

Cheshire West & Chester Council

Have your say

about the proposed parking
strategy for the borough

Please reply by
**Friday 24
February 2017**



We are developing the council's parking strategy and would welcome your views, which will be taken into consideration before it is finalised.

Visit: cheshirewestandchester.gov.uk



Cheshire West
and Chester

Background to consultation

Cheshire West and Chester's population and car ownership rates are steadily on the rise and in some areas land available for car parking is decreasing. So, in January 2016 the Council commissioned independent specialist transport and parking consultants, Mott MacDonald, to carry out a review of all parking-related matters in the borough. This was to identify the key issues and options, and to make recommendations for a borough-wide Parking Strategy that will sustain long-term economic, social and environmental well-being. The aim is to provide a modern, well-informed and fair parking service for all residents, businesses and visitors to the borough. Mott MacDonald carried out extensive research, including data collection, desktop analysis, site visits and dwell time surveys. In addition, workshops were held in 10 locations across the borough with a range of stakeholders (including residents, businesses and elected representatives) to test the preliminary findings and to identify concerns and ideas for potential solutions.

Over the coming years, the Council will need to find ways to cover its costs, invest in additional parking provision, improve the quality of its car parks, manage traffic flow and reduce congestion, while at the same time protecting the environment and public health. In order to meet these challenges, one issue that the Council will need to address is the current disparity between those areas of the borough where parking charges apply and those where they do not. There is an inherent unfairness in this situation as it means that residents and businesses in some areas are cross-subsidising those in other areas where charges do not apply and a fairer, more consistent approach to charging is needed.

Why we are undertaking this consultation

Following the extensive research outlined above, the independent consultants have produced a draft Parking Strategy on which the Council is now consulting. A copy of the Executive Summary of the draft Parking Strategy can be accessed online or paper copies can be requested. Please see contact details below. Please note that ongoing recommendations from the Chester Parking Strategy (2012) have been incorporated into the new draft Parking Strategy and may not be subject to specific consultation questions.

How your views will be used

The results of the consultation will be considered when finalising the Council's Parking Strategy.

How to share your views

The 12 week consultation period closes on **24 February 2017**. There are a range of ways to express your views:

- Complete this survey or go online to www.cheshirewestandchester.gov.uk/parkingstrategy
- Email: parking@cheshirewestandchester.gov.uk
- Telephone: 0300 123 7024
- Write to: Parking Services, Cheshire West and Chester Council, 4 Civic Way, Ellesmere Port, CH65 0BE.

All the information you provide will be treated in the strictest of confidence.

How to complete this questionnaire

- Please use a black or blue pen.
- Please read each question carefully and cross a box to indicate your answer, for example ☒
- If you make a mistake, just shade in the box and put a cross in the one you want.
- Some questions may ask you to write in a box. Please try to keep your answer within the space provided.
- If there are any questions you do not wish to answer, please feel free to leave them blank.
- Once you have completed the questionnaire please return it to Research Team, Cheshire West and Chester Council, Council Offices, 4 Civic Way, Ellesmere Port, CH65 0BE.

Parking Pressures in Car Parks

Issue 1 - Off-street parking (car parks)

Level of Parking Provision

Overall, subject to the introduction of parking management measures in some car parks (e.g. length of stay restrictions), it is broadly considered there is sufficient off-street (car park) parking in most urban centres for current needs, but this is likely to change with future developments.

In some locations, however, there are currently significant parking pressures. In those areas, the Council may need to acquire additional land to increase car parking capacity or explore the feasibility of introducing multi-storey parking facilities.

The locations identified as having the most pressing current parking pressures are:

- | | |
|-----------------------|-------------|
| - Frodsham | - Sandiway |
| - Helsby | - Tarporley |
| - Malpas | - Tarvin |
| - Neston and Parkgate | - Weaverham |

(More details are available in the Executive Summary of the draft Parking Strategy).

Q1a. To what extent do you agree or disagree with this assessment of the situation; that there is currently sufficient (off-street) car park capacity in most urban centres? Please cross one box only.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Q1b. If you disagree, please tell us the reasons why. Please tell us in the box below.

Q2a. To what extent do you agree or disagree that there are significant parking pressures in the locations listed above? Please cross one box only.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Q2b. If you disagree, please tell us the reasons why. Please tell us in the box below.

