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THE CITY OF EDINBURGH COUNCIL

## **Parking Strategy**

### **Annex 3: Report on Surveys and Consultation June to October 2005**

April 2006

## Table of Contents

Section	Page
1.0 Introduction .....	1
2.0 Utilisation Surveys.....	1
2.1 Summary .....	1
2.2 Methodology .....	1
2.3 Key Results .....	2
3.0 Market Research .....	5
3.1 Summary .....	5
3.2 Methodology .....	5
3.3 Key Results .....	6
4.0 Workshops .....	9
4.1 Summary .....	9
4.2 Business Workshop .....	10
4.3 Off Street Operator's Workshop .....	10
4.4 Tradesperson's Workshop .....	10
4.5 Carers Workshop .....	11
4.6 Carers Workshop (2 <sup>nd</sup> ) .....	11
4.7 Retailer's Workshop .....	12
4.8 Resident's Workshop .....	12

## 1.0 Introduction

Council officers have overseen extensive research work throughout the summer of 2005 investigating and analysing the parking habits and attitudes of drivers throughout the city. The work involved utilisation surveys, market research and workshops with key interest groups and the results have produced a vast range of information related to parking.

The following sections give a brief outline of the work done and a summary of some of the results.

## 2.0 Utilisation Surveys

### 2.1 Summary

The Council commissioned a consultant to undertake utilisation surveys of both on and off-street locations throughout the city. Further to this, brief postcard surveys were also left on car windscreens with a short survey.

### 2.2 Methodology

Utilisation counts were done at 19 off-street car park locations throughout the city centre. This covered every off-street public car park in the city centre, except Fountain Park. Surveyors were stationed at each entrance and exit to the car parks and noted the registration number and time of each vehicle movement. This was done over a 12 hour period 07.00 – 19.00 on a typical Tuesday, Saturday and Sunday in June. Details of the car parks and the days they were surveyed are shown in Table 2.1 below:

**Table 2.1 – Summary of Off Street Car Parks Survey**

Car Park	Location	Size	Saturday 18 June	Tuesday 21 June	Sunday 26 June
Castle Terrace	Castle Terrace	750	✓	✓	✓
Chalmers Street	Chalmers Street	116	✓	✓	
Crichton Street	Crichton Street	250	✓	✓	
EICC 1	Morrison Street	95		✓	
Greenside Place	Omni Centre	990		✓	
Haymarket Station	Haymarket Station	211		✓	
Haymarket Terrace	Haymarket Yards	120		✓	
Morrison Street	Morrison Crescent	500	✓	✓	
Niddry Street	Radisson SAS Hotel	128		✓	
Sheraton Hotel	West Approach Road	120		✓	
St James 1	Leith Street	280	✓	✓	✓
St James 2	Elder Street	300	✓	✓	✓
St John's Hill	Viewcraig Gardens	290	✓	✓	
St Leonard's	St Leonard's Street	96		✓	
Waverley	New Street	350		✓	
Waverley Station	New Street	211		✓	
Semple Street	Semple Street	198	✓	✓	
Princes Exchange	Riego Street	150		✓	
Edinburgh Quay	Fountain Bridge	189		✓	
Fountain Park	Dundee Street	800			

With this raw data, we are able to analyse occupancy levels of each car park and length of stay profiles of each vehicle. This has been done, and a summary of some of the results is given below.

On street counts were done by way of 'beat' surveys. This involved selecting a beat of say 10 streets, and walking this beat at regular intervals throughout the day recording every vehicle parked on-street. The surveys were undertaken on a selection of streets throughout the CPZ – roughly 25% of all streets were surveyed. Surveys were done on a typical midweek day and on a Sunday. The times of the beats were as follows: 05.00, 07.00, 08.00, 11.00, 14.00, 16.00, 17.00, 18.00, 20.00 and 21.00 on the weekday and 06.30, 11.00 and 14.00 on the Sunday. Vehicles were recorded on all restrictions including residents' bays, Pay and Display bays, yellow lines, red lines, disabled bays etc.

With this information, spreadsheets have been developed analysing the data. Assumptions were made on journey purpose given the time(s) that a vehicle was parked. For example a vehicle parked in the same spot at the 11.00, 14.00, 16.00 and 17.00 beats was classified as a commuter, while a vehicle parked at 05.00 only, but without a permit was classified as a resident. Approximately 10 different classifications were developed. The data then gives us utilisation profiles throughout the day both in general terms, and under these new classifications.

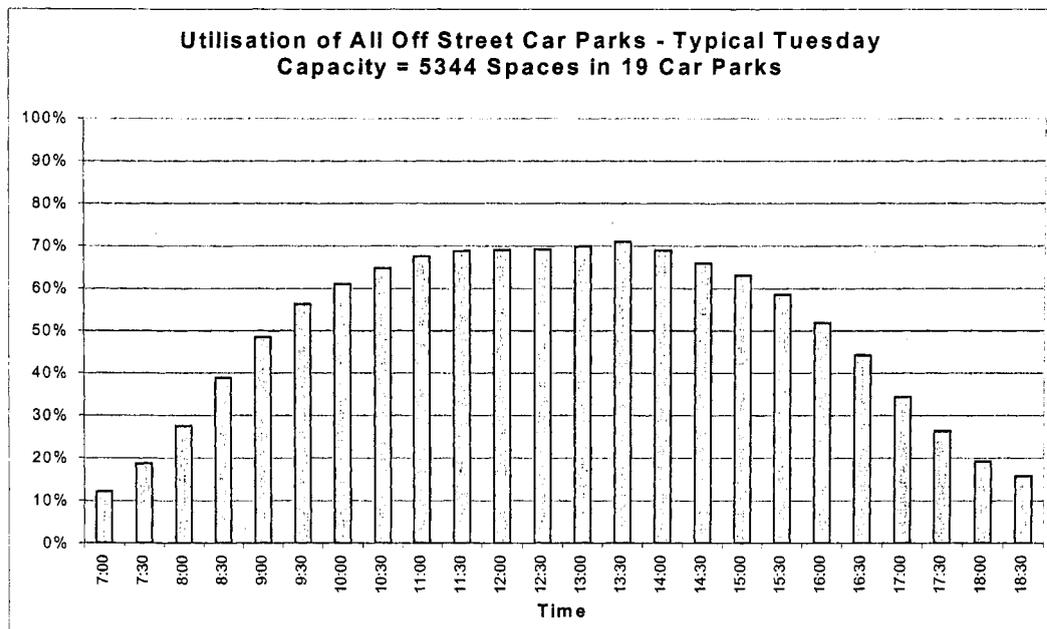
Further to the utilisation counts, a brief postcard questionnaire was distributed throughout these same locations. These postcards were seeking information such as origin of journey, journey purpose, length of stay, ease of finding parking etc. Simple cross tabulations of this data were then done in the analysis.

## **2.3 Key Results**

### **2.3.1 *Off Street Utilisation***

The overall midweek utilisation of all 19 car parks surveyed is shown in Figure 2.1 below. It shows that the peak occupancy is approximately 71% at around 13.30. This translates to at least 1,550 unused off-street spaces in the city at any one time. For individual car parks however, all of the following had utilisation levels above 90% sometime during the midweek day: - Castle Terrace, Chalmers Street, Crichton Street, EICC 1, Haymarket Terrace, Niddry Street, St James 1, St James 2 and St Leonard's. At the other extreme, the lowest maximum utilisation was just 42% and several car parks had peak utilisation levels less than 60%. In all cases, utilisation levels were much lower on the Saturday except at both St James' car parks, where levels were similar to midweek figures.

**Figure 2.1 – Utilisation of Off Street Car Parks**

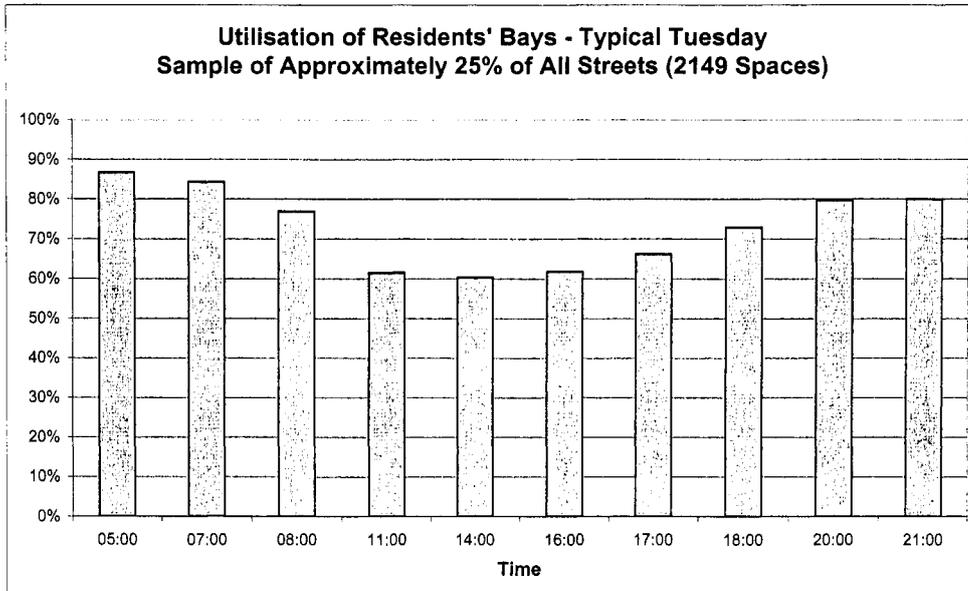


**2.3.2 On Street Beat Surveys**

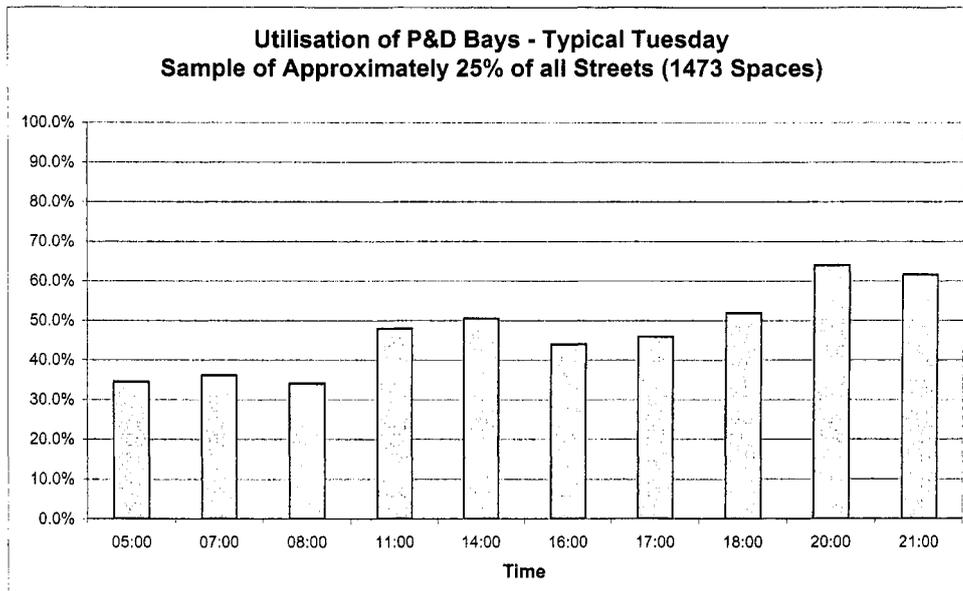
The utilisation of residents' bays and pay and display bays across the sample of city streets is shown in Figures 2.2 and 2.3 below. Overall the occupancy of residents' bays appears to be at its peak early in the morning at roughly 87%, though for individual beats, utilisation figures of at or above 100% occur at this time. The occupancy drops away during the day as people take their cars away from their homes. It then picks up again in the evening as people come home and as evening visitors are parked in residents' bays, which they are entitled to do.

Occupancy of pay and display bays is roughly similar to the figures produced by the ticket machines that Council officers analyse regularly. The day time peak is just on 50% city wide, though this is very much subject to localised peaks (both in time and location) that have not been picked up in this survey. Utilisation is much higher in the evenings when the restrictions have been lifted, at almost 65%.

**Figure 2.2 – Utilisation of Residents' Bays**



**Figure 2.3 – Utilisation of Pay and Display Bays**



**2.3.3 Postcard Questionnaire**

The most topical information to come out of the postcard surveys was the journey purpose and ease of finding parking spaces. These results are collated in Tables 2.2 and 2.3 below. The sample size for the off-street car parks was 479 which is a response rate of 11.1%, while the on-street sample size was 551, a response rate of 14.0%.

**Table 2.2 – Summary of Journey Purpose**

Purpose	Off Street	On Street
Resident	-	25%
Commuter	42%	8%
Visiting on Business	21%	19%
Visiting a Resident	-	6%
Shopping	15%	10%
Leisure	8%	17%
Education	2%	2%
Religious	-	2%
Tourist	4%	2%
Other	8%	9%

**Table 2.3 – Summary of Ease of Finding the Car Park or a Space On Street**

Purpose	Off Street	On Street
Very Easy	57%	35%
Easy	27%	28%
Neither	11%	13%
Difficult	4%	15%
Very Difficult	2%	9%

### 3.0 **Market Research**

#### 3.1 **Summary**

The Council commissioned a separate consultant to undertake an extensive market research exercise. The main aim of this work was to identify attitudes and behavioural patterns with regards to parking and to try and verify a lot of the anecdotal evidence that is often presented to Council officers and members, and reported in the media.

The extent of the market research work was as follow:

- Visitor and tourist interview surveys at major city centre car parks. (569 Respondents);
- Extensive telephone interviews of Edinburgh and non-Edinburgh residents. (1016 respondents); and
- 'Mystery Shopper' type inspections of a random selection of on-street parking locations and all off-street car parks.

#### 3.2 **Methodology**

The visitor/tourist interviews took place on one midweek day at two major car parks – Castle Terrace and St James Centre. Respondents had to live at least 10 miles from Edinburgh city centre to be classified as a visitor. The interviews lasted 5 minutes and asked a range of questions including; journey purpose, satisfaction with factors such as signage, security, convenience, ease of parking etc, overall satisfaction and information provision.

The telephone surveys took place over a two week period and used a Computer Aided Telephone survey method of data collection to target agreed quotas of residents from certain areas. This proved an effective way of securing an even distribution of respondents from throughout Edinburgh and neighbouring areas. The interview was 15 minute long.

After initial screening questions, respondents were then separated into one of five themed interviews. These themes were off-street car parks, on-street city centre parking, suburban shopping locations, edge of town shopping malls and non city centre workplaces such as a hospital, university or business area such as Edinburgh Park. The line of questioning in each of these themes followed a similar pattern, with relevant unique questions as appropriate. At the end of this series of questions there were several more general parking questions that all respondents answered. In summary, the following range of questions were asked:

- Choice of location;
- Importance of price and availability;
- General satisfaction;
- Specific satisfaction with key factors such as signage, security, convenience, ease of parking, level of service etc;
- General availability and ease of parking overall in Edinburgh City Centre;
- Preferences of shopping malls over city centre shopping; and
- Opinions on certain policy themes such as pricing, enforcement, pavement parking and illegal parking.

The mystery shopper exercise involved a surveyor visiting several on-street locations and each off-street car park as a normal paying customer. The surveyor assessed several aspects of each site including ease of parking, general car park area, ticketing and security. These surveys only took place on one day with one surveyor, so it is very difficult to gain in depth information. It is just a brief snap shot of conditions on site, however it provides a useful supplement to the other market research information.

### 3.3 Key Results

#### 3.3.1 Visitor and Tourist Survey

Overall, the results from this survey were very positive. The following are key findings:

- Of all first time visitors, 78% found the car park either easy or very easy to find.
- Of all respondents, 84% were either satisfied or very satisfied with the overall car parking experience.
- Of all respondents, the ratings for the key factors are shown in Table 2.4 below.

**Table 2.4 – Ratings for Key Factors for Visitors and Tourists**

Factor	Exc.	Good	Ave.	Poor	V.P	Rating
Directional signs to the car park.	24.6%	30.1%	33.4%	7.4%	4.4%	3.6-Good
Directional signs within the car park.	24.6%	49.4%	20.2%	5.3%	0.5%	3.9-Good
Pedestrian directional signs within the car park.	19.9%	36.7%	35.7%	7.0%	0.5%	3.7-Good
Convenience of car park location	54.1%	36.7%	8.6%	0.2%	0.0%	4.5-Exc.
Cleanliness of car park	30.2%	46.6%	20.7%	2.1%	0.2%	4.0-Good
Feeling of personal security	23.7%	44.6%	28.5%	2.3%	0.2%	3.9-Good
Level of vehicle security	25.1%	48.3%	25.5%	0.7%	0.4%	4.0-Good
Ease of finding a space	23.7%	42.9%	22.3%	8.8%	1.9%	3.8-Good

A question was also put across asking respondents what they felt was the best way to disseminate information about parking and the three most common responses were:

- On maps of the city centre           42.4%
- On the internet                       36.9%
- A free parking map                   12.8%

### **3.3.2 Telephone Interviews**

A large quantity of information was gathered on a range of attitudes to parking in the city. A summary of the key findings is as follows:

Do you think the availability of parking in Edinburgh is...?

- Adequate                   25.8%
- Inadequate               63.9%
- Don't know               10.3%

How easy would you say it is to park in Edinburgh?

- Easy                       7.4%
- Average                  20.8%
- Difficult                 66.7%
- No opinion                5.1%

Off street users – Are you usually able to park at your first choice of car park?

- Yes                       86.7%
- No                        13.3%

On street users – Are you usually able to park at your first choice of on-street location?

- Yes                       46.0%
- No                        54.0%

On street users – Which of these locations do you use most often?

- George Street           51.7%
- St Andrew Square       8.6%
- Charlotte Square       5.2%
- Any other location      34.5%

16% of all respondents said the reason they visited the city centre less and shopping malls more was 100% related to parking issues.

24% of all respondents think they visit the city centre less because there are out of town shopping malls and of these respondents a little under a half of them said their travel to city centre by car had reduced 'significantly' due to the presence of shopping malls.

The top three influencing aspects of parking in the shopping malls were 1) availability of parking, 2) free parking and 3) easy access for cars.

In response to a query about how many off-street car parks respondents thought there were in the city, 33% did not know, 48% thought there are between 1 and 8 car parks, and just 3% correctly said 20.

The responses to the policy questions can be summed up as shown in Table 2.5 below.

**Table 2.5 – Summary of Policy Questions**

Policy Statement	Agree (%)	Disagree (%)
Parking should be expensive for people travelling to work and parking all day but more reasonably priced for shorter stays such as for people who are shopping	37	52
The Council should strictly enforce parking restrictions in bus lanes at peak times	87	8
Illegal parking is a serious problem in Edinburgh	67	13
Parking on pavements is a problem in Edinburgh	51	22

### 3.3.2 *Mystery Shopper*

A summary of the overall impression of each car park and on-street location is shown in Table 2.6 below. The categories are defined as follows:

*Ease of Parking* relates to accessibility and signage – both on approaches to, and within the car park for drivers. Accessibility factors considered include ease of movement within the car park, ease of identifying and finding bays, size of bays and ability to enter and exit the car park with ease.

*General Car Park Area* looked at general aspects, predominantly from a pedestrian point of view. Factors such as pedestrian signage, lifts, stairwells, pedestrian walkways, grime and litter and toilet facilities were all assessed.

*Ticketing* relates to the process of obtaining and paying for a parking ticket/voucher both through machines and/or with parking attendants where appropriate. Issues such as parking information and instructions were also assessed.

*Security* considered the situation from both a personal and vehicle point of view. Lighting and CCTV facilities were also assessed.

Table 2.6 – Summary of Mystery Shopper Findings

Location	Ease of Parking	General Car Park Area	Ticketing	Security
<b>Off Street Car Parks</b>				
EICC	x	-	-	-
Haymarket Terrace	-	-	✓	x
Princes Exchange	✓	✓	✓	✓
Morrison Street	-	✓	✓	✓
Castle Terrace	-	-	✓	-
Sheraton Hotel	✓	✓	✓	✓
Crichton Street	-	-	✓	-
Waverley Station	x	x	x	x
Chalmers Street	-	✓	✓	-
St John's Hill	✓	✓	✓	✓
Niddry Street	-	✓	-	x
St Leonard's	x	-	✓	-
Haymarket Station	-	x	-	-
Semple Street	-	✓	✓	x
New Street	-	-	✓	-
St James	-	✓	✓	-
Greenside Place	✓	✓	✓	✓
<b>On Street Locations</b>				
Chambers Street	-	-	✓	-
Melville Street	✓	✓	✓	✓
Morningside Street	-	✓	-	-
Sciennes Street	-	-	-	-
South Clerk Street	-	-	✓	x
Viewforth	x	-	-	-

- ✓ Good to excellent rating  
 - Average rating  
 x Poor rating

#### 4.0 **Workshops**

##### 4.1 **Summary**

The final aspect of the survey and consultation work was to run a series of workshops with stakeholder groups. Each of the workshops followed a similar pattern. A group of roughly 8-10 individuals were invited who had an interest in parking relevant to their group. The Council used an independent facilitator to run the workshops – he made a presentation outlining the parking strategy followed by the group discussing their specific problems and issues with parking followed by an opportunity for participants to make suggestions for solutions to their problems.

A summary of each workshop is presented below. In each case, the response of the strategy to the suggested solutions is noted.

## 4.2 Business Workshop

Date: 31 August 2005

Location: Meadowbank Stadium

Main Issues and Problems:

- Signage is poor
- Enforcement is too strict
- Difficulties for tradespeople to visit and work in the CPZ
- Difficulties with deliveries
- Difficulties with parking business vehicles in the CPZ

Suggested Solutions	Strategy Action
Extend allowable length of stay in Pay and Display bays.	Being implemented.
Use parking tickets as a means to get reduced bus travel.	To be discussed with relevant parties.
Introduce parking charges at edge of town shopping malls.	Not within the power of the Council at existing locations.
Business parking permit.	Proposed in this strategy review.

## 4.3 Off Street Operator's Workshop

Date: 1 September 2005

Location: City Development Offices

Main Issues and Problems:

- Poor quality signs
- Lack of knowledge of car park locations outside the highest profile sites

Suggested Solutions	Strategy Action
Marketing campaign by the Council informing people of car parks and encouraging people to come to the city centre	Proposed in this strategy review.
Improve signs and implement Variable Message System.	Proposed in this strategy review.
Agreeable to idea of residents using off-street car parks overnight and on weekends.	Proposed in this strategy review.

## 4.4 Tradesperson's Workshop

Date: 1 September 2005

Location: Meadowbank Stadium

Main Issues and Problems:

- Tradespeople have great difficulty working in the CPZ due to lack of parking, limited time allowances on Pay and Display bays, illegality of meter feeding and strict enforcement
- A lot of time is wasted and stress created trying to find parking space, having to park a long way from sites and having to continuously move vehicles
- Frustrated that they are not permitted to park in residents bays during the day
- Observation period for loading is too short
- Lack of understanding of dispensation scheme
- Feel the parking attendants are over zealous

Suggested Solutions	Strategy Action
Introduce a tradesperson permit.	Proposed in this strategy review.
Extend observation period to 15 minutes at least.	Use of residents bays proposed in this review
More training for parking attendants.	Proposed in this strategy review.

#### 4.5 Carers Workshop

Date: 13 September 2005

Location: Radisson SAS Hotel

Main Issues and Problems:

- Difficulties for carer's, both official and unofficial to park in CPZ to provide care
- Parking attendants overzealous
- Concern about cost of visitor permits
- Many visits by carers last longer than allowable that Pay and Display provides

Suggested Solutions	Strategy Action
Would like the Essential User Permits that NHS staff have to be extended to a wider section of the care community.	To be investigated further.
Support the idea of visitor permits, and the additional allocation that those needing care will be entitled to.	Visitor permits to be introduced in the Extended Controlled Zone. Visitor permits in the Central Area Controlled Zone and the Peripheral Controlled Zone proposed in this strategy review.

