



Balancing Your Needs: A parking strategy for Bath & North East Somerset

Consultation Report

Prepared for

Bath and North East Somerset Council

14 September 2017



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SECTION 1

Document history

674726.AW.022.01 Balancing Your Needs: A parking strategy for Bath & North East Somerset - Consultation Report

This document has been issued and amended as follows:

Version	Date	Description	Created by	Verified by	Approved by
1	09.03.2017	Consultation Report Draft	Felicia Bjersing and Claire Andrassy	Becky Lloyd	David Lear
2	05.05.2017	Consultation Report Final	Felicia Bjersing and Claire Andrassy	Becky Lloyd	David Lear
3	02.08.2017	Consultation Report Final with revisions	Felicia Bjersing and Claire Andrassy	Becky Lloyd	Becky Lloyd
4	14.09.2017	Consultation Report Final with revisions	Felicia Bjersing and Claire Andrassy	Becky Lloyd	Becky Lloyd



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Acronyms and Abbreviations

ANPR	Automatic Number Plate Recognition
AQAP	Air Quality Action Plan
B&NES	Bath and North East Somerset
BID	Business Improvement District
CARA	The Circus Area’s Residents’ Association
CCAG	The City Centre Action Group
CS	Core Strategy
FOBRA	Federation of Bath Residents’ Associations
FOSB	Federation of Small Businesses
FTA	Freight Transport Association
GAB	Getting Around Bath
GWR	Great Western Railways
TARA	The Abbey Residents’ Association
PCN	Penalty Charge Notice
PMP	Placemaking Plan
RHA	Road Haulage Association



SECTION 1

Introduction

1.1 Background

CH2M was commissioned by Bath and North East Somerset Council (B&NES) to develop a Parking Strategy for the whole authority area. This strategy will bring together and review existing parking policy (for example, that set out in the existing Transport Strategies and emerging Placemaking Plan) and practice, in order to provide the Council with an effective long term plan for the management of all aspects of parking.

In order to consider all aspects of parking in B&NES and to ensure that the strategy is well informed and based on up to date information, a range of consultations has been undertaken. Stakeholders have been identified in collaboration with B&NES Council and consulted either via face-to-face meetings, telephone interviews or questionnaires.

1.2 Aim and Objectives

The aim of this consultation process has been to gain an understanding of the parking situation in B&NES Council from a range of different stakeholder perspectives.

The objectives were:

- To gather background information on the historical and current management of parking;
- To collate data on parking stock, utilisation and charging/enforcement regimes; and
- To provide an opportunity for key operators and stakeholders to comment on their views of parking supply and management within B&NES Council.

1.3 Methodology

Consultation has been performed through various methods as detailed below.

- **Stakeholder surgery with B&NES officers across a range of service areas.**
We organised a series of short back to back meetings with B&NES officers from different service areas to draw together experiences and aspirations from across the authority.
- **Face-to-face meetings**
We held meetings with 'Top Tier' stakeholders with a role/influence in the overall parking stock in Bath City Centre such as The Podium, Southgate and the major supermarkets. These were performed in order to collate data on parking stock, utilisation and charging/enforcement regimes to help inform the strategy.
- **Telephone interviews**
These were held with the other major food retailers in Bath, Keynsham, Radstock and Midsomer Norton, as well as the rail station car park operators. Where we were unable to schedule telephone interviews we sent the stakeholders a questionnaire.



SECTION 1 – INTRODUCTION

- **Questionnaire**
A questionnaire was issued to organisations where a standard set of questions and required responses was considered adequate. The questionnaire was distributed by email from a B&NES officer (in order to carry more weight).
- **‘Targeted Letter’**
A targeted letter was sent to specific user groups such as disabled users, cycle organisations, taxi operators and HGV bodies. The consultation was confined in this regard to organisations rather than individuals, for example the Freight Transport Association (FTA) and Road Haulage Association (RHA).

1.4 Structure of Report

Following this introduction, each of the stakeholders invited to participate are presented and the method of consulting them is described. Thereafter, the main topics and issues raised during the consultation are presented and their relation to the Strategy is detailed. More detailed information for each of the consultation methods can be found in Appendices A-H.



Invited Stakeholders

This chapter presents the stakeholders that were invited to participate in the consultation, and also briefly describes the various methods of consultation.

2.1 Council Officers

Key officers were contacted by e-mail and asked to attend a stakeholder surgery, which consisted of a 30 minutes discussion to answer questions regarding how they are affected by car parking in their role as Council Officers.

In order to perform this activity as efficiently as possible, the responders indicated dates and times when they would be available. Subject to the officers' availability, and in order to accommodate as many as possible, the surgery was performed in Bath during the 29th November and 20th December 2016.

Key persons within each of the departments listed below were invited to attend. In some cases, the invited manager delegated the task to a colleague with equal or better insight regarding parking in B&NES. Other departments were represented by more than one person, as they expressed particular interest in participation. The departments invited to the surgery were:

- Parking Team;
- Transport Planning;
- Traffic Management;
- Heritage Services;
- Major events;
- Regeneration;
- Neighbourhood Environmental Services;
- Property Services; and
- Planning

In total, we met with 10 representatives from the departments above, and conducted a telephone interview with one officer. We did not manage to schedule interviews with representatives from Neighbourhood Environmental Services and Property Services. The information gathered during these meetings have helped inform the strategy and the rest of the consultation process.



2.2 Private Car Park Operators

Privately operated car parks in B&NES provide a significant proportion of the available parking capacity. The availability of private parking stock and its enforcement has an impact of the overall parking capacity and traffic situation within Bath and each of the towns, and it is important to understand the current and future provision.

The purpose of this aspect of the consultation was to:

- Gain understanding of the parking situation in each of the main private car parks;
- Understand what plans the operators might have for future development of their car parks;
- Collate data on parking stock, utilisation and charging/enforcement regimes for each of the car parks; and
- Provide an opportunity for key operators to comment on the way that parking is currently managed across B&NES and help shape the future strategy for parking.

2.2.1 Physical meetings

Six major private car parking operators were contacted and asked to attend a 45 minute interview. The interviews were conducted in a semi-structured manner with open ended questions that aimed to gain understanding rather than gather information. A list of the topics discussed is available in **Appendix A**.

Among the private car park operators, six organisations were identified as the largest and most significant for the study, namely:

- RUH – Royal United Hospital;
- University of Bath;
- Sainsbury’s Green Park Station;
- Waitrose (Podium MSCP);
- Southgate; and
- Bath Cricket Club

Interviews were performed throughout the course of January and February, on the following dates:

5th January 2017: Bath Cricket Club

17th January 2017: Waitrose (Podium MSCP)

19th January 2017: University of Bath

25th January 2017: Sainsbury’s Green Park Station

2nd February 2017: RUH – Royal United Hospital

Representatives for Southgate were contacted, but no meeting was conducted.

2.2.2 Telephone Interviews

Other main private car parking operators in B&NES were contacted by telephone and asked to book and attend a 30 minute telephone interview, with the same purpose as the physical meetings.

