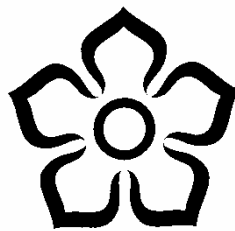

Leicester City Council Scrutiny Review

Evaluation of Residents' Parking Schemes



Leicester
City Council

Research Paper

March 2012

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Introduction

In December 2011 the Transport and Climate Change Scrutiny Commission agreed to conduct a simple satisfaction survey for residents and businesses affected by resident parking schemes implemented by Leicester City Council. The Survey was distributed to residents and businesses in Zones B (Hazel), D (Riverside) and F (Westcotes). The survey was distributed to a little over 1000 residents and 150 businesses.

Discussion Points

Residents

- Residents who wish to see the scheme(s) discontinued are not grouped by geography.
- A number of concerns over enforcement by traffic wardens.
The commission will want to investigate how often patrols happen in parking scheme areas and whether this reflects key pressure points (e.g. match days).
- There are a number of concerns over the parking meters in parking zones.
The commission will wish to understand how parking meters are maintained, who has that responsibility and how that is performance measured. The commission will also wish to understand how location of machines is determined.
- There are some concerns over how permits are acquired.
The commission will wish to understand how residents can renew and acquire their own and visitors' permits. They will also wish to know the waiting time allowed when parking in a zone.
- A number of comments were received over the cost of permits.
The commission will wish to know how the charges in Leicester compare with other comparable authorities.
- There were reports of abuse of blue badges.
The commission will wish to understand how the new blue badge scheme will help to eradicate any such concerns.

Businesses

- Concerns were raised about the inability to buy business permits in certain parking zones whilst they are available in others.
The commission will wish to understand why this inconsistency exists and whether this can be remedied.
- A large proportion of businesses who responded felt that the residents parking scheme had had a very negative impact on their business.
The commission will wish to understand how the council monitors the impact of residents parking on businesses during the experimental phase of the scheme and how this is factored in to the decision to make schemes permanent.

Outcome of Survey to Residents

By 5th March we had received 104 responses from residents in the three zones (this equates to about 10% of those delivered to).

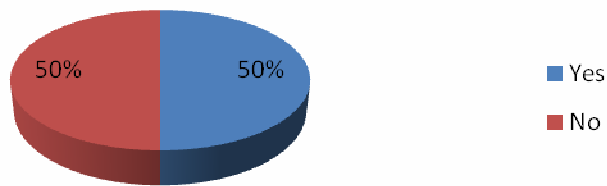
Below is the crude data collected from the survey. This is data provided by residents over the period 14th to 29th February 2012. Below the raw data is a breakdown of additional comments provided by respondents. This has been separated into broad headings for the purposes of easy analysis.

?		Yes	No			
Intro	Did you ask for residents parking?	52	52			
		Very Strongly Agree	Fairly Strongly Agree	Neutral	Disagree	Strongly disagree
1	How strongly did you support the residents parking scheme before it was introduced?	54	15	10	8	8
2	How strongly do you agree the scheme well publicised and consulted upon?	24	37	21	8	5
3	How strongly do you agree the scheme is working?	54	25	7	9	10
4	How strongly do you agree that you and your visitor are now able to park near your home?	48	26	8	5	15
5	How strongly do you agree it has been easy to acquire your parking permit?	32	28	16	12	7
6	How strongly do you agree it has been easy to acquire parking permits for your visitors?	31	33	13	10	15
7	How strongly do you agree that the residents parking scheme should remain in place permanently?	71	6	10	3	14

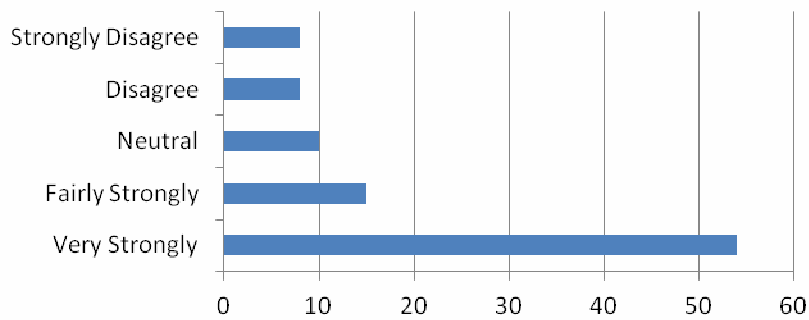
From a geographical perspective, the seventeen residents who stated they either disagreed or strongly disagreed that that the parking scheme(s) should remain in place permanently are located as follows:

Bede St	1	Norman St	2
Burnmoor St	1	Roman St	1
Equity Rd	4	Walnut St	1
Hazel St	1	Western Rd	1
Jarrom St	1	Wilberforce	1
New Bridge St	1		

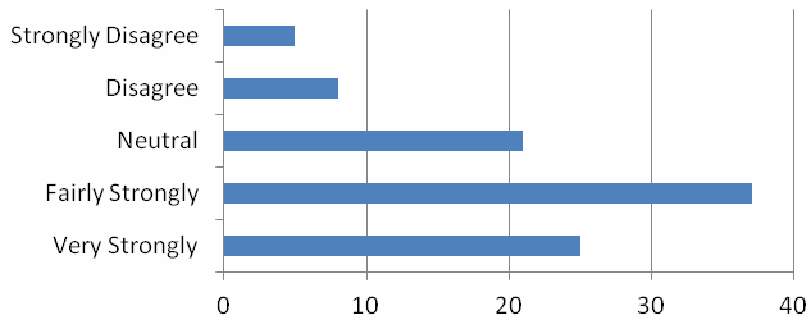
Did you ask for residents parking to be introduced in your area?