#### 4.6 Carers Workshop

Date: 21 September 2005

Location: City Development Offices

Main Issues and Problems:

- Very difficult to find parking
- Overzealous parking attendants
- Difficult for care workers who have to visit patients early in the morning and late at night, when many residents are parked
- Doing similar work to NHS yet do not have access to permits like they do
- Concern with cost of residents' permits

Suggested Solutions	Strategy Action
Introduce Essential User Permits for social work staff.	To be investigated further.
Encourage use of technology with permits.	The Council will continue to develop its use of latest technology.
Implement visitor permits with additional allowance for those needing care.	Visitor permits to be introduced in the Extended Controlled Zone. Visitor permits in the Controlled Area Controlled Zone and the Peripheral Controlled Zone proposed in this strategy review.

#### 4.7 Retailer's Workshop

Date: 21 September 2005

Location: City Centre Management Offices

Main Issues and Problems:

- Poor signage a major problem
- Significant concerns about retail figures in the city and the influence parking is having on them
- Strong perception exists that the Council is anti car
- Parking too expensive and allowable time in Pay and Display bays too short
- Taking too long for actions to be implemented

Suggested Solutions	Strategy Action
Immediate parking campaign to improve knowledge and perceptions of parking in the city.	Now underway.
Reduce parking charges and increase allowable lengths of stay.	Increased lengths of stay being implemented prior to Christmas on an experimental basis.
Increase levels of parking, particularly off-street.	Proposed in this strategy review.

#### 4.8 Resident's Workshop

Date: 26 September 2005

Location: George Hotel

Main Issues and Problems:

- Parking attendants overzealous
- Economy suffering due to parking restrictions and enforcement
- Too many permits and not enough space
- Residential parking problems are seasonal and increase drastically when students return
- Vandalism in certain areas forcing people to park their cars away from their own zones
- Evening parking difficult in certain areas due to night time activities such as theatres
- Frustration at not being able to use P&D bays with residents permit
- Double parking

Suggested Solutions	Strategy Action
General agreement to limiting the number of permits issued per household.	Further consultation proposed on this and other means of managing demands for residents' permits.
Cheaper permits for environmentally friendly vehicles.	Further consultation proposed.

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## Parking Strategy

### Annex 4: Report on Surveys and Consultation December 2005 to February 2006

April 2006

**Table of Contents**

<b>Section</b>		<b>Page</b>
1.0	Questionnaire on Draft Parking Strategy.....	1
1.1	Degree of support for objectives, policies and proposals .....	1
1.2	Comments .....	2
2.0	Workshops .....	3
2.1	Workshop with Tradespersons .....	3
2.2	Workshop with Businesses .....	3
2.3	Workshop with Residents .....	3
3.0	Telephone Interviews with Residents of CPZ .....	5
4.0	Trade and Business Permit Take Up Survey .....	6
4.1	Business Permit .....	7
4.2	Trade Permit .....	7
5.0	Shoppers Survey .....	7
5.1	Results of Questionnaire .....	7
5.2	Comments .....	8
6.0	Retailers Survey .....	8
6.1	City Centre .....	8
6.2	Newington, Bruntsfield and Morningside .....	9
7.0	Key Sector Research .....	10

**Appendices**

- A Analysis of Draft Parking Strategy Questionnaire
- B Notes of Workshops
- C Analysis of Telephone Interviews with Residents of CPZ
- D Analysis of Trade and Business Permit Take Up Survey
- E Analysis of Shoppers Survey
- F Analysis of Retailers Survey
- G Comments from Key Sectors Research

## Summary

A number of consultation exercises were carried out to feed into the City of Edinburgh Council Parking Strategy. A summary of the draft strategy was prepared and circulated along with a questionnaire to the local libraries and was made available on the City of Edinburgh Council website, workshops were held with trades, businesses and local residents in the controlled parking zone, telephone interviews were carried out with 1016 residents on local parking issues, a survey was circulated through trade and business organizations to their members to determine parking permit take up, a survey was carried out on the streets of shoppers and a retailers survey was circulated to the city centre and Newington, Bruntsfield and Morningside about recent change in parking in those areas.

### 1.0 Questionnaire on Draft Parking Strategy

From 9 December to 27 January 2006 a consultation questionnaire was made available on the City of Edinburgh Council website and through 25 local libraries and 53 community education centres. The questionnaire and summary was also mailed to approximately 800 local organisations and individuals directly from the Transport Policy mailing list. The questionnaire consultation period was advertised in 15 local car parks and in the Evening News on the 5<sup>th</sup> and 13<sup>th</sup> of January. A copy of the advertisement is available in Appendix A.

The questionnaire asked residents to comment on the draft parking strategy and sought to assess the degree of support for the objectives and policies proposed in the strategy.

#### 1.1 Degree of support for objectives, policies and proposals

There were 401 questionnaires returned and for each of the questions around 90% of the respondents provided an answer. The percentages presented in this section represent the percentage for those that responded to the question and not of the total number of respondents.

Overall, 64% either supported or strongly supported the draft parking strategy. 23% either opposed it or strongly opposed it.

When asked about agreement with the proposed objectives 35% agreed with all of them, 50% agreed with some of them and only 2% did not agree with any of them. The objectives respondents were most likely to disagree with were objectives 2 and 8.

**Objective 2: Ensure that parking provision does not encourage commuter car travel, especially to the city centre, and relates to the ease of access by public transport, cycling and walking.**

**Objective 8: Facilitate the operation and expansion of Car Clubs.**

When asked if there was agreement on a number of actions and policies proposed in the strategy, respondents generally agreed strongly or agreed to them (range of 66 to 81% for most) with the exceptions of the following (number in parenthesis is the percentage of those agreed or strongly agreed of the respondents answering the question):

- f) a new underground car park in the George Street area (48%)
- h) enforcing yellow line parking restrictions on major bus routes on Sundays (38%)
- l) introducing business permits (38%)

For the above actions/policies responses were generally evenly split from agree strongly to disagree strongly. In the case of the responses to questions h and i, in the light of the results of other elements of the consultation it is considered that the detailed wording of the questions has led to a response here which is more negative than would have otherwise been the case. The question about enforcing yellow line parking restrictions on bus lanes is likely to have given the impression that this enforcement would affect all main roads with bus lanes in the city centre. In fact restrictions are only proposed at a small number of key pinch points. Likewise the question about business permits gave very little information about the nature of such permits. Respondents to the telephone survey, who were given more information about the nature of the proposed permit, were significantly more positive about it, with 70% in favour of business permits as opposed to the 38% resulting from the questionnaire accompanying the draft parking strategy.

There were also three actions/policies where there was not as strong an agreement (50 to 59% only):

- k) measures aimed at reducing the number of residents permits issued (50%)**
- m) introducing tradespersons' permits (59%)**
- n) introducing visitors' permits (50%)**

A complete presentation of the questionnaire results is provided in Appendix A.

## **1.2 Comments**

Key comments (number in brackets is the number of times the comment was repeated):

- Agree to limiting the number of residents permits per household (23)
- Disagree with the use of residents bays for trade permits (21)
- Not enough residents spots for the number of permits (19)
- Disagree with the use of residents bays for business permits (18)
- Better cyclists facilities are needed – paths are too broken up (ie. parking in cycle lanes) (17)
- No cycling parking strategy (ie. racks on Princes Street) (16)
- too many concessions for those traveling by car, the parking strategy goes against other policies set by the city to reduce car use (15)
- parking on footpaths is a problem (14)
- parking wardens are money making scheme and should have more flexibility (15)
- more park and ride facilities is a good thing (12)
- support reduced charge for environmentally friendly vehicles (11)
- not convinced underground parking facility at George Street is the answer (expensive and environmental impacts) (11)
- better enforcement is required of vehicles parked in bus lanes (11)

A complete compilation of the written comments, together with responses to these, is provided in Appendix A.

There were some organisations that chose to not fill out the questionnaire but rather provided their comments in the form of a letter; these comments have been included in the summary of written comments attached as Appendix A.

## **2.0 Workshops**

### **2.1 Workshop with Tradespersons**

On 18 January 2006 a workshop was held with the trades representatives that participated in the first round of consultation to discuss the proposed trade permit proposed in the Draft Parking Strategy. Eleven representatives were invited, 5 attended.

The key topics that came out of the workshop include:

- Timing restrictions should be reconsidered to be 09:00 to 16:30 hours rather than 10:00 to 16:00.
- Consider allowing trade permit holders to park in pay and display bays as well as residents and shared use bays
- Do not limit the number of permits per business
- £1000 is too much, consider two types of trade permits: Type 1 would cost £1000 per year (but be available on a pro-rata basis for periods of a day, a week, a month and three months) and allow trades to park in a residents' or shared use bay, another type, Type 2 permit would be available for an administrative fee and would then allow the business to stay all day in a pay and display bay, as long as they paid the appropriate hourly rate at the machine.
- Criteria for liveried vans and bonafide trades should be reviewed

### **2.2 Workshop with Businesses**

On 16 January 2006 a workshop was held with the business representatives that participated in the first round of consultation to discuss the proposed business permit proposed in the Draft Parking Strategy. Eleven representatives were invited, 4 attended.

The key topics that came out of the workshop include:

- The central area controlled zone (CACZ) should not be excluded from being allowed a business permit
- Proposed costs of £500 and £800 are too high
- Requirement for a liveried van is unreasonable
- Group agreed that number of permits should be restricted to one per place of business but that more than one vehicle could be registered to the permit
- Different types of business permits should be looked at

### **2.3 Workshop with Residents**

Two workshops were held with residents to discuss residents permits. The first was held on 6 March 2006 in the Mandela Room at the City Chambers. Twenty residents living in the controlled parking zone were picked at random from the list of those that had volunteered during the parking strategy questionnaire period, 13 attended. A second workshop was held on 8 March 2006 in the Old Chambers Room at the City Chambers Building with Community Councils in Ward 18. Eleven Community Councils were invited, seven attended.

During the workshops participants were given a background of the report, the schedule of the document and the Councils parking objectives related to visitors, trades, business and residents permits. A list of issues to discuss was generated and the participants rated the top areas for discussion. Those were:

1. Hours of control (workshop 1 and 2)
2. Limiting permits/managing demand (workshop 1 and 2)
3. Shared use bays (workshop 1)
4. City centre underground car park (workshop 2)
5. New permits (workshop 2)

### **2.3.1 Hours of control**

The Controlled Parking Zone (CPZ) currently covers all of Old Town and parts of New Town. The boundaries are roughly Calton in the east to Haymarket in the west and Newington in the south to Stockbridge in the north. It is divided into two parts: the Central Area Controlled Zone (CACZ) and the Peripheral Controlled Zone (PCZ). The CACZ has operating hours of Monday to Saturday 8.30am to 6.30pm; the PCZ operates from Monday to Friday, 8.30am to 5.30pm.

Key points regarding hours of control were:

- Difficult to get a parking spot if you arrive outside of operating hours (ie. Shift work, out for the evening). Shared use bays might help this but in busier areas would still have the same problem.
- General agreement that residents with permits should be allowed to park free of charge in public parking bays up to 09:00 (This is already permitted – new publicity will highlight this).
- General agreement that residents' permits should be enforced for extended hours at least in central zone/highest parking pressure areas.
- Parking permits should not be given to those with private off street parking (including private driveways).
- Council needs to educate the public better on what the parking regulations are (ie. Parking on Sundays).
- Extension of resident bay controlled hours could lead to problems with visitor parking

### **2.3.2 Limiting permits / managing demand**

Currently, there is no limit to the number of permits per household in the existing CPZ. In the CPZ extension, there will be a limit of 2 per household – one per household was proposed, but after 2000 objections were received, the Council withdrew the proposal.

Key points on the number of permits and permit demand include:

- If there are two permits per household allowed, the second permit should be more expensive.
- Limiting the number of permits to two per household would certainly make a difference, however less than two is unreasonable.
- For whatever decision is made communication with the residents is key.

### **2.3.3 Shared use bays**

Shared use bays are being introduced in April 2006 on a trial basis in Heriot Row/Moray Place and there will be about 30% shared use bays in the new CPZ extension. A shared use bay can be used by either a residents' permit holder or pay and display user.

Key points about shared use bays at the workshop:

- Feel they will help as the residents bays are overused and pay and display bays underused.
- Do not convert current residents bays for the shared use.

- This will make parking easier for residents and may encourage them to stay parked longer, it should be done in conjunction with limited permits per household.

#### **2.3.4 City centre underground car park**

Comments about the possible city centre car park included the following:

- New car park encourages drivers which is against the Council's policy encouraging people to use public transport
- There is enough parking in the centre town without an additional car park

#### **2.3.5 New permits**

The draft parking strategy proposes the introduction of trade and business permits into the peripheral and extended controlled zone. These new permits would allow businesses and trades to use residents bays in the off-peak times. A discussion was held on the topic of these new permits. The key comments were that:

- New trade and business permits would put pressure on streets that are already pressured
- Residents could be happier if a limited number were issued

#### **2.3.6 Other comments**

Other issues that were raised at the meeting were:

- Instead of business and trade permits, create better loading areas
- More common sense approach to parking enforcement/wardens is required

The full notes of all the above workshops are attached in Appendix B.

### **3.0 Telephone Interviews with Residents of CPZ**

In February Halcrow Consulting carried out 510 telephone interviews with residents of the Controlled Parking Zone, both permit holders and non-permit holders about the aspects of the parking strategy. Of those interviewed 264 did not have a permit (including 127 non car owners), 246 did have one.

Key results of the interviews showed support for:

- Limiting the number of permits per household to two
- Trades, visitors and business permits
- Ban footway parking
- Implement parking restrictions around junctions

Interviewees were asked to what level they agreed or disagreed (agree strongly, agree, neutral, disagree, disagree strongly) with a number of questions.

Key results of those questions are as follows:

- 65% agreed or agreed strongly that there are not spaces to park when controls are in place for the number of cars requiring spaces, 62% agreed or agreed strongly that this was the same when controls not in place.
- 76% agreed or agreed strongly that there is not enough space for visitors to park when controls are in place and 75% agreed or agreed strongly that this was the case when no controls were in place.

- Of all those interviewed 51% thought permits were too expensive, 24% were neutral and 25% disagreed with this statement.
- 71% agreed or agreed strongly that parked vehicles make it difficult for pedestrians to cross on week-ends and evenings.
- Of the permit holders interviewed 71% felt there were more permits than spaces available and 43% thought it was difficult to park during the day.
- 83% supported either reducing the overall number of permits issued or limiting the number of parking permits per household to 1 or 2, 5% disagreed. 72% felt permits should be limited to 2 per household with 62% agreeing strongly or agreeing that the second permit should be more expensive.
- 69% supported the idea of resident permits being allowed to park in pay and display bays.
- 80% of interviewees supported the introduction of trades permits, 14% did not support the proposal.
- 71% of interviewees supported the introduction of business permits, 20% did not support the proposal.
- 85% of interviewees supported the introduction of a visitors permit, 9% did not support the proposal.
- 49% supported the suggestion of extending the hours of operation of residents bays, 25% disagreed.

There were a number of comments given verbally as part of the survey that are similar in nature to those raised in the residents workshops and other consultation sessions.

The analysis of support for the various questions is provided in Appendix C.

#### **4.0 Trade and Business Permit Take Up Survey**

Following the workshops with the trades and business it was considered desirable to estimate demand for the proposed business and trades permits. A survey was prepared and posted on "Survey Monkey" between 28 February and 14 March 2006. The link for the survey was distributed through the following organizations to their member lists (numbers in brackets represent number of members for each organization).

Businesses:

- Edinburgh Chamber of Commerce (1400)
- Federation of Small Businesses (2500)

This represents 56% of the 7000 business estimated to be in the controlled parking zone.

Trades

- Federation of Master Builders (163)
- SNIPEF (120)
- Scottish Decorator's Federation (45)

The response for each survey was very low. 18 responses were received for the trade survey and 82 for the business survey. This makes it impossible to draw any firm conclusions from the results.

#### **4.1 Business Permit**

Key written comments for the survey were as follows:

- Proposals are sound
- Permit price is too expensive
- Non liveried vans need to be able to purchase permit
- Permit should allow vehicle to move around other zones

Results when asked if they would purchase a permit are presented in the following table.

<b>Zone</b>	<b>Yes</b>	<b>No</b>
Extended Controlled Zone (£500)	25%	75%
Peripheral Controlled Zone (£800)	21%	79%
Central Controlled Zone (£1000)	30%	70%

#### **4.2 Trade Permit**

Key written comments for the survey were as follows:

- Proposals are sound
- Permit price is too expensive
- Non liveried vans need to be able to purchase permit

Of the 18 trade businesses that responded, 62% indicated they would buy a Type 1 permit. 50% of these said they would purchase 1 permit and 42% said they would purchase 2. 69% indicated they would purchase a Type 2 permit with 73% of them buying one permit.

The summary of written comments from this survey and the analysis of the responses is provided in Appendix D.

#### **5.0 Shoppers Survey**

In mid November changes were made to the parking durations in the city centre and in early December changes were made to the parking durations in Newington, Bruntsfield and Morningside. These changes include:

- Duration of parking was extended from 1 hour to 3 hours on George Street and from 2 to 4 hours in most other locations within the central area controlled zone
- In Newington, Bruntsfield and Morningside areas ½ hour bays on the main roads were extended to 1 hour and all other bays were extended to 4 hours
- No changes were made to the number of bays available or the cost of parking

In December and January (17 and 20 December 2006, 17, 21 and 28 January) Halcrow carried out surveys of shoppers in the city centre.

#### **5.1 Results of Questionnaire**

The following highlights the key responses to a number of questions posed about shoppers trips to the city centre, parking experience and knowledge of the changes in parking duration. The complete results are attached in Appendix E.

- 36% of those interviewed had the purpose of shopping for their journey with 19% visiting on business.

- The top modes of transportation for journeys on the day of the survey were: bus (43%), car (29%) and walking (18%).
- 71% of those traveling by car parked in an on-street pay and display bay.
- 49% found the place they parked quite convenient and 35% found it very convenient.
- 64% found it either easy or very easy to park and only 6% found it very difficult.
- 66% of those in the city centre were from Edinburgh.
- 22%, 24% and 23% parked for 0-30 minutes, 30-60 minutes and 1-2 hours respectively.
- 76% of those interviewed knew the maximum stay permitted and 80% indicated it was long enough.
- 63% knew of the changes in parking duration and they found out by media (38%), previous visits (21%) or word of mouth (19%). Of those interviewed 94% said they would have traveled by car anyway even if there had not been any changes in duration.
- 63% were not making use of the additional time however when asked if the maximum stay should be reduced 98% said no that it should be left as it is.
- 54% of those who were making use of the additional time were doing additional shopping.

The summary of additional comments and data received during the survey is included as Appendix E.

## **5.2 Comments**

Key comments indicated during the survey included:

- One way system is ridiculous/glad one way system is being revised
- Roads are too congested
- More parking bays are required
- It is hard to park
- Parking charges are too expensive / permit charge is too expensive
- Traffic wardens are unreasonable

## **6.0 Retailers Survey**

As further follow-up to the changes in parking durations as mentioned above in section 5.0 a survey was delivered to local retailers and certain other High Street businesses. 1400 surveys were delivered to businesses in the city centre with a return of 379 surveys (49% of which were from shops). 400 surveys were delivered to businesses in the Newington, Bruntsfield and Morningside area with 157 being returned (43% of which were from shops).

### **6.1 City Centre**

Possibly the most significant result to emerge from this survey is the large number of businesses who had an incorrect impression of the changes that had been made. Though 64% knew that there had been an increase in permitted length of stay, only 24% correctly identified that this was the only on-street parking change there had been. A concerning 44% thought there had been a change in price. The results of the survey suggest that the lack of understanding of the changes actually significantly influenced the responses to other questions in the survey.

Looking at respondents that knew of that the parking changes only affected length of stay, 50% thought there was a benefit to them (10% of this thought a major benefit) and 24% thought there was no appreciable effect. Results were similar across the various types of businesses.

Since the parking durations were extended 24% of the respondents that knew that the parking changes only affected length of stay, indicated customers complain more (10% a lot more) about parking problems in the area and 25% indicated customers complain less. 50% indicated there was no change.

Respondents were asked to estimate the percentage of turnover originating from customers who travel by car and park on the street in the local area. The estimates were fairly evenly split across the full range of possibilities, with estimates of 19%, 20%, 20% and 11% for less than 25%, 25-50%, 50-75% and greater than 75% of turnover respectively. (30% of respondents gave a 'don't know' response to this question). The net result of those who made an estimate appears likely to be an over-estimate of the actual proportion of turnover attributable to car-borne customers – 44% of retailers were estimating that more than half of their custom originates with people who park nearby on street, this compares with only 29% of respondents in the shopper survey saying they had arrived by car - some of these parking off-street.

When asked about parking durations 39% responded that a typical customer spends less than 30 minutes in their premises, 32% spent 30 minutes to an hour and 22% spent from 1 to 2 hours.

Key comments from businesses in the city centre were:

- City centre parking is too expensive
- Customers feel rushed with parking time limits
- Free parking on Saturdays, Sundays and public holidays would be beneficial
- More on street parking is required
- Have trouble finding somewhere to load/unload
- Parking attendants should be more lenient / friendly
- Recent traffic management changes in city centre have had a negative impact on business
- No incentive to come into city centre when parking is free at out of town shops

## **6.2 Newington, Bruntsfield and Morningside**

The same problem of understanding the questionnaire occurred in the Newington, Bruntsfield and Morningside area. Again 64% were aware of the change in parking duration but only 24% correctly identified that this was the only on-street parking change there had been. 38% thought there had been a change in price.

Looking at respondents that knew that the only change was to parking duration 39% thought there was a benefit and 31% thought there was no appreciable effect. 23% thought there was a negative impact with 17% thinking there was a major negative impact. Results were similar across the various types of businesses.

Since the parking durations were extended 50% of the respondents indicated customers complain more about parking problems in the area and 47% indicated there was no change. Only 3% said there were less complaints.

The percentage of turnover originating from customers who travel by car and park on the street in the local area was different from those estimates in the city centre. 35% indicated that greater than 75% of their customers travel by car with 27% of respondents saying 50 to 75% of the customers chose this mode of travel.

When asked about parking durations 46% of respondents that knew that the parking changes only affected length of stay, responded that a typical customer spends less than 30 minutes in their premises, 36% spent 30 minutes to an hour and 13% spent from 1 to 2 hours.

Key comments from businesses in the Newington, Bruntsfield and Morningside areas include:

- Customers feel rushed with parking time limits
- 30 minutes not long enough for short term parking bays, should be between 45 and 60 minutes (NB Short stay bays increased from 30 minutes to 1 hour in December 2005)
- Clearer indication of parking regulation on the signage is required, it is not clear that there is no parking after 4:30
- Introduction of parking restrictions and payments have had a negative impact on shopping in the area
- Parking attendants should be more lenient / friendly

Analysis of the retailers survey and a summary of written comments are provided in Appendix F.

## **7.0 Key Sector Research**

Last year, prior to the Parking Strategy development, the City of Edinburgh Council carried out research involving key business and other sectors of the Edinburgh economy to try to establish their views on a variety of issues related to the City. Parking was a prominent issue raised and the parking related comments have been included in Appendix G for consideration in the finalisation of the Parking Strategy.

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**Appendix A**  
**Analysis of Draft Parking Strategy Questionnaire**

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Edinburgh

We want to  
hear from you  
about **parking**  
in **Edinburgh**

As part of our  
comprehensive review of  
parking in the city, we want to  
know what you think about parking  
permits, on and off street parking,  
Park + Rides and more. Visit  
[www.transport-edinburgh.org.uk](http://www.transport-edinburgh.org.uk)  
or a public library for a  
questionnaire and to find out  
more about the review.