Representatives from the following organisations were asked to participate:



- Morrisons, Bath;
- Highview Parking, operator of Tesco - St Johns Court car park in Keynsham;
- Co-op- 'Radco' in Radstock;
- Sainsbury's, Midsomer Norton;
- Homebase, Bath; and
- GWR and Apcoa - Railway Parking Operator at Bath Spa and Keynsham Station

Of the operators invited, telephone meetings were conducted with Morrison's in Bath and GWR together with Apcoa. Highview parking (Tesco Keynsham), Homebase in Bath and Radco declined the invitation to participate and to share any data. Unfortunately it was not possible to contact the other organisations.

The answers from interviews with GWR, Apcoa and Morrisons' have informed the strategy with data and statistics, and issues raised are included in the summary of discussed topics presented in chapter 3 below.

2.3 Residents, Organisations and Parish Councils

In addition to the providers of private parking, the consultation included the users of the parking facilities and affected bodies that live and work in B&NES. Residents and businesses are affected by the parking situation on a daily basis, and thus their observations and opinions are of the utmost value. In some of the responses very detailed issues have been highlighted, that are beyond the scope of this Strategy. On those occasions, the comments have been forwarded to the correct council department for further investigation.

2.3.1 Questionnaire

A number of stakeholders from residents' associations, parish councils and business organisations were invited to participate in the consultation through a questionnaire. A full list of the invited organisations is presented in **Appendix B**. The issued questionnaire is available in **Appendix C**. The overall response rate was 37%. In total, 28 organisations responded out of the 74 that were asked to participate. The distribution of responses is illustrated by a pie diagram in Figure 2-1.

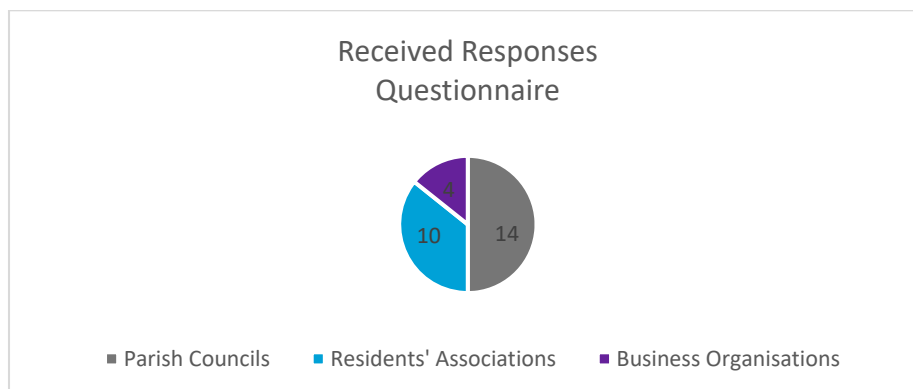


Figure 2-1 Responses Received



SECTION 2 – INVITED STAKEHOLDERS

Of the number of invited organisations the response rate for parish councils was the lowest at 27%. The response rate from Residents Associations amounted to 67% and, for the business associations, responses were received from 50%. The next chapter provides a summarised version of topics discussed and issues raised in the questionnaire, and how they are addressed in the Strategy. For full enclosure of received responses, see **Appendix H**.

2.3.2 Targeted Letters

Associations with particular interest in the outcome of the strategy were approached by targeted letters. In order to confine the scope of the consultation, the letters were sent out to specific user groups such as disabled users, taxi operators and HGV bodies. We have not targeted all the HGV operators, but confined the consultation in this regard to the Freight Transport Association (FTA) and Road Haulage Association (RHA). Letters were sent out to:

- Freight Transport Association (FTA);
- Road Haulage Association (RHA);
- Taxi Drivers Forum;
- Disabled Motoring UK;
- Shopmobility;
- Sustrans; and
- Cycle Bath.

To date we have only received feedback from Cycle Bath. The issued letters are presented in **Appendices D-G**.



Preliminary Trends Observed in the Replies

This chapter summarises the responses received. Overall concepts and trends in the replies were identified and sorted under 15 subcategories, corresponding to chapters in the Parking Strategy. This chapter presents a brief description of the issues raised and also how they are addressed in the Parking Strategy. Where it has not been possible to respond to the issues raised in the strategy a rationale for this is provided.

Some of the received answers were very specific and out of scope of the Strategy, and these comments have been forwarded to the relevant department.

3.1 On Street Parking

The following section presents common issues raised in relation to on-street parking. Please note that Table 3-1 is not a comprehensive list, for full details see Appendix H.

Table 3-1 Common issues raised regarding On Street Parking

Issue raised	How addressed through strategy
Concern that on street parking in Bath has become under more pressure since the introduction of hotel permits.	The Strategy proposes a review of permit types available in PSA 3 .
Many residents’ associations highlighted that extensive on street parking in non-controlled parking zones in Bath compromises traffic safety, access for pedestrians and emergency vehicles	The Parking Strategy addresses the need for a review of the existing zoning system and provides guidance on the introduction of new zones. See PSO 8 and PSA 1 .
On-street parking can cause difficulties in rural areas on narrow roads	The Parking Strategy does not support on street parking in areas where it is deemed unsafe. See PSO 6 .
Loading bays and double yellow lines need to be better enforced	The importance of effective enforcement is highlighted in the Strategy, see PSO 31 .
Use of double yellow lines by disabled drivers can cause difficulties	The Parking Strategy includes recommendations to review the off street parking opportunities for disabled users, addressed in PSO 23 .
Many of the Residents Associations that responded want to reduce the ‘dual usage bays’ in the Central zone and felt that the retained pay and display spaces need to be made very short stay to encourage a high turnover.	The parking Strategy includes a hierarchy of road space and encourages priority for residents over short stay parking. See PSO 6 and PSO 22 .

A common theme running through several of the responses was a concern about the impact of new development and hotels on on-street parking. For example, one organisation commented that a key concern was:

“Increasing demand for on-street parking in the centre and surrounding areas as a result of new and planned student accommodation and hotel developments.”

Inappropriate on street parking was a further important concern voiced by respondents. A typical concern was:



“Vehicles parking on the pavement forcing pedestrians, often elderly and or parents with buggies and small children walking on the road.”

3.2 Residential

This section presents common issues raised regarding residential parking. A summary of the findings is available in Table 3-2, for full details see Appendix H.

Table 3-2 Common topics raised regarding Residential Parking

Issue raised	How addressed through strategy
Some of the responses reported difficulties in introducing new Controlled Parking Zones/Residential Parking Schemes. Responses from residents in non-controlled parking zones in Bath find the current system unfair and in need of revision.	The Parking Strategy sets out guidance for introduction of Controlled Parking Zones in PSO 8 and PSA 1 . The Strategy does not propose any changes to the current guidelines for the introduction of new parking zones, but does encourage revision of the existing parking zones.
The low availability of visitors permits for residents in Central Zone.	The Strategy presents a hierarchy of priorities for allocation of kerb space in PSO 6 Long stay parking, which includes visitors, is allocated the lowest priority.
The availability of on street parking for residents in central Bath is low, due to a high percentage of dual usage bays. Responses from residents in the central zone requested a reduction in P&D-bays and more permit holder only spaces.	The on street parking issues and the strategy going forward are addressed in PSO 6, PSO 7 and PSA 1 .
Residents in the central zone of Bath stated that there is high parking pressure on Sundays, which are excluded from the current time restrictions	A review extent of time restrictions and management of controlled parking zones is included in PSA 2
Many residents responded that the high level of on street parking compromises traffic safety and accessibility for emergency vehicles.	This issue is addressed by PSO 6 .
Students’ eligibility to obtain residents permits is questioned by two of the responding Residents’ Associations. Their view is that as students are excluded from paying council tax, they should not be eligible for permits.	The strategy does not suggest a need to differentiate between students and non-students when allocating permits. However a review of the existing zoning system is included in PSA 1 and PSA 2 .