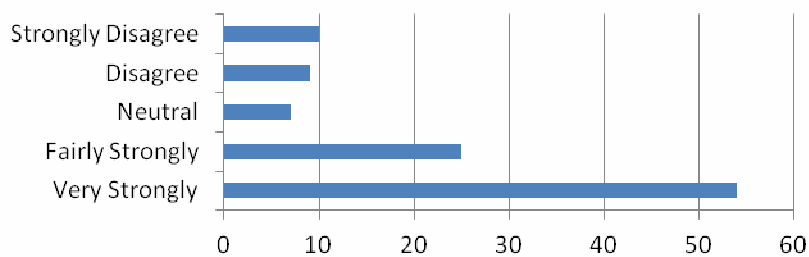
How strongly did you support the parking scheme when it was introduced?

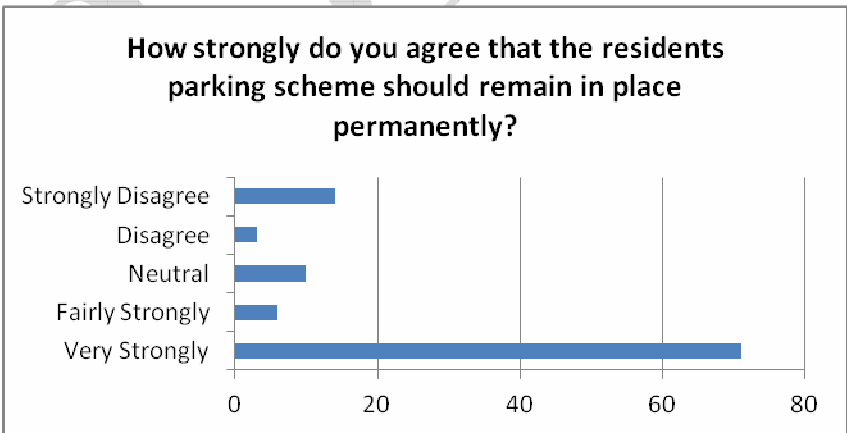
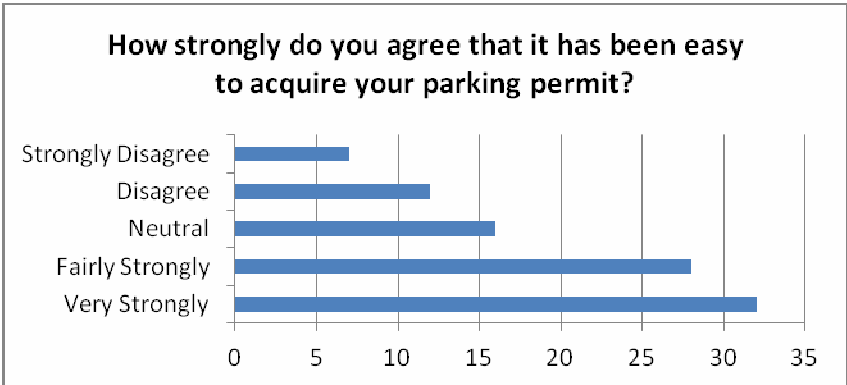
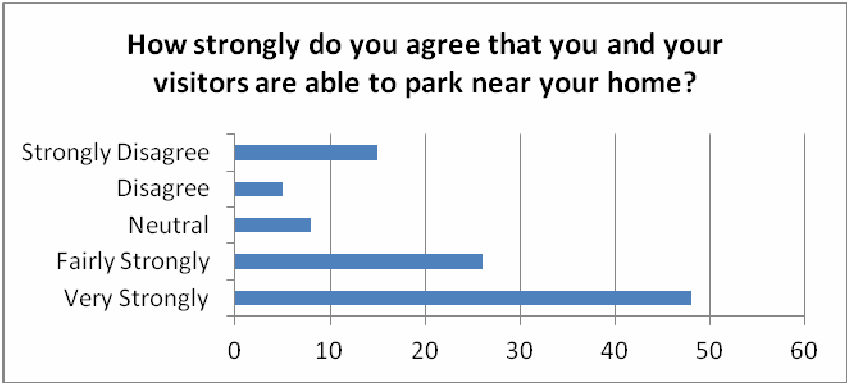


How strongly do you agree the scheme was well publicised and consulted upon?



How strongly do you agree the residents parking is working?