• EDINBURGH •  
THE CITY OF EDINBURGH COUNCIL



## Analysis of Questionnaire on Draft Parking Strategy

Notes:

1. The number of responses for each answer appears in the '# res' column
2. The percentage that this represents of only the people that responded to the question appears in the '%' column (ie. not the percentage of all returned questionnaires)
3. All references to sections or paragraphs are in relation to the Draft Parking Strategy

Question 1: Do you agree with the Parking Strategy objectives (paragraph 13)?

Reply	# res	%
All of them	119	35
some of them	168	50
a few of them	44	13
none of them	6	2
total	337	100

Question 2: To what extent do you agree that the following actions and polices should be implemented?

a: Making more parking available to shoppers and visitors but not for commuters, so as to manage peak hour congestion

Reply	# res	%
Agree strongly	100	29
Agree	133	38
Neutral	47	13
Disagree	44	13
Disagree strongly	26	7
total	350	100

b: Better marketing of existing parking opportunities (para 16a)

Reply	# res	%
Agree strongly	112	32
Agree	163	46
Neutral	59	17
Disagree	14	4
Disagree strongly	4	1
total	352	100

c: Longer maximum lengths of stay in on-street pay and display bays (para 16b)

Reply	# res	%
Agree strongly	102	29
Agree	133	37
Neutral	59	17
Disagree	40	11
Disagree strongly	21	6
total	355	100

d: Annual review of charges and lengths of stay in on-street pay and display bays (para 17a)

Reply	# res	%
Agree strongly	83	24
Agree	177	50
Neutral	59	17
Disagree	22	6
Disagree strongly	10	3
total	351	100

e: More short to medium stay off-street parking in the city centre (para 18a)

Reply	# res	%
Agree strongly	94	27
Agree	143	41
Neutral	62	18
Disagree	39	11
Disagree strongly	15	4
total	353	101

f: A new underground car park in the George Street area (para 18a)

Reply	# res	%
Agree strongly	93	26
Agree	77	22
Neutral	56	16
Disagree	51	15
Disagree strongly	74	21
total	351	100

g: More/larger park and ride sites (para 18b)

Reply	# res	%
Agree strongly	115	32
Agree	133	38
Neutral	70	20
Disagree	21	6
Disagree strongly	14	4
total	353	100

h: Enforcing yellow line parking restrictions on major bus routes on Sundays (para 17e)

Reply	# res	%
Agree strongly	69	20
Agree	64	18
Neutral	66	19
Disagree	76	21
Disagree strongly	77	22
total	352	100

i: Different costs for parking tickets for different types of parking offence - higher penalties for more serious offences (para 17c)

Reply	# res	%
Agree strongly	140	39
Agree	150	42
Neutral	24	7
Disagree	20	6
Disagree strongly	21	6
total	355	100

j: Eliminating footway parking by making it an offence and enforcing this (para 20)

Reply	# res	%
Agree strongly	155	44
Agree	101	29
Neutral	42	12
Disagree	39	11
Disagree strongly	14	4
total	351	100

k: Measures aimed at reducing the number of residents permits issued (para 19a)

Reply	# res	%
Agree strongly	79	23
Agree	95	27
Neutral	77	22
Disagree	38	11
Disagree strongly	59	17
total	348	100

l: Introducing business permits - allowing businesses to park all day within the CPZ (probably in residents' bays) (para 19b)

Reply	# res	%
Agree strongly	57	16
Agree	77	22
Neutral	74	21
Disagree	69	19
Disagree strongly	78	22
total	355	100

m: Introducing tradespersons' permits - allowing tradespeople to park from roughly 0930 to 1630 in the CPZ (probably in residents' bays) (para 19c)

Reply	# res	%
Agree strongly	75	21
Agree	133	38
Neutral	61	17
Disagree	35	10
Disagree strongly	50	14
total	354	100

n: Introducing visitors' permit - allowing them to park in residents' bays at reduced cost (para 19d)

Reply	# res	%
Agree strongly	68	19
Agree	110	31
Neutral	62	18
Disagree	57	16
Disagree strongly	56	16
total	353	100

Question 3: To what extent do you support or oppose the Parking Strategy overall as it stands?

Reply	# res	%
support strongly	24	8
support	168	56
neutral	38	13
oppose	44	15
oppose strongly	24	8
total	298	100

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
<b>VISION</b>			
VISION is not ambitious enough to present the city as an inspiring capital which is the most accessible and desirable city in the UK for visitors, residents and businesses.	1	Q103	This is role of LTS and other corporate documents
Proposals seem fragmented and complicated to implement	1	Q400	Disagree. Coherent actions flow from set of policies and objectives. Implementation plan attached.
Should be clearly demonstrated that there is a shift from on-street to off-street parking.	1	Q343	Support in principle though given cost of off-street difficult to achieve fully in practice
Make it clearer that the Parking Strategy is within the terms of the current Local transport Strategy	1	Q132	Done
Include in vision that negative effects of parking on public transport users are reduced	1	Q138	Done
Link available parking space to accessibility	1	Q132	Already done in DC standards
Seems to be too positive in terms of improving parking provision, need to balance all users	1	Q132	The strategy attempts to balance a series of sometimes conflicting objectives.
<b>2.1 INTRODUCTION</b>			
Strategy makes too many concessions to those who travel by car within the City, should discourage car use./A parking strategy goes against the policy set by the city to reduce car use.	15	Q46,63,87,132,139,163,164,179,191,192,240,272,310,327,335	Strategy has to balance sometimes conflicting objectives. Desire to reduce certain types of car use and its adverse impacts, but also not to discourage car borne shoppers from travelling to city centre – though also providing them with better alternatives.
Support reduced charges for environmentally friendly vehicles./larger vehicles and 4X4s should be charged more for parking permits/large vehicles should pay £1000 per permit	11	Q7,22,99,170,171,172,177,228,238,247,319	Proposals more towards this.
From a transportation point of view Sundays should not be special./would be useful if parking attendants worked Sunday's and 24 hours as they do in Glasgow./Sunday and Saturday parking and greenway regulations should be the same all week./parking restrictions on Sundays should be coupled with improved bus service.	7	Q19,36,69,93,96,196,327	Some concern that this would lead to negative impacts on retail but NB some proposals for additional controls on main routes on Sundays. Residents survey and workshops found some support for extending hours of control but also some concerns over 24 hour controls.
Different rates for different lengths of vehicles not a good idea./different rate for environmental vehicles not a good idea	4	Q175,196,245,312	Supported by majority of people in market research.
There should be free parking after 5.30 pm during the week, 1.30 pm on Saturdays and on Sundays	2	Q103,140	Agreed after 1730 as long as delivered in partnership with retailers. Demand on Saturday pms is very high and needs to be managed.
Parking should be free on Saturday and Sunday	2	Q255,326	See above
4X4s should not be made out to be bad vehicles, we already pay more in taxes for fuel and our vehicles have to pass yearly environmental test./some 4X4s have a shorter wheel base than	2	Q283,286	Higher charge for large vehicles supported by majority of people in market research.

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
other cars.			
How will environmentally friendly vehicles be defined? Have car dealerships commented on what the impact on business will be?/assume environmentally friendly vehicles include motorcycles.	2	Q109,180	Proposed to base discount on Vehicle Excise Duty criteria.
I only use my vehicle to visit City Centre on Sundays, if I have to pay for this privilege, I will not longer travel to Edinburgh./free parking on Sundays encourages people to come into the city centre and not go to shopping centres on the outskirts.	2	Q28,203	No proposal to introduce charges on Sundays.
Strategy should aim at getting rid of cars parked on the roadway – increase cost of resident permit, extend parking zone.	2	Q204,302	Strategy aims to manage demand.
Include a timescale in the strategy (ie. Next 10 years)	1	Q132	Agreed, this is in Strategy.
Strategy is looking at existing parking situation and perception, need to have more forward looking items included in the strategy	1	Q132	Most consultation responses felt that Strategy is reasonably forward-looking – but must always balance practicality with forward-lookingness.
Free on-street parking will create traffic problems close to junctions and traffic lights.	1	Q22	Agreed, hence targeted programme of more controls on Sundays and evenings on key routes.
Consider using differential charges to provide reasonably priced parking where there is low daytime occupancy such as in George Square and in Buccleuch Place.	1	Q159	This point will be taken up in forthcoming review of parking charges.
For different lengths of vehicles how would the bays be marked?	1	Q109	Residents' bays not marked at present for individual vehicles. Policy would not apply to P+D bays.
Want free parking.	1	Q57	Strategy is about balancing demand and supply, charging is a sensible way to do this.
Parking is a scare resource, make sure it is priced properly but be flexible about length of stays and restricted times.	1	Q4	Agreed. Strategy reflects this.
Once strategy is introduced do not be influenced by the local newspaper and change it at the first sign of opposition.	1	Q98	-
Strategy is geared towards cars, there must be other vehicles using the roads that need to park.	1	Q81	The Strategy reflects the needs of loading vehicles and tradespeople's vehicles. Surveys show that majority of parking demand is cars and light vans.
Opposed to the new parking zone proposals.	1	Q108	These have been accepted at public hearing.
Is there any scope to explicitly make the link between illegal/inappropriate parking, congestion arising from this and as a result a decline in air quality. This might be most relevant within the AQMA at peak times and might be specifically targeted by better enforcement of parking restrictions in the AQMA.	1	Q308	Some move towards monitoring compliance through on-street parking management contract.
Is there a link between illegal/inappropriate parking, congestion arising from parking strategy and air quality?	1	Q308	See above

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
Would like to see an explicit acknowledgement of the needs of city centre schools and nurseries in the strategy.	1	Q279	Consultation did not raise this as a major issue.
Could be more explicit text of new measures or design initiatives such as greening of new or existing parking areas.	1	Q308	Likely to be dealt with through planned guidance on parking and urban design.
<b>2.3 MARKETING, PUBLIC RELATIONS AND ECONOMIC IMPACTS</b>			
<b>EFFECT OF PARKING ON RETAIL SALES</b>			
Disagree with anything designed to increase parking for shoppers; should discourage people from driving into the town centre and encourage alternatives.	2	Q34,281	Strategy has to balance sometimes conflicting objectives. Desire to reduce certain types of car use and its adverse impacts but also not to discourage car borne shoppers from travelling to city centre – though also providing them with better alternatives.
Commuters are entitled to the same level of parking availability as shoppers.	2	Q42,53	This was not a generally held view in the consultation. Commuters travel at peak times when congestion is at its worst and when alternatives are at their best. Thus parking is a means to manage peak hour travel demand.
For shops more free short term parking (30 minutes with no return) is required.	1	Q158	The strategy recognises the key need to maintain parking turnover for shops and proposes ways to do this.
Too many out of town shopping that duplicates town shops	1	Q326	Strategy addresses this point through better parking for shoppers in town and possibly reduced parking standards out of town.
Growing concern since traffic changes have been implemented on city centre. New strategy must deliver tools to create a thriving city centre.	1	Q213	Agreed. Many proposals in strategy aimed at shoppers with this overall objective in mind.
<b>COMPETITION FROM OUT OF TOWN CENTRES</b>			
Need cheaper bus fares for families to discourage people from going out of town.	2	Q293,326	Agree this might help, but bus fares are outwith Council control.
Motorists should be discouraged from driving to out of town shopping centres which should not be allowed to grow.	1	Q34	Strategy considers possibly reduced parking standards out of town which would help to address this
Do not try to compete with out of town centres by providing more parking in the City Centre.	1	Q281	Strategy has to balance sometimes conflicting objectives. Desire to reduce certain types of car use and its adverse impacts but also not to discourage car borne shoppers from travelling to city centre – though also providing them with better alternatives.
Lowering the daily cost to park intown (to £5-6) would prevent the exodus to out of town malls where parking is free.	1	Q262	Evidence from elsewhere shows that this would be likely to encourage more people to drive into town for

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
			work and fill available spaces so there would be nowhere for shoppers to park.
Variable charge rates in car parks may encourage shoppers to come in for short trips	1	Q326	Agreed but difficult for Council to address directly as it does not control pricing in off-street car parks.
<b>INFORMATION ON PARKING OPPORTUNITIES</b>			
Would be against an increase in overall amount of car-parking but would prefer to see better marketing of existing facilities and of public transport./advertise public transport options in car parks.	2	Q293,342	The Parking Strategy highlights the need to market existing parking, and alternatives, better, and the Council is doing this.
Better marketing is required but should be balanced against sign clutter.	2	Q333,327	Council is cogniscent of streetscape issues.
<b>2.4 OFF STREET PARKING</b>			
<b>GENERAL</b>			
Consider lower priced off street parking for residents that use their cars infrequently thereby freeing up residents bays. Students using their car only on week-ends may be willing to park further away for cheaper parking.	1	Q1	Agreed – in parking strategy action plan
Off-street parking not preferred by disabled people as parking would be too far from destination.	1	Q75	Agreed – hence proposal to create more on-street spaces
Add action promoting shared use of existing off street car parking spaces	1	Q132	Agreed - in strategy.
Office car parking spaces should be utilised on weekends and in evenings.	1	Q267	Council has little influence over this and often numbers are too small to be used effectively for public parking.
Would see off street parking aimed towards medium to long stay parking.	1	Q333	This would be likely to encourage more people to drive into town for work and fill available spaces so there would be nowhere for shoppers to park.
<b>PERCEIVED SHORTAGE OF OFF STREET PARKING</b>			
There may be available parking in carparks but they are not in locations where people want to go.	4	Q103,237,273,330	See proposal to pursue funding to build a car park in NW part of city centre.
New carparks to west end and north must be a priority.	3	Q103,227,243	See above
Significant work required to convince those outside Edinburgh that it is still possible to drive into the City (for events etc.)/City needs to get across that it is possible to park	2	Q102,104	The Parking Strategy highlights the need to market existing parking, and alternatives, better, and the Council is doing this.
Provide a shuttle service from these area./shuttle bus for shoppers such as what is done for galleries	2	Q163,319	Being considered by City Centre Management Company – problem is lack of revenue funding
Additional car parks are required to take traffic off the street without charging more than on street parking.	1	Q304	See proposal to pursue funding to build a car park in NW part of city centre. However, note also that many existing car parks are not full.
There is inadequate parking availability around the King's Theatre	1	Q102	Other consultation responses did not highlight these

**Parking Strategy Questionnaire - Summary of Written Comments**

<b>Comment Received</b>	<b>Total</b>	<b>Questionnaire</b>	<b>Comment Response</b>
and Festival Theatre.			as major problem areas. There are two large off-street car parks within 400m of King's Theatre and one within 600m of Festival Theatre.
Better advertising of off street parking required.	1	Q326	The Parking Strategy highlights the need to market existing parking, and alternatives, better, and the Council is doing this.
<b>QUALITY OF OFF STREET PARKING PROVISION – INCLUDING SIGNING TO CAR PARKS</b>			
Better signage of existing parking facilities is required due to one-way systems and restricted roads	5	Q103,249,312,338,326,327	The Parking Strategy highlights the need to sign and market existing parking, and alternatives, better, and the Council is doing this.
Need to direct cars to available spots in car parks perhaps by some electronic display system.	3	Q103,164,326	System is under development
Off street car parks (ie. St. Johns Hill) are dirty, smelly and as a female I worry about the safety of the carpark with alcoholics and drug addicts hanging around.	1	Q90	Strategy includes action to encourage parking operators to adopt ParkMark standards.
A phone message system to indicate off street parking with free places with display boards would be helpful.	1	Q319	System under development
Need to also market availability in park and ride sites and locations.	1	Q164	The Parking Strategy highlights the need to sign and market existing parking, and alternatives, better, and the Council is doing this.
<b>CONTROL OF OFF STREET CAR PARKS</b>			
More short to medium stay off street parking should be provided near centres with flexible ticketing where any unused paid time could be used at a different carpark later in the same day.	1	Q133	Difficult to implement with several competing off-street operators
<b>PARK AND RIDE</b>			
More park and ride facilities make sense but should not be as expensive as current ones./free bus service from park and ride should be provided./park and ride should be free/integrate ticket system	12	Q41,44,68,87,103,104,128,142,253,340,381,138	Park and ride is free to park. Fares on buses are responsibility of operator.
People traveling into the city for work must be encouraged to make use of park and ride facilities./better advertisement required.	4	Q14,326,316,342	Park and ride sites are being promoted and use is growing rapidly.
Better service on Sundays would have park and rides being better used for shopping.	2	Q103,333	Bus operators need to balance service with demand.
Park and ride popular with commuters but not shoppers as they are far from shops.	2	Q133,330	Evidence from P+R sites elsewhere in UK contradicts this.

<b>Parking Strategy Questionnaire - Summary of Written Comments</b>			
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Not convinced about Park and Ride, does not give modal shift we are looking for.	2	Q104,399	Too early to judge this from Edinburgh P+R; Ferrytoll has delivered mode shift from car.
Park and ride facilities too far out of town.	1	Q209	Few sites available closer in; also desire to divert traffic into P+R as early as possible.
Include park and ride as a separate section in strategy and include aspects such as strategic park and ride, local park and ride, <i>park and ride policy and specific proposals</i>	1	Q132	P+R is an integral part of strategy.
Park and Ride at Edinburgh Airport has now created additional morning and evening congestion at rush hour times at Newbridge.	1	Q28	Majority of P+R users at Ingliston would have travelled through Newbridge prior to P+R opening. May be an effect of the Royal Bank of Scotland Headquarters.
Discourage commuter traffic from accessing and parking in the World Heritage Site, particularly through park and ride and park and rail initiatives.	1	Q163	This is already central to Council transport policy.
<b>GENERAL ABOUT CARPARKS</b>			
Not convinced that underground solution at George is desirable, will add to congestion with people driving into city centre./ From results shown not additional carparks are required (1500 avail spots)/not an economical or environmental alternative.	11	Q104,110,140,152,163,168,170,197,223,240,327	Agreed that the economics of this car park are critical. Entrances/exits will be carefully planned to minimise congestion. Location of available spaces is an issue.
Automated underground parking an excellent idea/option worth pursuing./more car parks required in City Centre	7	Q1,17,37,44,253,326,395	Council is pursuing this; through TreviPark in Chambers St.
Underground carpark should not be modeled after Italian mechanical system but should be a normal underground carpark.	1	Q268	Need to balance technical uncertainty against cost and construction time savings
Make car parking facilities nearby to local health centres and hospitals for 1-2 hour durations. WGH and ERI hospitals are extremely short of short stay parking.	1	Q11	Hospitals can construct a certain amount of parking – which is in part limited to reduce congestion around their sites. However, how they then use the parking that they have is a management decision of the hospital.
Off street parking for Tollcross Primary School is not suitable for short term drop offs/collections of children	1	Q279	Other consultation responses did not highlight this as major problem areas; not a strategic issue.
<b>2.5 ON STREET PARKING</b>			
<b>SUPPLY OF AND DEMAND FOR ON-STREET PARKING</b>			
Annoying that many people park in permit holder bays after 5.30 pm without a permit./permits should be applied after 5.30pm and on Sundays./18.30 restriction creates problems for resident parking between 18.00 and 18.30./an extension of parking restriction times should be considered maybe to 20.00	5	Q51,191,194,270,331	Strategy includes commitment to further investigate this with possible view to enforcing residents' bays (only) until later in the evening.
End to restrictions at 6.30 pm on Saturday afternoon must remain or we will be swamped by shoppers.	1	Q22	No proposal to reduce controlled hours on Saturday. Free Saturday pm parking not now being proposed.

<b>Parking Strategy Questionnaire - Summary of Written Comments</b>			
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Survey of availability of parking spaces fails to take account of the fact that many are peripheral (ie. Moray Place and the west end of Heriot Row and not the most user friendly)	1	Q44	Council recognises this but may also change length of stay/price at these locations to make them more attractive
Need to monitor duration of parking stays in central areas in non-controlled areas. Some cars have not moved in >11 months.	1	Q83	Where there are no controls, this is not an issue that the Council can enforce. As long as the car is taxed, insured and has an MOT then it is not an offence to leave it on the road.
<b>PERCEIVED SHORTAGE OF PUBLIC ON STREET PARKING</b>			
Lack of parking presents problems in recruiting staff for Tollcross Primary School.	1	Q279	Tollcross is well served by public transport.
Shortage of on street parking in outer shopping areas	1	Q343	Strategy proposes more shopper parking initiatives in centres such as Corstorphine.
Significant work required to convince those outside Edinburgh that it is still possible to drive into the City (for events etc.)	1	Q102	Agreed, as shown by market research. The Parking Strategy highlights the need to sign and market existing parking, and alternatives, better, and the Council is doing this.
<b>LOADING AND UNLOADING</b>			
Protect and where possible, enhance the parking and loading needs of businesses, tradespeople, carers and visitors.	2	Q63,303	Proposals for a range of new permits to do just this.
<b>IMPACT OF PARKING AND LOADING ON CONGESTION</b>			
Rectifying parking on single and double yellow lines would have a huge impact on the ease of traffic flow./lengthening 5 minute grace period on single yellow lines could help.	3	Q36,257,328	Some compliance-based incentives to parking contractor as well as the performance standards in the contract should help to achieve this.
Increase no parking zones at junctions to allow availability to two lanes to prevent frustration and ease traffic congestion.	2	Q23,319	Agreed - included in action plan.
Insufficient proposals to facilitate the free flow of traffic, particularly north/south	2	Q144,197	Two of the objectives of the strategy refer to this issue in general terms.
Think about varying no parking hours with directional traffic requirements (ie. Keep inward routes clear of parked cars in the morning and outward routes clear in the evening.)	1	Q23	Matter for detailed design rather than strategy.
Main problem with congestion is not cars, it is Lothian buses.	1	Q59	In the space of 3-4 cars a bus carries up to 85 people compared to 3-20 in the cars.
Edinburgh does not have a congestion problem, parking is a service not a revenue generating advantage.	1	Q202	Market research finds that most people feel that Edinburgh does have a parking problem. The strategy seeks to improve the parking service provided by the Council and also highlights where the money that is raised goes to.
Congestion in the central areas is caused by the amount of roadworks, by cluttering of street furniture, wheelie bins, ill	1	Q330	These factors play a role but the main cause is the volume of traffic and parking policy can help to reduce

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
designed and bulky bus shelters, temporary and not temporary CCTV camera.			this.
<b>IMPACT ON STREETScape</b>			
It is not residential parking that is the impact it is the additional street furniture and street markings (ie. Cycle lanes, coloured pavers)	1	Q330	Not a commonly-held view by respondents
<b>PERCEPTIONS ABOUT ENFORCEMENT</b>			
Current parking enforcers are a money raising scam, willfully ticket motorists who overstay trivial amounts in pay and display, whilst ignoring motorists parked on single and double yellow lines./PAs too vigorously in pursuit. / something other than fines should be used to control traffic/parking enforcement should be done by the Council/need to be more flexible	15	Q36,64,89,106,150,181,182,257,267,323,328,330,343,378,396	There are various actions in the parking strategy that acknowledge many of these points and attempt to make parking enforcement more customer-friendly and more compliance-based. However, the Council manages parking not to make money but to balance supply and demand. Surplus income is used for other transport services.
Immediate ticket fines should be given when parking offences seen/enforce area at Shandon Colonies./cars with no permits need to be given fines.	4	Q37,195,238,303	
There is inefficiency issuing parking tickets – waste of paper and time to dispute a wrongfully issued ticket. A verbal warning would be appropriate./appeals should be easier to expediate.	2	Q103,214	
Adopt an 'income tax' model of parking where everyone gets an 'overstay allowance per month where no fine is levied of up to 15 minutes.	1	Q358	
Avoid fining people for 'reasonable' oversights.	1	Q358	
Need to change perception of traffic wardens as being 'enthusiastic' to ticket.	1	Q103	
Consistency required in issuing of tickets.	1	Q309	
Lack of initiatives relating to the enforcement of parking offences.	1	Q36	
Rules in peripheral CPZ not well known and machines will take money and issue a ticket when it is not necessary, machines should be revised to only accept money when required.	1	Q104	
Enforcers should be prosecuted for issuing false tickets.	1	Q267	
Would ask that parking is not enforced on Christmas and New Year public holidays even if they are substituted days.	1	Q324	Dealt with in Strategy
Should adopt the European attitude with a break in enforcement over the lunch hour.	1	Q307	Not considered appropriate.
<b>DOUBLE PARKING, FOOTWAY PARKING AND PARKING ON JUNCTIONS</b>			

