted into six flats in 1996.

Waverley granted a deed of grant across half of the surfaced area for vehicle access to the resident's garages. The area has become an informal car park for local people and the residents of Legion Court. It is however illegal to park or drive on common land unless an application under section 38 of the Commons Act 2006 to regularise this situation is successful.

Consultation would take place during any application process with local members, residents and businesses affected. If an application is refused, Waverley may have to stop all parking from taking place. If permitted it would then be logical for Parking Services, rather than Parks Service to manage the land as a pay and display car park.

Anti social behaviour

Waverley has received complaints concerning littering and anti social behaviour arising from unwanted parking. It is difficult to address these issues without a more formal approach to the management of this parking space.

Conclusion

In the event of a successful application, the cost of converting the land to a pay and display car park including the application of lining, signs and machine installation is estimated to be in the region of 10k - £15k. A business case can be made for operating this area as a pay and display car park as a 'spend to save' scheme over a period of four or five years.

Recommendation K: To seek permission to operate a pay and display car park at Lucks Green.

Car Parks in Cranleigh Continued.

19.2 Snoxhall, Cranleigh

This car park is owned and operated by Cranleigh Parish Council, which is looking at ways to manage this space more effectively. This car park is meant to be a facility for people using recreational facilities at Snoxhall.

Use of car park

The car park has become more popular as a general parking space.

Condition

Cranleigh Parish Council is responsible for the maintenance of this particular car park.

Conclusion

It is for the Parish Council to decide whether to lease the land to Waverley, for the purpose of operating a public car park or select to control the car park through a private contractor and/or enforcement agent.

Until the terms of any lease are proposed by Cranleigh Parish Council, Waverley cannot determine whether there is a business case for managing this car parking space.

19.3 Stocklund Square, Cranleigh

The pay and display car park is situated off the High Street, Cranleigh (B2128) at Stocklund Square. It is one of two large pay and display car parks in Cranleigh. The other is situated at the opposite (Ewhurst) end of the High Street.

The land concerned is leased to Waverley. The conditions of this lease restrict what Waverley can do in respect of charging for the use of the parking space

Use of car park

The use of this car park has increased since the opening of a popular supermarket at Stocklund Square. This store opens at 7am and closes at 9am most days. It is also open on a Sunday between 10am and 4pm.

Car Parks in Cranleigh Continued

Condition – Stocklund Square

Repairs to the surface will be needed in the future.

The electricity supply at this car park is not metered. The lighting is not carbon efficient.

Conclusion

The terms of the lease restrict what charges can be applied at this car park. The car park is not operating to capacity but its use is increasing and long term parking should be stemmed. Action should be taken to address the use of this car park after 6pm. Use of this car park should be reviewed again in twelve months time.

19.4 Village Way, Cranleigh

This land is owned by Waverley. The pay and display car park is situated off the High Street (B2128) at Village Way. This car park serves visitors to the adjacent Health Centre, Leisure Centre, supermarket, Parish Council and open space leisure facilities. It is close to the main shops in the High Street. The adjacent supermarket is generally open between the hours of 8am – 10pm and 10am – 4pm on a Sunday.

Anti social behaviour

The Parking Services Team has assisted the Surrey Police and Waverley representatives of the Joint Action Group in addressing complaints about noise and anti social behaviour. It has installed one way flow plates that allow the gates to be closed early in the evening to reduce the parking area and keep vehicles away from a residential area during the evening. Vehicles in the restricted area when the gates have been closed may now exit the closed area but the flow plates prevent a vehicle from entering.

To be able to operate the gates, Waverley has entered into a contract with the Leisure Centre management. The saving made in the first year of this new contract will cover the cost of the flow plate installation.

Use of car park

The land is leased to the market operator by Waverley. The type of use being made of this car park reflects its medium stay designation. A general food and goods market is held each Thursday in a central position within the car park. This market attracts visitors to the centre and is popular and an important part of community life in Cranleigh.

Car Parks in Cranleigh Continued

Condition – Village Way

This car park would benefit from refurbishment.

The electricity supply at this car park is not metered. There is an intermittent problem with lighting which is being investigated by Southern Electric. Lighting at this car park is not carbon efficient.