Unqualified Support for parking scheme

Since parking scheme was introduced, the street has become much quieter, safer and cleaner, a much better place to live - the best thing to happen in the area for 30 years

This particular area is unique because of the following: numerous student accommodation both purpose built and privately rented, Leicester City Football Club, Tigers Rugby Club, LRI, recent addition of Pure Gym. I have been here since 1983. I couldn't get near my house on returning from work and parked up to 800m away. On match days if I had to go out to work, or shopping I could not get back in the afternoons and had to wait until approx 6pm. We could not park on our own street on match days. Since residents parking scheme I can only thank you for relieving all the stress, it's been fantastic

I do not drive or have a car, but I like space in front of my home so that when I have shopping to carry out of the taxi the space helps me.

I arrived as a tenant in 2007. I feel the council has provided the best possible solution. It is obvious that our location would be a magnet for parking. Times have moved on and I believe that people should pay where necessary to park. Where I am situated there are sometimes problems with litter but the cleaners do an excellent job of keeping it clean. I was burgled recently but again this is a problem we all face. My location is a prime target. Overall I am extremely happy with the charges we have to pay for the service the council provide. Thank you.

All three comments, have really changed the streets in the parking scheme area, especially quieter and safer

The main issue was not the parking as I have lived here for 16 years and my quality of life was impeded as there were days and times when you refrained from going out at all, e.g. "I can't do that as there is a football match that day." Until this was remedied I had not appreciated how seriously detrimental it was to my home life. I think if the parking scheme was removed, I would move. I don't think I could live through that again.

Street has become much quieter, easier and safer to park outside my home. Very nice to be able to drive home from work and be able to park straight away, or leave the house on a match day and not have to park 4 streets away from my house! I hope it will be permanent

The parking scheme first came into force whilst I was on holiday. When we returned from that holiday - it was like a completely different street! We could actually park close to our home for the first time in years - normally it was necessary to tour the streets looking for a place to park. It was heaven. But gradually there does seem to be more and more cars parked in the street. I suspect some (un)scrupulous residents are selling scratchcards to people who work in the area. But as yet, it is still easy to park close to home. But we do notice that there are often non-resident cars in the street not displaying a scratch card but not getting parking tickets either. More checks needed. Keep up the good work.

The parking scheme is the best thing that has happened to people living in the area. I've lived in this street for 36 years and have constantly endured parking problems, sometimes having to go around the block 4 times. Our street was being used as a free car park for those working in town. Whilst I appreciate all car owners pay their road tax and should have a choice about where they park, so do I and they wouldn't appreciate it if I parked outside their house regularly. Especially as we have a disabled person in the house. The street is definitely quieter and cleaner - especially on home match days!!

The street has become safer as the movement of people and cars has gone

It has made a big difference during the day. Stopping city centre workers and students filling the parking in our street. It is often difficult to park on Friday and Saturday nights as I think people now realise there are no traffic wardens to stop them at these time. Overall though, it has had a

<p>huge positive impact on our ability to park on our own street. I think the scheme works well.</p>
<p>The residents parking scheme is definitely a good thing as without it our street would be full of cars on weekends or match days. It would be great if you could apply for a permit on-line and have it posted directly to you, as it is not always convenient to go to the council office. It was relatively simple and inexpensive to get the temporary guest permits. I have noticed that some guests park on our street almost every night though, which kind of makes the residents one pointless (although I suppose it is more expensive) but I suppose there is not much you can do about this other than limiting the amount of guest permits you can buy, which I believe you already do. Overall I am very pleased with the resident's parking scheme</p>
<p>I did not live here while there was discussion of establishment of a parking scheme. However when I moved into the area I quickly received information on how to purchase a parking permit (which I did not need but it was useful to have that information). I think the visitor parking permits are brilliant in terms of cost and time and I have never had trouble finding parking spaces in my area. I believe the scheme, as I have experienced it, works very well.</p>
<p>We have noticed that it is easier to park in front of our house. We do not own a car but we rely on our grandson and sons to take us to the doctors and hospital appointments. I have a blue badge. Overall the scheme has been successful.</p>
<p>This scheme has enabled me to park outside my house consistently. For £25 a year it is very good value. Before the scheme I would often return from the supermarket and have to carry bags of shopping up to quarter of a mile. Congestion from students, football supporters and shoppers, made parking near to my house difficult. It also encourages out of town visitors to consider healthier options such as cycling, walking or buses as options. For people who need to park they can for a reasonable fee so its a win, win situation. It is also very well patrolled by traffic wardens.</p>
<p>The introduction of the parking permit has been fantastic. Before it was introduced I would have to park legally about three quarters of a mile away. I felt that I was paying council tax, road tax, etc but not be able to park anywhere near my house. Residents often had to rent car parking spaces from houses off Havlock St which had parking facilities. Traffic has reduced, double yellow parking has reduced. All in all the residents permits are an absolute necessity and must continue. As more and more student accommodation is being built, surely the permanent residents should not be disadvantaged in relation to parking.</p>
<p>I am fairly concerned that businesses and people who live in streets not covered by the parking scheme will try and get it scrapped. It has been absolutely brilliant since the scheme was introduced as having two young children I can actually park on my street. I have nothing but praise for it, and think that maybe the people on the streets not covered by the scheme should have thought about where the overflow traffic would end up when they declined it. My street is safer, quieter and generally nicer to live on without the worry of every time going out thinking where I might park when I get back. Best thing to happen in the twelve years that I have owned my house.</p>
<p>As a long term resident the parking scheme has been hugely beneficial in making the area more pleasant to live in. Without these restrictions the area would again be inundated with parking from visitors to the LRI, Tigers and football - and the city centre itself. Prior to the scheme parking was chaotic and very problematic for residents. The current changes are reasonable given the benefits they offer. Please don't do away with the scheme!!</p>