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
Cars parking on footpaths inhibit the rights of persons with disabilities./Agree that car parking on footpaths should not be allowed, it inhibits all pedestrians not just disabled.	14	Q10,32,75,99,145,153,181,183,195,302,303,312,327,333,360	In Strategy but requires Scottish Executive making legislative changes.
Double parking in area of West Bryson Road is ridiculous. Fire engines and ambulances are hampered and it is dangerous and inconvenient to drive along the roads./in Marchmont area double parking is dangerous.	4	Q32,107,232,346	
While cars interfere with pedestrians on footways, their presence prevents cars from racing down the streets.	1	Q199	Council implementing 20 mph zones to deal with this.
For large shopping trips, often double park to unload, this is dangerous.	1	Q1	In Strategy but requires Scottish Executive making legislative changes.
Pleased that there are proposals to ban double parking and parking at junction points but need to be reflected in action points under section 3.4.	1	Q327	
Footway paving slabs are being damaged by delivery vehicles parking on pavements and by loads being dropped on pavements	1	Q343	
Action covering parking at junctions should be extended to cover obstructions from parked vehicles at other pedestrian crossings. Anywhere there is tactile or raised paving.	1	Q327	
<b>COMMUTERS PARKING IN RESIDENTIAL AREAS</b>			
Commuters parking in residential areas a problem that needs to be tackled./Cluny Avenue parking facility not used because commuters can park in residential area for free all day on Cluny Gardens causing congestion.	6	Q77,105,171,172,342, 346	CPZ to be extended. Effects at edge of new CPZ will be monitored.
Why target commuters? Commuters are consumers too. Majority of commuters are people that have moved out of the City because it is too expensive to live.	2	Q57,175	Commuters play large role in peak hour traffic problems
Support extension of the controlled parking zones at King's Buildings to deter commuters/students parking in area.	1	Q159	CPZ extensions to areas such as that around King's Buildings will be considered in a phased programme.
Make a lot of 2 hour limit parking to allow legitimate car use but no commuters.	1	Q8	
Surprised there is no actions proposed to encourage reductions in existing private non-residential levels. Suggest possibilities of providing further incentives to convert PNR to other uses should be explored.	1	Q327	Not considered practical, particularly in financial terms, at present.
<b>PARKING IN BUS STOPS</b>			
More effectively policing of illegally parked vehicles in bus lanes throughout the week is required./limit for parking in bus lanes should be 7 am to 7pm.	11	Q17,67,99,100,131,179,290,302,315,319,326	At present moving traffic bus lane offences are under police jurisdiction, due to it being a resource intensive issue, it is a low priority. To increase the level of

**Parking Strategy Questionnaire - Summary of Written Comments**

Comment Received	Total	Questionnaire	Comment Response
			enforcement, the Council has been investigating automated camera enforcement and a feasibility study is underway.
Clearway orders should be put in place at all bus stops to enable buses to stop parallel to the kerbs./stop all parking at bus stops	2	Q179,269	Ongoing programme of bus stop clearways. Bus operators confirm that Sunday operations problematic due to parking problems.
Paragraph 17e refers to waiting restrictions to major bus routes on Sundays. Not aware of any excessive delays to bus timetables due to parked vehicles on Sundays and would desire confirmation.	1	Q282	
Positive that action is proposed to prevent parking at junctions and in bus stops however, these intentions do not appear to have been put into action points under section 3.4.	1	Q327	
Wording about safety for exiting buses should be modified to cover both access and egress from buses.	1	Q327	
Suggest an action point be added about parking bans at bus stops to create guarantee a single clearway.	1	Q327	
<b>DIFFERENCES BETWEEN COUNCIL AND POLICE ENFORCEMENT AND BETWEEN PARKING RESTRICTIONS OF GREENWAYS AND OTHER AREAS</b>			
Make greenways 24-hours and enforce	1	Q69	Not enough of a problem to do this.
Review feasibility of lifting parking restrictions in greenways when not operational	1	Q343	It is already possible to park on Greenways when they are not operational.
<b>OTHER ON-STREET PARKING</b>			
On street parking survey was done in June 2005 prior to CETM and alterations, these changes will have altered the number of people trying to park in the City Centre./would a different month have different results than June?/would a Saturday be a better day to use?/Cannot find 19 carparks	4	Q80,84,147,282	Schools not on holiday. Operators and other surveys confirm generality of results.
Suggest no parking within 200m of any school to provide safer area for pedestrians and cyclists./make it difficult to park near schools.	2	Q170,225	Considered on case by case basis through Safer Routes to Schools projects.
Need to review charges of parking at on street bays but changing duration will create confusion.	1	Q282	No confusion reported so far.
Lack of on-street parking near Tollcross Primary School creates and obstacle for parents and children who require access to education through medium of the Gaelic language.	1	Q279	Not a strategic issue.
Make mPark facility more widely available.	2	Q220,395	mPark is widely available and use is growing.

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
Rules of parking bays not clear for first time users.	1	Q257	Agreed – to be addressed through info and marketing.
Short durations are acceptable for on-street parking.	1	Q333	Agreed
Short stay duration should be extended from 30 minutes to 45 minutes	1	Q343	They have been extended - to 1 hour in most cases.
Review possibility of extending short stay parking restrictions further into side streets	1	Q343	Council must balance needs of shoppers and residents
Paying for parking meters are not convenient. Suggest that meters be re-programmed to sell parking time for the actual amount payed, set up meters to sell time in multiples of a convenient coin (ie. 20p), use parking tokens.	1	Q358	Agreed. Pro-rata payment, as suggested here, is being implemented.
<b>2.6 CONTROLLED PARKING ZONE (CPZ)</b>			
<b>GENERAL</b>			
For residents just outside current CPZ, all day parking by commuters on all available spaces is a real headache. / extending CPZ will mean commuters will park in residents bays further out.	7	Q14,53,72,73,110,142, 171	As CPZ extends outward it should become less convenient for commuters to park there and more will shift to public transport or P+R. However, could be some problems –this will be monitored.
Support AP40 to remove the right to parking permits of residents within new developments. We are concerned about possible impact of the redevelopment of the Standard Life Tanfield site.	3	Q145,148,196	To be dealt with in DC standards review reporting Dec 2006
Reduce rather than increase the controlled parking zone areas./don't agree with increasing CPZ	2	Q26,53	Not a majority view.
Extension of CPZ would be welcomed but to issue permits to businesses and tradespeople will mean anything gained will certainly be lost./disagree with business and trades permits.	2	Q14,94	Need to balance the requirements of different users of parking. Price will be used to manage demand for permits.
Developments of flats should provide underground parking and parking for bicycles.	2	Q304,326	To be dealt with in DC standards review reporting Dec 2006
Main concern is with the existing boundaries of CPZ zones 7 and 8 which are illogical with the extended CPZ. The previous 'pressure valve' of the ability to park nearby in the Grange will soon be removed. The new CPZ should include north Marchmont and Sciennes.	2	Q252,346	Now dealt with in Strategy.
When business allowed to use storage containers on parking places, no provision is made for the loss of places.	1	Q1	Street is for many uses, not just parking. Council must balance conflicting demands.
Think that city centre parking has improved over the last six months	1	Q375	Reinforced by views of retailers who knew about recent changes in length of stay.
Limiting parking in new developments to 1.5 cars/household does not work, two cars are the norm, what about visitors	1	Q363	To be dealt with in DC standards review reporting Dec 2006
When wheelie bins were introduced, number of residents places was maintained – should be done for storage containers and	1	Q1	Street is for many uses, not just parking. Council must balance conflicting demands.

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
repairs too.			
Would welcome proposal to end charging within CPZ at 5.30 pm to encourage those attending performances to take advantage of the many restaurant opportunities before a performance.	1	Q102	Proposed that this would be taken forward in partnership with Chamber of Commerce and retailers.
Unclear what provision would be for new development parking	1	Q361	To be dealt with in DC standards review reporting Dec 2006
Number of restricted areas should be reduced and areas that are left should be enforced.	1	Q26	Not a majority view.
Allowing developments to provide additional parking will mean more cars in the city centre.	1	Q327	To be dealt with in DC standards review reporting Dec 2006
More parking (in number and time) should be provided at a reduced cost.	1	Q26	Costly, no place to put it – but Council pursuing funding for new off-street car parks.
No allowance made for varying needs of different housing areas, villas have more space than tenement areas.	1	Q175	More people live in flatted areas at higher density. Difficult for Council to provide any more parking there.
Like all proposals for permits.	1	Q255	-
Map of controlled parking zone should appear in the strategy.	1	Q333	Will do in final published version.
Strongly support the implementation of 'shared use' parking bays in the existing and proposed extended CPZ areas.	1	Q331	Reflects views in Residents Survey.
Strongly oppose extension of controlled parking zones to Inverleith Place.	1	Q284	Not a majority view – accepted at hearing.
For under utilised residents bays in the day make them shared use for core hours (10.00 to 16.00)	1	Q290	This may go ahead though likely to be all day.
<b>RELATIONSHIP BETWEEN NUMBER OF RESIDENTS PERMITS AND AVAILABLE SPACE</b>			
Agree with limiting the number of permits per household/Should be no more than 2 (x8), 1 permit is plenty (x6), higher cost could be implemented for 2 or more permits./Should not be excessive but restricting to 1 is not acceptable.	23	Q1,22,34,40,94,112,148,168,171,172,173,177,194,274,221,247,244,267,286,321,328,330,331	Agreed - final strategy reflects these points.
Area does not have enough resident spaces for number of permits./there should not be more permits issued than spaces available./No action items in plan to address this problem.	19	Q1,40,53,71,77,80,88,112,139,154,171,173,174,196,225,263,287,327,328,360	If no more permits issued than spaces available spaces would be underused. Also there would be a very long waiting list. Basic problem – houses built before car ownership. Council cannot address this problem fully.
Would like regulations covering resident's permits to be enforced all the time. Week-ends have shoppers taking up residents spots./extend times of restrictions to 20.00/24 hour permits should be investigated.	8	Q2,39,53,74,196,222,330,331	Enforcing residents' bays to early evening on weekdays to be subject of further consideration.
If not enough parking in residential bays need to be able to park for free in pay and display bays (allow for certain amount of spill	5	Q40,82,88,98,163	This is part of the reasoning behind shared-use bays.

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
over 10-15%)/Support use of dual purpose bays.			
Experience problems parking in Zone 1, 1A	2	Q19,96	Strategy flags review of zones with greatest parking pressure.
Residents that pay for a permit should be allowed to park in any available spot.	2	Q19,98	Need to balance needs of different road users.
Important to allow residents to park close to homes at a low cost.	1	Q379	Basic problem – houses built before car ownership. Council cannot address this problem fully.
Develop a car free residential area around the Royal Mile.	1	Q327	Council supports development of more car-free housing.
With the number of people working form home now, less than 2 permits per household is unacceptable.	1	Q253	Strategy proposes limit of 2 per household.
Term 'household' in legislation is problematic as this is defined as a group of people taking at least one meal a day together therefore more than one household could be in one dwelling.	1	Q236	'Household' may not be the legal term used.
What is the number of households with more than one permit?	1	Q1	Estimated from survey at 16% of permit-holding households.
Experience problems parking in Zone 3 (St. Leonard's) after 7 pm.	1	Q50	Strategy flags review of zones with greatest parking pressure.
There are significant areas of ground available behind tenement properties which are largely unmaintained and unused. (Gorgie and Dalry). With the use of access tunnels, could these areas be used as residents car parking with an annual charge to pay of capital cost. They could include landscaped and drying areas.	1	Q24	Major quality of life issues associated with this proposal. Not taken forward.
Residents permits should be transferable between vehicles	1	Q267	Permits can already have 2 registrations on them.
Many restaurants and pubs in area (Stockbridge) mean residents parking bays taken up.	1	Q51	Will consider enforcing residents' bays to 7 or 8 on weekdays to give greater priority for permit holders in evenings.
Is it possible to box residents bay, a bit of guidance could aid in accommodating a few additional vehicles.	1	Q51	Considered that non-delineated bays give more efficient overall use of space.
Resident permits should be given to households where there are no drive-in possibilities.	1	Q274	To be dealt with in DC standards review reporting Dec 2006 for new houses only – difficult to impose this in arrears.
Problem in area is large commercial vehicles parking in residential bays overnight. (Craigs Drive and Craigs Park)	1	Q249	Not a strategic issue but one that could be dealt with on a case by case basis.
If new people are allowed to park in residential bays then residential and pay and display bays should be expanded.	1	Q98	Strategy seeks to balance demands for using limited space.
<b>PRIORITISING THE USE OF STREETSPACE</b>			
There is an over-supply of pay and display in parts of New Town (Drummond Place). There could be a reduction in pay and	6	Q24,40,58,263,290,320	This type of argument is part of the rationale for shared-use bays.

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
display which could then be handed over to residential parking./Change pay parking in Zone 6 to residential parking./Zone 8 too many pay and display (Lower Gilmore Place)			
Assess balance of resident and pay and display bays with time.	1	Q58	This is the rationale for having criteria for assessing changes of parking type.
<b>PARKING FOR TRADESPEOPLE IN THE CPZ</b>			
Disagree with the use of residents bays by tradespeople, they should continue to use pay and display bays and pass the (usually negligible) cost on/spaces should be provided in single yellow line areas away from junctions.	21	Q1,7,13,22,34,65,77,96,130,139,158,161,184,196,221,222,225,228,253,263,284	Proposal developed because residents complaining about problems of getting tradespeople, related to parking. Also permit will be valid during day when residents' demand at its lowest.
Agree with the tradesperson permit if time limits were imposed.	5	Q46,66,220,326,327,328	Time limits are imposed.
Trades should use visitors permits if they are implemented.	5	Q94,127,221,257,344	Tradespeople argued that many people (esp those with no car) would not have visitors permits.
Don't see how Council can effectively determine bona fide tradespeople: what are the proposals?/need to ensure it is not being abused.	4	Q1,236,326,340	Agreed – careful definition of trades required.
Where tradespeople have jobs that will last longer than time allowed for pay and display, daily discounted rates could be given and they could be allowed to park on single yellow lines.	2	Q34,65	One of permits allows this though rate not discounted.
Restricting it to only liveried vehicles will be problematic for many small businesses.	2	Q95,337	This is what was agreed with tradespeople – reduces possibility of abuse.
£1000 is too expensive for trades permits, will be prohibitive to trades and the cost will be passed on to the householders in City Centre./weekly passes would help	3	Q145,337,384	Cost is still much cheaper than pay and display; available in shorter time periods
Trades should be able to park anytime from 8.00 am if there are places in residents bays as they are required for loading/offloading./should be able to park on single yellow lines, residents bays or metered bays	2	Q210,330	Need to balance needs of different groups.
Trades should be allowed to park for loading/unloading but should be discouraged from parking all day	1	Q326	Some have to park all day if working in one place.
Where there are repairs (often lasting months), there is no provision for the loss of resident parking places.	1	Q1	Provision should already be made on a case by case basis.
Agree that tradespersons should use residential bays as pay and display bays in the Stockbridge Colonies are limited.	1	Q145	-
Need to have a tradesperson permit, have considered leaving the City over this issue.	1	Q92	-
Agree with price of trades permits	1	Q331	-
Agree that trades permits required, permits should only be issued to those firms who are members of an appropriate Construction	1	Q166	This criteria will be considered.

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
Industry Licensing Scheme to prove a bona fide trade.			
Time for trade permit should be 8.30 to 16.30	1	Q215	Time period agreed with trades organisations, need to balance pressure on space.
Should not be a time restriction on the permit for businesses that provide essential services.	1	Q136	Time period agreed with trades organisations, need to balance pressure on space.
Restricting the number of permits allowed for a trade will not work for a large organization, permit sharing would be unwieldy, inefficient and costly. In an emergency we need to remain flexible. Propose that where the trade provides essential maintenance to the economic infrastructure of Edinburgh, then that service provider could hold one permit which applies to all vehicles with the livery of that company.	1	Q136	Permit will be transferable between vehicles and number issued will be unlimited.
<b>BUSINESS PERMITS IN THE CPZ</b>			
Any permission to businesses to use residents bays will increase the problems residents have already finding a parking spot (specific areas mentioned: Alva Street, Belford Gardens, Zone 1A).	18	Q1,22,13,65,73,96,130,139,158,161,184,196,224,225,253,263,284,328	Possibility of problem recognised, hence high price of permit and undertaking to review its operation after first year.
Businesses should be allowed to buy permit in area of their business./businesses should only have permits if no other parking for them is available./no permits for businesses with former rear gardens	5	Q65,110,168,331,385	Price will mean that only businesses that value the permit will apply for it.
£1000 too high, price needs to be reflective of size of business./would not want to see business permit exceed the equivalent cost to residents using the same spaces.	3	Q103,54,384	Price will be reduced if no problems arise.
As a small business I do not qualify for any parking near my business but do need my vehicle for delivery and collection of goods./changes to parking could impact my small business	2	Q54,298	Permit is aimed at meeting this kind of need.
Agree with price of business permits/charging business users £1000 for permit is reasonable.	2	Q330,331	-
Restricting it to only liveried vehicles will be problematic for many small businesses or businesses that do not wish to advertise contents of vehicle	2	Q95,384	This is to reduce possibility of fraud.
When new businesses start up are they required to provide any parking spaces for their employees?	1	Q1	There are no requirements for employee parking spaces if a business opens in the core of the City Centre. Elsewhere businesses are given a minimum and maximum level of parking to supply to employees.
Business permits will not mean small shopkeepers will be able to park, it means bankers and lawyers 4X4s will be able to park.	1	Q15	Permit will only be available to liveried vans.

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
Own a small guest house, will new permits allow guests to park?	1	Q389	Only visitor's permits
Agree with the business permit if time limits were imposed.	1	Q46	Time limits on this permit would significantly reduce its usefulness.
Business permits a good idea for Marchmont area	1	Q401	-
Disagree with having business permits.	1	Q101	Strong support for permit in resident's survey.
Business permit should be that vehicles making deliveries can stop on single yellow lines.	1	Q183	They can already where loading restrictions are not in force.
Business permits should be restricted and given lower priority than residents or trades permits.	1	Q330	The use and effectiveness of these permits will be monitored carefully.
Having business permits and limiting them for an individual business will not work, use reduced rate cards that allow them to park in any available spot.	1	Q290	This would have too great an impact on limited supplies of parking.
<b>VISITOR PERMITS AND PROVISION FOR CARERS</b>			
Provision of half day visitors permits appears impractical; most visitors can use pay & display for that length of time. This does not address need for whole day permits (majority of our visitors are week-end stayers)/a few long stay visitor permits should be made available to resident permit holders (1 or 2 free per year, up to a max. paid number of 4 or 5)	5	Q1,65,104,184,196	Visitors permits can be added together to give a longer stay.
Introduction of visitor permits will introduce a black market in visitors permits and will be costly to administer./would have to be closely monitored.	4	Q73,110,168,196	Will be monitored and modified if widespread abuse is found.
Residents would value a visitor pass.	4	Q146,312,328,330	-
It was said proposals for permits for carers would be investigated but they seem to of disappeared./carer issues should be addressed through the extension of Essential Use Permits, in strategy it says this is to be investigated further but there are no action points regarding this issue.	3	Q111,145,196	These have been added.
Short term visitor passes should be limited in number per year. /would like visitor permit to be for 2 hours	2	Q65,224	They are/Each individual permit allows 1½ hour stay.
Don't see a need in a visitors permit	2	Q225,228	Has been widely welcomed.
Like that residents with care needs would have free permits for those visiting them, who assesses the appropriateness of these permits being issued?	1	Q109	Criteria as per the mobility criteria for concessionary travel permits.
Visitor permits in already well utilized areas likely to frustrate residents and purchasers of visitor permits.	1	Q30	Will be able to park in other areas.
Carers permits should not be cost more than a resident permit, in the interim an increase in visitors permits at half the standard rate could be applied.	1	Q111	Essential User permits are much cheaper than residents permit. Visitors permit proposal made here is being taken forward.

<b>Parking Strategy Questionnaire - Summary of Written Comments</b>			
<b>Comment Received</b>	<b>Total</b>	<b>Questionnaire</b>	<b>Comment Response</b>
Need to ensure carers permits are not being abused.	1	Q326	Agreed
No provision for essential service parking (ie. Social workers, home care etc.)	1	Q15	This will be taken forward in discussion with care providers.
Numbers of visitors permits permitted seem excessive.	1	Q168	Has been widely welcomed.
Should be no limit on number of visitor permits	1	Q175	Need to limit possible impacts but could be introduced in future if few problems found.
A certain number of these permits should be free to be equitable for low incomes.	1	Q270	A charge is an obvious way to ration these permits.
Suggest a further policy after P20 ie. 'P21 – Review the effectiveness of existing CPZ zone boundaries, in the light of the CPZ extension, to assess whether revised boundaries could create a better balance between parking demand and supply within zones.'	1	Q252	Similar wording to this now in Action Plan.
<b>2.7 DEVELOPMENT CONTROL</b>			
Should be more forward looking	1	Q132	Policies and proposals are aimed at achieving the objectives of the strategy.
Have a closer link between parking and accessibility – encourage interchanges	1	Q132	There is already a close link but it is hoped this can be further strengthened in DC parking review.
<b>2.8 OTHER ROAD USERS, AND MOBILITY IMPAIRED DRIVERS</b>			
<b>IMPACT OF PARKING ON PEDESTRIANS, CYCLISTS AND PUBLIC TRANSPORT USERS</b>			
Additional attention should be given to how cyclists are supported in having un-broken and safe journey through the City (no parking in cycle lanes)/particular problem in the vicinity of the New Royal Infirmary.	17	Q5,148,160,161,170,176,205,206,218,246,319,326,333,336,339,344,347,357	Council has to strike a balance in sharing kerbspace between different road users. New point in action plan to address this issue.
No mention of hazards to cyclists with double parked vehicles and yellow line parking.	3	Q85,99,107	New contract should further improve parking enforcement.
Should be more forward looking and make reference to other road users	1	Q132	Impact on other road users is a key part of the strategy.
<b>DISABLED DRIVERS AND THE BLUE BADGE SCHEME</b>			
Make misuse of disabled parking bays an offence.	2	Q48,197	It is. Use of some non-mandatory bays helps to introduce them quickly when and where needed.
Parking is required for disabled drivers but free parking should not be provided to all that display a disabled badge. Should only be for those on disability allowance.	1	Q20	Difficult to enforce this difference.
No mention of provision of disabled parking, which should be a priority in the parking strategy. Needs to be better provisions for disabled parking and blue badge holders in City Centre	1	Q48	Parking for disabled people is addressed in the strategy.