Q3. Are there any locations, in addition to those listed on the previous page, where there are significant off-street car park pressures? Please state where in the box below. (See list of principal publicly available Council-owned or Council-controlled car parks at the end of this questionnaire).

Issue 2 - Station Parking

There is insufficient parking space at a number of station car parks in the borough and at car parks near to railway stations. In car parks that serve a station and are located in or near to town and village centres, there is evidence that commuter parking is displacing visitor and customer parking, and so negatively affecting local businesses. In some cases the vast majority of people are parking for periods of 9 or more hours on weekdays.

The draft strategy recommends that, in affected locations, the Council should investigate the option of acquiring additional land to increase car parking capacity and/or explore the feasibility of introducing multi-storey parking facilities.

(More details are available in the Executive Summary of the draft Parking Strategy).

Q4a. To what extent do you agree or disagree with this proposal? Please cross one box only.

Strongly agree

☐

Agree

☐

Neither agree nor disagree

☐

Disagree

☐

Strongly disagree

☐

Don't know

☐

Q4b. If you disagree, please tell us the reasons why. Please tell us in the box below.

Car Park Improvements

Issue 3 - Car Park Quality

The quality of both public and private car parks varies across the borough. The draft borough-wide Parking Strategy recommends that Cheshire West and Chester Council (CWaC) should improve all Council car parks and raise its largest or most used car parks to an industry-recognised standard (e.g. Park Mark and/or People's Parking*)

*Park Mark and People's Parking are accreditation schemes awarded to car parks that have good signage, safe pedestrian routes, and are well-lit and well-maintained. People's Parking also enables people to find a car park that meets their needs by highlighting, for example, which car parks have facilities for disabled people or cyclists or which car parks have a pay-by-phone service.

Q5a. To what extent do you agree or disagree with this proposal? Please cross one box only.

Strongly
agree

☐

Agree

☐

Neither agree
nor disagree

☐

Disagree

☐

Strongly
disagree

☐

Don't
know

☐

Q5b. If you disagree, please tell us the reasons why. Please tell us in the box below.

Issue 4 - Car Park Technology

The draft Parking Strategy recommends that the Council should continue to develop and implement a range of new technology applications in order to improve the experience for customers.

New technology can provide greater choice and flexibility for customers by providing a range of payment methods, including card, pay by phone and account payment options. It can also provide increased convenience, through the introduction of pay on foot (pay before returning to vehicle) to replace the existing pay and display systems, so customers do not need to guess how long they will stay.

Please note: it will still be possible to pay by cash in car parks where technology is introduced.

Q6a. How likely or unlikely is it that you would use the following potential technology applications...? Please cross one box only per row.

	Very likely	Quite likely	Neither likely nor unlikely	Quite unlikely	Very unlikely	Don't know
a) Improved on-line parking information e.g. size, opening hours, location, length of stay, facilities for disabled users	☐	☐	☐	☐	☐	☐
b) Smartphone App showing real-time availability of parking spaces	☐	☐	☐	☐	☐	☐
c) Debit/credit card payment options	☐	☐	☐	☐	☐	☐
d) Contactless payment on exit by debit/credit card or smartphone	☐	☐	☐	☐	☐	☐
e) A pay by phone option (e.g. in small pay and display car parks)	☐	☐	☐	☐	☐	☐
f) Payment on account (e.g. for reduced price contract parking)	☐	☐	☐	☐	☐	☐

Q6b. Please tell us about any other technologies you would be interested in. Please tell us in the box below.

Non Standard Off-Street Parking Provision

Issue 5 - Car Parks - Disabled Parking Provision

In some of the Council's car parks, the disabled persons' bays are very well-used, and in other car parks they are very under-used. For the future, the Council is considering two options:-

Option A: To apply the recommended national standard for the number of disabled persons' bays (between 4% and 6% of the total number of spaces) in all Council car parks across the borough, including in car parks where the bays are under-used

Option B: To consider each car park on a case-by-case basis and tailor the number of disabled persons' bays according to the level of current usage, provided that the Council keeps usage levels under review

(Please note that increasing disabled parking provision would lead to a reduction in spaces for other users).

Q7a. Which of these options do you agree with most? Please cross one box only.

Option A

☐

Option B

☐

No
preference

☐

Q7b. Please tell us the reasons for your answer or offer other suggestions.