The importance of addressing the needs of residents was repeatedly raised during the consultation. One such comment was:

“In residential areas, residents of the area should be given priority for on-street parking - ‘Putting residents first’. All residential areas should be treated equitably and fairly.”

Commuter parking also was raised as a common issue affecting the residents and one of the responses suggested:

“The further expansion of Controlled Parking Zones including Residents’ Parking Zones and time limited parking will help to reinforce the objective of reducing commuter trips by car.”



3.3 Off Street

A summary of the comments regarding off street parking is presented in Table 3-3. Appendix H details all answers received.

Table 3-3 Comments regarding Off Street Parking

Issue raised	How addressed through strategy
Off street car parking spaces in the City Centre of Bath should be prioritised for disabled users and short stay visitors that support the economy of the town.	Off street parking spaces and how to prioritise usage is discussed in PSO 11 , PSO 13 and PSA 7 .
Many of the respondents, both residents and business associations, strongly opposed the reduction of off street car parking spaces in Bath City Centre. Some advocated for more off street parking spaces in the city centre.	The Strategy discusses the reduction of off street parking and presents an evidence base for the proposed retention of 500 spaces within the EA development sites within the City Centre in PSO 13 and PSA 7 . An increase of parking spaces would encourage more traffic in the city centre, which is against previous policies presented in PMP, CS, GAB and AQAP. The Strategy is written in accordance with these documents.
Those in favour often highlighted that the reduction of off street car parking spaces must be coupled with improved public transport facilities in order to be successful.	The Strategy supports the planned eastern Park and Ride in PSO 16 . The reduction of spaces and the need for provision of alternatives is discussed in PSO 11 .
The lack of off street car parks in rural villages was raised as an issue by some of the responding parish councils. Many rural villages have narrow streets and on street parking is not a viable nor safe option.	The Strategy address the need for revision of parking availability in Somer Valley and other rural areas, see PSA 5 , PSO 14 , PSO 15 , PSO 17 , and PSO 19 .
Comments from various organisations stressed the need for off street parking in close connection to public transport nodes, especially railway stations, in order to encourage sustainable modal shifts.	The Strategy includes PSA 9 and PSA 16 , which relate to commuter parking at railway stations.

Some of the responses were not supportive towards the proposed reduction of off street parking:

“We firmly believe that the suggestion to reduce off street parking and at the same time, to make it more expensive, is wrong and unrealistic.”

“Reducing the number of available spaces alone is not going reduce traffic. There have to be incentives to use public transport, Park and Ride, etc put in place as part of a comprehensive strategy. More cycle parking and bettered connected cycle lanes would also help.”

Another issue that was raised in a number of responses was the need for sufficient parking spaces near railway stations and other transport nodes. A response from a parish council stated:

“It is very important to have sufficient parking for rail users. Extend up and down the parking at the station.”



3.4 Park and Ride

This section presents the key findings regarding Park and Ride.

During the consultation period, the Council was investigating the opportunity to establish a Park and Ride site east of Bath. Due to traffic safety issues at the access junctions, the proposed sites have been deemed unsuitable for Park and Ride use. Hence, comments regarding the eastern Park and Ride site presented below were provided within the context of the original proposals, and may not reflect the most recent information available.

Table 3-4 displays a summary of the major themes and issues raised. For a full list of the responses, see **Appendix H**.

Table 3-4 Commonly raised issues regarding Park and Ride

Issue raised	How addressed through strategy
A majority of the respondents were positive towards the Park and Ride and the planned eastern expansion	The Strategy address the Park and Ride sites and the action points and objectives relating to future management are PSA 11, PSO 11 and PSO 16 .
Two of the responding organisations were against the expansion of Park and Ride services, stating that there is lack of evidence that P&R would reduce congestion in the city centre.	The Strategy advocates regular reviews of available Park and Ride capacity in order to assess the need for expansion of existing P&R in PSA 11, PSO11 and PSO 16 .. The available data shows that the demand for Park and Ride has increased since the latest expansion with utilisation rates exceeding the pre-expansion capacity. The data indicates that increased provision of spaces has encouraged behavioural change.
Diversified Park and Ride services with more stops are desired by some respondents, in order to reach more users that are not satisfactorily serviced by the current provision.	The Strategy addresses the Park and Ride sites and the action points and objectives relating to future management are PSA 11, PSO 11 and PSO 16 .
Many of the respondents wanted longer hours of Park and Ride service and secure overnight parking, to address the needs for evening and long stay visitors.	The Strategy addresses the Park and Ride sites and the action points and objectives relating to future management are PSA 11, PSO 11 and PSO 16 .
Cost reductions are mentioned as a means of encouraging Park and Ride usage, as currently, the price of group tickets are comparable to parking charges in the centre. Further promotion and special offers for P&R users are other suggestions to increase the usage.	The Strategy addresses the Park and Ride sites and the action points and objectives relating to future management are PSA 11, PSO 11 and PSO 16 .
The occurrence of ‘informal Park and Ride sites’ in Keynsham, Saltford, Midsomer Norton and Radstock is mentioned in some of the responses. The responders are generally positive towards an investigation of the potential to formalise this activity to further encourage modal shifts.	This topic is covered in PSA 12 , which states that the Council should investigate the potential to formalise the activity.
A respondent mentioned the opportunity to service the Park and Ride sites with electric vehicles, to further reduce noise and improve air quality.	The Strategy includes policies that promote the increased usage of electric vehicles, see PSO 2 and PSO 25 .



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Some of the responding residents in areas between the Park and Ride sites and the City Centre are reluctant to use the services as this would mean “driving out to get in”. The aforementioned suggestion of adding more stops along the route could potentially be an answer to this issue.

The Strategy addresses the need for growth of Park and Ride sites in relation to demand, see **PSO 16**. Alternative bus services are also provided across Bath.

The general opinion regarding Park and Ride was positive, as expressed here:

“We think all P&Rs can do more. For example, they could stay open longer, to assist shift workers, people who are travelling into Bath to enjoy the evening economy and visitors staying overnight in our hotels. We also believe the P&Rs could be used for coach parking if they provided the necessary services required by drivers.”

Many comments addressed the pricing structure and wanted further promotion to encourage usage. A specific suggestion was:

“Offer reduced-price tickets to attractions for P&R users. Get the many Bath coffee shops on board with offers of cheaper drinks etc.”



3.5 Major Events

The main issues and comments regarding parking management during major events is detailed in Table 3-5. It is worth noting that the questionnaires were sent out in December, during the Christmas market, which may have contributed to the high number of comments regarding this event. For more details of received responses, see **Appendix H**.

