



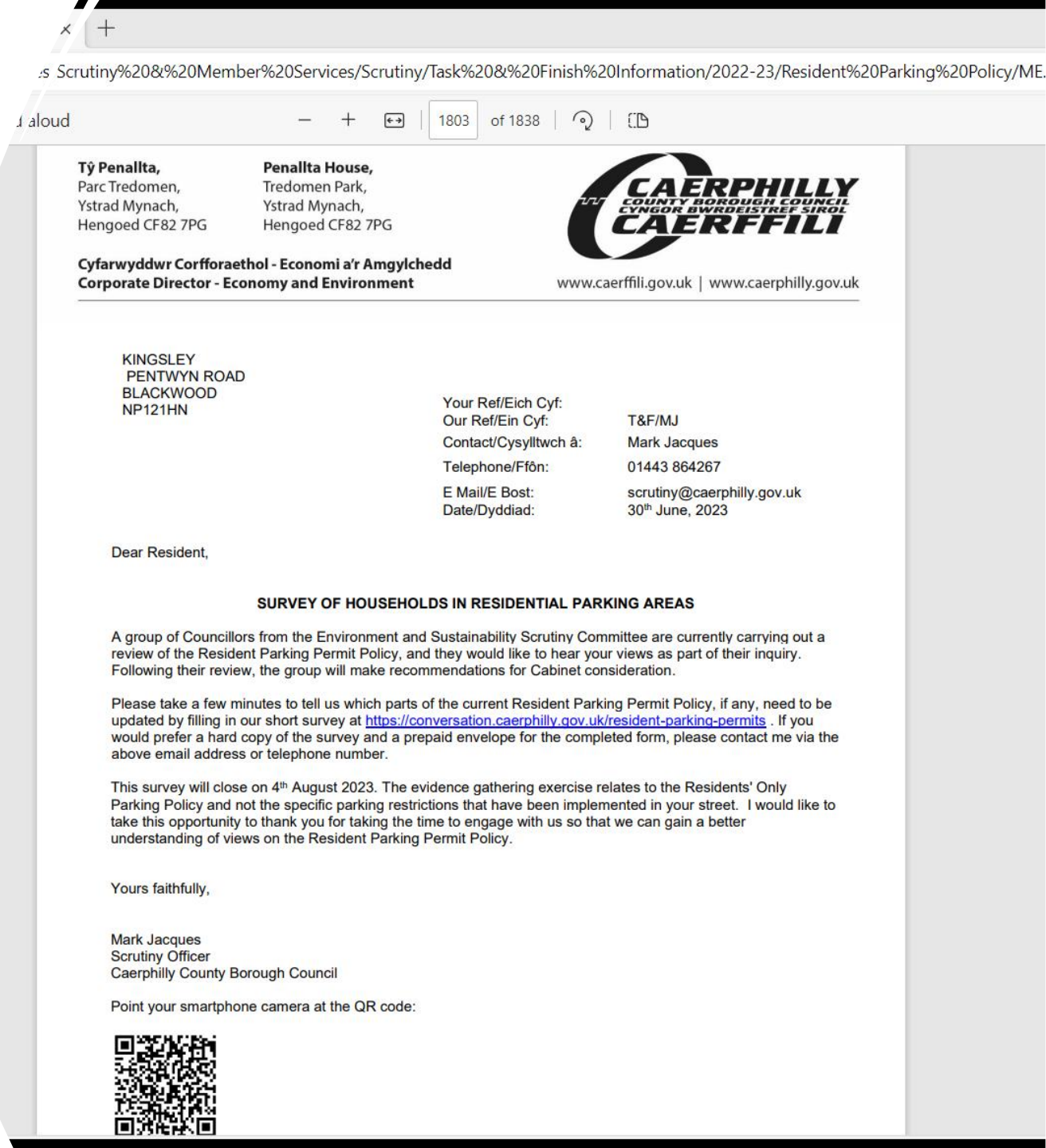
Resident Parking Policy Review

Survey – 4th July 2023 to 4th
August 2023



1,837 Bilingual Letters

- URL to online survey
- QR code to online survey
- The offer of a hard copy of the online survey and a prepaid envelope for the completed form



Response Rate

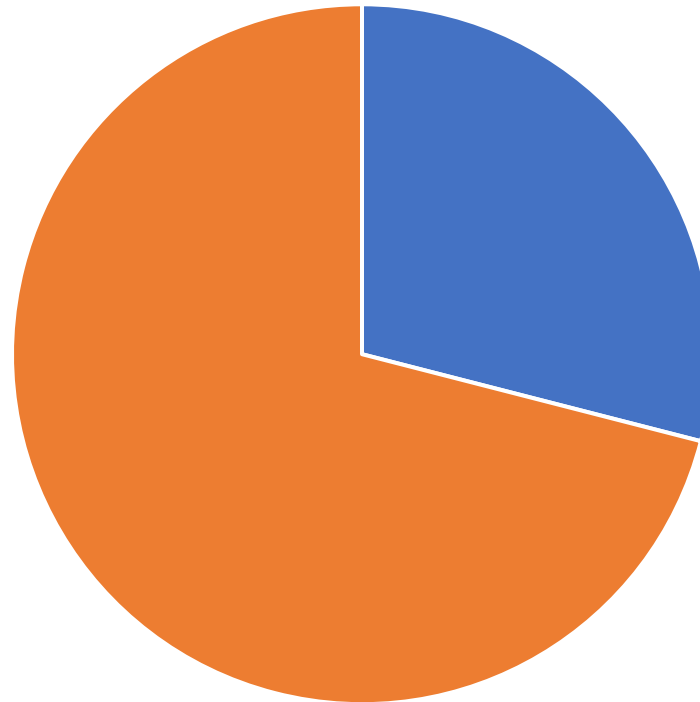
312 Responses received
from 1,837 households
contacted.