Issue 6 - Car Parks - Motorcycle Parking

The Council provides only a small number of motorcycle bays in car parks across the borough, and the provision is not consistent between car parks. Usage of the motorcycle bays that are provided is generally low. It is proposed that the Council should consider each car park on a case-by-case basis and tailor the number of motorcycle bays according to the level of current usage, provided that it keeps usage levels under review.

(Please note that increasing parking for motorcycles would lead to a small reduction in car parking capacity.)

Q8a. To what extent do you agree or disagree with this proposal? Please cross one box only.

Strongly
agree

☐

Agree

☐

Neither agree
nor disagree

☐

Disagree

☐

Strongly
disagree

☐

Don't
know

☐

Q8b. If you disagree, please tell us the reasons why. Please tell us in the box below.

Issue 7 - Car Parks - Cycle Parking

The Council provides cycle parking in a very small number of its car parks, although it does provide on-street cycle parking facilities in a number of locations.

(Please note that introducing cycle parking in additional Council car parks would lead to a small reduction in car parking capacity.)

Q9a. To what extent do you agree or disagree that the Council should consider introducing cycle parking in more of its car parks? Please cross one box only.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Q9b. If you disagree, please tell us the reasons why. Please tell us in the box below.

Issue 8 - Car Parks - Parent and Child Spaces

Parent and child off-street parking is predominantly offered in privately managed car parks in the borough (e.g. in supermarket car parks) and is generally well-used. Parent and child parking is only offered in a very small minority of other local authority car parks. The draft borough-wide Parking Strategy does **NOT** recommend the introduction of parent and child parking. This is because, unlike in the case of blue badges, there are no regulations governing who can park in parent-and-child bays and so it is currently unenforceable.

(Please note that introducing parent and child parking provision would lead to a reduction in spaces for other users.)

Q10a. To what extent do you agree or disagree that the Council should NOT introduce parent and child parking spaces? Please cross one box only.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Q10b. If you disagree, please tell us the reasons why. Please tell us in the box below.

Car Park Management, Restrictions and Tariffs

Issue 9 - Introduction of modest charges in some locations

The draft parking strategy recommends the introduction of modest charges (see chart below) in some locations where charges currently don't apply, particularly where there are significant parking pressures. These would be structured to support the best use of the car park – for example, short stay in town and village centres, long stay on less central sites, or multi-user* in some locations (e.g. if it is a large car park or if it serves a station as well as a town or village centre). This would support local businesses in town and village centres by improving the turnover of visitors and customers as there is evidence that they are being displaced by long stay parking, often by commuters.

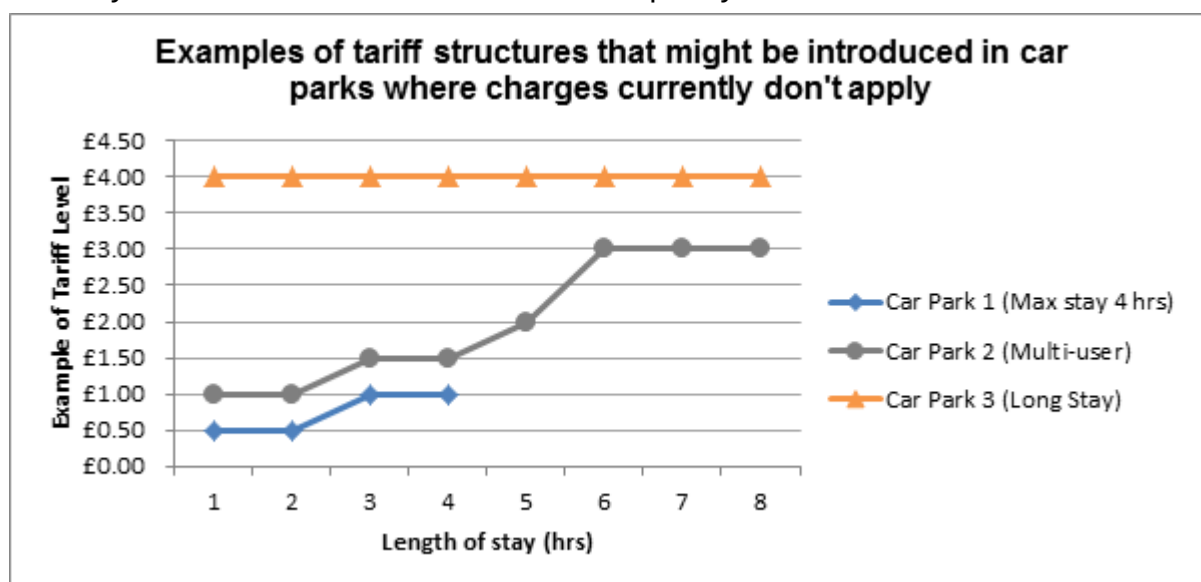
As an added benefit, the introduction of charges would support the provision of sufficient car parking space for the borough, improvements to the quality and security of Council car parks, and a greater consistency across the borough.