<b>Parking Strategy Questionnaire - Summary of Written Comments</b>			
<b>Comment Received</b>	<b>Total</b>	<b>Questionnaire</b>	<b>Comment Response</b>
Need to better mark disability bays.	1	Q48	Will be considered though need to balance good marking with streetscape issues.
Blue badge holders need to park on single yellow lines in bus routes.	1	Q48	Proposals for additional restrictions on bus routes are very limited.
Longer stays would mean less availability for disabled people.	1	Q75	There are proposals for additional dedicated spaces for disabled people.
Provision of at least one space for disabled drivers in every street in the CPZ and other main thoroughfares	1	Q190	There are proposals for additional dedicated spaces for disabled people.
Extending access to streets limited to buses, taxis and cyclists to disabled drivers.	1	Q190	This would run contrary to other policies; a balance has to be struck.
Extending proposals for some off peak permits for resident parking bays to disabled drivers.	1	Q190	Visitor permits should address this issue.
Disabled permits should be allowed to park anywhere in the City.	1	Q330	Space has to be managed and need for parking for disabled people balanced against eg not delaying buses.
Blue badges should have a photo id attached to it.	1	Q196	This is not a matter for the Council although the Council has appointed a parking fraud enforcement officer
<b>MONITORING AND TARGETS</b>			
Continue to consult./regular communication of proposed changes is required./consult with schools when proposals are made to change parking in area.	4	Q49,103,273,279	Consultation both statutory and non-statutory is a key Council activity.
Monitoring should be put in place for objectives and vision and amended as required.	2	Q49,103	Monitoring carried out as part of Local Transport Strategy (LTS)
Produce leaflets for local shopping centres which clearly indicate places to stay and length of time.	1	Q343	Agreed, part of marketing strategy.
<b>3.5 CONTROLLED PARKING ZONE</b>			
AP21 should be expanded to include environmental factors and public transport routes	1	Q132	Agreed
Should link parking strategy with delivery of tram proposals	1	Q132	Agreed - reference now made to Tram proposals.
Welcome AP31 but consider the examples of measures to be evaluated given should include 'issuing permits allowing residents to park in more than one zone where there are particular shortages in on-street provision'	1	Q252	Agreed
AP37 does not seem to flow from any earlier text and the point is not prominent enough in the strategy. AP37 should be strengthened to include a timescale for the action. ie. 'To undertake a review of CPZ zone boundaries, concluding before the end of 2007, to assess whether revised boundaries could	1	Q252	Agreed though timescale likely to be different and will only be carried out if there a problem appears after the implementation of the existing CPZ extension plans.

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
<i>create a better balance between parking demand and supply within zones, and to publicly consult on that review'</i>			
<b>OTHER</b>			
No cycle parking strategy (ie. No cycle parking racks on any part of Princes Street), to encourage cycling need to provide sufficient and maintained racks./racks need to be provided at intelligent sites/support proposals to increase the amount of bicycle parking./could use bollards as bike parking stands and ways of keeping cars off pavements	16	Q15,85,148,152,170,176,205,216,218,246,306,319,327,339,344,347	Actions regarding cycle parking are included.
There is too much anti-car sentiment in the Council, spend some money on repairing road pot holes./Car isn't going to go away.	7	Q21,42,141,211,219,291,394	Balance has to be struck.
Solution is to stop traffic calming, ban the school run, widen roads./review of traffic calming required to improve traffic flow./closing of New Town streets increases pollution and congestion.	5	Q57,93,106,150,301	Not parking issues.
Better line marking for bay definitions required (Gloucester Place).	5	Q171,172,270,286,386	Regular maintenance of lines is undertaken
Cost of parking the City Centre is ridiculous and compares with west end of London./Parking in town is too expensive.	4	Q18,84,217,220	Not the view in market research, also in comparison with other cities Edinburgh prices are very typical
More 'motorcycle only' bays required in centre of town and they need to be marked more efficiently./More motorcycle bays required at Calton Centre./having covered parking would be good for motorcycles away from car parking bays	3	Q56,79,180	Considered on a case by case basis
City of Edinburgh Council proposed Tram system will help make Edinburgh an excellent City to live in and visit./a first class public transport system (guided bus or tram) is required./will help relieve some of the parking pressures	3	Q37,155,235	Parking is of course part of a wider transport strategy set out in the LTS: this includes trams.
Insufficient focus on making better use of existing space: there are areas that could be used that are currently single yellow lines.	3	Q76,84,322	Yellow lines are for loading, crossing road and/or allowing traffic flow, and some traffic restraint. Many yellow lines already converted to parking bays
Lack of secure parking in tenements is a major disincentive to people who would otherwise consider cycling.	3	Q148,170,347	Related action in strategy
Regularly require my car for deliveries and can rarely find a parking space within reasonable walking distance of office and duration is not long enough./length of stay duration is too short in some areas, around classes, plays, films.	3	Q18,55,128	Strategy contains many actions directed at these kinds of problems.
4 hour parking duration is too long, two people could shop in that time for 2 hours./parking duration should allow turnover.	2	Q131,140	Where there is much empty space at present a 4 hour duration will have positive effects. It may however be unsuitable to streets with high demand, this needs to

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
			be managed through a combination of limited stay and price.
Existing marking is fine, fed up with defacement of my city with pink, green, red and yellow paint.	2	Q36,330	Streetscape matters are an increasing priority for Council
Make developers consider the traffic impact of their plans for new building and make them take responsibility for addressing the situation.	2	Q14,254	This is already part of the Planning process.
Edinburgh is expensive enough and the City has wasted too much money already./enough policy	2	Q57,234	-
Improve bus priority measures.	2	Q87,161	Part of LTS
Bus service is cramped, unreliable and actually takes longer than if I commute by car.	2	Q42,53	-
Wheelie bins are an eyesore, stink and are not required. Complaint to the Council was given a response that people like them (I was not consulted)./wheelie bins create obstruction for traffic flow.	2	Q53,290	-
Changes to city centre have made driving there difficult	2	Q379,380	CETM modified.
Too many junctions with unnecessary large pavement extensions, 20mph zones not being observed outside schools. More 20 mph zones needed where residents and children move about.	2	Q169,344	Pavement extensions to allow residents and their children to move about. 20 mph zones not a parking issue
No need to think of parking as with recent traffic changes most people will avoid Edinburgh now.	1	Q35	CETM modified.
Why should taxis take priority over single occupant vehicles and be allowed to use the bus lanes?	1	Q394	Taxis are a form of public transport.
Already too many cars in Edinburgh centre and I admire and support Edinburgh's efforts to limit the use of cars in the Centre. Would like Aberdeen to try some of the demand management stuff going on in Edinburgh.	1	Q33	-
Larger bays are needed for visitors and local residents with medium or large campervans. This is limited to above street parking as they are unable to use multistorey car parks because of height restrictions.	1	Q31	Bays are not marked for residents. P+D bays will take a medium sized van but there is a policy to discourage the parking of large vehicles in the city centre.
Parking times should be shorter but cheaper.	1	Q54	Council uses charges and maximum length of stay to balance supply and demand - latter recently extended largely at request of city centre retailers.
Attitude seems to be to prevent people coming into town by stopping parking and closing streets.	1	Q76	Significant focus of strategy is encouraging people to visit the centre.
Consider creating smaller on street bays to encourage smaller	1	Q322	Good idea but difficult to work in practice as there

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
cars – possibly by having a blue line in the middle to bays or allowing 2 cars 90 degree parking where they fit.			would need to be a maximum length of vehicle for end on parking and different parking prices on the machines.
Should not have to pay for parking in Inverleith where there are ample spots.	1	Q21	Residents requested CPZ in Inverleith.
Cyclists should not be given special priority, they often do not obey traffic rules and are dangerous to other road users.	1	Q93	Cycling is space-efficient and very environmentally friendly - hence its priority.
Advocate the employment of more female parking attendants.	1	Q103	Parking Enforcement contractor is an equal-opportunities employer.
Employers (especially large ones) should be encouraged and ultimately obliged to provide showers and cycle lock-up facilities.	1	Q205	New work locations have this obligation through development control parking standards.
A review of the carriage of bicycles by LRT buses should be carried out by the Council.	1	Q205	Not a Council competence.
Free bus travel in city centre sponsored by shops.	1	Q198	Can be explored as part of the marketing campaign
Make city centre more car-free, allow only disabled drivers into city centre	1	Q198	Council has to strike a balance; CETM seeks to reduce impact of car in city centre whilst maintaining access.
Opposed to any encouragement of motorcycles. They are dangerous and environmentally polluting form of transport.	1	Q327	Motorcycling has some advantages especially in its use of space.
Motorbikes should be able to travel along bus lanes as with bicycles.	1	Q56	LTS issue
Different parking rates are confusing.	1	Q55	Council tries to publicise rates as much as possible but different rates are required because of different levels of demand in different areas.
Not enough time/notice given for gully clearing etc. where vehicles need to be moved.	1	Q51	Noted - this point is being considered.
Penalize city centre car owners who take unnecessary ½ mile journeys.	1	Q41	Not a parking issue
What quotas are given to traffic wardens/attendants for issuing tickets?	1	Q52	Strategy seeks to ensure a balanced approach to enforcement. Several performance indicators are set, but no quotas are given to individual attendants.
Dialogue should be opened up on subject of making city centre roads more accessible to cars and reducing parking attendants in key areas.	1	Q52	Market research suggests strong public support for parking enforcement.
Morrison Carpark should not be replaced with newly developed office space when there is a large amount of empty office space in Edinburgh already.	1	Q53	New development incorporates some public parking.
Had suggested using closed Orwell School or church on Caledonian Road for residential parking – but instead they are	1	Q53	It would not be practicable, or necessarily desirable, to purchase large amounts of property to convert to

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
being developed for new flats to add to the residential parking problems.			parking.
Parking attendants need to be more polite.	1	Q54	Attendants are trained in customer care but training kept under review.
Improvements in public transport are required to encourage further non-use of private vehicles.	1	Q74	Not a parking issue though part of LTS
Loss of bus 11/31 requires me to take my car to close destinations.	1	Q272	Not a parking issue though part of LTS
More attention is needed to clear pavements of unnecessary poles to enable walkers to use them with minimal obstruction.	1	Q280	Streetscape is a priority in roll out of new CPZ; this should minimise the number of sign poles employed.
Did not see any evidence of marketing campaigns in the run up to Christmas about removed parking during the New Year Festival.	1	Q91	Noted.
Parking Strategy is for city centre, consultation and parking review is required in Colinton.	1	Q97	The majority of the problems with parking are perceived to occur in the city centre and inner city.
Keep signage lines, bollards and traffic lights at a minimum – they are ugly. Concerned about amount of signage and impact on heritage buildings	1	Q142,363	Streetscape is receiving increasing priority. Council is looking at Glasgow's experience of CPZs with no yellow lines.
Urge the City Council to increase staff resources for providing both generic advice and focussed advice to all local organisations engaged in preparing travel plans.	1	Q159	LTS issue
Parking permits for Council staff who have to use their own or Council vehicles for their jobs.	1	Q261	There is a particular issue for Council Care Workers which will be considered as part of the review of Essential Use Permit eligibility.
Parking is limited at the Sick Kids Hospital. Emergency scenarios require parents to potentially park illegally, consider a system of retrospective validation of 'illegal' parking for these situations that could be verified by hospital staff that it was an actual emergency.	1	Q341	Can already be dealt with as part of the appeal process.
Hope Council is considering pedestrians have made several suggestions regarding improving facilities for crossing Great King Street and North East Circus Place at the St Vincent Street junctions.	1	Q328	Not a parking issue though strategy does consider effects of parking on pedestrians.
Segregated bike lanes would encourage more people to cycle to work.	1	Q326	Strategy includes a review of parking restrictions in cycle lanes.
Parking should be considered as part of overall transport strategy, not as a separate issue.	1	Q304	It is, hence the links to the LTS
City centre employers should provide free or subsidized public transport vouchers for staff.	1	Q301	Not a parking issue
Would like to see a pedestrianised George Street	1	Q327	Could be facilitated by underground parking in the street.

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
Work on urban design for car parking would be welcome	1	Q361	This is an action in the strategy
City Development to consider the role of the Council's Parking Policy in the development and enhancement of public realm spaces.	1	From executive meeting 31 January	This is an action in the strategy
<b>OBJECTIVES</b>			
Objectives are missing that deal with the perceived shortage of parking, the lack of off-street parking in specific areas, signage to parking and the negative image of the parking attendants (identified in paragraph 12 of the Summary document)	1	Q164	Objectives have to set out a high level direction and cannot deal with every detailed issue.
Need more explanation of objective development	1	Q132	Objectives flow from LTS and from identification of problems and issues.
<b>OBJECTIVE 1</b>			
Disagree with objective 1: Only if existing problems with transport infrastructure are addressed, there is completely inadequate provision of dedicated cycle paths, public transport is only just adequate. Potential for ride sharing and concessions for vehicles with a lessened environmental impact must be investigated too./economic vitality of the city centre should be improved through parking policy, through additional secure and sheltered parking for bicycles, by improving public transport and by construction of high quality facilities for interchange between modes of transport. Objective 1 only reducing the amount of footprint of cars./no distinction for residents and non-residents coming into the City Centre to shop.	13	Q27,68,140,152,183,185,261,284,292,309,316,323,330	The Parking Strategy objectives relate specifically to parking - the Local Transport Strategy deals with the whole spectrum of local transport.
Conflict between O1 and O2 – economic vitality of areas such as Stockbridge and transport availability – could more bus routes (or trams) be routed through Stockbridge?	3	Q109,164,192	The strategy openly acknowledges that there is a degree of conflict between some objectives and that the strategy has to balance objectives.
Need to include education, not only economic vitality ' <i>ensure adequate, reasonably-priced, short-term parking is available in the vicinity of city-centre schools</i> ' also ' <i>enable teaching staff at city centre schools to park within CPZ during school hours</i> '	1	Q279	There is insufficient space for car commuters to park on street in the city centre, and a significant relaxation in this regard would increase congestion and undermine city centre retailing.
Include cycle parking in objective	1	Q148	Included in O5.
<b>OBJECTIVE 2</b>			
Disagree with objective 2: Already have a grossly mismanaged traffic strategy, do not think Council could actually implement this objective./why move commuter problem to edge of restricted zone?/have not choice but to bring in car, should not be made out to be a villain. / Commuters need to have a safe way to get into	22	Q12,27,41,55,61,73,86,90,91,278,90,91,280,140,144,47,150,154,185,193,211,292,323,330	There is insufficient space for car commuters to park on street in the city centre, and a significant relaxation in this regard would increase congestion and undermine city centre retailing.

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
the City, public transport not safe./should be 'ensure that parking provision does not encourage commuter car travel where there is an efficient public transport option'/don't like that it favours cyclists and motorcyclists.			
Support objective 2 to discourage commuter car travel and encourage the use of public transport, cycling and walking and park and ride.	3	Q159,160,340	-
Ensure that objective 2 does not encourage car travel/needs to be more strongly worded	2	Q78,132	Strategy attempts to adopt a balanced approach.
<b>OBJECTIVE 3</b>			
Disagree with objective 3: suggesting 'impact on the streetscape; can be reduced is ludicrous and short sighted. Only real alternative is to move parking underground which would have a far greater impact on 'environmentally sensitive areas' than the current provision./it is the street furniture not parked cars that are the impact.	11	Q8,27,68,76,84,140,150,185,323,330,332	The potential role of underground parking alongside streetscape enhancements is acknowledged in the strategy. However wide-scale underground parking is economically unfeasible. Parked cars have a far larger impact on streets than most street furniture.
<b>OBJECTIVE 4</b>			
Disagree with objective 4, speed bumps add to congestion and pollution/make taxi and bus fleets use cleaner fuel to improve air pollution.	10	Q8,47,68,76,84,140,185,280,323,330	Not proposed to amend. This objective as at the core of local and national transport strategy.
<b>OBJECTIVE 5</b>			
Disagree with objective 5, the aim should be to improve access and movement for everyone./don't like that it favours cyclists and motorcyclists./motorcycles should be treated as motor vehicles.	10	Q76,84,144,175,180,183,185,220,224,330	These groups offer the range of alternatives to car use and facilitating access and movement by them is a key part of the Council's transport strategy.
Agree with objective 5, happy to see it includes motorcycles./should be more emphasis on motorcycles.	3	Q180,264,289	-
<b>OBJECTIVE 6</b>			
Disagree with objective 6 – used as an excuse to make residents pay for permits./parking and loading should not be allowed to interfere with free flow of traffic.	6	Q68,70,71,97,185,330	Payment for permits needed to fund the enforcement necessary to protect residents parking and to manage demand. In relation to 2nd point a balanced approach is needed.
Objective 6 is most important, if objectives 1, 3, 5, 7 & 8 adversely impact 6 in implementation we would have objections.	3	Q1,174,247	As noted above the strategy has to balance conflicting objectives.
Include cycle parking in objective	1	Q148	Included in O5.
<b>OBJECTIVE 7</b>			
Disagree with objective 7.	3	Q140,149,185	Noted - but strong support for initiatives in residents survey.
Objective 7 could encourage more commuter parking – should be re-worded	1	Q132	Objective slightly re-worded in response to this comment.

Parking Strategy Questionnaire - Summary of Written Comments			
Comment Received	Total	Questionnaire	Comment Response
Include cycle parking in objective	1	Q148	Included in O5.
<b>OBJECTIVE 8</b>			
Disagree with objective 8, car clubs are a proven failure.	27	Q40,45,47,61,62,76,81,83,84,86,90,101,120,140,149,150,151,157,185,202,206,211,216,238,245,330,368	Car Clubs are expanding across the UK. Edinburgh's club has now expanded from a start with 4 cars to 40. Car Club cars typically replace 6 private cars, making much more efficient use of roadspace.
Agree with car club idea – should be subsidized if necessary	3	Q148,177,339	Noted.
<b>OTHER</b>			
Additional objective should be added in relation to information and education (ie. Availability of park and ride)	1	Q132	Improved marketing is a key part of the strategy.
Add an objective "Ensure that on street parking has no adverse effect on traffic flows, especially the flow of public transport vehicles"	1	Q138	O5 deals with this issue.
Add objective that encourages residents to live car free	1	Q148	Development Control parking standards encourage car free housing.
Add objective to take full advantage of the tram to minimize the desire for car parking	1	Q148	Part of the strategy and the LTS rather than an objective.

Additional letters with comments to reference:  
132,138,148,308,343

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**Appendix B**  
**Notes of Workshops**

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**PARKING STRATEGY REVIEW – BUSINESS FOCUS GROUP  
MEETING NOTES**

**Date:** - 16 January 2006

**Time:** - 18:30 to 20:30

**Location:** - The George Hotel – 19-21 George Street

**File Ref:** - D3.4

**Present:** Tim Steward – Federation of Small Businesses (TS)  
Ross Laird – Citigate Public Affairs Ltd / Chamber of Commerce(RL)  
Malcolm Duck – Duck’s Restaurant (MD)  
Bill Alexander – Colinton Business Association (BA)

Tom Rye – Napier University (TR) (*Facilitator*)  
Kimberley Hunton – MRC McLean Hazel (KH)

Vicki Mowat – City of Edinburgh Council (VM) (*Observer*)  
Brian Butler – City of Edinburgh Council (BB) (*Observer*)  
Brian Torrance – City of Edinburgh Council (BT) (*Observer*)

**Apologies:** Chris Close – Chris Close Photography  
Amjid Akram – Edinburgh Chamber of Commerce  
Philip Conini – Valvona and Crolla  
Gillian Nicoll – Garland’s Florist  
Myles Fitt – Citigate Public Affairs Ltd.  
Paul Jones – Parcelforce Worldwide  
Ken Taylor – Ken Taylor Hairdressing

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N.B. The notes on the discussion have been organised by the proposals that appear in the Draft Parking Strategy Document, comments do not appear in any particular order.

**1.0 Proposals in the Draft Parking Strategy Review Document**

- There would be three parking zones:
  - Central Zone - where business permits would not be issued
  - Peripheral Parking Zone – business permit cost proposed is £800 / yr
  - New Extended Parking Zone – business permit cost proposed is £500 / yr
- Only liveried vans would qualify for business permits.
- More than one vehicle could be registered to each permit.
- Each business would be limited to 1 permit
- Business permit would only be valid in same zone as where business is located. Vehicles would be allowed to park in residential bays or shared use bays which are being introduced in the new extended zone.

Input from today’s workshop and from the Parking Strategy Review Questionnaire currently being circulated to the public; could be used to modify the proposals when finalising the Parking Strategy.

## 1.1 **Parking zones**

- 1.1.1 The Controlled Parking Zone (CPZ) currently covers all of Old Town and parts of New Town. The boundaries are roughly Calton in the east to Haymarket in the west and Newington in the south to Stockbridge in the north. It is divided into two parts: the Central Area Controlled Zone (CACZ) and the Peripheral Controlled Zone (PCZ), and regulations vary between the zones. Business permits aren't being offered in the CACZ because more businesses are located there, and it is feared that this would lead to a higher take-up of permits which would, in turn, put more pressure on the residents' bays.
- 1.1.2 However, the group felt that the CACZ should not be excluded from being allowed business permits. These permits could be more restricted, for example: reduced timeframe (10 am to 4 pm), higher price and stricter criteria for proof of business requirement.

*ACTION RESULTING FROM MEETING: Council to assess likely demand for each of the permits being proposed.*

## 1.2 **Cost**

- 1.2.1 It was felt by the group that the proposed cost of the business permit £500 / £800 is too high. The prices were set to reduce the number of permit demand as there is already a strain on residential bays.
- 1.2.2 Of the research done in 17 other Councils the price of a business permit varied from £95 to £1050. The mode (price appearing most frequently) was around £300.
- 1.2.3 The group agreed a business permit should be more expensive than a residential permit, however it should only be 2 to 3 times the residential permit.
- 1.2.4 It was asked where the revenue from business permits would go. All revenue generated from parking (either permits or fines) goes into transport projects (i.e. bus service, road maintenance). 40% of the Council's Transport budget comes from revenue generated by parking. (RL)
- 1.2.5 It was noted by TR that business permits could result in a loss of revenue due to the possibility of a reduced number of PCNs (parking tickets) being issued.
- 1.2.5 It was felt by the businesses that if everything in the City Centre remains so expensive for businesses that businesses will start leaving the City Centre and go elsewhere.
- 1.2.6 It was asked if the traffic control regulations need to be amended with public consultation if the Council ever wanted to raise the price of a business permit? BT responded that most likely yes, changing the price of a permit would require a variation, statutory consultation and a potential hearing if there are objections, similar to what is required with residential permits. (RL)

This differs from pay and display bays where to raise the cost the only requirement is to give patrons notice.

*ACTION RESULTING FROM MEETING: Council to review proposed cost of business permit.*

## 1.3 **Liveried vans**

- 1.3.1 The draft Parking Strategy suggests that to qualify for a business permit the business must have a liveried van. It was felt by the group that requiring a liveried van is unreasonable. Instead the way a business should be determined is through a set of criteria.

This criteria could include (but is not restricted to):

- Have to prove business needs vehicle to move goods
- Application would require signature that business agrees to not abuse the use of the permit otherwise they risk losing the right to possess one.
- If business rate paid, business qualifies for permit
- Business address must be in parking zone

*ACTION RESULTING FROM MEETING: Council to review criteria used by other Councils to determine qualifications for a business permit.*

#### **1.4 Number of vehicles registered per business**

1.4.1 It is currently proposed that more than one vehicle could be registered on the same permit. The permit would therefore be tied to the business and not the individual vehicle. Each vehicle would have to be registered on the permit.

1.4.2 The group felt this was an acceptable proposal and emphasised that it was important that more than one vehicle could be registered to each permit.

*ACTION RESULTING FROM MEETING: Proposal accepted and to be carried forward into the final Parking Strategy.*

#### **1.5 Number of permits per business**

1.5.1 The current proposal is that each business is only allowed one permit.

1.5.2 The group agreed that this is reasonable but felt that it should be connected to the property not the business name. Therefore if a business has two locations, one permit per location would be allowed.