Parking at Village Way in 2012 and beyond

The use of Village Way car park is likely to increase when the Primary Care Trust proceeds with the replacement of the community hospital and health centre. The brick wall boundary, between the health centre and car park, forms part of the structure of the health centre. This will be removed to allow an open aspect.

A covenant agreement on the land owned by Waverley requires that a minimum number of parking bays are available for general parking use in support of the adjacent supermarket. The market held on a Thursday occupies a large number of general spaces. A Bring Site at this car park also occupies general parking bays. Waverley is now at risk of contravening the covenant. This risk could be addressed by expanding the car park area to create additional parking space for general parking purposes.

Opportunity to increase the number of general parking bays

Waverley owns an area of land adjacent to the Leisure Centre, which is currently being used for an outdoor basket ball practice site. This site is due to be refurbished to provide a multi games area. A more appropriate site could be found in Cranleigh. This would however necessitate discussions with the Parish Council. The existing games area could provide up to 32 general public parking spaces.

Conclusion

Additional parking space at this site would reduce the risk of contravening a restrictive covenant. The cost of converting the space to pay and display parking is estimated to be in the region of £20k. The costs of relocating the games area as well as the conversion of the space to a pay and display facility could be treated as a 'spend to save' scheme.

As explained at Section 15, the season ticket charge and use requires adjustment.

<u>Recommendation L:</u> Convert the area of land to a surfaced pay and display parking facility and relocate the multi use games area to a more appropriate site.

20. CAR PARKS IN FARNHAM

20 1 Central

This car park is situated off Victoria Road in Farnham. Its name reflects its position in the town being convenient for the shops, public houses and restaurants in Castle Street, Downing Street, The Borough, East Street and South Street.

Use of car park

The type of use taking place at this car park reflects its prime site designation. Long stay parking is discouraged at a prime site and therefore season tickets are not available for use at this car park.

Condition

The trees within this car park are mature and require reduction.

The electricity supply is metered at this site. Lighting is not carbon effective.

Conclusion

Given its central position within the town and access to facilities open during the evening, the charging period should take this into account.

20.2 Dogflud Car Park

This car park is adjacent to the Farnham Sports Centre and youth centre. It will close when development of land at East Street takes place.

Use of car park

The car park is popular with leisure centre customers.

Condition/Conclusion

There are no refurbishment plans for this car park.

20.3 Lower Hart Car Park

There are two car parks at this location (the other is Upper Hart). These car parks are convenient for motorists approaching Farnham along West Street.

Use of car park

Lower Hart car park is full at peak times. The adjacent supermarket is likely to be one of the reasons for its popularity. This supermarket is open 8.30am until 8pm Monday to Saturday and 10am – 4pm on a Sunday. The car park also serves visitors to the Lion and Lamb and shops in West Street.

There is evidence that motorists are finding it hard to locate a parking space at this car park. Traffic congestion within the car park is evident.

Condition

Lower Hart car park is the subject of an improvement project taking place during the current financial year. This will improve public safety, the efficiency of grounds maintenance, and reduce traffic congestion. It includes some tree removal and replacement to limit surface breakage and enhance the environment.

The electricity supply at this car park is not metered. The lighting is not carbon efficient.

Conclusion

Action should be taken to address the capacity issues at this car park by increasing the charges.. Given that the location of this car park is in close proximity to businesses that are open during the evening, action could also be taken to extend the charging period at this car park.

20.4 Upper Hart.

This car park is adjacent to the car park Lower Hart. The type of use taking place reflects its medium stay designation.

Use of car park

The car park could benefit from pedestrian footway improvements between this car park and Lower Hart.

Condition

The car park is in a satisfactory condition. Line markings will soon require attention. The electricity supply at this car park is not metered. Lighting is not carbon efficient.

Car Parks in Farnham Continued

Conclusion – Upper Hart

Good use is being made of the space and it is not full. As such there are no recommendations to amend the charges at this car park. The use of this car park should be reviewed again in twelve months time.

20.5 South Street, Farnham

This pay and display car park is on land which Waverley leases to the adjacent supermarket and which is then under leased to Waverley. It is the only car park within the Borough that is multi storey. This car park is accessed via South Street; on a one way stretch of road which suffers from traffic congestion and poor air quality. It is within an area that is part of a large development scheme at East Street.