The introduction of modest parking charges is recommended in:

- Frodsham - Hoole - Northwich - Winsford (following regeneration)

It is also recommended that the introduction of modest parking charges should be considered in:

- Helsby - Little Sutton - Tarporley



The chart shows examples of tariff structures that might be introduced in car parks where charges currently don't apply, particularly where there is pressure on spaces.

Car Park 1: Short stay (max stay 4 hrs): 1-2hrs is 50p, 3-4 hrs is £1

Car Park 2: *Multi-user: 1-2hrs is £1, 3-4 hrs is £1.50, 5 hrs is £2, 6-8 hrs is £3

Car Park 3: Long stay: Flat rate of £4 per day

*A 'multi-user' car park typically has varied tariffs that suit the different requirements of users. For example, a modest tariff for a stay of up to 2 hours would encourage short stay use and visitor turnover, but the long stay tariff would not be prohibitively expensive. In some cases, the tariff for a stay of above four or five hours may be a flat rate.

Q11a. To what extent do you agree or disagree with this proposal? Please cross one box only.

Strongly agree

☐

Agree

☐

Neither agree nor disagree

☐

Disagree

☐

Strongly disagree

☐

Don't know

☐

Q11b. If you disagree, please tell us the reasons why. Please tell us in the box below.

Issue 10 - Prioritising short stay parking in some locations

It is recommended that CWaC should review the use of its car parks and specifically that it should consider prioritising short stay parking in some of the borough's town and village centres, particularly where there are significant parking pressures, by introducing length of stay limits (e.g. 4 hrs) in the Council's most centrally-located car parks. This would support local businesses by improving the turnover of visitors and customers as there is evidence that they are being displaced by long stay parking, often by commuters. It would also mean, however, that long stay parking would not be possible in those car parks.

It is recommended that short stay parking restrictions are introduced in one or more centrally located car parks in:

- | | | | |
|------------------|-------------|-------------|-------------|
| - Cuddington | - Kelsall | - Sandiway | - Weaverham |
| - Ellesmere Port | - Malpas | - Tarporley | - Winsford |
| - Frodsham | - Northwich | - Tarvin | |

It is also recommended that short stay parking restrictions be considered in Little Sutton.

Q12a. To what extent do you agree or disagree with this proposal? Please cross one box only.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Q12b. If you disagree, please tell us the reasons why. Please tell us in the box below.

Issue 11 - Blue Badge Parking Charges

The draft Parking Strategy recommends that, in order to contribute to parking provision generally, and where possible, to facilitate investment in improving and increasing the quality, size and number of disabled persons' bays in Council car parks, blue badge holders should pay the same rate in car parks as other users, where charges apply.

Q13a. To what extent do you agree or disagree with this recommendation? Please cross one box only.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
☐	☐	☐	☐	☐	☐

Q13b. If you disagree, please tell us the reasons why. Please tell us in the box below.

Issue 12 - Initiatives to support local businesses

The Council has, over the years, tried a number of initiatives in order to support local businesses and the local economy. One such initiative (available in some car parks in Chester and Ellesmere Port) is 'Free after 3' (free of charge parking after 3pm). Evidence shows that 'Free after 3' is increasing congestion during the evening peak, and new technology now gives us much greater scope to provide more flexible parking offers in selected car parks.

Q14. Please rate each of the following potential offers to show how much each one is of interest to you. (Please circle a number from 1 to 5, with 1 being not interested to 5 being very interested).