*ACTION RESULTING FROM MEETING: Council to adapt into Parking Strategy that permits are connected to property and not business name.*

#### **1.6 Accepted areas for business permits to park**

1.6.1 In the current proposed strategy business permits in the extended parking zone could park in residential bays or in proposed shared use bays (residential and Pay and Display bays). In the peripheral zone business permit holders could park in residential bays.

1.6.2 It was asked if bays could be put in only for businesses. TR indicated the availability of space either for single yellow line areas or residential bays would have to be reviewed. Essentially, this would become a shared use bay and not a dedicated business bay. (MD)

1.6.3 It was suggested that one form of business permit could be that businesses were allowed to park and pay at a meter with no time limit constraints (provided a permit was displayed). This business permit would be available at a reduced cost to the standard permit proposed.

*ACTION RESULTING FROM MEETING: Council to consider alternatives to the standard business permit.*

#### **2.0 Alternatives to or variations of business permits**

2.1 Retailer vans / City Car Club vans could be made available throughout the City Centre that local businesses could use for small local trips (i.e. to the Cash and Carry) to alleviate the necessity for each business to bring a vehicle into the area. (TS)

2.2 Parking fines for businesses paying a business rate in the City could be reduced. (MD)

2.3 There could be levels of the business permit where for one rate you could have a permit dedicated to one vehicle and for a different rate there would be one transferable to any vehicle registered on that permit. (BA)

2.4 MD suggested as an alternative to a business permit, businesses could register their vehicles and then be given a 15 to 45 minute grace period while parking within the businesses zone in legitimate bays/yellow lined areas.

TS and RL prefer the idea of a permit as there would be some confusion as to when the grace period

started, and why certain vehicles were parked on yellow lines, and this could lead to abuse of the system.

- 2.5 A cheaper permit could allow a business vehicle a grace period to park on a yellow line. (MD)

It was felt this could confuse other vehicles into thinking it was acceptable to park on yellow lines.

*ACTION RESULTING FROM MEETING: Council to consider alternative suggestions to the standard business permit.*

### 3.0 **Other business**

- 3.1 The timing of the parking strategy review questionnaire (December/January) is not good timing for businesses to respond as this is a very busy time of the year. When asked when a better time would be, representatives indicated February, March, April, October and November would be better. (TS)

Federation of Small Businesses and Chamber of Commerce would be able to distribute the questionnaire to their members if it was available on-line using 'survey monkey'. VM to forward survey to TS and RL.

An extension to the 27 January 06 deadline was requested. This deadline has been extended to 3 February 06.

- 3.2 Question should have been asked on the survey, "What price would be reasonable for the business permit?"

TS suggested businesses should be polled to determine an acceptable rate.

- 3.3 Research was done within the UK, it would be useful to determine what systems are used outside the UK. Edinburgh is unique (strong economy, tourism, many small businesses) and it is different from Southampton. If a business permit is to be introduced, it needs to be right the first time. Consider reviewing what places like Bruges, Copenhagen or Dublin do as they are similar to Edinburgh.

- 3.4 A leaflet / handout explaining rules to the local businesses about parking would be useful. This would explain the rules for different parking areas (e.g. single yellow lines, double yellow lines, timing). (There is a range of leaflets on parking currently available. One of the proposed actions of the Strategy is to improve marketing of parking in the city.)

- 3.5 Since the high cost of the business permits and strict criteria to qualify to so reduce strain on already strained residential bays consider an alternative residential permit. Space available in local car parks could accommodate residential vehicles for a 10% premium on residential permits. TR indicated this had been discussed with the local car parks and they were receptive to the idea however, the increases rate would depend on the individual car parks.

*ACTION RESULTING FROM MEETING: Council will distribute Parking Strategy Review Questionnaire to Federation of Small Businesses and Chamber of Commerce. Other suggestions will be considered in revising the Parking Strategy.*

### 4.0 **Meeting Adjournment**

The meeting adjourned at 20:30. All suggestions tabled at the meeting will be reviewed and considered in finalising the Parking Strategy and for the establishment of the business permit criteria.

If you have comments on these notes or the Parking Strategy please contact Kimberley Hunton at:

The City of Edinburgh Council  
City Development  
1 Cockburn Street  
EDINBURGH  
EH1 1ZL  
Tel: 0131 469 3585  
E-mail: [kim.hunton@edinburgh.gov.uk](mailto:kim.hunton@edinburgh.gov.uk)

**PARKING STRATEGY REVIEW – TRADES FOCUS GROUP  
MEETING NOTES**

**Date: -** 18 January 2006

**Time: -** 18:30 to 20:30

**Location: -** The George Hotel – 19-21 George Street

**File Ref: -** D3.4

**Present:** Douglas Blackhall – SNIPEF (DB)  
Tom Locking – Independent (TL)  
Grahame Barn – Federation of Master Builders (GB)  
David Thomson – Granton Builders/Federation of Master Builders (DT)  
David Hardie (GH)

Tom Rye – Napier University (TR) (*Facilitator*)  
Kimberley Hunton – MRC McLean Hazel (KH)

Vicki Mowat – City of Edinburgh Council (VM) (*Observer*)  
Brian Butler – City of Edinburgh Council (BB) (*Observer*)  
Brian Torrance – City of Edinburgh Council (BT) (*Observer*)

**Apologies:** Michael Cunnea – Select  
Kenny Walker – C-Plan  
Chris Stewart – Scottish Water  
Jerry Mitchell – Scottish Decorator’s Federation  
Ron Tremmel – Tremmel Properties  
Terry Dobson – FSB Edinburgh Centre

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Input from today’s workshop and from the Parking Strategy Review Questionnaire currently being circulated to the public; could be used to modify the proposals when finalising the Parking Strategy.

**1.0 Times when permit could be used**

- 1.1 Draft Strategy proposes that Trade permits could be used in all CPZ zones in off peak hours (10 am to 4 pm)
- 1.2 Timing restriction could be a problem if there is an emergency. It was agreed that in this instance contractors would continue to park as they do today. (DT)
- 1.3 The questionnaire was circulated to the members of the Federation of Master Builders with a 13% response. The overall response was that there was appreciation for the actions taken but that the timing restrictions were not ideal. (GB)
- 1.4 Option was suggested that trade permit holders could park in P & D bays, this could help with the time restrictions. (TL)

- 1.5 Start time in the morning could begin at 9 am which gives residents a grace period of ½ an hour to move their car from a P & D Bay. 9 am start time was seen as acceptable to the group. An evening cut off time of 4:30 or 5 pm would be acceptable.
- 1.6 *ACTION RESULTING FROM MEETING: Council to consider revising the time restrictions for permit holders to 9 am – 4:30 or 5 pm.*
- 2.0 **Bays available for trade permits**
- 2.1 Trade permits would be permitted to park in residential bays in off-peak hours as well as shared use bays where applicable.
- 2.2 Would like to be able to park in P & D bays, residential bays and shared use bays.
- 2.3 Options of using P & D bays are discussed under item 4.0.
- 2.4 *ACTION RESULTING FROM MEETING: Council to review impacts of including P & D bays into allowed areas for trades permits to park.*
- 3.0 **Number of permits and vehicles registered to permit**
- 3.1 While there was a discussion around the idea of allowing permits for 50% of the fleet that was generally accepted, it was felt that unlimited permits should be taken forward for the trial period with the recognition that the number may be reduced in the future. It was agreed that a trial period of one year should be applied. (DB)
- 3.2 One permit per company could work as long as it is transferable between vehicles. (DT)
- 3.3 It was felt that companies will only purchase a permit if it is actually required at a price of £1000.
- 3.4 It was asked how the limit of permits applies to Council vehicles. The Council will be treated the same as the private sector.
- 3.5 There was the concern that if there are unlimited permits allowed, the larger companies (i.e. the Council) could disadvantage the smaller companies. (GB)
- 3.6 Suggestion was made that there could be a laddered approach for the cost of the permit, unlimited permits allowed with the first 50% of the fleet permits being at one price and any permit over and above that being significantly more expensive.
- 3.5 *ACTION RESULTING FROM MEETING: Council to determine limit of permits per company with a view to there being an unlimited number of permits available, in the first year, and subject to review thereafter..*
- 4.0 **Cost**
- 4.1 Survey of Federation of Master Builders had a result where most of those that responded felt £1000/year was too high. The cost needs to be fair to small and large companies. (GB)
- 4.2 There seems to be a large difference between residents permits at £80/£160 and trades permits at £1000. (DB)
- The £1000 per permit is a discount of about 50% in the PCZ and 80% in the CACZ.
- 4.3 £1000 seems to be acceptable if trades permits are allowed to park in residential and P & D Bays. (DB)
- 4.4 The problem is having to constantly be looking at the time in order to move the vehicle. The premium is acceptable for the convenience of not having to move the vehicle.

- 4.5 It was suggested there could be two types of permits:
1. £1000 /year to park during off-peak hours in residential or shared use bays with the option of purchasing blocks of time
  2. Pay an administration fee that allows trades to purchase all day tickets from P & D bays.

*ACTION RESULTING FROM MEETING: Council to review option of two types of permits.*

#### 5.0 **Proof of Trade**

- 5.1 Federation of Master Builders has a list of criteria as a requirement to become a member that they would be willing to share with the Council.
- 5.2 Not all businesses may be registered with an organisation. All business will have liability insurance. Proof of insurance is therefore seen as the best way to determine proof of a bone fide company.

*ACTION RESULTING FROM MEETING: GB to forward list of criteria for consideration by the Council.*

#### 6.0 **Liveried Vans**

- 6.1 Group agreed it should be a liveried commercial vehicle. A liveried vehicle would have the name of the business, phone number and have registration for carrying commercial items. GB indicated the Federation of Master Builders has a list of criteria for a liveried vehicle that they could provide to the Council.
- 6.2 The criteria will be included in the final Parking Strategy and as part of the consultation there will be the opportunity to provide additional comments and/or objections to the proposed criteria.
- 6.3 To determine if a vehicle is categorised as a commercial vehicle, could look at the road tax requirements. This was a potential problem for GB and DH.
- 6.4 It was suggested that the Scottish Decorator's Association provide their comments on this requirement. (GB)
- 6.5 *ACTION RESULTING FROM MEETING: GB to provide criteria for liveried vehicles. Council will review criteria and ensure that no trades are restricted.*

#### 7.0 **Other business**

- 7.1 Some leeway should be given to wardens for trades loading/unloading close to buildings. (TL)

It is recognised that sometimes the rules need to be changed instead of having the warden's required to make a judgement.

It has been proposed that loading would in the future be allowed in residents bays.

- 7.2 Extending the grace period for loading and unloading on a single yellow line to 10 minutes would help in day-to-day activities. (DH)
- 7.3 Council should have a hotline for reporting parking problems. (DT)

The Council does have a phone number that you can call to report any parking problems on 0131 469 5400 (during working hours) and on 0131 228 4836 at other times.

- 7.4 Other comments that came out of survey with Federation of Master Builders was:
- The group felt strongly against parking enforcement on Sundays.
  - The group felt strongly that footway parking should be an offence.
- 7.5 Permit should be called Trades Vehicle Permit.

#### 4.0 **Meeting Adjournment**

The meeting adjourned at 20:00. All suggestions tabled at the meeting will be reviewed and considered in finalising the Parking Strategy and for the establishment of the trade permit criteria.

**PARKING STRATEGY REVIEW – RESIDENTS WORKSHOP  
MEETING NOTES**

**Date:** 6 March 2006  
**Time:** 18:30 to 20:30  
**Location:** Nelson Mandela Room, City Chambers

**File Ref:** -

**Present:** Robert Edminson (RE)  
Jane Gibson (JG)  
Heather Goodare (HG)  
Donald Henderson (DH)  
Patrick Hutton (PH)  
Mark Jordan (MJ)  
Alistair Laing (AL)  
David Liddle (DL)  
Patricia McDonald (PM)  
John Simon (JS)  
Lynda Turner (LT)  
Diane Willis (DW)  
John Willis (JW)

Phil Noble – City of Edinburgh Council (PN) (*Facilitator*)  
Vicki Mowat – City of Edinburgh Council (VM) (*Notes*)  
Gavin Brown – City of Edinburgh Council (GB) (*Observer*)

**Apologies:** William MacDonald  
John Mitchell

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**1.0 Introduction on the Draft Parking Strategy Review Document**

*Background:* The Parking Strategy Review began in Summer 2005. Its aim is to review the current controlled parking system, which include residents' permits, and recommend changes to make it more responsive to residents, business, trades, shoppers and visitors' needs.

**1.1 Schedule of review:**

- a. Summer 2005
  - i. Extensive market research and surveys
  - ii. Workshops with key groups
  - iii. Draft strategy drawn up
- b. November 2005 - Draft strategy to Executive
- c. Public consultation - including further workshops
- d. April 2006 - Final strategy to Council for approval

**1.2 Changes to the residents' permit scheme which are being considered include:**

- Introducing visitors' permits throughout the CPZ
- Limiting the number of permits per household, including the possibility of charging more for a second vehicle or a larger vehicle, and charging less for environmentally-friendly vehicles
- Introducing business and traders' permits, which allow businesses and tradespeople to park in residents' bays.
- Extending the operating hours for residential permit parking
- Introducing shared use bays, where both residential permit holders and pay and display users may park.

### 1.3 Council Objectives

- **Residents** will have equitable access to parking and have priority over commuters
- **Shoppers** will be able to find parking that meets their needs, both on and off street
- **Businesses** will have improved ability to access parking for operational needs
- **Tradespeople** will get permits to allow them to work in the CPZ during the day

### 1.4 Top three issues to be discussed, as decided by the group:

1. Hours of control
2. Limiting permits/managing demand
3. Shared use bays

Input from today's workshop and from the Parking Strategy Review Questionnaire previously circulated to the public could be used to modify the final Parking Strategy.

### 2.1 *Hours of Control*

2.2 *Background:* The Controlled Parking Zone (CPZ) currently covers all of Old Town and parts of New Town. The boundaries are roughly Calton in the east to Haymarket in the west and Newington in the south to Stockbridge in the north. It is divided into two parts: the Central Area Controlled Zone (CACZ) and the Peripheral Controlled Zone (PCZ). The CACZ has operating hours of Monday to Saturday 8.30am to 6.30pm; the PCZ operates from Monday to Friday, 8.30am to 5.30pm.

2.3 The group felt that if you arrived home after operating hours – for example, if you work shifts or were out for the evening – it was often difficult to find parking and sometimes it was necessary to park in a public bay and then get up the next morning to move vehicle to residents' bay.

2.4 Shared use bays may help solve this problem (RE). But in busier areas, residents would still have same problem, as all the shared use bays would be taken up by motorists – ie on a Friday night in central Edinburgh (JS) Suggestion that same problems in some smaller areas within peripheral areas – ie if you live near a pub, problems parking at night (DW). Query if different permits could have different hours (RE). Comment there could be some variance but there needs to be a relatively simple system for motorists to be able to follow regulations easily (PN).

2.5 Comment that residents' permits should be enforced 24 hours a day – resident lives in core and sometimes has to park far from her residence. (LT). Comment it's totally unfair that residents don't have 24 hour control – means residents can't come home between 6.30 and 10.00 pm and find parking (HG)

2.6 Suggestion there could be limit on number of permits (DH). Felt this would be better than 24-hour control in areas like Drummond Place where 24-hour control would cause problems there because many residents don't have permits. 24-hour control would create problems on weekends for non-permit holders (JW)

2.7 Query why we give parking permits to people who have drive-ins (PM).

2.8 General agreement (with two or three disagreeing) that 24-hour enforcement would be effective in central zone. Comment that 24-hour control only be used in the areas with the most parking pressures. Also could use simple colour-coded system – ie red, 24 hours control; blue – less controls (RE)

2.9 Comment that Council needs to educate people better – ie visitors who pay for parking on Sunday (PH).

Comment that zones should be broken into smaller areas (JG)

- 2.9.1 Comment that residents used to be able to buy calendars and tokens to provide more flexibility, but gradually the Council has made it more and more difficult to apply with greater paperwork (JS) Comment that 24-hour control is absolutely essential, plus a limit of one per household, plus tokens/short duration permits (DL)

### 3.0 *Limit on permits per household*

- 3.1 *Background:* Currently, there is no limit to the number of permits per household in the existing CPZ. In the CPZ extension, there will be a limit of 2 per household – one per household was proposed, but after 2000 objections were received, the Council withdrew the proposal.
- 3.2 Comment it's unfair to limit to two, as an awful lot of households have more than one car. Two permits would be reasonable (JW)
- 3.3 Comment that it's unfair as well if a household already have two permits – those residents should be able to keep two permits but no new second permits should be issued (JW)
- 3.4 Comment that there's no reason to own more than one car if you live centrally (HG). Comment some households may have three people working (JW). Comment that if you need multiple permits, you shouldn't be living in the centre (AL). Comment that job may change while in zone and may require car – should resident be penalised for this? (RE)
- 3.5 Comment higher cost for second permit wouldn't make any difference, as if you can afford to live in central Edinburgh, you can afford second permit (PH). Comment that residents may not all be able to afford expensive second permit – they may choose to live centrally in a smaller flat instead of further out and larger house (LT). Comment that if there is going to be a limit of two, there should certainly be a higher charge for the second permit (HG).
- 3.6 Whatever way is chosen, residents must be given fair warning (RE).
- 3.7 Comment that, in his street, a two-permit limit would make a difference as many households have a number of students living in one flat – probably average of 3 cars per flat and one has 5 (JW)

### 4.1 *Shared use bays*

- 4.2 *Background:* Shared use bays will be introduced in April 2006 on a trial basis in Heriot Roy/Moray Place. There will also be about 30% shared use bays in the new CPZ extension. These bays can be used by either residents' permit holders or pay and display users.
- 4.3 Comment that shared use bays will solve all the problems, at least in his area. The public bays are underused and residents' bays overused in his area (JW). MJ, AL, and DW agree.
- 4.4 Concern that residents' bays would be turned into shared use bays (all). Shift will probably predominantly be from pay and display to shared use bays, but no guarantee some underused residents' bays won't be changed to shared use bays in the future (PN).
- 4.5 Comment that it might not work – might just encourage residents to stay parked longer (AL). Agree that it will make parking easier for residents, so it should be done in conjunction with limited permits (DH).

### 5.0 **Other issues**

Other issues brought up by residents but no time to discuss in detail:

- a. New permits – business, trades, visitors (concerns about size/height restrictions, about number of businesses in central zone if a business permit was introduced there – suggestion that better loading areas could be created instead (LT)
- b. When to provide more residents' or public bays

- c. Size of bays and bay markings – questions over why residents’ bays are unmarked and pay and display are marked – which makes best use of the space?
- d. Enforcement and criteria for parking tickets – complaint about tickets for being just over a line – felt more common sense approach was necessary
- e. Waste containers – questions over why some are placed so there is too much room for two cars but not enough for three cars between containers sometimes
- f. Future demand – housing and office – questions over whether the Council requires new builds to provide their own parking
- g. Signing

## 6.0 Meeting Adjournment

The meeting adjourned at 20:30. All suggestions tabled at the meeting will be reviewed and considered in finalising the Parking Strategy.

If you have comments on these notes or the Parking Strategy please contact Phil Noble at:

The City of Edinburgh Council  
City Development  
1 Cockburn Street  
EDINBURGH  
EH1 1ZL  
Tel: 0131 469 3585  
E-mail: [phil.noble@edinburgh.gov.uk](mailto:phil.noble@edinburgh.gov.uk)

**PARKING STRATEGY REVIEW – RESIDENTS WORKSHOP  
MEETING NOTES**

**Date:** 8 March 2006  
**Time:** 18:30 to 20:30  
**Location:** Nelson Mandela Room, City Chambers

**File Ref: -**

**Present:** Ian Mowat  
Alistair Stein  
Judy Comm  
Ian Hall  
Neil Macnaughtan  
Evelyn Carruthers  
Councillor David Guest

Phil Noble – City of Edinburgh Council (PN) (*Facilitator*)  
Vicki Mowat – City of Edinburgh Council (VM) (*Notes*)  
Gavin Brown – City of Edinburgh Council (GB) (*Observer*)

**Apologies:** Tim Robinson  
David Ingram  
Stephanie Harvey  
Gaby Holden  
Michael Dawson  
T G Coutts

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**1.0 Introduction on the Draft Parking Strategy Review Document**

*Background:* The Parking Strategy Review began in Summer 2005. A big part of its aim is to review the current controlled parking system, which include residents' permits, and recommend changes to make it more responsive to residents, business, trades, shoppers and visitors' needs.

**1.1 Schedule of review:**

- a. Summer 2005
  - i. Extensive market research and surveys
  - ii. Workshops with key groups
  - iii. Draft strategy drawn up
- b. November 2005 - Draft strategy to Executive
- c. Public consultation - including further workshops
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**1.2 Changes to the residents' permit scheme which are being considered include:**

- Introducing visitors' permits throughout the CPZ
- Limiting the number of permits per household, including the possibility of charging more for a second vehicle or a larger vehicle, and charging less for environmentally-friendly vehicles
- Introducing business and traders' permits, which allow businesses and tradespeople to park in residents' bays.

- Extending the operating hours for residential permit parking
- Introducing shared use bays, where both residential permit holders and pay and display users may park.

### 1.3 Council 'Vision' for parking in the city

- **Residents** will have equitable access to parking and have priority over commuters
- **Shoppers** will be able to find parking that meets their needs, both on and off street
- **Businesses** will have improved ability to access parking for operational needs
- **Tradespeople** will get permits to allow them to work in the CPZ during the day

Input from today's workshop and from the Parking Strategy Review Questionnaire previously circulated to the public could be used to modify the final Parking Strategy.

### 2.1 *Hours of Control*

2.2 *Background:* The Controlled Parking Zone (CPZ) currently covers all of Old Town and parts of New Town. The boundaries are roughly Calton in the east to Haymarket in the west and Newington in the south to Stockbridge in the north. It is divided into two parts: the Central Area Controlled Zone (CACZ) and the Peripheral Controlled Zone (PCZ). The CACZ has operating hours of Monday to Saturday 8.30am to 6.30pm; the PCZ operates from Monday to Friday, 8.30am to 5.30pm.

2.3 Comment that there is a genuine need perhaps for 24-hour control around King's Theatre, but not elsewhere. Council might be better to try shared-use bays and see what impact they have before extending hours. Can't see any reason why zones can't have different operating hours – it's not too confusing if the signs are clear (IM)

2.4 Comment that can see a minority of residents are affected in the evening, but if operating hours are extended, where will visitors in the evening park? An element of flexibility is needed – there are problems finding parking for residents but you accept that living in the centre (JC).

2.5 Comment that visitors could park in public bays (IM)

2.6 Reply that there are no public bays on her street and the visitors' permits won't go too far (JC)

2.7 Comment that it should be left the way it is, then there's also no additional cost for parking attendants (IH).

2.8 Comment that after 5.30 on Leslie Place, vehicles park on both sides of the street, which makes its one way and causes gridlock getting out of Stockbridge, also making it very difficult for buses to get through. Perhaps should be one-way street with parking on both sides of the road at all times (EC).

### 3.0 *City centre underground car park*

3.1 Query if car park under Princes Street been considered, particularly as survey work already done in past for possible shopping centre. Query if Council is willing to spend money to make sure motorists keep coming into the city centre (AS)

3.2 Response that a large underground car park bring up other issues, such as how people will get there/congestion, etc. (PN)

3.3 Comment that there is room for more underground parking, being very careful about access (IM)

3.4 Comment that the info shown to them today shows there's enough on-street parking (JC).

3.5 Response that people want to park in George Street though (PN).

3.6 Comment that it seems like the Council has conflicting policies: encouraging people in by public transport but then considering providing more parking (IH).