Parking machine issues

As a resident we use parking permits (48 hours). Visitors display it but little error and a ticket is issued. Being elderly and disabled it is difficult to get people to come and help. We had a few tickets and we wrote to LCC but they do not want to know. They want to make more money from elderly and disabled. It is difficult to use 2hrs machine. Sometimes machine is not working and cannot get a permit. These should be located in each street not far away as they are now.

Q.6 - the parking ticket machines are not the easiest to use. We had to apply for a second card as the first one did not work. The machines are too low in number and not obviously placed - difficult for visitors to find. He machines have been broken and don't take the information given easily. They could easily be improved. The street atmosphere has generally improved - much easier to park our car - no football fans or work commuters - brilliant! General busy traffic noise/football disruption reduced loads - peaceful again.

Pay machines often are out of order which is problematic. Permits for residents and guests should be easier to obtain and be cheaper if not free. Difficult to obtain permit if this is not your permanent address.

I understand Bede St has benefited greatly due to discouraging visitors to premises on Braunstone Gate using it as a car park/overflow. However, I have found the machines difficult to use in obtaining a visitors' ticket using the smart card. They do not give sufficient time to put coins in, nor do they allow a retry if coins are rejected, which they often are.

Since the introduction of the residents parking scheme I can now park outside my house or at least the same street, whereas I could not before without a great deal of trouble. It is a struggle to obtain a permit or visitors permit as a working resident as due to council opening hours I had to book time off work to get a permit. Also, machines are poorly maintained leaving some of our friends to receive tickets when we thought all machine were out of order due to the nearest 2 being so.

Make the ticket machines/permit cards more reliable as sometimes it takes 20mins of repetitive action to get a ticket.

Has made the street feel more open and relaxed. Would like more ticket machines for smart card and more reliable and in working order.

The street is much quieter now. But the 2 machines nearest to my house have several buttons not working so I can't use them.

Enforcement Issues

I think more lenience is required when parking tickets are given, especially when they are appealed. I believe this because I am a student at DMU. My parents drove me back on a Saturday night as I had run out of permits. Not realising it was a match day, whilst they helped me unpack we were issued a fine. When I appealed it was rejected. I feel this ruined my parents' day as they had to pay £35. It makes Leicester look unfriendly and unreasonable and I feel the traffic wardens and the parking and enforcement teams are unfair and losing sight of why parking restrictions began in the first place. Regarding permits, as a student, having two proofs of address is also a huge obstacle which was not dealt with in a pleasant manner by Leicester City Council

You abuse this scheme, as you give parking tickets on Christmas Holiday period in the evening when we have had visitors. Just another money making scheme doesn't help the general public but puts money in your pockets!! Next you'll want to charge us for walking in the streets. Rip off Britain

Traffic wardens should come round more often in day and evening

The streets are quieter and feel safer. My only concern is the increasing parking on the pavements of Narborough Road and Upperton Road. These are mainly the shop owners or visitors. Householders are also parking outside their houses on Western Road. This involves illegally driving over the pavement but it avoids having a parking permit and traffic wardens cannot ticket them

During the football match and rugby match days quite a few people park on the parking bay, sometimes they get tickets and sometimes not. I am over 60 years old and I have to pay for the parking permit and visitors' permit. I think senior citizens who own the property should be free to park. The area for permit holders to park should be extended, for example, Area B should be allowed to park in Area A and vice-versa.

Maybe more attention on patrols especially when students are here.

Can the wardens come round more often in the day time

Parking is still being used by non-resident permit holders. There seems to be a lack of traffic wardens some days.

Not enough traffic patrolling. Should not have to pay £1 for visitors parking, this has discouraged our family from visiting. Sometimes a visit of 10 mins costs £1.

I strongly disagree about parking as there is a meter on the street/ And 9/10 I've gone to get a ticket and come back and had a parking ticket. I've appealed every one and still had to pay. Instead of waiting for 5 minutes they should extend to 10 minutes before giving a ticket.

The need for traffic wardens to patrol more frequently. Sometimes when people park they say they do not see parking signs. Perhaps a few more closely together or signs painted on the ground. I have found it much easier to park now. It is a bit safer now I know who most of the cars belong to.

I feel since the resident parking has come it has not made it any easier to find parking as people park their vehicles at night and visit bars and restaurants. I have 4 kids and I find it difficult to find parking and none of their cars have permits or visitors' badges. Wardens do not patrol the street they come to the main road and then go after 7pm. It is hard to find parking on Friday and Saturday. What's the point in us having permits if you can't park?