Use of car park

A condition of the lease requires that a motorist may only park for a period of not more than four hours. The main users of this car park are customers of the adjacent supermarket which is open between 7am and 8pm Monday to Saturday and between 10am and 4pm on a Sunday.

Anti Social Behaviour

The lower deck of this multi storey car park suffers from littering, graffiti, vandalism and anti social behaviour. The car park is open 24 hours and decking provides shelter for unwanted groups of people.

Condition

The multi storey building has some structural defects in the areas supporting the upper deck. The owner is responsible for these repairs. There are surface and water drainage issues concerning the upper deck for which Waverley is partly responsible for. Corrective works may only take place when the owner has completed the necessary structural works.

The height barrier at this car park requires some annual maintenance. The electricity supply to this car park is metered. Lighting is not carbon efficient.

Conclusion

Given that the location of this car park is in close proximity to facilities that are open during the evening, action should be taken to address the use of this space after 6pm.

20.6 St James

This car park is most convenient for motorists approaching Farnham along East Street. It is one of 3 pay and display car parks operated by Waverley at this location (Riverside 1 &2). It is within easy walking distance of the town centre and the leisure centre.

Use of car park

Use of this space is satisfactory. It has capacity to support the displacement of vehicles that may arise when the car park at Dogflud Way is closed and the development at East Street takes place.

Condition

The car park surface will require attention in the near future to maintain good condition of surface and drainage system.

The electricity supply is not metered. Lighting is not carbon efficient.

Conclusion

This car park is well used at times but is not full. It is not necessary to make any changes relating to the management of this space at this stage. The use of this car park should be reviewed again in twelve months time.

20.7 Riverside 1

It is the smallest of three car parks in the area and sandwiched between St James and Riverside 2 car parks. It is accessed via the same access road as St James via Dogflud Way.

Use of car park

This car park is within easy walking distance of the town centre and provides good value for business people employed in the town. It supports the business activity at the adjacent industrial units.

Condition

The car park is in a satisfactory condition.

The electricity supply is not metered. The lighting is not carbon effective.

Car Parks in Farnham Continued

Conclusion – Riverside 1

This car park does provide a cheaper alternative to town centre locations. It is not necessary to amend the charges at this stage. The use of this space should be reviewed again in twelve months time.

20.8 Riverside 2

The entrance to this car park is at Mike Hawthorne Drive. It is situated adjacent to the Farnham Sports Centre.

Use of car park

This car park is within easy walking distance of the town centre and it should be popular with business people of the town. A path along the river provides a short cut to the centre of town, but issues concerning safety and quality of lighting do not encourage use of this walk, particularly in the winter months.

This car park currently has capacity to accept displacement of vehicles resulting from the closure of the car park at Dogflud when East Street is redeveloped.

Condition

General repairs are planned to refurbish fencing, posts, railings and bollards.

The electricity supply at this car park is not metered. The lighting is not carbon efficient.

Conclusion

This is a large car park on the outskirts of town. It is providing long term parking for people wishing to walk into the town centre. It is not necessary to amend the charges at this time. However, the use being made of this car park should be checked again in twelve months time.

20.9 Waggon Yard

This pay and display car park is currently designated as a medium stay but use is reflecting that of a town centre site. It is easy to access the shops in West Street, and Downing Street from this car park. There is a footbridge across the river to the Maltings which has limited parking facilities.

Car Parks in Farnham Continued

Use of car park – Waggon Yard

This car park is now more popular than Central car park during the day and use reflects a town centre car park. The designation of this car park should be changed to encourage a quicker turnover of space at this car park.

A change in designation and associated increased charges may displace some long stay parking to other car parks, such as at Riverside and St James car parks. These car parks have capacity for this. The movement would help to create more opportunities for motorists trying to find a space at Waggon Yard car park for a short stay.

Condition

This car park requires general refurbishment.

Conclusion

Action should be taken to address the capacity issues at this car park by changing the designation of this car park and applying the appropriate increased town centre tariff. The price of the season ticket for use at this car park should be increased as explained at 15.1

21- CAR PARKS IN GODALMING

21.1 Croft Road, Godalming

The vehicular entrance to this pay and display car park is off Croft Road. There is a pedestrian access to the town via Flambard Way.