Table 3-5 Topics raised about Major Events

Issue raised	How addressed through strategy
Many responders are not satisfied with the current parking management during major events and say that they are imposing severe pressure on parking and cause congestion in the city centre.	Improved management of parking during major events is addressed by PSA 20 and PSA 21 .
The comments highlight the need for coordination by the event organisers, in order to prevent many major events occurring at the same time. Moreover, organisers should be required to provide travel plans for their events and encourage their visitors to arrive by sustainable alternatives.	Increased collaboration among organisers is supported by PSA 20 and PSA 21 .
The Christmas market is repeatedly mentioned as problematic and responses from 8 different organisations expressed concerns regarding congestion, pollution and reduced traffic safety related to the Christmas Market.	PSA 21 in the Strategy states that the Council will develop a framework and good practice guidance on parking management, in order to improve the parking situation for both the Christmas Market and other major events.
Some of the stakeholders emphasize the need for temporary parking provision during major events and seek solutions that increase flexibility and capacity within the parking system. This could involve both public and private car park operators.	The relationship with Private Operators is addressed in PSA 13 and the development of a framework and guidance for parking management for major events is set out in PSA 21 .
Better collaboration with providers of public transport, such as increased rail carriages during sports events, is desired by a number of respondents.	PSA 20 seeks to facilitate enhanced collaboration amongst stakeholders through the establishment of a Joint Events Management Transport Stakeholder Group.

The management of parking during major events was discussed in many of the answers, a responder said:

“The Council should actively manage demand and not simply seek to accommodate it [parking demand during Major Events]. Events likely to generate excessive demand should be de-conflicted if possible.”

Another stated that:

“Parking and traffic management generally needs to be vastly improved to handle increased activity during busy events. There should be enough flexibility and capacity within the system to increase availability of parking.”

The need for further collaboration and planning among organisers was another topic raised repeatedly, an example was:



“The organisers of other events such as rugby matches, university open days and the Bath Boules Tournament should be required to agree travel and traffic plans with the Council which aim to minimise traffic into the city. Parking control would be an important element.”

3.6 Charging

The following section presents common issues raised in relation to charging. Please note that Table 3-6 is not an exhaustive list of responses received, for full details see **Appendix H**.

Table 3-6 Main comments and issues raised regarding Charging

Issue raised	How addressed through strategy
In general, the respondents from residents’ associations are in favour of higher charging for out of town visitors to discourage them to bring their cars into the city centre.	The Strategy includes PSO 20 and PSO 22 that promote higher charges for out of town visitors and shorter stay for on street parking spaces in order to encourage a high turnover of spaces. PSO 12 states that all increases in short stay parking will be at the expense of long stay parking.
Representatives for trade organisations and one of the parish councils strongly oppose higher parking charge in Bath, as it would limit rural villagers’ access to the city centre and be bad for business. Some of the responses also advocate lower or free parking charges.	Higher charges is one of many measures implemented to manage traffic demand in congested areas. Lower charges would encourage more traffic in the city centre, which is against policies presented in PMP, CS, GAB and AQAP. The Strategy is written in accordance with these documents.
The responses from residents associations in Bath indicate that parking cost for residents parking permits is too high.	A review of permit types and the residential permit zoning system are included in PSA 1 and PSA 3 .
Two residents’ organisations from the central zone state that the cost for hotel and holiday let permits is too low compared to its value and needs revision.	
A stakeholder questioned why the disabled off street parking bays are charged, as this indirectly encourages blue badge holders to park on street. The disabled bays in the off street car parks are underused, even when the rest of the car park is full. This is not considered an efficient use of the parking stock.	The use of off street disabled parking bays is addressed by PSO 23 . The parking charges in B&NES in general will be subject to review according to PSO 21 .
A major residents’ association stated that charging for Park and Ride should be less expensive than parking in the city centre. The current charging model makes it more expensive to use P&R than to park in town if travelling as a group.	PSA 11 includes a number of suggestions to encourage the use of Park and Ride.
Responses from both residents’ organisations and Parish councils states that charging should be at a level that encourages off street parking over on street bays.	PSA 7 supports the introduction of short stay parking tariffs in Charlotte Street car park. Currently, On street charges are already higher than off street car parks and PSO 22 seeks to increase the prices further.
Some representatives of the local businesses, Parish Councils and residents are of the opinion that on street parking should be free of charge to encourage	PSO 21 and PSO 22 promotes shorter time limits for on street parking spaces to increase turnover of spaces. Free on-street parking in Bath does not comply with the objectives of the strategy.



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trade, but with a short maximum stay and very well enforced, to ensure high turnover of spaces.	
A majority of the responses from rural parish councils are of the opinion that car parks in rural areas should be kept free of charge to encourage visitors.	PSO 19 of the Strategy states that parking in rural areas should be kept free of charge.

Charges and their impact on traffic in the city centre of Bath were discussed and one comment was:

“Pricing can be used to discourage use of city centre parking which may reduce the number of car journeys into central Bath, but this needs to be part of a broader strategy to tackle congestion in Bath. It is important to ensure priority users such as disabled/blue badge holders and city centre residents are not adversely impacted by any increases in charges”

Another response was in favour of:

“Charging for other users [than residents] that encourages them to use the P&Rs or public transport rather than drive in to the centre”

However, some of the responses were more sceptical and one of the answers stated:

“Generally, higher charges are a blunt and discriminatory tool. Higher fines and a higher probability of getting fined is better.”

3.7 Enforcement

A summary of the most common topics discussed regarding Enforcement is presented in Table 3-7. **Appendix H** displays a full list of answers received.

Table 3-7 Comments received regarding Enforcement

Issue raised	How addressed through strategy
A majority of the responses emphasise that parking enforcement is vital for efficient parking management.	These comments are in line with PSO 31 in Strategy.
Representatives from three rural organisations mention insufficient and infrequent enforcement as a problem in their rural villages and propose actions to improve the situation.	PSA 19 highlights the role of technology and its potential to improve parking management, as well as enforcement, and PSO 31 sets out the role of enforcement in general.
Three of the participating residents’ associations sought increased enforcement as a measure to improve the parking situation in Bath and increase turnover of spaces.	PSO 31 clearly states that the role of enforcement is to maintain free flow in the network and facilitate protection of road space.
A comment stated that more rigorous enforcement to reduce abuses of Blue Badges is needed.	Enforcement of correct usage of Blue Badges is addressed by PSO 23

Many of the received responses acknowledged that parking control is important and many requested extended services. An example was:

“More enforcement wouldn’t go amiss.”

And another response said:

“Regular parking officer patrols and an extension to the limited time zones would be beneficial.”



A comment expressed the vital role of enforcement:

“Regulation is necessary around local shopping centres and within residential areas. This requires regular patrols by wardens, so that motorists cannot expect to go undetected if they park illegally. Rigorous regulation should underpin any parking strategy.”

3.8 Disabled

The most common issues regarding disabled parking are presented in Table 3-8. For further details, see **Appendix H**.

Table 3-8 Key comments regarding Disabled Parking

Issue raised	How addressed through strategy
A number of residents’ associations and Parish Councils recognised that on street parking is the most favourable alternative for disabled users, and that measures should be taken to encourage the use of central off street parking place for disabled badge holders. Currently, most off street car parks charge the disabled bays, while on street is free.	The strategy address the need for provision of disabled parking bays in PSO 7 and PSO 23 .
A majority of the responses agree that priority for the off street parking spaces should be given to motorists with reduced mobility, recognising their need to bring their cars into the city centre.	The importance of providing adequate parking for disabled motorists is presented in PSO 23 and the special requirements of disabled users is taken into consideration through PSA 14 .
A comment stated that more rigorous enforcement to reduce abuses of Blue Badges is needed.	The strategy address the need for enforcement of abuse of Blue Badges in PSO 23 .