During football matches we still have a problem. And you don't see traffic wardens putting parking tickets on cars without permits. Many times you don't see traffic wardens during match times. Most of the time ticket machine doesn't work in our street. Many cars driven come down our street on 'No Entry'. My disabled parking was put in front of my next door neighbour's house

and I was told they will move in front of my house after one year - I would like to know when this is going to happen.

99% of people produce the disabled badge if they want to park all day; traffic wardens don't know how the markings on the street work; foreign people drive their car in the 'No Entry'; there is never any space when returning from work because people going to the pub know there is no traffic warden

The parking scheme is working quite well. However, we have noticed that there are more cars parking in the area who do not display a permit or visitors pass. The increase seems to be on match days. On these days we rarely see traffic wardens near or around the area.

DRAFT

Cost Issues

Don't think should have to pay £1 for visitor permits as can be quite expensive

I find it extremely easier to park outside my house particularly in University term time, LCFC home games and Tigers home games. Before the residents parking scheme I found it impossible to park anywhere near to my house on the times mentioned above. I wholeheartedly approve of the residents parking scheme but would like improved facilities for visitors. I also think it may be frustrating for customers wishing to visit shops/services on Narborough Rd and the scheme could be slightly more relaxed towards the Narborough Rd end of local streets but definitely not between Wilberforce Rd and Western Rd where advantages could be/are taken. I do think that charges for parking outside your own house are too high.

I do not own a car. I have to pay £1 for each parking permit which is rather a lot as I have workmen, friends, doctors etc, come to see me who are frightened of getting a parking ticket. The tickets are rather expensive if you need a lot for a lot of callers and I would like to see visitor permits given out free to those who do not have a car.

I believe the parking scheme is a good idea for the area. However, I was rejected a permit as I am not the insurance holder and the address is not the same. Yet my name is on the policy. I look after and run the car when the owner is living abroad. Therefore, I must pay a ridiculous amount to park it, when I could simply have it outside my house. The insurance company will not change the address as I am not the owner. YOU should base your permits on people who are registered to the car, not addressee of insurance. As I simply prove I live here with bills and easily prove that I am on the policy. Lots of money has been wasted because of this. One angry resident.

Student Issues

Something should be done about students who buy visitors permits and give them to friends who live in halls so they can park their cars on the street. Also students shouldn't be allowed proper parking permits, as they are in walking distance of the uni. All permanent residents agree with this.

Students who are able-bodied are using disabled parking permits on a regular basis and most are or Asian origin. Also there appears to be a large influx of cars that are not from the area but are getting 48hr permits if they live in the 'D' zone then it is within walking distance, so one asks oneself if local students are purchasing them and selling them on at a profit. Also students outnumber the residents by about 70% so they will probably vote against it. Hope someone takes this into consideration. But seeing this is LCC I doubt it.

If you have enough money to own and drive a car - I believe that you should be willing to pay to park in the area you live. The mess in this area which is outside most houses each day is due to late night drinking of students and not due to parking of cars. It's not cleaner; it's maybe safer in some ways but definitely not quieter.

Please note this scheme is totally unacceptable for students and shops and restaurants. It is not advisable for council to restrict this area as students and shops and restaurants in the area losing trade and ideal councillors and council staff where cuts should be made and to make them work like donkeys. Ideal sitting wasting public money.

Problems for visitors

Residents parking causes problems for workmen (maintenance) people and visitors cannot park without having a parking permit but when matches are on people park on our street using disabled stickers. I believe they are not used correctly. There should be allowances for maintenance visitors of some sort - also for carers who come to your house should be allowed to park for at least an hour.

Walnut Street is a nightmare. Workmen at a house who need their vehicle for tools etc, can't park. There should be some kind of concession. Rugby matches - people park blue badge.

Never able to have visitors as there are no spaces.

Please note Wilberforce Rd from Upperton Rd and surrounding streets it is useless to have this parking restriction as it has not improved at all in the daytime. It is restricting affecting nearby business and you can see shops close down. Council is not doing any good for the residents at all. Parking is still a problem in much of the evening and at night when resident students from other streets take up parking which nobody can stop so restricting permit holders has not helped at all. Carers and visitors find it difficult. Council has made this for their pockets and wasting time and money of public.

In itself the scheme was a good idea but the restrictions for visitors are a nightmare as each street is very confusing. Almost as if its set out to confuse people so they get parking tickets. My partner gets very, very stressed by it.