Anti Social Behaviour

This car park has been subject of some fly tipping and regular littering.

Use of car park

This car park is well used and approximately a quarter of the car park is used by season ticket holders. The majority of holders are employees of one local business.

Car Parks in Godalming Continued

Condition – Croft Road

This car park requires general refurbishment.

The electricity is not metered at this car park. The lighting is not carbon efficient.

21.2 Crown Court, Godalming

The entrance of this pay and display car park is at the Burys and provides pedestrian access to the High Street and main shopping areas. It is close to public houses, restaurants and a leisure facility that are open beyond the current charging period of 6pm.

Use of car park

The use being made of this car park reflects its town centre designation. The car park serves the main shopping centre, residents, employees working in the town centre, rail commuters and visitors to local pubs restaurants and leisure facilities.

Condition

The car park has been refurbished in recent years.

The electricity supply at this car park is not metered. The lighting is not carbon efficient.

Conclusion

This car park is well used but is not full. It is not necessary to amend the daily charges. As explained at Section 15.1, the season ticket price for this car park requires adjustment.

Given its central position within the town and access to facilities that are open during the evening, the charging period at this car park should be extended.

21.3 Meadrow, Godalming

This pay and display car park is situated on the outskirts of the town at Meadrow, Farncombe, Godalming. It is the only coach and lorry park in the borough. The charges at this car park are already the lowest in Waverley

Car Parks in Godalming Continued

Use of car park - Meadow

Work with the Chamber of Commerce, Godalming has taken place in recent months to see if use of this car park by employees of the town can be encouraged. A survey indicated that there is a high demand for free or affordable parking by employees working in the town centre.

Condition

This car parking space would benefit from general refurbishment.

Conclusion

Despite this car park providing an opportunity for an employee of the town to park daily and walk into the town it is not well used. The charges at this car park could be reduced further to encourage the use of this parking facility and as a 'park and stride' site.

Recommendation M: Reduce the daily and season ticket charges at Meadow car park.

21.4 Mill Lane

The access to this car park is via Mill Lane in Godalming. It is within easy walking distance of the rail station.

Use of car park

It is a good parking location for visitors to Church Street and is largely used for short term use. This car park is full for much of the day.

Condition

This car park is in good condition. The electricity supply to this car park is not metered. The lighting is not carbon efficient.

Conclusion

This parking space is well used. It is not necessary to amend the charges but the use of this space should be reviewed again in the near future.

Car Parks in Godalming Continued

21.5 Mint Street

This car park serves the shops and businesses at Church Street, and the Pepperpot end of the High Street. The demand for this parking space is high.

Use of car park

This car park is designated as a prime site to encourage a high turnover of space and to provide greater opportunities for shoppers to park. The indications are that an adjustment to the charges is needed to encourage a more frequent turnover of parking space. The car park is full at certain times of day and traffic congestion within the car park impacts on air quality.

Condition

This car park is in good condition.

Conclusion

This car park is popular and full at peak times. Action should be taken to address the capacity issues at this car park by increasing the charges at this car park to encourage turnover.

21.6 North Street, Farncombe

This pay and display car park is situated opposite Farncombe Rail Station. It is used largely by commuters during the week. Some residents make use of this space weekends.

Use of car park

This car park is small and is full most days of the week and used largely by rail commuters for long stay parking. Use might increase if the Saturday charge was reduced.

Condition

The car park condition is satisfactory. The car park entrance would benefit from being redesigned as it has a narrow and awkward entrance.

The electricity supply at this car park is not metered. The lighting is not carbon effective.

Car Parks in Godalming Continued

Conclusion – North Street, Farncombe

Action should be taken to address the capacity issues at this car park by increasing the charges. As explained at Section 15, the season ticket price needs to be increased.

Recommendation N: To reduce the charge at this car park on a Saturday

21.7 South Street, Godalming,

This pay and display car park is the most convenient one for motorist travelling from the direction of Milford.

Use of car park

It is the most popular car park in Godalming for a one hour stay. This car park is full and traffic congestion is evident at times during the day.

Condition

Some refurbishment is needed of railings and fencing.
The electricity supply at this car park is not metered. Lighting is not carbon efficient.