Some of the received responses expressed concern with how the disabled parking stock was utilised, and that the charges on off street parking spaces contributed to the situation. One comment reported that:

“Many disabled spaces are often empty when the rest of the car park is full.”

Another felt that:

“Current legislation does not encourage off street parking, [disabled users are] parking on double yellow lines instead.”

3.9 Cycle

The questionnaire included a question which asked if cycle parking provision was sufficient, and most responses had no comment or were happy with the current provision of cycle parking. Table 3-9 displays some comments received from respondees that addressed the need for changes and improved cycle provision.



Table 3-9 Comments regarding Cycle Parking

Issue raised	How addressed through strategy.
Two of the responding organisations requested more cycle parking in strategic areas as a measure to encourage the use of bicycles.	The provision of cycle parking is addressed in PSA 15 and PSA 16 .
A residents association in Bath recognised the need for a proper, comprehensive strategy for safe cycling within the City.	Out of scope for the Parking Strategy.
Cycle organisations in Bath address the lack of secure storage at public transport nodes, crucial to enable better bike/bus/train integration. Better provision of secure and sheltered storage is identified as a key to encourage and increase the use of electric bikes.	The need for improved Cycle Parking is addressed in PSA 15 and PSA 16 .

The need for more cycle parking was not the most discussed topic in the answers, but one of the responses stated:

“We would like to see more cycle parking in strategic areas to encourage the use of bicycles”.

3.10 Motorcycle

Similar to cycle parking provision, the question regarding motor cycle parking did not receive many comments, which could indicate that the provision is already adequate, or that the responding organisations were not significantly affected by motorcycle parking provision. Table 3-10 presents a summary of the few comments received regarding motorcycles.

Table 3-10 Issues regarding Motorcycle parking

Issue raised	How addressed through strategy
A resident organisation from the central zone stated that motor cycle parking in Bath is causing issues and should be subject to revision. Currently, motorcyclists are parking free of charge in on street parking bays, which is considered as inefficient use of road space.	Provision of motor cycle parking is covered by PSO 3 and PSO 26 .

Motorcycles parked on street was mentioned in some of the responses. One said:

“We have even observed motorcycles parked on pavements which on Bath's busy streets seems to be inviting accidents. The situation is made worse by the fact that as we understand it, and the B&NES website confirms, there is NO CHARGE levied on motorcycles occupying on street parking slots. Why not?”



3.11 Parking Standards

The most common issues regarding Parking Standards are presented in Table 3-11. For further details, see Appendix H.

Table 3-11 Comments regarding Parking Standards

Issue raised	How addressed through strategy
Residents' organisations from central Bath expressed discontent with the current parking standards for hotels and new developments.	The provision of parking for hotels and other new development will be assessed in accordance to PSO 4 and PSO 5 .
Responses from residents strongly suggest that both the city centre and the remainder of the city should have parking standards appropriate to the area concerned eg. more restrictive standards within the Enterprise Area, particularly those parts immediately adjoining the city centre.	The strategy presents a methodology for assessment of accessibility, aimed to provide planning officers with a methodology that enables flexibility and reduction of the existing standards, subject to local variations. See PSO 4 and PSO 5 .
Some felt that the parking standards must consider that many people convert their garages to extra storage/room, and that they should not be included as parking space.	The Strategy will not make alterations to the approved Parking Standards in the PMP, as stated in PSO 4 . Reduction to prescribed provisions can be justified via PSO 5 .
The standards for new inner city development raised concern from both residents' associations and Parish Councils. The zero provision of parking spaces for commercial developments is not considered an effective tool to mitigate car use.	The parking provision required for new developments will be assessed in accordance with PSO 4 and PSO 5 .
A representative from a rural parish council emphasizes that the lack of sustainable transport alternatives, such as public transport, is a justification for high parking provision that should be included in the standard.	PSO 4 in the Strategy discusses the application of parking standards for new developments. For rural areas this is a minimum standard.

Many of the responses from residents in the central areas of Bath were concerned with new developments, as expressed in this comment:

"In considering applications for new hotel and entertainment developments, their potential to generate high on-street parking demand in the evenings and overnight should be taken into account."

Another of the responses stated that:

"Parking standards should not be relaxed out of concern that parking will overspill onto local streets. Development applications should be refused where they would exceed parking standards or cause overspill."

Many responses, especially from residents in the inner zone of Bath, raised concern about hotel developments and the parking standards set out for new developments. A point of view was that:

"The policy of having hotel developments in the city centre with no parking provision is based on the demonstrably false hypothesis that hotel guests will therefore not use their cars when travelling to this city."



Furthermore, the definition of a parking space in the standards was questioned, a comment highlighted that:

“The standards for new inner city development seems lax with virtually all having zero provision, and the recognition of a garage in a residential development as a parking space defies modern day garage usage giving the occupant the attractive option of covered domestic storage (or an extra living room)”

3.12 Coach

This section presents responses regarding coach parking. Table 3-12 is a summary, full details are available in Appendix H.

Table 3-12 Comments regarding Coach Parking

Issue raised	How addressed through strategy
Two of the responding residents’ associations mention the need for a Coach Parking Strategy.	The Coach Parking Strategy is a separate document, referred to and summarised in the Strategy.
A suggestion was that coach parking facilities should be located away from the centre, possibly at the P&Rs. This answer also included that the drop-off site should be located on the edge of the city centre, or within a reasonable walk from it.	The Strategy address the topic of drop-off/pick-up facilities for coaches in PSO 27 and emphasizes the need for Coach parking facilities.

A new and coherent coach parking strategy was requested in some of the responses, and one of the organisations wrote that:

“On street coach parking continues to be an issue which requires better planning and better enforcement.”

3.13 Taxi

Few of the received comments discussed taxi ranks and there was no response received from the taxi organisations who were sent a targeted letter. The issues that were raised is summarised in Table 3-13.

Table 3-13 Issues raised regarding Taxi ranks

Issue raised	How addressed through strategy
A responding residents’ association and a Parish Council from the rural areas seek a revision of the location of taxi ranks and further enforcement of unofficial taxi ranks.	The Strategy includes PSO 28 that suggests periodical review of the taxi ranks and also discuss how future travel options may alter the need for taxi rank provision.

The contacted organisations were generally content or had no comments regarding the current provision of taxi services and bays. However, some answers felt that revision was needed and one experienced that:

“Taxis appear to park wherever they like without restriction. They often create unofficial taxi ranks at night which can be a source of considerable disturbance to local residents.”



3.14 New Technology

This section presents some of the ideas and suggestions, as well as issues raised, regarding new technology. For a full list of the answers, see **Appendix H**.

Table 3-14 Topics discussed regarding New Technology

Issue raised	How addressed through strategy
Some of the responses suggested the use of ANPR in order to incur congestion charges and/or restrict movements on certain streets.	The use of new technology to improve car parking management is covered by PSA 19 . However congestion charging and access restrictions are not relevant to the Parking Strategy.
Many mentioned the VMS system as something positive that could be developed further, and suggested improved technologies for finding the available spaces.	The Strategy address signage in PSA 17 . Moreover, the role of technology in general is covered by PSA 19 .
A response suggested that technology could be used for innovative demand-based charging for off-street parking and possibly the P&R.	The use of new technology to improve car parking management is covered by PSA 19 .
Other responses mentioned technology as an opportunity to diversify the payment methods, pay-by-phone, pay-on-leave or booking a parking space in advance.	Payment methods and the technology opportunities for modernisation of the system is covered by PSA 18 .
Another response highlighted technology and innovation’s role in providing transport alternatives e.g. ride-sharing, car-sharing, transport-on-demand	The use of new technology to improve the overall traffic situation in the authority is included in PSA 19 .