Other
Was awkward when had to get in person but now easier as on-line
On football match days parking is difficult if you go out as most of the parking is taken up by disability badges, nothing against disability as I am myself disabled. Also I feel traffic is not controlled as well as it used to be on match days when fans are leaving. I say this as I had to replace my wing-mirrors at a cost of £164 each. These have been caused by motorists. Two way traffic and parked cars are the cause.
It has been better parking around my area, less stressful. However, I don't agree that some vans or lorries still park in the corner of my street and may produce an accident. Some of the parking meters do not work properly. It has become cleaner and people cannot dump their cars which have not been taxed. I think this should apply opposite our road and in Clarendon park too, as it is not fair the experiment is taking place in our area
I was totally disagreed because I didn't want to become under pressure of regulation, especially for somebody to visit me.
The street is quieter, a lot less traffic. Since people know they cannot park there. People still travel the wrong way and park the wrong way as a one way street but there seems to be no penalty - why?
Sometimes it is not easy to park on my street despite the permit. Getting it required a very expensive change of insurance address and also the street directly opposite does not use permits which validates the whole thing
We used to have to park streets away from our home on some occasions and carry things long distance. This has never been a problem since scheme introduced. One problem we have had is when our car went into a garage for repair and we used a courtesy car. As we are used to parking without a ticket we didn't think about this and incurred a penalty notice. Perhaps a permit that can be put in another car would be good. Also, signage is not brilliant and a lot of people get tickets as they don't see the signs. Road markings would be good to state 'residents only'
Parking meter cards should be automatically delivered to residents addresses, instead of having to provide proof of address documents. You already know who lives at this address by the council tax bills. Also - I have hire cars for my job and need to pay for parking tickets to park outside my house. I should be able to get a permit for me as an individual (instead of being tied to a specific vehicle) or be able to get free tickets to be able to park for 1 week at a time.
a. 1 Hour parking not monitored enough, b. traffic wardens do not come to check very often or monitor the situation, c. confusion on where to park and what areas, even traffic wardens do not know where people are meant to park and what permits are for what area, d. no set rules on disabled bay parking in the resident area, resident disabled users are receiving more tickets than people parking illegally, e. not enough parking spaces for the residents as there is 1hr free parking and pay and display, f. pay and display machines hardly every work.
It has been easier for visitors to park. Although I believe it is a good idea for permits if you are a car owner, I feel that having to buy a permit for family and friends is quite unfair. I find going to the council offices when it can be very busy (I have had to wait 45 minutes before) very disruptive and have to try to fit it round my working hours. I also feel neighbours abuse the need for having a permit by pretending to not know about when questioned by wardens. Also, there is a car bodywork garage and I have heard the workers tell their visitors that they do not need to worry about getting a ticket. There should not be one rule for one and one for others.

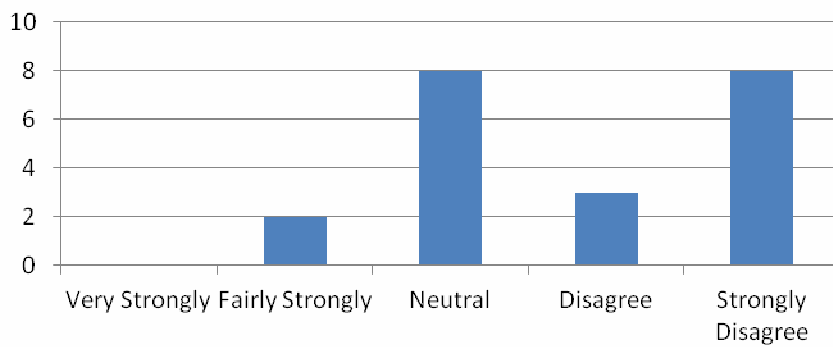
Outcome of Survey to Businesses

By 20th March we had received 21 responses from businesses and voluntary organisations in the three zones (this equates to about 15% of those delivered to).

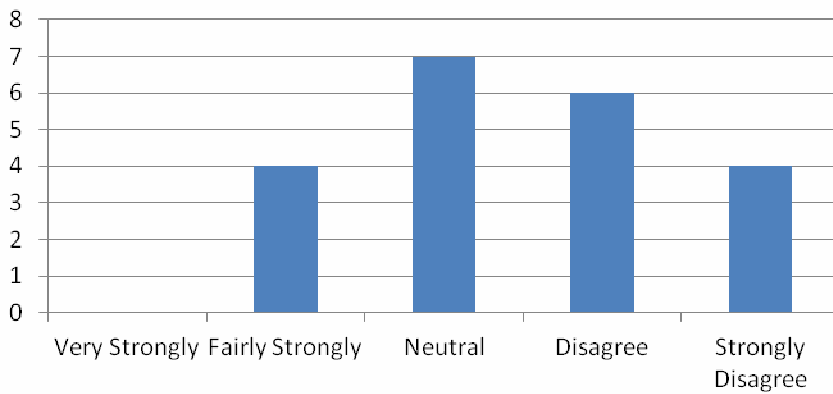
Below is the crude data collected from the survey. This is data provided by businesses over the period 5th to 20th March 2012. Below the raw data is a breakdown of additional comments provided by respondents.

?		Very Strongly	Fairly Strongly	Neutral	Disagree	Strongly Disagree
1	If you were in business at the time, how strongly did you support the introduction of a residents parking scheme?		2	8	3	8
		Very Strongly	Fairly Strongly	Neutral	Disagree	Strongly Disagree
2	How strongly do you agree the scheme was well publicised and consulted upon?		4	7	6	4
		Very Strongly	Fairly Strongly	Neutral	Disagree	Strongly Disagree
3	How strongly do you agree that the residents parking scheme is working?	1	3	5	3	6
		Very Strongly	Fairly Strongly	Neutral	Disagree	Strongly Disagree
4	If applicable, how strongly do you agree that it has been easy to acquire parking permits for your staff?		1	6	5	8
		Very Strongly	Fairly Strongly	Neutral	Disagree	Strongly Disagree
5	How strongly do you agree that your customers or clients are able to park more easily?	1	1	4	2	13
		Very negative	Fairly negative	Neutral	Fairly positive	Very positive
6	Overall how do you think the residents' parking scheme has affected your business?	11	3	3	3	1