Conclusion

Action should be taken to address the capacity issues at this car park by increasing charges at this car park to encourage turnover of space and create more opportunities for motorists to park.

21.8 Station Lane, Milford,

This car park serves the opposite small shopping area, adjacent doctors surgery and is in walking distance of the rail station. There is a large national convenience store and a farm shop nearby both of which have adequate parking for their customers.

Use of car park

This car park is full at peak times of the day. The management of this space might benefit from the introduction of charges. Quicker turnover of space would benefit the small local retailers. There is some long stay parking by people working locally. In addition some residents use this car park on a daily basis. A survey indicated that rail users do not appear to be using this car park in significant numbers.

Car Parks in Godalming Continued

Condition – Station Lane, Milford

The electricity supply is not metered. The lighting is not carbon efficient.

Conclusion

The car park is busy and space can be difficult to find at peak periods. The management of this parking space has become necessary and a charge for parking should now be applied.

<u>Recommendation O:</u> To install a pay and display facility at Station Lane, Milford and implement a charge for parking at this car park.

21.9 Queen Street

This car park is well used and the type of use taking place reflects its town centre designation. There is some long stay parking at this car park in the form of contract parking space that reduces the chance of a motorist finding a parking space at this town centre car park.

Use of car park

The dedicated contract parking bays may only be used by contract permit holders. The contract parking bays remain empty when not required by a contract permit holder. Any non contract permit holder currently runs the risk of incurring a penalty charge if they park in one of the marked contract bays, even if a pay and display ticket has been purchased.

If contract parking was removed at this car park, it would provide more opportunities for motorists to park on a pay and display basis without penalty. Long stay parking could still be permitted through the sale of season tickets which do not guarantee the holder a space. The price of a season ticket at this car park should reflect the demand for parking space at this car park and its central location.

Condition

The electricity supply is not metered. Lighting is not carbon efficient.

Conclusion

As explained at Section 15, the under use of town centre parking space should be addressed by removing the dedicated contract parking bays. Season tickets should be introduced.

22 - CAR PARKS IN HASLEMERE

22.1 Beacon Hill

This car park is operated free of charge. It supports the small shopping centre accessed via a pedestrian footway between the car park and the shops.

Use of car park

The car park is situated behind the shops and adjacent to an open space leisure facility.

Condition

The car park would benefit from general refurbishment.

The electricity supply at this car park is not metered. The lighting is not carbon efficient.

Conclusion

The use of this car park is such that there is no need to introduce controls at this stage. The opening of the A3 tunnel route may help to increase the number of visitors to Beacon Hill and this situation should be reviewed again in twelve months time.

22.2 Chestnut Avenue

This car park is situated in the centre of the town but access is off George Denyer Close. It benefits from a pedestrian footway to one of the main shopping areas of the town in West Street. It serves the Haslemere Hall, the largest theatre in Waverley.

Use of car park

This use of this car park has changed and the demand for long stay parking has increased.

Condition

This car park would benefit from refurbishment.

The electricity supply at this car park is not metered. The lighting is not carbon efficient.

Car Parks in Haslemere - Continued

Conclusion – Chestnut Avenue

Action should be taken to stem the demand for long stay parking to provide more opportunities for motorists to find a space at this car park. The Season ticket requires adjustment.

22.3 Heather Way, Hindhead

This car park is just off the Hindhead Road near the traffic light junction to the old Portsmouth Road, A3 (pre tunnel route).

Use of car park

This small parking area is used by local residents and visitors to a nearby restaurant. The use of this parking space is such that it is not necessary to introduce controls.

Condition

The electricity supply at this car park is not metered. The lighting is not carbon efficient.

Conclusion

The opening of the A3 tunnel and future changes to the road layout near this car park may create a higher demand for this parking space in the future. It is not necessary to apply any control at this time but use should be reviewed again the near future.

22.4 The Herons, Haslemere

This car park is managed by The Herons Leisure Centre and is the only car park in the borough adjacent to a Leisure Centre that is operated free of charge

Use of car park

Given the close proximity of this car park to the rail station, it is likely that this car park may become popular with commuters in future years.

Condition

This car park is part of the Herons Leisure Centre and managed accordingly.