The received answers generally took a positive and optimistic view on technology’s role in improving parking and traffic within B&NES. Many suggestions and ideas were expressed, one of the comments stated that:

“New technology should be used to help encourage users to use other modes of transport, e.g. enabling citizens to more easily understand the frequency and location of buses on routes into and out of Bath.”

Another suggestion was that:

“Congestion charging, facilitated by new technology, could help reduce the demand for parking in central Bath and encourage use of P&R.”



3.15 Strategy

Repeated comments that specifically addressed the structure of the Strategy are presented below.

Table 3-15 Comments received regarding the Strategy

Issue raised	How addressed through strategy
Many stakeholders call for a strategy that is holistic and well integrated with the other strategies set out from the council. It should allow for, and be sensitive to, local variations in terms of parking needs.	The strategy is based upon, and well integrated with, previous policies and strategic documents published by the Council. The policy section of the Strategy includes details the relevant documents and they are considered throughout the document. In addition, the strategy addresses Bath, Keynsham, Somer Valley and rural areas separately.
Some stakeholders suggest that the strategy should promote a levy on employers to encourage cycling and sustainable modes.	The introduction of parking levies is not supported by the Strategy.

A well-integrated, comprehensible strategy was desired by many of the responders and one of them expressed this as:

“The one most important issue is that parking strategy and parking in detail form part of the overall strategy for Bath. It cannot be a fire-and-forget strategy. It must interact with transport, tourism, economic development, planning etc.”



Summary

This consultation process has informed the Parking Strategy for Bath and North East Somerset. The methodology included face-to-face meetings, telephone interviews, electronic questionnaires and targeted letters. The response rate to the consultation has been varied, with the highest response rates to the meetings with private car park operators and council officers.

The responses were analysed and divided into 15 subcategories: on Street; residential; off street; park and ride; major events; charging; enforcement; disabled; cycle; motorcycle; parking standards; coach; taxi; new technology and strategy. The most commonly discussed topics were:

- Many of the responding representatives for residents in Bath experience issues with parking provision, especially in the central area. Furthermore, many were concerned that the high pressure on on-street parking is causing traffic safety issues;
- A majority of the organisations who responded were positive towards the expansion of park and ride sites, but requested a better charging system, longer operating hours and secure overnight parking;
- The responses indicated that the parking management during major events could be improved, and increased collaboration with private operators was one of the suggested solutions; and
- Some responses requested better provision of blue badge parking spaces, and questioned the current charging scheme in off street spaces.



SECTION 4

Appendix A

Questions for Officers, Stakeholder Surgery



General

- Please explain your role in Bath and what projects/initiatives you are working on related to parking?
- What do they think of the draft strategy objectives? Do these suit their needs? Would they suggest amendments/additions to these?
- What do you see as the key problems/issues/opportunities with parking in B&NES? Does this differ between towns?
- From your perspective, what would you most like to see addressed through a B&NES wide Parking Strategy?
- Are there any things you have been prevented from implementing, or would have been easier to implement, if there was something within B&NES policy?
- What is your knowledge/involvement in P&R within Bath? How do you see it developing
- What elements of off-street/on-street parking work well and what are the key issues?
- Politically what is likely to be acceptable/unacceptable?
- What elements of coach parking work well and what are the key issues?
- What technology improvements do you think would benefit on-street/off-street parking? Have any been tried before and how successful were they?
- Are there any policies you think we should be aligning with besides local plans/transport strategies/pmp? (Heritage?)
- Who are the key stakeholders (are they on our list)?

Parking team

- Relationship with private parking companies – how do you currently work together, is it a good relationship, do you have any discussions over setting of charges, any tensions?
- Relationship with network rail (station parking)
- Relationship with coach drivers/companies
- What enforcement is undertaken and what issues do they have?
- Public perception of parking – feedback from consultation?
- Any feedback on RPZ's and on-street restrictions?
- What's their experience with VMS signs? Problems? Previous considerations?
- Landlord and business parking permit schemes (in 2011 strategy) – details?
- Freight parking – what information is available?
- Survey Monkey questions – thoughts? Include all Parish Councils?
- Can we send a reminder to those contacted for interviews?

Major Events

- How effectively is parking managed for major events such as the Christmas market and sports matches? How could this be improved?

Planning

- Car parks that will be closed as part of development – latest from discussions with developers relating to this? (Avon Street in Bath and South Road in Midsomer Norton)
- Provision of car club and electric vehicle charging points as requirement?
- Thoughts on an accessibility reduction for parking standards?

- Is there anyone else in your team that we should talk to?



Appendix B

List of Invited Stakeholders - Questionnaire



Invited Organisations	
Green = Response Received	White = No Response
Chambers of Commerce	Hinton Charterhouse Parish Council
Bath Tourism PLUS / visitBath	Independent Shops of Bath
Bathampton Parish Council	Independent Shops of Bath AMPMPA
Batheaston Forward	Kelston (Parish Meeting)
Batheaston Parish Council	Keynsham Town Council
Bathford Parish Council	London Road and Snow Hill Partnership
Cameley Parish Council	Marksbury Parish Council
Camerton Parish Council	Marlborough Lane and Buildings
CARA – The Circus Area Residents’ Association	Midsomer Norton Town Council
CCAG – The City Centre Action Group	Monkton Combe Parish Council
Charlcombe Parish Council	Nempnett Thrubwell Parish Council
Chelwood Parish Council	Newton St Loe Parish Council
Chew Magna Chamber of Commerce	Norton Malreward Parish Council
Chew Magna Parish Council	Paulton Parish Council
Chew Stoke Parish Council	Peasedown St John Parish Council
Claverton Parish Council	Priston Parish Council
Clutton Parish Council	Publow and Pensford Parish Council
Combe Hay Parish Council	Pulteney Estate Residents association
Compton Dando Parish Council	Radstock Town Council
Compton Martin Parish Council	Residents Protecting Peasedown
Corston Parish Council	Saltford Community Association
Dunkerton & Tunley Parish Council	Saltford Parish Council
East Harptree Parish Council	Shoscombe Parish Council
Englishcombe Parish Council	South Stoke Parish Council
Farmborough Parish Council	St Catherine (Parish Meeting)
Farrington Gurney Parish Council	Stanton Drew Parish Council
FOBRA	Stowey Sutton Parish Council
FOBRA - Lyncombe and Rosemount	Swainswick Parish Council
FOBRA - West Widecombe	TARA (The Abbey Residents Association)
FOBRA -Ainslie’s Belvedere & Caroline Place Residents’ Association	The Bath BID
FOBRA -Green Park	The Roman Baths
FOBRA- Vineyards associations	Timsbury Parish Council
FOBRA-Greenway!	Wellow Parish Council
FOSB	West Harptree Parish Council
Freshford Parish Council	Westfield Parish Council
High Littleton Parish Council	Whitchurch Village Council
Hinton Blewett Parish Council	Widecombe residents association



Appendix C

List of Survey Questions

Questionnaire



Bath

Headline issues for Bath

Thinking about parking supply and parking management in overall terms within Bath City Centre (including on-street and off-street parking in both public and private car parks):

1. Which elements of parking supply and management do you think currently work well?
2. What do you see as the main problems and issues?
3. What one issue would you consider it most important for the Parking Strategy to address for Bath?