4.0 *New permits*

- 4.1 Query about what impact new permits will have on the stock of residents' bays. Comment that new permits may put intolerable pressure on streets that are already pressured (DG)
- 4.12 Response that tradespeople are already parking in the CPZ anyway (AS)
- 4.13 Comment that tradespeople have told the Council that when they use their vans, they're being fined and this gets passed along to the customer. Presently, the Council is asking trades and businesses if they'd buy permits to gauge demand (PN).
- 4.14 Query about bed & breakfasts in the peripheral zone – would they be eligible? (AS)
- 4.15 Response that this was unlikely and that pay and display parking was seen as the way to deal with this issue. The Council had to balance the demand for permits from various groups against limited roadspace and try to limit provision of permits to groups with a genuine need that was not properly addressed by other means (PN).
- 4.16 Comment that if B & Bs were excluded, it means the city loses money from visitors who could spend substantial money (AS)
- 4.17 Concern that the trades permit will be abused – tradespeople might use it for other reasons – but with visitor permits, residents would have control (IM).
- 4.18 Response that there is potential for fraud with any permit, but the Council has tried to set criteria to stop any abuse – ie, tradespeople must be a member of association, have a liveried van and pay £1000 for a permit (PN).
- 4.19 Comment that residents might be happier if a limited number were issued (IM).
- 4.20 Query if business would be able to have a permit if they have a storefront (EC).
- 4.21 Yes, under proposal – though they would also need a liveried van (PN).
- 4.22 Query if the Council could buy a lot of these permits (AS).
- 4.23 Comment that this would be unlikely and it may well be that Council vehicles wouldn't qualify (PN).  
Note: the proposal for business permits is for just one permit per business - this would be of little use to large organisations like the Council. Trades permits - depending on the criteria set, some liveried Council vans may qualify, but only on the same basis and at the same cost as for any other business.
- 4.24 Comment that the problem may be every business in Princes Street will want a permit, but they're making do now (IM).
- 4.25 Response that the current proposal doesn't include the central zone, though there is a business lobby to include it (PN).
- 4.26 Query if businesses with rear parking will be eligible (IH).
- 4.27 Response that residents with off-street currently allowed permits, although Manchester has a system that doesn't allow residents with off-street parking to buy permits (PN).
- 4.28 Comment that allowing business permits will put more pressure on residents' bays (IM).
- 4.29 Query where the major complaints are from? For example, on Heriot Row, the pay & display bays are empty most of the time, but full on Thursday because of late shopping (AS).
- 4.30 Comment that as car ownership goes up, the Council has converted more pay & display bays to residents' bays (PN).

## 5.0 ***Managing demand/Limiting permits***

- 5.1 Comment that we've reached gridlock – even in a few places in mid-morning in some places in the New Town. Comment if take the car out in the evening, there's no chance of getting parked when get home (NM).
- 5.12 Comment that there should be no more than two permits issued per household (IH)
- 5.13 Comment that there is a consensus for a limit of two permits (IM)
- 5.14 Query if part of the problem is that there are more and more HMOs in the CPZ?
- 5.15 Comment that 15 out of 500 had more than two cars, so a two-permit limit might not make a huge difference and might not solve the problem in the long term. Comment that in the last workshop, a participant suggested that anyone who has two permits be allowed to keep them, but no new second permits (PN).
- 5.16 Query if then there would be a rush to buy second permits (AS).
- 5.17 Comment that might be true if a household had two cars already (PN).
- 5.18 Comment that resident was opposed to two-permit limit – because when he sells his flat, it would go to one permit. Comment that more research needs to be done on the impact and that perhaps only certain areas need limits (IM).
- 5.19 Comment that part of the problem is that zones are too large (NM).
- 5.20 Comment that the second permit should be much more expensive – two or three times the cost of the first permit - and no third permit should be allowed (IH).
- 5.21 Comment that larger cars should perhaps pay more (NM).
- 5.22 Query if participants had any thoughts on how to define a large car (PN).
- 5.23 Comment that big SUVs and 4x4s should be defined as large vehicles (NM).
- 5.24 Comment that you could argue that a big car is appropriate for a big family (IM).
- 5.25 Comment that there seems to be agreement on the two-permit limit, but that only for a certain time, and that eventually the limit will need to go down to one (IH).

## 6.0 **Meeting Adjournment**

The meeting adjourned at 20:30. All suggestions tabled at the meeting will be reviewed and considered in finalising the Parking Strategy.

If you have comments on these notes or the Parking Strategy please contact Phil Noble at:

The City of Edinburgh Council  
City Development  
1 Cockburn Street  
EDINBURGH  
EH1 1ZL  
Tel: 0131 469 3585  
E-mail: [phil.noble@edinburgh.gov.uk](mailto:phil.noble@edinburgh.gov.uk)

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**Appendix C**  
**Analysis of Telephone Interviews with Residents**  
**of CPZ**

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## Analysis of Telephone Survey with Residents in CPZ

The data provided below are the percentage of responses for each reply.

Question 1: Residents were asked based on their experience how far they agree or disagree with a number of statements about parking problems

Question 1a: There isn't enough space for my ousehold to park when parking controls are in place

Level of agreement	Percentage of Responses
Agree Strongly	21%
Agree	44%
Neutral	5%
Disagree	28%
Disagree Strongly	1%

Question 1b: There isn't enough space for my household to park when parking controls are not in place

Level of agreement	Percentage of Responses
Agree Strongly	18%
Agree	44%
Neutral	7%
Disagree	29%
Disagree Strongly	1%

Question 1c: There isn't enough space for my personal visitors to park when parking controls are in place

Level of agreement	Percentage of Responses
Agree Strongly	29%
Agree	47%
Neutral	4%
Disagree	19%
Disagree Strongly	1%

Question 1d: There isn't enough space for my personal visitors to park when parking controls are not in place

Level of agreement	Percentage of Responses
Agree Strongly	28%
Agree	47%
Neutral	4%
Disagree	21%
Disagree Strongly	0%

Question 1e: It's difficult for trades people (e.g. plumbers) to park when parking controls are in place

Level of agreement	Percentage of Responses
Agree Strongly	35%
Agree	48%
Neutral	3%
Disagree	14%
Disagree Strongly	0%

Question 1f: It's difficult for local businesses who need a van to park when parking controls are in place

Level of agreement	Percentage of Responses
Agree Strongly	34%
Agree	47%
Neutral	6%
Disagree	13%
Disagree Strongly	0%

Question 1g: More new developments are bringing new residents and putting further pressure on on-street parking

Level of agreement	Percentage of Responses
Agree Strongly	26%
Agree	50%
Neutral	9%
Disagree	14%
Disagree Strongly	0%

Question 1h: The residents' permit costs too much

Level of agreement	Percentage of Responses
Agree Strongly	16%
Agree	35%
Neutral	24%
Disagree	25%
Disagree Strongly	1%

Question 1i: At evenings and weekends people park on footways, round corners and across crossings, making it difficult to cross the road and walk around safely

Level of agreement	Percentage of Responses
Agree Strongly	26%
Agree	45%
Neutral	5%
Disagree	24%
Disagree Strongly	0%

Question 1j: There is plenty of space in residents' bays during weekdays

Level of agreement	Percentage of Responses
Agree Strongly	4%
Agree	39%
Neutral	19%
Disagree	35%
Disagree Strongly	3%

Question 1k: There are more residents' permits than there are spaces available during the hours of operation

Level of agreement	Percentage of Responses
Agree Strongly	25%
Agree	46%
Neutral	22%
Disagree	6%
Disagree Strongly	0%

Question 1: It is difficult to understand parking regulations (signs and lines)

Level of agreement	Percentage of Responses
Agree Strongly	11%
Agree	0%
Neutral	12%
Disagree	42%
Disagree Strongly	1%

Question 1m: A residents' permit does not guarantee me a parking space when parking controls are in place

Level of agreement	Percentage of Responses
Agree Strongly	31%
Agree	48%
Neutral	17%
Disagree	4%
Disagree Strongly	0%

Question 2 was an opportunity to bring up any other parking problems

The comments received for this question were similar to those summarised in Appendix A, E and F.

Question 3: Residents were asked how far they support or oppose a number of proposals to try to make it easier for residents to park

Questions 3a: Limiting the number of parking permits allowed per household to 1 or 2

Level of agreement	Percentage of Responses
Strongly support	28%
Support	44%
Neutral	11%
Oppose	5%
Oppose Strongly	1%

Question 3a: Limiting the number of parking permits allowed per household to 1 or 2

Level of agreement	Car owned by responding household			
	0	1	2	3
Strongly support	17%	34%	21%	43%
Support	50%	58%	51%	43%
Neutral	24%	5%	16%	14%
Oppose	8%	2%	10%	0%
Oppose Strongly	1%	1%	2%	0%

Question 3b: Charging a lower price for the first permit in each household but a higher one for each extra permit

Level of agreement	Percentage of Responses
Strongly support	13%
Support	49%
Neutral	15%
Oppose	16%
Oppose Strongly	3%

Question 3c: Allowing residents with permits to use some pay and display bays free of charge during parking zone operating hours

Level of agreement	Percentage of Responses
Strongly support	17%
Support	52%
Neutral	13%
Oppose	12%
Oppose Strongly	2%

Question 3d: Reducing parking permit charges for shorter vehicles and increasing them for longer vehicles

Level of agreement	Percentage of Responses
Strongly support	10%
Support	37%
Neutral	16%
Oppose	30%
Oppose Strongly	3%

Question 3e: Not allowing the residents of new housing developments a permit to park on street

Level of agreement	Percentage of Responses
Strongly support	4%
Support	46%
Neutral	15%
Oppose	27%
Oppose Strongly	4%

Question 3f: Allowing more parking within new housing developments in the controlled parking zone

Level of agreement	Percentage of Responses
Strongly support	20%
Support	45%
Neutral	24%
Oppose	7%
Oppose Strongly	0%

Question 4 asked about the respondents support or opposition to three possible new permits

Question 4a: A trades permit to allow plumbers etc to park vans off-peak on weekdays in residents' parking bays

Level of agreement	Percentage of Responses
Strongly support	20%
Support	60%
Neutral	6%
Oppose	13%
Oppose Strongly	1%

Question 4b: A business permit, which would allow businesses to obtain a permit allowing a van to park in residents' parking bays

Level of agreement	Percentage of Responses
Strongly support	17%
Support	54%
Neutral	9%
Oppose	19%
Oppose Strongly	1%

Question 4c: A visitor's permit for residents of the CPZ, with an extra allowance for people who are cared for by others

Level of agreement	Percentage of Responses
Strongly support	31%
Support	54%
Neutral	5%
Oppose	9%
Oppose Strongly	0%

Question 5: Asked respondents how much they support or oppose a number of options for extending the hours of operation of residents parking bays bearing in mind that it is only for residents bays not yellow line or pay and display bays and that the extension of hours would probably mean some increase in parking permit costs.

Question 5a: How much would you support or oppose extending the hours of operation of residents bays to all times of the day and night on the days that controls are currently in force?

Level of agreement	Percentage of Responses
Strongly support	10%
Support	39%
Neutral	25%
Oppose	25%
Oppose Strongly	0%

Question 5b: What is your view on extending the hours of operation of residents' bays to all times of the day and night seven days a week?

Level of agreement	Percentage of Responses
Strongly support	10%
Support	34%
Neutral	29%
Oppose	26%
Oppose Strongly	1%

Question 6: Asked respondents how much they support or oppose areas of parking enforcement

Question 6a: Making parking tickets cheaper for minor infringements (e.g. overstaying on a meter) and more expensive for major ones (e.g. blocking a bus lane)

Level of agreement	Percentage of Responses
Strongly support	39%
Support	49%
Neutral	6%
Oppose	6%
Oppose Strongly	0%

Question 6b: Issuing parking tickets to cars parked on the pavement, at any time

Level of agreement	Percentage of Responses
Strongly support	37%
Support	52%
Neutral	5%
Oppose	6%
Oppose Strongly	0%

Question 6c: Ensuring that corners and crossings have double yellow lines so that cars do not park there, to make it possible for pedestrians to cross at all times, even through this might slightly reduce the amount of legal parking outside the hours of the controlled parking zone

<b>Level of agreement</b>	<b>Percentage of Responses</b>
Strongly support	38%
Support	55%
Neutral	3%
Oppose	3%
Oppose Strongly	0%

Question 7: Asked to what level the respondent would support the reduction in parking permit charges for more environmentally friendly vehicles

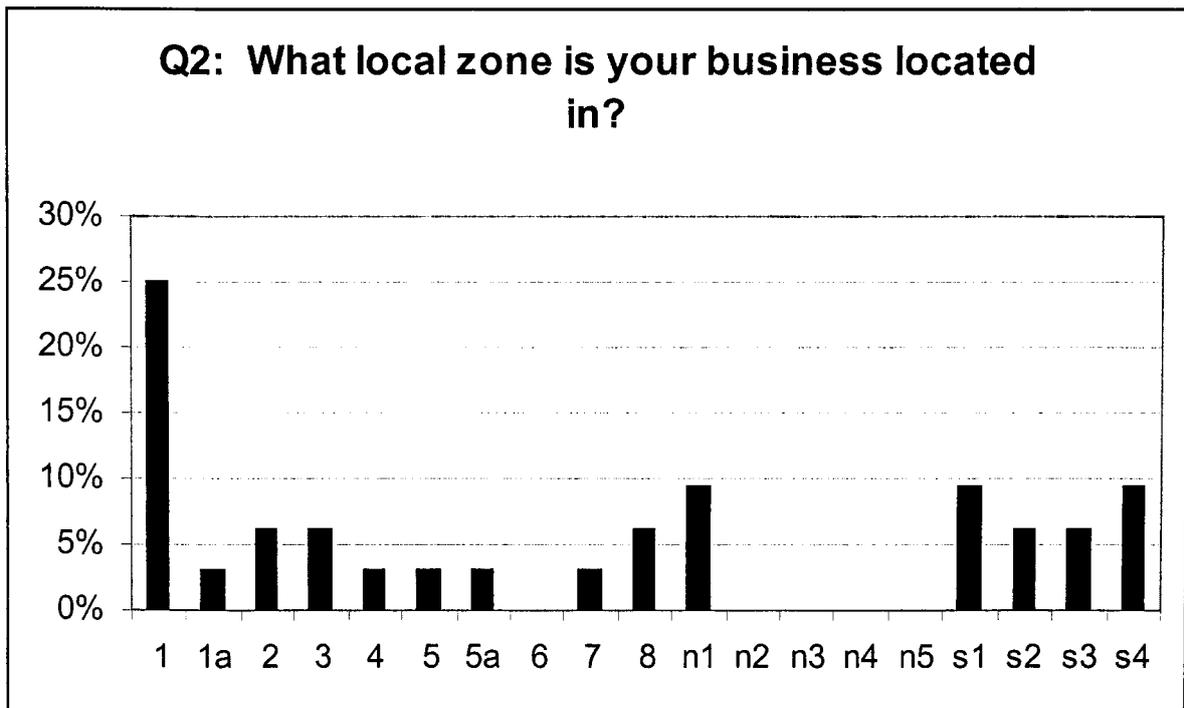
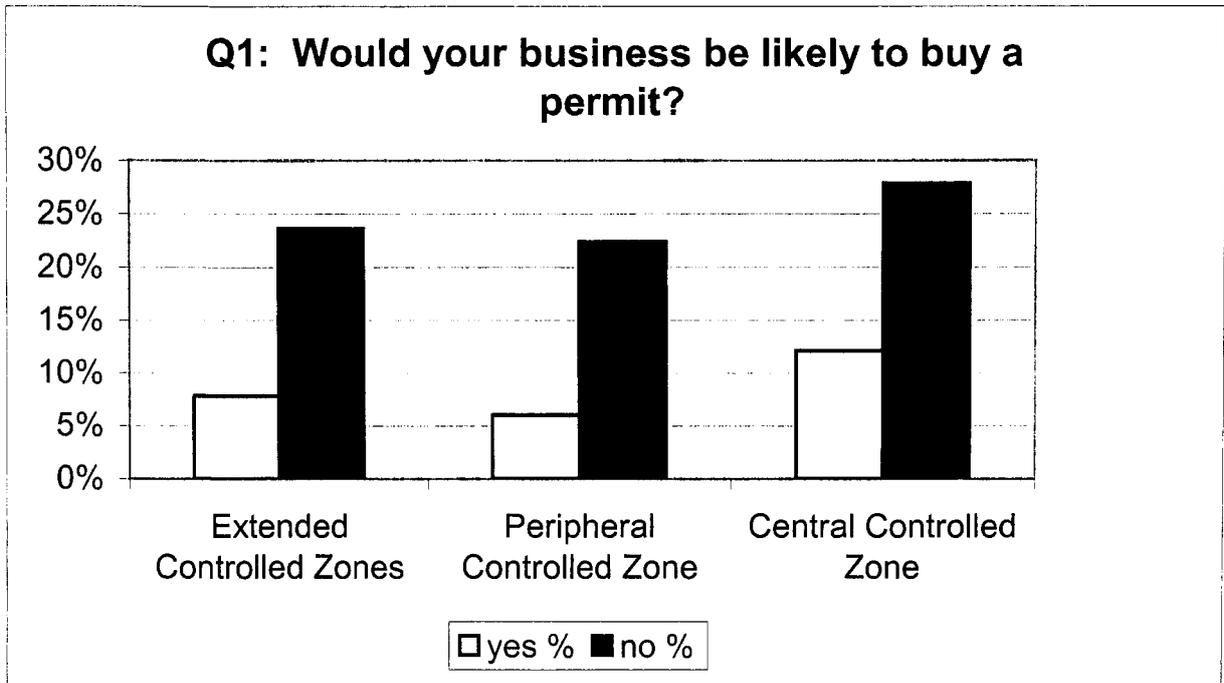
<b>Level of agreement</b>	<b>Percentage of Responses</b>
Strongly support	13%
Support	41%
Neutral	14%
Oppose	29%
Oppose Strongly	4%

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**Appendix D**  
**Analysis of Trade and Business Permit**  
**Take Up Survey**

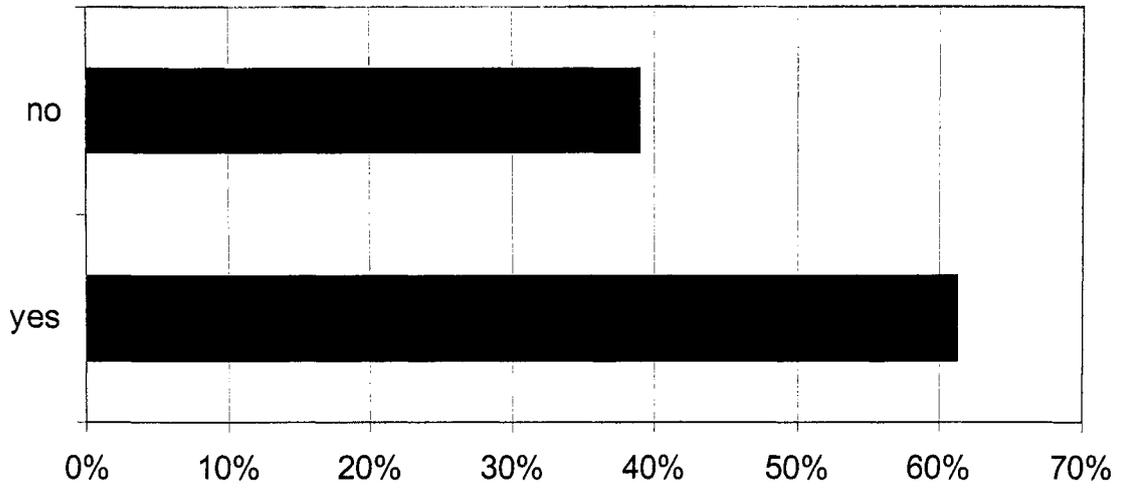
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## Business Survey for Permit Take-up

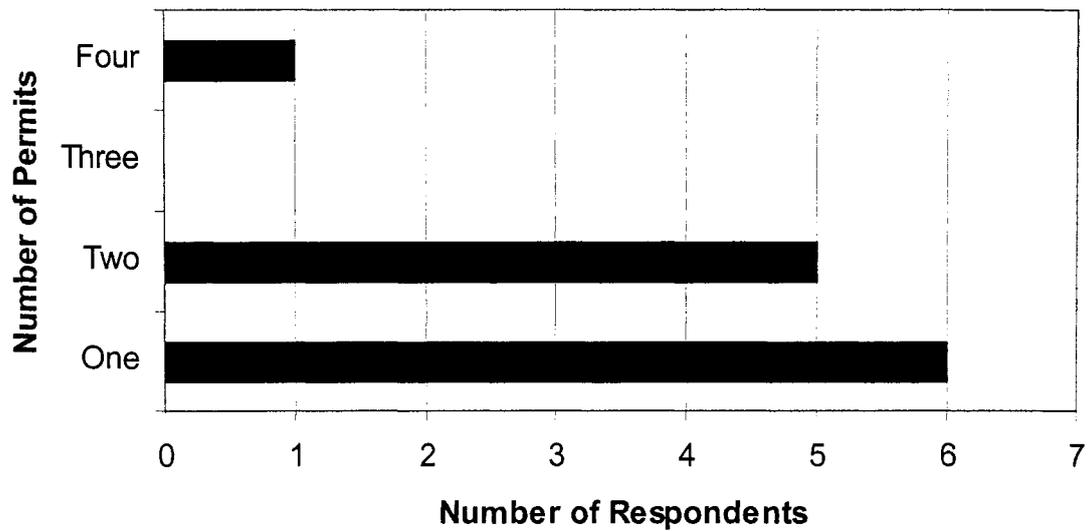


### Trade Survey for Permit Take-up

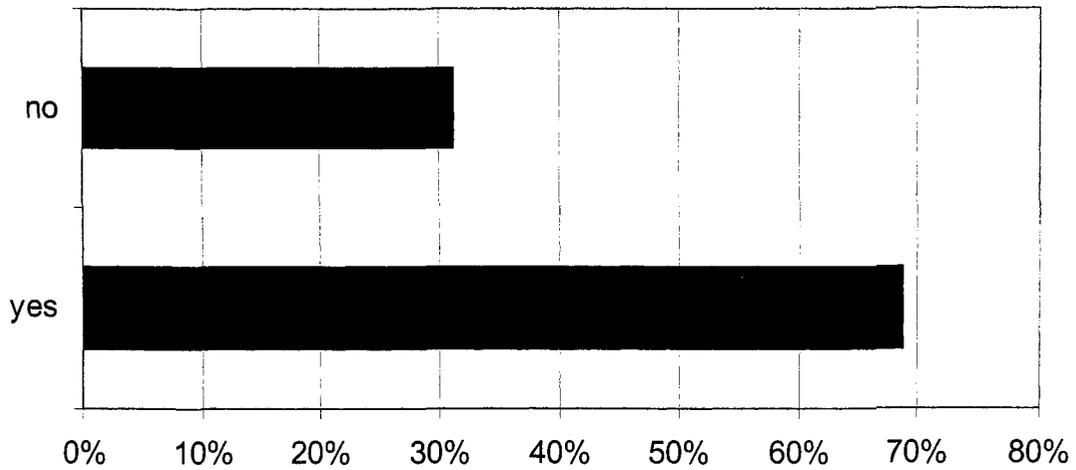
**Q1a: Would your business be likely to buy a Type 1 trade permit?**