Car Parks in Haslemere Continued

Conclusion – The Herons

A holistic approach to parking in Haslemere should take account of this parking area. It would be sensible to introduce charges at this car park, if and when charges are applied at Weyhill, Haslemere as this will protect the space for leisure centre users.

22.5 High Street, Haslemere

This car park is owned by Waverley. Rights of access across this land exist for a supermarket, public house, restaurants, other retail outlets and industrial units. The arrival of a quality supermarket at the High Street has markedly increased the use of this car park. This supermarket is open most days between 8.30am - 8pm and also on a Sunday between the hours of 10am -4pm. It offers an incentive and refunds their customers the sum of 60p towards the cost of their parking.

Use of car park

This car park is designated as a town centre car park but a review of usage indicates that this car park is operating to capacity. This car park situation has changed to such an extent, that the designation of town centre is no longer appropriate. It has become a prime site by virtue of its current use. It is full at peak times.

Condition

This car park would benefit from refurbishment. The circulation of vehicles seeking a parking space is dangerous and the design of this car park in respect of traffic flow should be reviewed. The electricity supply is not metered. The lighting is not carbon efficient.

Conclusion

Action should be taken to address the capacity issues at this car park by changing the designation of this car park and increasing charges at this car park. Given the central location of this car park and its close proximity to businesses that are open during the evening, the charging period at this car park should be extended.

22.6 Tanners Lane Car Park

The land is leased to Waverley by SCC. It is situated within easy walking distance of the main shopping areas and is bounded on three sides by residential property. The lease is in the process of being renegotiated.

Car Parks in Haslemere Continued

Use of car park – Tanners Lane

Given that long stay parking solutions are limited within Haslemere town centre, every effort should be made to retain this land for car park use as it releases long stay space within the town centre in support of the local economy.

Condition

The condition of this car park is poor and the lines may not be refreshed until surface works have taken place. It requires significant investment. The height barrier at this car park requires general annual maintenance. The electricity supply is not metered. The lighting is not carbon effective.

Conclusion

This car park has some capacity for more long term parking. The aforementioned changes to discourage long term parking at Chestnut Avenue should encourage more use of the space at Tanners Lane.

22.7 Weydown Road Car Park

This land is owned by Waverley Borough Council. It is situated less than 250 metres from Haslemere rail station.

Use of car park

This car park is used almost exclusively for long-stay commuter parking, and it is usually full from Monday to Friday. On a Saturday, it is little used because it is cheaper to park at the rail station car park.

Waverley has looked at extending this parking space and has explored options. The densely wooded area, brook and public right of way traversing the car park, will make it difficult to extend it. It is possible to introduce a raised deck structure to the car park. As a 'spend so save' proposal this would be prohibitively expensive and it is not known how many of the additional spaces would be put to full use; particularly whilst free, unregulated on-street parking continues to be an option in the area.

The number of trains that can operate from Haslemere rail station is limited and may be at a maximum.

South West Trains are already in negotiation with the Department of Transport to bid for funding to allow the expansion of the car park at Haslemere Railway Station Car Park for which they currently have planning permission.

Car Parks in Haslemere Continued – Weydown Road,

Given the limited options to extend this type of long stay parking stock, there is justification for increasing the charges at this car park, because of the high demand and the significant disparity in charges at the station car park.

Condition

The car park suffers during the winter months from general leaf fall. It requires above average maintenance to keep the car park swept and the drains clear of debris.

There is a height barrier at the car park that requires annual maintenance
The electricity supply is not metered. Lighting is not carbon efficient.

Conclusion

Action should be taken to address the capacity issues at this car park by increasing charges at this car park and also under use of this car park on a Saturday.

<p><u>Recommendation P:</u> Reduce the charges at Weydown Road, on a Saturday.</p>

22.8 Weyhill Car Park (Fairground)

This car park is common land owned by Waverley. It is situated in Wey Hill, (B2131), Hindhead Road, Haslemere and bounded by public highways, the Waterloo Portsmouth main railway line and commercial and residential development. An active SCC Youth Centre adjoins part of the site. There are two entrances to this car park. A Bring Site is in operation at the entrance to the side of the car park at St Christopher's Road.