Requests for Hard Copies

- 38 Requests Received
- 21 Returned Forms Entered Manually
- 18 Letters returned by the Royal Mail as they couldn't deliver

Overall, do you feel that the current Resident Parking Policy meets the needs of you and your household?

Responses



■ Yes 29% ■ No 71%

The top 5 current policy parts that need updating

1. The maximum times of operation are Monday to Saturdays, 8.00 am to 6.00 pm. (*91 nominations for this part of the policy to be updated*)

Supporting comments from residents

“Parking for residents should be 24/7 as the biggest parking problem is at evenings and weekends.”

“Sunday is frequently the most difficult day in terms of parking.”

“Parking restrictions operate when residents are in work, ridiculous I pay for parking permit but it’s irrelevant as when I get home from work anyone can park in the street .”

“We would like it until 8 in the evenings and also on Sundays.”

The top 5 current policy parts that need updating

2. The non-resident element of parking must be at least 25%. (*90 nominations for this part of the policy to be updated*)

Supporting comments from residents

“All areas should be for permit holders, currently can't park within 2 streets of my house at most times yet I pay for a permit.”

“As more people are working from home, there is not enough space in the street during the days for residential parking.”

“I do not agree with the protocol of "non-resident element of parking must be at least 25%". In my opinion, Resident parking within the zones as determined, should be for Residents of the locality only.”

The top 5 current policy parts that need updating

3. Residents must have to park some distance from their properties - at least 85% of spaces occupied for the above periods. *(89 nominations for this part of the policy to be updated)*

Supporting comments from residents

“85% of parking spaces available should be reduced to 50%.”

“Residents often struggle to find parking close to their house and are being pushed out by people playing the system.”

“This is unfair! Especially in the winter months when I’m walking from a pay and display car park in the wet and cold after a long shift! Not to mention having to pay for all day parking even though I have a permit.”

The top 5 current policy parts that need updating

=4. 80% of residents must support the introduction of a residents' only parking scheme. The problems for residents must occur for at least four hours at a time and at least twice in most weeks. (87 nominations for this part of the policy to be updated)

Supporting comments from residents

“Change 80% of residents must support to 51%”

“A lot of residents who live by us won't buy a permit which is unfair. It's not expensive. They use the free parking outside ours so we can't park there. We think everyone should be made to buy a permit.”

“We are residents and did not get a say in the current restrictions. So, I don't see how 80 percent agreed to this policy.”

The top 5 current policy parts that need updating

=4. Charges: £15 per permit per annum.
(87 nominations for this part of the policy to be updated)

Supporting comments from residents

“The charges are ludicrous... As a homeowner and a council taxpayer, to be charged for parking outside my own house is nothing short of robbery... This needs to change!!!”

“Why should people who can't afford to buy expensive homes with driveways / garages be charged to park outside their homes?”

“Residents should be issued with free permits.”

Top 5 Themes taken from Survey Comments

- Greater Enforcement (19% of comments)
- Remove Limited Parking (18% of comments)
- Extend Hours of Operation (15% of comments)
- Too many Commercial Vehicles (12% of comments)
- Unable to park despite permit (7% of comments)

Supporting comments on Greater Enforcement (19%)

“Enforcement needs to be reviewed as we have experience of cars with no permit parking for several days.”

“More officers to book those who are not street residents or have a permit.”

“More traffic wardens in the areas, because residential parking is restricted due to shop owners, shoppers and Caerphilly workers parking in residential spaces without any permit and never ever being booked.”

“Not enough enforcement officers to patrol the streets and give out tickets.”

Supporting comments on Remove Limited Parking (18%)

“Abolish 1 hour Parking Zones in Permit Parking Streets, they’re totally unfair and unjust.”

“If an area has a car park for visitors, then all nearby streets should be permit parking only and not up to one hour.”

“There are many stretches of road where the parking is for one hour only and we know that people abuse the system by hopping from one one-hour parking stretch to another throughout the day.”

“Do we want short stay parking stopped? Answer, yes.”

Supporting comments on Extend Hours of Operation (15%)

“The time of operation isn't long enough. Outside of these hours, especially on a Sunday, parking is a free for all.”

“The permit system should also be monitored at night.”

“Sunday is frequently the most difficult day in terms of parking due to the number of visitors being able to park in the areas usually restricted for those with permits.”

“Extend the times of operation for permit holders only where there aren't enough spaces to accommodate current residents.”

Supporting comments on Too Many Commercial Vehicles (12%)

"No business should be allocated a permit to stay all day, only for loading."

"Commercial vehicles should be made to park in the out-of-town car parks that you have provided."

"Business vehicles should not be allowed to park, except when attending residents' houses for delivery/maintenance."

"Commercial vehicles are an issue on our street and are often left outside our property for days and on occasions weeks. I think further controls regarding commercial vans are required."

Supporting comments on Unable to Park despite Permit (7%)

"I currently can't park within 2 streets of my house at most times, yet I pay for a permit."

"Absolutely disgusting that I pay for a permit and am unable to park within a reasonable distance of my house after a 12hr shift!"

"I'm paying £15 a year for a permit I can only use 50% of the time."

"I think there should be MORE permit holders only parking, because even with a permit I often find all the spaces full."

Summary

- 71% of residents say the current policy does not meet their needs
- The top two policy areas in need of updating are (i) the maximum times of operation, and (ii) the non-resident element of parking must be at least 25%
- The top two comment themes are (i) greater enforcement, and (ii) remove limited parking