Detailed issues for Bath

The development of the Enterprise Area sites in the City Centre (at Bath Quays/Manvers Street and Cattle Market) will affect existing public off-street parking (836 spaces). The Transport Strategy (Getting Around Bath) requires retention of at least 500 of these public parking spaces when these areas are built-out.

4. What role do you see these retained and improved parking spaces having/who do you think should be the priority users?
5. Should the pricing strategy for this retained and improved parking be altered in any way to target different users?

There is already considerable congestion on radial routes into Bath and within the City Centre and work undertaken by the Council has shown that the ability to accommodate further traffic growth is very limited. Mindful of the development aspirations within the Enterprise Area to bring more investment and jobs into Bath, what is your view on the degree to which measures in the Parking Strategy should look to control car use for journeys into the City Centre for employment, shopping and other purposes? In particular:

6. The emerging Placemaking Plan, Districtwide, page 225, includes more restrictive parking standards for new non-residential development in Bath. In addition to these new standards, what other measures would you consider necessary or desirable to help support these?
7. The emerging Placemaking Plan makes provision for the potential future expansion of existing Park and Ride sites and the creation of a new Park and Ride site to the East of Bath. What other measures, would you consider necessary or desirable to greater encourage use of Park and Ride?
8. Do you support the principle of higher charges for central area parking as part of a package of measures to help manage traffic within Bath?
9. Do you support the principle of further reducing off-street public parking (beyond that envisaged in the Placemaking Plan) to help manage traffic within Bath?
10. Could the level of parking retained within the Enterprise Area be reduced from 500 in order to support the overarching policy of reducing traffic within the city centre?



11. Do you think further expansion of the controlled parking zones will be necessary to discourage commuter on-street parking in areas surrounding the City Centre?
12. How well do you think the City currently caters for parking demands associated with major events such as the Christmas Market, Bath RFC matches etc. How could this be improved?
13. What are your views on the current provision for disabled parking, taxis or cycle parking within the City Centre?
14. What role do you see for new technology in helping to manage parking within Bath?
15. Are there any other comments you would like to make about parking in Bath?



Keynsham/Saltford

Headline issues for Keynsham/Saltford

Thinking about parking supply and management in overall terms in Keynsham/Saltford (including on-street and off-street parking):

16. Which elements of parking supply and management do you think currently work well?
17. What do you see as the main problems and issues?
18. What one issue would you consider it most important for the Parking Strategy to address for Keynsham/Saltford?

Detailed issues in Keynsham

19. What is your view on the overall level of parking provision in Keynsham? Is the current supply sufficient to support/maintain economic activity?
20. What opportunities do you think there are for creating additional parking supply in Keynsham Town Centre or its immediate environs, either on a permanent basis or a temporary (time restricted) basis through part-time use of third party land?
21. Should the existing proportions of short stay and long stay parking in the Town Centre be changed to make greater provision for shoppers and less for commuters (long stay)?
22. Have you experienced non-residential parking causing problems in areas around the Town Centre of Keynsham and in adjacent residential streets?
23. If yes, what do you think should be done to tackle this problem?
24. What are your views on the current provision for disabled parking, taxis or cycle parking within the Town Centre?
25. Should charging and/or time restrictions be introduced at the Picnic site car park (A4175 Keynsham Road) to discourage its current long-stay use by rail commuters?
26. What are your views on the current provision for disabled parking, taxis or cycle parking within Keynsham?
27. Are there any other comments you would like to make about parking in Keynsham?



Somer Valley (Midsomer-Norton/Radstock/Westfield)

Headline issues for Somer valley

Thinking about parking supply and management in overall terms in Somer Valley (including on-street and off-street parking):

28. Which elements of parking supply and management do you currently work well?
29. What do you see as the main problems and issues?
30. What one issue would you consider it most important for the Parking Strategy to address for Midsomer Norton?

Detailed issues for Midsomer Norton

31. What is your view on the overall level of provision of parking in Midsomer Norton? Is the current supply sufficient to support/maintain economic activity?
32. If you feel that additional parking capacity is required, should this be long stay, or short stay, noting that parking currently provided at Argos, Lidl and Sainsbury's is all time restricted (1.5-2.0hr limit)?
33. If you feel that additional parking capacity is required, what opportunities/locations do you think there are for creating additional parking supply?
34. Should the Council seek to introduce charging for parking or time restrictions at South Road with the aim of encouraging short stay parking and increasing the turnover of spaces?
35. Should the Council seek to introduce charging for parking at controlled on-street locations within Midsomer Norton Town Centre?
36. Should the on-site parking provision sought for new retail/ commercial developments coming forward in the Town Centre seek to achieve a 'maximum' standard to enhance the overall stock available to users and reduce the overspill impact on existing parking?
37. What are your views on the current provision for disabled parking, taxis or cycle parking within Midsomer Norton?
38. Are there any other comments you would like to make about parking in Midsomer Norton?

Detailed issues for Radstock

39. It has been suggested that existing public off-street parking in the Town Centre is used by commuters subsequently traveling into Bath by bus/or car sharing. Is the use of the car parks in this way something that you have witnessed happening?
40. Do you support the use of car parks in this way? Would there be any benefit to formalising this activity, and if so how could this be undertaken?



SECTION 4 – SUMMARY

41. Data suggests that the Co-Op car park (which has a maximum stay of 3 hours) is underused. Would you support discussions with the Co-Op to secure better use of this car park? What changes to the usage restrictions would you like to see?
42. Accepting there is an underuse of the Co-op car park, do you think that there is a need for additional public parking in the Town Centre?
43. Should a charging structure be introduced in the Council's car parks at Waterloo Road and Church Street to try to discourage short stay users from using these spaces and use the Co-op car park instead? This could help to retain some of the limited capacity for longer stay parking.
44. Are you aware of any on-street parking issues in surrounding residential streets as a result of parking under-supply in the Town Centre, notably for long stay parking?
45. What are your views on the current provision for disabled parking, taxis or cycle parking within Radstock?
46. Are there any other comments you would like to make about parking in Radstock?



Chew Valley/Rural Areas

47. Which area/village/parish are your comments related to?
48. Is access to local services (shops/doctors surgery/schools) in your area affected by any parking issues? Please describe the issue.
49. What improvements/changes would resolve this issue?
50. What challenges are there within your area/village/parish relating to residential parking?
51. What challenges are there within your area/village/parish relating to off-street parking? (if off-street parking is provided)
52. Are there any other comments you would like to make about parking in your area?



Appendix D

Questions in Targeted Letter

Freight and Transport



General

Vehicles delivering goods make up a significant share of traffic and contribute to deteriorating air quality, rising carbon emissions and congestion. More efficient freight deliveries, such as the use of freight consolidation, can reduce congestion, lower emissions and free up space for sustainable modes. This is particularly the case in Bath, but can also be an important issue elsewhere.