There is a bi-annual right to use the common land for a fairground, which needs to be considered in any proposals to change the current arrangements. The land is unsurfaced, with no parking bays marked. Parking may take place free of charge, largely because the surface is in poor condition.

Waverley has been granted permission from the Department of the Environment for consent under section 194 of the Law of Property Act 1925 to refurbish the existing car park on the common land at Weyhill.

Car Parks in Haslemere Continued

Use of car park - Weyhill

Due to its close proximity to the rail station and being free of charge, this car park is a popular venue for commuter parking on a Monday through to Friday and fills rapidly each day. In order to maintain some space for shoppers, the car park has been divided with a smaller section closed each evening and opened after the morning rush hour. This approach has proved to be an effective one, but currently relies upon the goodwill of a local trader who operates the barrier.

The demand for a parking space exceeds supply. Occasionally vehicles are blocked in, because there are no markings to direct motorists where to park and no control over this.

Condition

Complaints have been received about the poor condition of the surface being uneven, muddy and with trip hazards particularly during the winter months. The condition of the car park is made worse, as the land is being heavily used as a waste collection point on a Saturday morning. The damage caused by this activity is evident. There are safety concerns, as the process is not an organised one and waste material is abandoned.

Proposals to improve the surface of the car park and to introduce a charging regime have been considered over a number of years, and a feasibility study and cost appraisal commissioned in January 2008. A full upgrade (involving complete resurfacing with tarmac, introduction of lighting, ticket machines, etc.) at that time would have cost approximately £915,000. Officers were tasked with exploring alternative, lower-cost options.

The engineering team have now developed and costed a scheme that takes account of the need for a permeable surface to address flooding and drainage issues and incorporating 130 spaces. The proposed surface would be 'Truck Pave' heavy duty Ecotile; possibly the highest strength recycled plastic unit on the market, with tarmac 'aprons' around the margins. The ongoing use of the site by the fair was a fundamental consideration in formulating this design.

The proposal will reflect the current arrangements in that the western end of the car park is earmarked for short-stay, 'shoppers' spaces, with the remaining spaces being allocated as long stay. The split of space, (76 long stay and 54 short stay) may need to be refined according to usage.

To protect any investment in the structure of any new surface at this site, consideration should be given to ceasing the weekly waste collection activity or relocating it. The car park at Weydown Road may provide a suitable but smaller location for this.

Conclusion – Weyhill,

There is merit in investing in improvements to Weyhill Car Park with a view to imposing a charge for parking there. It is evident that the parking at Weyhill now requires control and management to ensure the space is being used correctly. The length of stay may be regulated and it will remove the need for the operation of the manned barrier at the smaller ‘shoppers’ car park.

The introduction of charging at Weyhill car park may increase pressure on local residential roads. It is important therefore that any proposals to change the approach to off-street parking is accompanied by a commitment from SCC to review, and implement changes to the current approach to on-street parking at the same time.

Recommendation Q: To refurbish the car parks at Weyhill and introduce charges for both long and short stay parking.

23 OTHER PARKING AREAS

Waverley is aware of some parking issues relating to the following sites. These areas should be reviewed in twelve months time to see whether solutions have been found or whether it has become necessary to introduce controls.

23.1 Woolmer Hill, Haslemere

Waverley is aware of ongoing parking issues at this site, which provides space for a school and the Edge Leisure facilities. People using a nursery that is situated nearby also use this parking space which is currently free of charge. Research into determining all the issues and finding a solution is ongoing.

23.2 Bramley Library

This is one of three parking areas in Bramley. The main car park is situated off the High Street near the Library. This parking area has shared ownership (SCC and Waverley) and management responsibilities.

Bramley Parish Council has asked Waverley, to address the problem of long stay parking taking place at this car park, which is meant for short stay use. This issue and the long stay management and enforcement of this parking space are being examined as part of a holistic approach to the parking situation in Bramley.

A limited waiting restriction can be applied at this car park but this would require a high level of enforcement and a business case cannot be made for this without the introduction of pay and display charges.

Following discussions with the Parish Council, the Parking Order will be amended to confirm the maximum 2 hours, and no return within 2 hours, parking restriction. Discussions will continue with the Parish Council on the most cost effective manner of enforcing this restriction. This matter will be reviewed again in 12 months time.

End