	Not interested				Very interested
a) 'Early bird' - special offer for all day parking if you arrive before 8am	1	2	3	4	5
b) 'Shoppers' paradise' - special 4 hour offer for those arriving after 10am	1	2	3	4	5
c) 'Shop and dine' – special 4 hour offer for those arriving after 3pm	1	2	3	4	5
d) 'Relax into the weekend' – special offer for weekend tickets, valid at multiple car parks	1	2	3	4	5
e) 'Spend and save' – parking charges refunded or part-paid by participating retailers	1	2	3	4	5
f) Seasonal offers at 'quiet' times of the year	1	2	3	4	5
g) Park and Ride special offers and discounts	1	2	3	4	5

On-Street Parking

Issue 13 - On-street parking restrictions

It is recommended for a number of town and village centre locations that limited waiting restrictions should be introduced on the highway in order to manage demand and support local business by encouraging turnover of customers and visitors who are being displaced by long stay parking.

In general there are two options:-

Option A: The Council could apply a single restriction (e.g. 2 hours) on the highway in town and village centres

Option B: The Council could apply a range of restrictions (e.g. 1 hour and 2 hours) on the highway in town and village centres

(More details are available in the Executive Summary of the draft Parking Strategy).

Q15a. Which of these options do you agree with most? Please cross one box only

Option A

☐

Option B

☐No
preference☐

Q15b. Please tell us the reasons for your answer or offer other suggestions.

Issue 14 - New restrictions and potential displacement of parking into residential areas

The introduction of limited waiting restrictions and, in some cases, charges for on- and off-street parking provision has the potential to displace a proportion of parking demand into neighbouring residential streets. It is therefore recommended that parking restrictions which help to counteract this displacement be considered, where appropriate, to prevent any negative impact on local residents.

Q16a. To what extent do you agree or disagree with this proposal? Please cross one box only.

Strongly
agree☐

Agree

☐Neither agree
nor disagree☐

Disagree

☐Strongly
disagree☐Don't
know☐

Q16b. If you disagree, please tell us the reasons why. Please tell us in the box below.

Issue 15 - On-street disabled parking provision

Disabled parking provision on-street is inconsistent across the borough. The draft borough-wide Parking Strategy recommends that the Council should consider introducing on-street disabled persons' bays on the highway in town and village centres where there is currently none.

(Please note that increasing disabled parking provision would lead to a reduction in spaces for other users.)

Q17a. To what extent do you agree or disagree with this recommendation? Please cross one box only.

Strongly
agree☐

Agree

☐Neither agree
nor disagree☐

Disagree

☐Strongly
disagree☐Don't
know☐

Q17b. If you disagree, please tell us the reasons why. Please tell us in the box below.

Other Parking Pressures

Issue 16

In a number of (particularly rural) locations, there is evidence that motorists are parking their vehicles in car parks or on the highway and taking the bus into urban centres. There is evidence that this type of parking is displacing local visitor and customer parking, so negatively affecting local businesses and potentially causing obstruction in residential areas. The Council is considering two options to manage this issue in these areas.

Option A: The Council could introduce length of stay restrictions on the highway (e.g. 2 hrs) and in car parks (4 hrs)

Option B: In addition to Option A, the Council could also designate a car park as an informal Park and Ride long stay car park, acquiring additional land to do this, if necessary.

Q18a. Which of these options do you agree with most? Please cross one box only

Option A

☐

Option B

☐

No
preference

☐

Q18b. Please tell us the reasons for your answer or offer other suggestions.

General Comments

Q19. If you would like to comment on any other recommendations in the Executive Summary of the draft Parking Strategy, please do so in the box below. Please indicate the reference number of the recommendation you are referring to.

About You - All questions are voluntary and will be treated in the strictest confidence

The answers you give will only be used to see where views differ. Please feel free to leave blank any questions you do not wish to answer, we will still use the comments you have given us so far. No information will be released that would allow the identification of you as an individual or of your household.

Q20a. Are you responding as...? Please cross all that apply

- | | |
|--|--|
| ☐ A Cheshire West and Chester (CWaC) resident | ☐ An Elected Member of CWaC Council |
| ☐ Someone who works in CWaC | ☐ An Elected Town or Parish Councillor |
| ☐ A business owner in CWaC | ☐ A member of a voluntary or community organisation |
| ☐ An employee of CWaC Council | ☐ Other (Please tell us below) |
| ☐ A regular visitor to CWaC | <div style="border: 1px solid black; height: 30px; width: 330px;"></div> |

Q20b. If you are responding on behalf of a group, organisation or club, please state the name and postcode in the box below. (You do not need to complete the rest of the About You section).