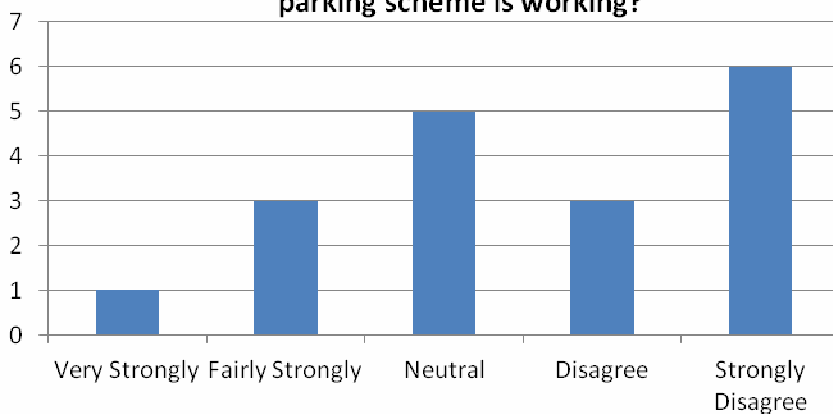
If you were in business at the time, how strongly did you support the introduction of a residents parking scheme?

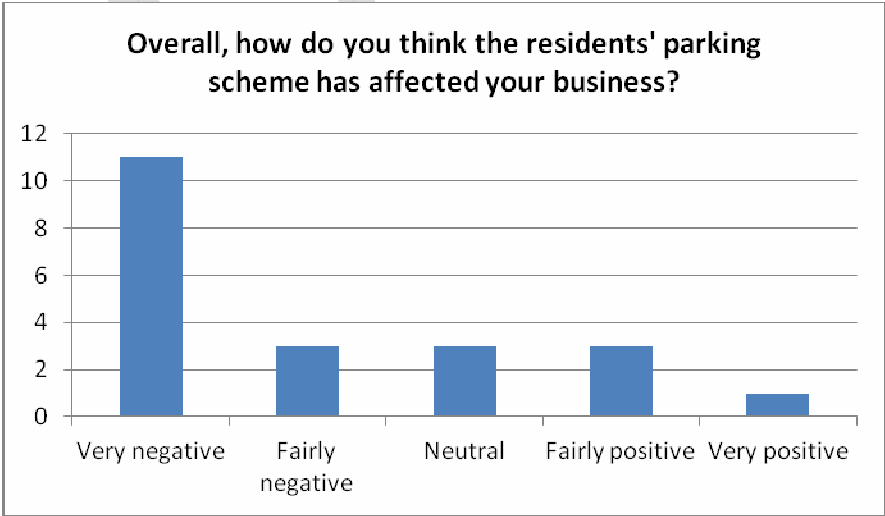
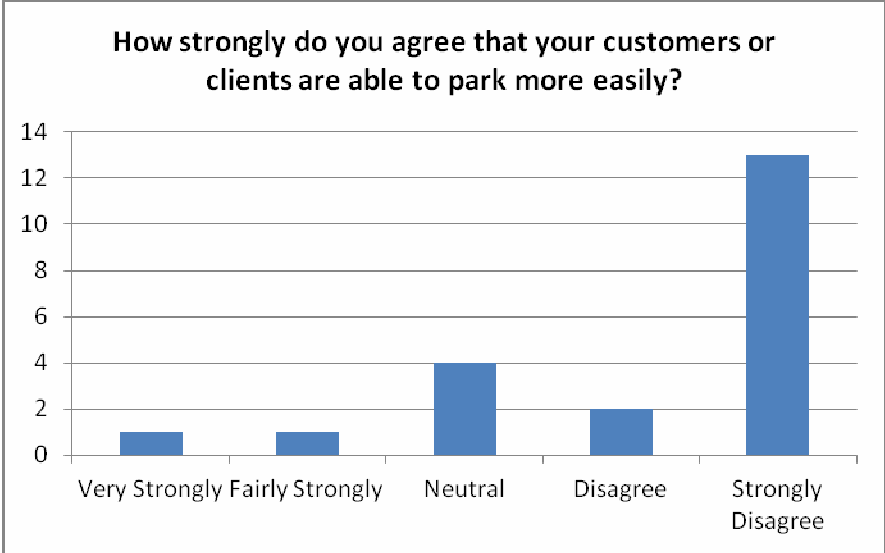
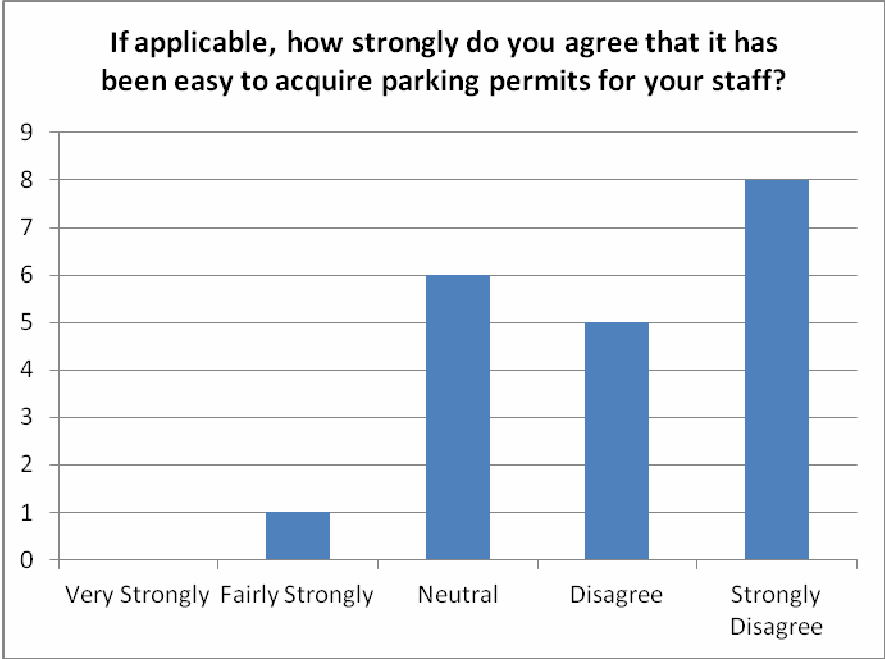