Thinking about BANES as a whole and thinking generally about the relationship between parking and efficient HGV operation and freight deliveries...

1. What general principles related to HGVs would you like to see reflected in any parking strategy for BANES (these could cover provision, management or enforcement of parking)?
2. Can you identify any towns that you feel have addressed HGV issues well through a parking strategy or through their general approach to parking and HGVs?
3. How can technology be used to help manage parking and deliveries in an authority like BANES?
4. What one issue would you consider it most important for the Parking Strategy to address to help facilitate efficient deliveries within BANES and particularly within the City of Bath and main urban areas?

CIVITAS RENAISSANCE in Bath is an urban freight consolidation scheme that was established 2011, with the aim of reducing the number of goods vehicle deliveries made to city centre businesses. (Read more at:<http://www.civitas.eu/content/civitas-case-study-freight-consolidation-bath>)

5. What are your views on the Freight Consolidation Scheme?
Which aspects of the scheme do you see as particularly positive?
What are the main barriers/drivers to participate in the scheme?
What could be improved to encourage more of your members to participate?

Location specific comments

In your role as a provider of good's delivery and thinking about parking supply and parking management in overall terms (including on-street and the availability of loading bays) please answer the following questions. Please make it clear which town/specific location you are referring to.

Loading, securing and unloading goods safely are essential activities for any fleet operator. Thinking about loading and unloading specifically:



6. Are there any locations where the arrangements for deliveries work particularly well?

Bath	
Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	

7. Are there certain locations where HGV drivers repeatedly experience safety or accessibility issues when loading/unloading due to the current management of on street parking/violation of parking regulations? Please tell us about specific locations, times of day, and how often these problems are experienced. What could be done to resolve/improve the situation?

Bath	
Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	

8. What are your views of the facilities for lorry parking and rest places for truck drivers within BANES? Are you aware of any frequently used informal rest places? Where are they located? How could they be improved?

Bath	
Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	

9. Thinking specifically about Bath City Centre, how well do you think the City currently caters for freight deliveries and truck parking associated with major events such as the Christmas Market, Bath RFC matches etc. How could this be improved?

10. Are there any other comments you would like to make about parking and loading?



Appendix E

Questions in Targeted Letter Disabled Users



General

1. What are the key principles for the supply and management of disabled parking that you feel would need to be incorporated in any parking strategy for BANES?
2. Are you aware of any local authorities that have dealt with disabled parking particularly positively through their parking strategy?
3. What role do you see for new technology in helping to manage parking for Blue Badge holders across BANES?
4. What one issue would you consider it most important for the Parking Strategy to address to help improve the supply and management of parking for disabled motorists across BANES?

Location specific comments

Thinking about supply and management of disabled parking within BANES (including on-street and off-street parking in both public and private car parks):

5. What is your view on the overall level of Blue Badge holders' parking provision? Is the current supply sufficient to ensure accessibility to services for disabled users?

Bath	
Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	

6. If you feel additional disabled parking capacity is required, what opportunities do you think there are for creating additional parking supply, and what locations would be relevant to consider to improve accessibility for users with reduced mobility?

Bath	
Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	

7. What are your views on the current provision for Blue Badge parking at or in the vicinity of the rail stations? Is the current provision sufficient to maintain/encourage disabled users to commute/travel by train?

Bath Spa Station	
Oldfield Park Station	
Keynsham Station	



Issues specific to Bath

The emerging Placemaking Plan makes provision for the potential future expansion of existing Park and Ride sites and the creation of a new Park and Ride site to the East of Bath. The Park & Ride buses have low floors, designed to be accessible for wheel chair users, child buggies and push chairs. Convenient and secure locations are available on the buses to accommodate wheel chair users, disabled passengers, buggies and pushchairs.

8. What other measures, would you consider necessary or desirable to further encourage disabled motorists to use the Park and Ride services?

The Council offers 'Shopmobility', which is a loan service of manual or powered wheelchairs and electric scooters, in order to facilitate mobility for disabled visitors within the city of Bath.

9. What are your views on the Shopmobility service and how does it impact the users' accessibility to the town centre? What works well? What could be improved?
10. Is the provision of disabled bays at Manvers Street, outside the Shopmobility Centre, sufficient to cater for all users of the service?
11. How well do you think the City currently caters for parking demands for Blue Badge holders associated with major events such as the Christmas Market, Bath RFC matches etc. How could this be improved?



SECTION 4 – SUMMARY

Appendix F Questions in Targeted Letter Taxi



General

1. What are the key principles for the supply and management of taxi parking/waiting that you feel would need to be incorporated in any parking strategy for BANES?
2. Are you aware of any local authorities that have dealt with taxi parking/waiting particularly positively through their parking strategy?
3. What one issue would you consider it most important for the Parking Strategy to address to help improve parking/waiting for taxis across BANES?
4. What role do you see for new technology in helping to manage taxi supply and parking across BANES?

Detailed issues for Bath

Thinking about parking supply and parking management from a taxi driver’s perspective within Bath City Centre:

5. What are your views on the current provision for taxi ranks in Bath? Are there enough spaces? Are they located conveniently?
6. In your view, are there other locations that should be considered for additional taxi ranks?
7. Do you, in your work, experience certain issues with the taxi ranks during major events such as the Christmas Market, Bath RFC matches etc.? Please describe. How could this be improved?

Other locations

8. Is access to taxi services in this area affected by any parking issues? Please describe the issue.

Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	

9. What improvements/changes would resolve this issue?

Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	

10. Are there any other comments you would like to make about taxi ranks and parking?



Appendix G

Questions in Targeted Letter Cycling



General

1. What are the key principles for the supply and management of cycle parking that you feel would need to be incorporated in any parking strategy for BANES?
2. Are you aware of any local authorities that have dealt with cycle parking particularly positively through their parking strategy?
3. What role do you see for new technology in helping to manage cycle parking across BANES?
4. What one issue would you consider it most important for the Parking Strategy to address to help improve cycle parking across BANES?

Location specific comments

Thinking about cycle parking supply and parking management in overall terms:

5. Which elements of cycle parking supply and management do you think currently work well?

Bath	
Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	

6. What do you see as the main problems and issues?

Bath	
Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	

7. Are there locations where the supply of cycle parking is insufficient?

Bath	
Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	



SECTION 4 – SUMMARY

8. Have you noticed any locations where cyclists are reluctant to park their bikes? If yes, why do you think this is? Safety/Security reasons? Design/Layout of Stands? Other? What could be done to improve these locations?

Bath	
Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	

9. Are there locations where cyclists repeatedly experience safety/accessibility issues due to the current management of on street parking/violation of parking regulations? What locations? How often? What could be done to resolve/improve the situation?

Bath	
Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	

10. Long stay cycle parks are generally located in close proximity to public transport nodes, with provision of locked and sheltered storage. The ability to store your bike more safely than on-street alternatives could encourage bike usage for part of journeys, even when there is a need to leave the bike for longer periods of time. What are your views on the provision of long stay cycle parking spaces? Is there a need for improvement and what locations would be relevant to assess?

Bath	
Keynsham	
Midsomer Norton	
Radstock	
Other (please state)	

11. Are there any other comments you would like to make about cycle parking?



Appendix H

Received Responses to Questionnaires

Provided in Excel-file named 'Consultation Report_AppendixH.xlsx'