Q21. Please tell us your postcode.

Q22. Which of these applies to you? Please cross all that apply

- | | |
|--|---|
| ☐ I drive a car | ☐ I regularly use short stay parking (up to 4 hours) in public car parks |
| ☐ I have a blue badge | ☐ I regularly use long stay parking (over 4 hours) in public car parks |
| ☐ I use a motorcycle | ☐ I regularly park on-street for short stays (up to 4 hours) |
| ☐ I use a bicycle | ☐ I regularly park on-street for long stays (over 4 hours) |
| ☐ I park on-street near to stations in order to get a train elsewhere | |
| ☐ None apply | |

Q23. Are you...? Please cross one box only

- | | | |
|-------------------------------|---------------------------------|--|
| ☐ Male | ☐ Female | ☐ Prefer not to say |
|-------------------------------|---------------------------------|--|

Q24. Please tell us which age group you belong to. Please cross one box only

- | | | | |
|--------------------------------|--------------------------------|--------------------------------------|--|
| ☐ 16-24 | ☐ 25-34 | ☐ 35-44 | ☐ 45-54 |
| ☐ 55-64 | ☐ 65-74 | ☐ 75 and over | ☐ Prefer not to say |

Q25a. Do you have a long-term illness, health issue or disability that limits your daily activities or the work you can do? Please cross one box only

☐ Yes☐ No☐ Prefer not to say

Q25b. If you answered 'Yes' please indicate which of the following applies to you...? Please cross all that apply

☐ Physical impairment that causes mobility issues (e.g. wheelchair)☐ Learning disability or difficulty☐ Visual impairment☐ Long standing issue or health condition☐ Mental Health issue☐ Other (Please specify)☐ Hearing impairment

Thank you for completing this questionnaire. Please return it to the Research Team, Cheshire West and Chester Council, Council Offices, 4 Civic Way, Ellesmere Port, CH65 0BE or in the pre-paid envelope provided.

Closing date is 24 February 2017.

Principal Publicly Available Council-owned or Council-controlled Car Parks

Chester

Christleton Road
Cuppin Street
Delamere Street
Frodsham Street
Garden Lane
Hamilton Place, by DIAL House
Little Roodee

Market, Princess Street
Sandy Lane
Brook Street, (St Anne Street)
Trinity Street
Watergate Street (New Crane Street)
Hoole, Bishop Street
Hoole, Walker Street (by no. 31-33)
Saltney, Curzon Street

Ellesmere Port

Civic Centre, Wellington Road
Civic Way
Marina Drive (by Whitby Road)
McGarva Way
Shrewsbury Road

Town centre, Wellington Road
Wellington Road (Wellington Road North)
Westminster (Woodfield Road North)
Whitby Hall, Stanney Lane
Whitby Park, Stanney Lane

Northwich

Barons Quay
Iceland, Central Palace Drive
Cumberland, Leicester Street
Hadfield Street
Market, Watling Street
Memorial Hall, Chester Way

Old Depot Site, Leicester Street
Park Street
Tabley Street
Verdin, Castle Street
Victoria Club, Crum Hill
Watermans, Venables Road
Zion Street/Pleasant Street

Winsford

Barnton Stadium, Kingsway
Cheviot Square (Winsford centre)
Dean Drive (large and small)

Dingle Lane
Marina, Bottom Flash
Greville Drive (by Wharton Health Centre)

Cuddington

Mere Lane

Malpas

High Street

Frodsham

Moor Lane
Station, Church Street

Neston and Parkgate

Beechways Drive (by Library)
Chester Road
Drake Road
Station Road
School Lane, Mostyn Square (Parkgate)

Helsby

Station Avenue

Great Sutton

Old Chester Road
Randle Meadow
Seacombe Drive

Tarporley

Community Centre
High Street (British Legion)
High Street (near The Rising Sun)

Hooton

Station, Hooton Road

Westminster

Church Street

Willaston

Buckley Lane
(off Hadlow Road)

Little Sutton

Chester Road
Chester Road (by Library)
Gleneagles Road
Ledsham Road
Smithy Lane

Whitby

Chester Road

Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats.

If you would like a copy in a different format, in another language or require a BSL interpreter, please:

Email: equalities@cheshirewestandchester.gov.uk

Tel: 0300 123 8 123

Textphone: 18001 01606 275 757