How strongly do you agree the scheme was well publicised and consulted upon?



How strongly do you agree that that the residents parking scheme is working?





Negative impact on business/clients

As a business paying business rates, we are unable to obtain parking permits for our vehicles, even during the daytime, when the residents' spaces are vacant! Mr Patrick Kitterick was unable to help! We need our vehicles all the time, and nearby parking is not provided for us!

The area has become dead, no walking by trade which my business depends on. Deliveries are a pain due to the restrictions and traffic wardens do not give any time. Customers can't park and its hard to find a spot, thus bad for business, even with the 1 hour slots, rarely are they available. It needs to to or some substitute should be put in place.

The residents parking scheme is unnecessary because of the residents in the vicinity are students and most have no need. They are only here for 32 weeks a year and some go home for the weekend. At the weekend it is like a ghost town with resident parking being empty and not being used. My business suffers enormously because of the lack of parking especially at the weekends. Restrictions should come off during the weekend.

As a business owner (a bar) that opens at 4pm we lost 60-70% of our after work custom and 75% of our match day customers. It has cost us tens of thousands! And on top of this we have to pay £120 for one permit which is useable until 6pm (we are open past eleven most evenings). Therefore, I have to move my vehicle into the non-residents bays taking up valuable parking spaces. Now the scheme is to be rolled out to the whole area - where will the casual trade park - our match day customers whose trade through the football/rugby season is vital to keep my business afloat. Sadly there may not be ourselves going out of business but many others in the near future. Thank you for your forethought.

Our clients always have problems parking. Our business has dropped since the introduction of parking restrictions. We are the only shop in Briton Street and we are considering shutting down due to less clients.

Affected customer parking. Streets with parking permits for residents are empty day and night. Most residents don't seem to have cars, i.e. Roman St, so its pointless - just made everyone pay loss business. No staff parking no customer parking. All cars are now parking in non-permit areas. The only people who gain is council with money from meters.

There are very few permit holders in Sawday Street and many sterile parking spaces which our staff/patients are unable to use. It is essential for our business that these sterile spaces are changed to limited one hour spaces, as discussed with you in previous correspondence.

Costs/availability of permits

The area is safe, quieter and possibly cleaner. As a charity it has been difficult for us as clients have to pay for parking in the daytime which deters them from attending. Staff now have to pay to park. We are struggling financially and cannot afford to pay for clients and staff to park. If we had been allocated 2 spaces it would have made a difference to us. Previously the surrounding streets were full of cars that had travelled into the city so I am sure life must be better for residents who can park and also let their friends and families park.

As a business rates payer, we are unable to park our vehicles, even in the daytime, even when the residents' spaces are vacant! We need unrestricted access to our vehicles for deliveries, fetching stock etc. No provision has been made for non-residential business vehicles - why?

I'm personally happy with the permit, but business permit is expensive. Please do same like residence fee and business fee. Or you can do £25 first car and £125 for 2nd car for businesses.

This survey implies that as a business we are entitled to apply for residents parking permits, however, when we've tried we've always been told that it only applies to residential homes and not businesses. This has caused problems for both staff and customer parking. We would be happier if businesses also entitled to parking permits.

I feel that residents parking scheme is working very well, but we need more parking permits for business.

I as a worker in a shop on Narborough Rd find the price of parking extortionate! Unable to buy a permit. The customers have gone to places where they can park. Relief staff refuse to come here because of the parking issues. I think you should reduce the price of a permit for workers in the area to the same as residents.

Positive Comments

Previously we had problems with parking across our access gate in Thirlmere Street and with congestion. These have all ceased as a result of the residents parking schemes. The situation has even improved when there are evening kick-offs at the football and rugby grounds.

Other

The one hour parking bays need to be marked more clearly.