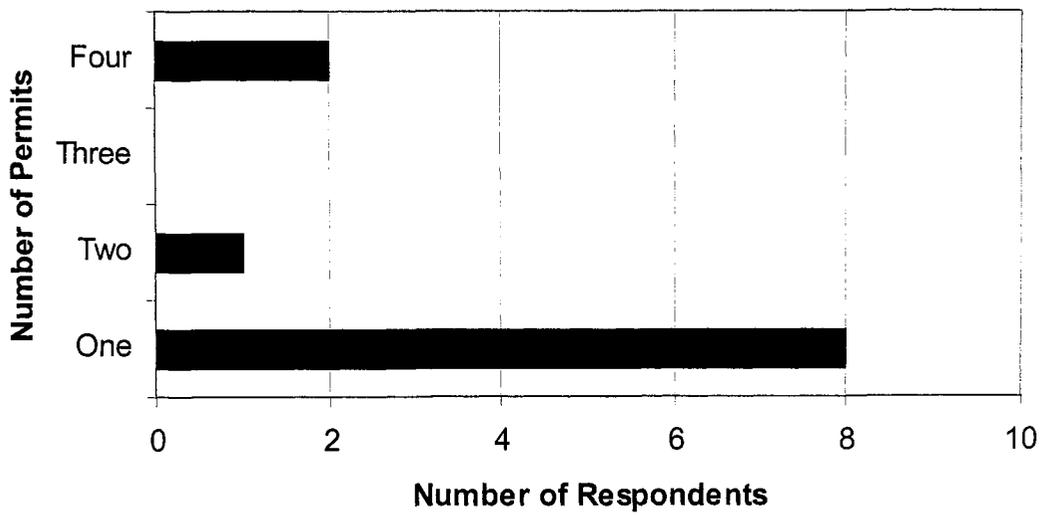
**Q1b: If yes, how many would you buy?**



**Q2a: Would your business be likely to buy a Type 2 trade permit?**



**Q2b: If yes, how many would you buy?**



**Business and Trade Permit Take Up Survey  
28 February to 14 March 2006  
Summary of Written Comments**

<b>Comment</b>	<b>Response</b>	<b>Total</b>
<b>Business Permit</b>		
Permit is too expensive	13,15,23,24,26,27,30,31	8
Proposals are sound	1,2,7,10,14,25,28,29	8
Extend the permits beyond a liveried van	5,6,20,22,23	5
Need a permit that allows us to go into different zones for our business	9,10,11,16,23	5
Proposals aren't good, ask businesses what they need	3	1
Using residents bays will cause more problems in that area	18	1
Public transport should first be improved and then facilitate business parking before businesses charged more money	19	1
Permit should not be car specific	25	1
More loading in Marchmont required	34	1
Using business rates my business would not qualify but a business permit is required.	32	1
<b>Trade Permit</b>		
Good to see something for trades	1,5,6	3
Permit too expensive	6,9,10	3
Some of our vehicles are not liveried	3,8	2
Some of the qualifications would be met but if it is a home based business there are no business rates paid	4	1
Should not be an additional charge for Type 2 permit	7	1
Doesn't help if bays are too small for vehicles	2	1

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**Appendix E**  
**Analysis of Shoppers Survey**

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## Summary of Data from Shopper Survey Conducted by Halcrow

Question	Answer	Weekday Overall	
		Total	%
Q1. Reason(s) for journey?	1. COMMUTER/ WORK	94	14%
	2. VISITING ON BUSINESS	125	19%
	3. VISITING LOCAL RESIDENT	12	2%
	4. SHOPPING	240	36%
	5. LEISURE	33	5%
	6. EDUCATION	3	0%
	7. RELIGIOUS	0	0%
	8. ATTRACTION	30	5%
	9. RESIDENT	46	7%
	10. OTHER	77	12%
Q2. For commuters and city centre workers, walked from your workplace?	1 = YES	113	73%
	2 = NO	41	27%
Q3. How did you get to the city centre today?	1 = BUS	244	43%
	2 = WALK	100	18%
	3 = CAR	163	29%
	4 = TRAIN	34	6%
	5 = PARK & RIDE BUS	7	1%
	6 = TAXI	5	1%
	7 = CYCLE	1	0%
	8 = OTHER	9	2%
Q4. Where did you park?	1 = CAR PARK	35	16%
	2 = FREE ON STREET	14	6%
	3 = PARK & RIDE	2	1%
	4 = ON STREET P&D BAY	154	71%
	5 = FREE OFF STREET	9	4%
	6 = DROPPED OFF	4	2%
Q5. How convenient is the place you've parked?	1 = VERY CONVENIENT	67	35%
	2 = QUITE CONVENIENT	93	49%
	3 = NEITHER	22	12%
	4 = QUITE INCONVENIENT	6	3%
	5 = VERY INCONVENIENT	3	2%
Q6. Postcode	1 = Edinburgh	105	66%
	2 = Glasgow	8	5%
	3 = Aberdeen	1	1%
	4 = Ayrshire	1	1%
	5 = Inverness	0	0%
	6 = Lanarkshire	0	0%
	7 = Borders	1	1%
	8 = West Lothian	9	6%
	9 = East Lothian	11	7%
	10 = Midlothian	13	8%
	12 = Birmingham	1	1%
	13 = Fife	7	4%
	14 = Perthshire	0	0%
	15 = Carlisle	0	0%
	16 = Sheffield	1	1%
	17 = Northumberland	0	0%

Question	Answer	Weekday Overall	
		Total	%
Q7. How long parked?	1 = 0-30MIN	33	22%
	2 = 30-60MIN	36	24%
	3 = 1-2HRS	35	23%
	4 = 2-3HRS	21	14%
	5 = 3-4HRS	13	9%
	6 = 4-6HRS	6	4%
	7 = 6-9HRS	3	2%
	8 = 9+HRS	2	1%
	9 =	0	0%
Q8. Do you know the maximum permitted stay?	1 = YES	121	76%
	2 = NO	39	24%
Q9. Is the maximum stay long enough?	1 = YES	98	80%
	2 = NO	25	20%
Q10. How easy was it to park?	1 = VERY EASY	37	23%
	2 = EASY	64	41%
	3 = NEITHER	24	15%
	4 = DIFFICULT	24	15%
	5 = VERY DIFFICULT	9	6%
Q11. Was the price fair?	1 = YES	53	33%
	2 = NO	107	67%
Q12. Were you aware of increase in max stay before your visit?	1 = YES	101	63%
	2 = NO	59	37%
Q13. How did you find out about increase in max stay?	1 = RADIO AD	4	5%
	2 = BUS AD	0	0%
	3 = MEDIA	29	38%
	4 = WINTER FESTIVAL	0	0%
	5 = FOUND OUT WHEN ARRIVED TODAY	4	5%
	6 = FOUND OUT FROM TM ON PREVIOUS VISIT	16	21%
	7 = WORD OF MOUTH	15	19%
	8 = LEAFLET	6	8%
	9 = COUNCIL	0	0%
	10 = WEBSITE	0	0%
	11 = OTHER	3	4%
Q14. Did longer stay encourage you to drive today?	1 = WOULD HAVE GONE SOMEWHERE OTHER THAN THE CITY	5	5%
	2 = WOULD HAVE COME TO CENTRE BY CAR ANYWAY	96	94%
	3 = WOULD HAVE COME TO CENTRE BY ANOTHER MEANS OF TRANSPORT	1	1%
Q15. Are you making use of the increased time?	1 = YES	57	37%
	2 = NO	97	63%
Q16. How will you use the increased time?	1 = ADDITIONAL SHOPPING	32	54%
	2 = VISIT A CITY CENTRE ATTRACTION	2	3%
	3 = OTHER	18	31%
	4 = RESTAURANT/PUB	6	10%
	5 = VISIT A FRIEND	1	2%
Q17. Maximum stay?	1 = LEAVE AS IT IS	151	98%
	2 = REDUCE MAXIMUM STAY	3	2%

**Shoppers Survey done by Halcrow 17 December, 21 December, 17 January and 21/28 January  
Summary of Written Comments**

<b>Comment</b>	<b>Ref No</b>	<b>Total</b>
<b>Road Network/System</b>		
One way system is ridiculous/glad one way system is being revised/road changes waste of money	a11,a13,a17,a35,a40,a41,c8,c11,c18,c20,c24,d4,d5,d6,d9,d12,d23,d24,d27,d32,f19,i39,h14,h44,h56,j3,j5,j39,j42,j45,k1,k8,k12,k13,k15,k16,k22,k29,k31,k49,l11,l36	42
Roads are too congested, congestion makes bus more convenient	a19,b9,c4,e7,e19,i35,g30,g41,j1,j2,j10,j12,j38,14,k45,l14	16
Too many changes to roads/too much money spent on road changes	a23,a25,f28,i38	4
More repairs for road works needed	a18,h30,j36	3
Glad George Street lights have gone	k33,k39	2
Parking and driving in Edinburgh is a nightmare	d2,d3	2
Happy Drummond Place has re-opened	h17	1
Cars should be allowed to travel along Princes Street	a2	1
Too many speed bumps	a4	1
Unblock streets for U-turns	a39	1
Glad about new pedestrianised accesses	a5	1
Too many road works	a15	1
Construct and open more roads	b11	1
Build a motorway	c16	1
Merchiston Avenue used as a shortcut	d8	1
Don't allow single occupant vehicles into city	e13	1
Junctions too difficult	j33	1
<b>Parking Bays/Location</b>		
More parking bays	a28,a33,b1,c18,c21,c29,d1,d13,d15,d18,d21,d31,d35,e23,e30,f9,i40,g31,g34,k3,k9,k17,k18, k37,l3	25
Hard to park	a22,a26,b31,b41,d14,d19,f6,f11,i3,i16,i24,i44,g33,h37,j31,j22,j41,k5,l2,l13,l21	21
More carparks required	c5,i6,i42,h30,k7,k34,k35	7
Parking now easier in the city	a3,b4	2
Not enough space for resident parking	a1,d20	2
More pay and display bays	d11,d33	2
Increase maximum stay	c21	1
Too many permit and resident bays	e10	1
<b>Parking Charges</b>		
Parking charges too expensive / permits too expensive	a12,a38,b12,b20,b24,b36,c9,c11,c20,d7,d20,d21,d25,d36,e3,e6,e12,e18,e14,e36,f21,f30,g37,g38,h18,j20,j30,j32,k6,k25,k32,k36,k40,k44,k47,13,l26,l35	38
Saturday afternoon parking should be free/weekends should be free	a16,g35	2
Would rather payments were in minutes not blocks of 15 minutes/would like blocks of 5 minutes	d34,g39	2
Free short stay system	a31,k2	2
Charges put people off shopping in Edinburgh	a9	1
Phone systems need more time options	a24	1
Multizone tickets	a36	1
Would rather pay 10p for 10 minutes	a7	1
Economical on weekends	b33	1
Not allowed to extend ticket without moving car	g32	1
Mid afternoon should be cheaper	e27	1

**Shoppers Survey done by Halcrow 17 December, 21 December, 17 January and 21/28 January  
Summary of Written Comments**

Comment	Ref No	Total
<b>Communication</b>		
Parking instructions is not clear	a27,e3,i23,k30,k126,i22	6
More publicity about changes	a8,a37,e29,g40	4
Questions are biased	f23,j16	2
Park and ride not well sign posted	c27	1
Road system changes without any notice	d32	1
Parking instructions on meters not clear	d28	1
Good to know the public have a say	f26	1
<b>Parking Durations</b>		
Extend maximum stay to 4 hours/extend maximum time	e2,i4,i5,h26,j21	5
Glad time has been increased	d30,i14	2
3 hours not long enough at Christmas	e25	1
Increase maximum stay to 12 hours	l1	1
Should be able to park in parking bays all day	j7	1
<b>Other</b>		
Traffic wardens unreasonable	a10,c9,e1,e3,e5,e7,e10,e16,e14,e32,e37,i26,i37,h14,h18,h19,h20,h21,h31,h34,h42,h52,j13,k10,k21,k46	26
Quite happy with everything	a21,d17,e20,i9,k20,l8,l9	7
Increase bus services	c12,i29,j8,k19,l6,l32	6
Parking restrictions unreasonable	a6,a12,d22,h20,j40	5
No provisions for builders vans	e22,i34	2
Like to be able to drive into city centre	a34	1
Parking bay lines are faded	e15	1
Provision for loading and unloading vans	e24	1
Too many taxis who don't adhere to the rules of the road	e26	1
Public toilet facilities abominable	f11	1
Centre improved since George street restrictions removed	g36	1
Bad driving	h39	1
Too many buses	j24	1
Glasgow is better	l38	1

a – 17 December Roving  
b – 17 December George  
c – 17 December Princes

d – 20 December Roving  
e – 20 December George  
f – 20 December Princes

g – 17 January Roving  
h – 17 January George  
i – 17 January Princes

j – 21/28 January Roving  
k – 21/28 January George  
l – 21/28 January Princes

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**Appendix F**  
**Analysis of Retailers Survey**

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## Analysis of Retailer Survey on Parking Duration Changes - Newington, Bruntsfield and Morningside

Notes:

1. The number of responses for each answer appears in the '# res' column
2. The percentage that this represents of only the people that responded to the question appears in the '%' column (ie. not the percentage of all returned questionnaires)

Q1: What changes to on-street parking in your area, made by the Council in late 2005, are you aware of?

note: Residents were asked to tick all that apply - the only change made by the Council was a change in stay, the number of responses for change in price and change in spots indicates a misunderstanding of what changes the Council had made.

Reply	# res	%
change in price	59	38
change in stay	100	64
change in spots	60	38
not aware	24	15

Q2: What effect do you consider these changes have had on your business?

Note: These responses include those that thought there were changes in parking costs and the number of spots, refer to tables below for reanalysis

Reply	# res	%
Major benefit	6	4
some benefit	28	18
no appreciable effect	28	18
some -ve impact	32	20
major -ve impact	42	27
too soon to tell	6	4
not sure	10	6

Q2 - only duration changes: The table below is the analysis of responses to question 2 for those business that knew changes had only been made to the length of stay

Reply	# res	%
Major benefit	0	0
some benefit	14	39
no appreciable effect	11	31
some -ve impact	2	6
major -ve impact	6	17
too soon to tell	2	6
not sure	1	3
Total	36	

Q2 - only duration changes for only shops: The table below is the analysis of responses to question 2 for only shops that knew the only changes made were to the duration of stay

Reply	# res	%
Major benefit	1	4
some benefit	9	38
no appreciable effect	6	25
some -ve impact	1	4
major -ve impact	4	17
too soon to tell	2	8
not sure	1	4
Total	24	

**Parking Survey Changes in Duration – Newington, Bruntsfield and Morningside  
Summary of Written Comments  
1 February to 21 February 2006**

<b>Comment</b>	<b>Questionnaire</b>	<b>Total</b>
<b>Time</b>		
Time not long enough, people feel rushed/ 1 hour still not long enough.	6,23,27,46,55,65,71,76,77,91,105,142,143,149,150	15
30 minutes not long enough for short term parking bays should be between 45-60 minutes	29,37,39,41,59,67,69,81,82,105,115,138,140,151	14
No parking during peak hours (4:30 to 6:00) outside my shop means I loose business the parking at this time does not restrict traffic flow, sales have drastically changed	5,51,59,72,135,141,153	7
Essential that parking is increased to 2 hours.	27,77,79,91,102,142	6
Increase to 1 hour is greatly appreciated	60	1
Extend maximum length of stay	10	1
Changes to parking durations are a disgrace	11	1
'cut-off' time for on street parking should be 5 pm	42	1
Have a time of day where restrictions are relaxed (ie 11 am to 3 pm)	44	1
Customers do not want to pay to park for 5 minutes	152	1
<b>Cost</b>		
Need more free parking, remove double yellow lines.	4,33,85,144	4
Have free parking up to 1 hour	1,106	2
Make price reasonable for up to two hour parking	3	1
Customers do not want to pay for parking	125	1
Should be free parking on weekends	36	1
Give customers parking tokens when purchase made in the area	68	1
Need some free parking for businesses, it is expensive to drive to work	132	1
<b>Signage</b>		
Clearer indication of parking regulations on the signage is required / existing signage does not make it clear that there is no parking after 4:30	1,5,12,20,24,98,111,126,153	9
Introduce parking meters	41,49	2
Take away parking meters	139	1
Need better signage that parking is available	96	1
Consider colour coding the meters for what the restrictions are	24	1
<b>Location of Parking</b>		
Would like residents parking available to visitors/shoppers and shop keepers/delivery vans during the day	25,29,81,98,101,137	6
Side streets should be unrestricted parking	14,22,136,141	4
More spaces needed for shoppers	82,124,147	3
Make all side street parking meters and residents parking	3,89	2
Change in parking outside my work has meant I have to park further, I enjoy the walk to work from the car.	16	1
Free parking on side streets is a major benefit to Morningside.	48	1
Do not extend the shoppers spaces any further	119	1
Make a business owner carpark available in the area	137	1
<b>Loading/deliveries</b>		
Have trouble finding somewhere to load, loading bays are not convenient to location of business	70,121,129,143	4
Delivery vans should not have to pay, especially at charity shops/problem with delivery vans getting parking tickets	32,64	2
Loading and unloading bay is too small.	36	1
Please produce a leaflet explaining exactly what loading means and how much time is allowed.	99	1

## Analysis of Retailer Survey on Parking Duration Changes - City Centre

Notes:

1. The number of responses for each answer appears in the '# res' column
2. The percentage that this represents of only the people that responded to the question appears in the '%' column (ie. not the percentage of all returned questionnaires)

Q1: What changes to on-street parking in your area, made by the Council in late 2005, are you aware of?

note: Retailers were asked to tick all that apply - the only change made by the Council was a change in stay, the number of responses for change in price and change in spots indicates a misunderstanding of what changes the Council had made.

Reply	# res	%
change in price	165	44
change in stay	243	64
change in spots	131	35
not aware	74	20

Q2: What effect do you consider these changes have had on your business?

Note: These responses include those that thought there were changes in parking costs and the number of spots, refer to tables below for reanalysis

Reply	# res	%
Major benefit	25	7
some benefit	61	16
no appreciable effect	93	25
some -ve impact	70	18
major -ve impact	68	18
too soon to tell	31	8
not sure	28	7

Q2 - only duration changes: The table below is the analysis of responses to question 2 for those business that knew changes had only been made to the length of stay

Reply	# res	%
Major benefit	9	10
some benefit	35	40
no appreciable effect	21	24
some -ve impact	11	13
major -ve impact	0	0
too soon to tell	11	13
not sure	0	0
Total	87	

Q2 - only duration changes for shops only: The table below is the analysis of responses to question 2 for only shops that knew the only changes were made to the duration of stay

Reply	# res	%
Major benefit	4	8
some benefit	20	40
no appreciable effect	13	26
some -ve impact	5	10
major -ve impact	0	0
too soon to tell	8	16
not sure	0	0
Total	50	

**Parking Survey Changes in Duration – City Centre  
Summary of Written Comments  
1 February to 21 February 2006**

<b>Comment</b>	<b>Questionnaire</b>	<b>Total</b>
<b>Time/Duration</b>		
Time not long enough/people feel rushed	7,8,15,28,37,43,57,61,73,86,94,119,133,165,168,170,198,276,287,295,338,362,374,376	24
Stopping time should be extended from 5 minutes to 15 minutes for people collecting things.	2,84,88,135,166,197,330,379	8
Would like parking restrictions to end at 5:30 (in the west end like the rest of the city).	4,23,260,314	4
Change from two to four hours has been a positive change	106,146,375	3
Four hours is too long and has had a negative effect on trade	290,325	2
Need short term parking, charge at £1.50 per hour	48	1
Parking restrictions should only be in effect 6 am to 10pm (received a ticket at 12:15 am on a Thursday)	199	1
More short term parking at reasonable rate required	157	1
More long term parking at reasonable rate required	355	1
Let people park on single yellow lines after 1:30 pm on Saturdays	23	1
No parking during peak hours (8:00 to 9:30 and 16:30 to 18:00) outside my shop means I loose business the parking at this time does not restrict traffic flow	54	1
End restricted time at 6:00 pm	142	1
30 minutes not long enough for short term parking bays should be between 45-60 minutes	28	1
<b>Cost</b>		
City centre parking is too expensive	12,25,61,62,65,73,94,102,133,146,147,152,159,168,171,174,176,186,198,204,219,227,231,236,255,272,275,325,350,376	30
Free parking on Saturdays would be beneficial/public holidays	4,12,81,83,91,141,148,170,215,255,296,318,359,360,374	15
Free parking on Saturdays after noon would help	61,142,179,186,197,198,260,317	8
Have free parking for ½ hour (on Saturday, Morrison Street)	157,195,203,348	4
Need more free parking (Spittal Street)	56,78,100,216	4
Free parking on Thursday evenings would help	317	1
Lower cost of parking on George St to encourage people to stay and visit more frequently	7	1
Charge of 45p makes it difficult to have exact change	360	1
Need some free parking for businesses at their premises	147	1
<b>Signage</b>		
Clearer indication of parking regulations on the signage is required/multi language is required (French, German, Italian and Spanish)	193,259,360	3
Need better signage that parking is available	50,206	2
Would welcome increase in parking meter bays	129	1
<b>Location of Parking</b>		
Need more on street parking, driving around looking for a spot causes pollution (Canongate, George Street, St. Mary's Street, Cockburn Street, Victoria Street, Grassmarket) / more of a problem when there is an 'event'	23,44,68,73,79,94,95,102,103,113,137,156,188,204,209,225,231,237,292,339,340,341,348,369	24
Need more offstreet parking – New St and University facilities gone, need underground replacements / Greenside and Castle Terrace too far	14,30,271,295,378	5

**Parking Survey Changes in Duration – City Centre  
Summary of Written Comments  
1 February to 21 February 2006**

<b>Comment</b>	<b>Questionnaire</b>	<b>Total</b>
Changes come too late, people have already found other places to shop	244,313	2
No Trams	78,260	2
Rose Street has too much traffic/parking for a pedestrianised street/removal of bollards has caused traffic on Rose Street	114,134	2
Have a shuttle linking West End, Grassmarket, Holyrood, Stockbridge to reduce parking load/shuttle to car parks	177,350	2
Build and underground	260,378	2
Double yellow lines on Cockburn Street make parking difficult at night	336,352	2
Buses should run on George Street	67	1
Change of direction on Hill Street/Thistle Street between Frederick and Hanover causes a lot of people to drive the wrong way, this is a safety risk	65	1
Reopen Johnston Terrace to two-way traffic and remove congestion from George IV Bridge	77	1
Councils parking strategy and traffic management schemes need a serious review	8	1
Changes have helped but more still needs to be done to get people into the city centre	298	1
Changes were unnecessary and a waste of money	234	1
Pleased with South Saint Davids St closure due to better parking customer flow	154	1
City car club on Cockburn Street could easily be moved around the corner where there are no retail premises	175	1
Mpark is good but it should accept switch cards as well	176	1
Council is only interested in financial gain – shown by extension of parking zone and time restrictions	8	1
Pedestrianised areas (Rose Street, Castle Street) need some landscaping	199	1
Enforcement of engines that are left running should be done (Spittal Street)	238	1
Object to farmers market taking up parking spaces on Kings Stables Road every Saturday when shopkeepers get no leeway.	8	1
Please increase size of sign on bus stop outside Hanover Street so people know not to park there	314	1
New development at Lothian Regional Council Headquarters should not be allowed to have underground parking (if adding congestion not fair that they provide free parking)	348	1
Biggest impact has been introduction of greenway bus lanes	367	1
Experiencing problems on Thistle street with spillage from bins	376	1
5 minute grace period is acceptable	198	1

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**Appendix G**  
**Comments from Key Sectors Research**

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## **Key Sectors Report – Parking:**

**Parking:** Within the general topic of transport, most of those consulted identified parking as the single biggest issue facing businesses in the city. Parking was raised as an issue of particular concern among retailers with restrictions often seen as being unnecessarily onerous and inflexible.

Most consultees also had strong views on the way in which parking restrictions are currently enforced with the majority highly critical of the city's traffic wardens. Consultees were almost unanimous in the belief that Edinburgh has too many traffic wardens and most were cynical about their remit, suspecting it to be motivated more by a desire to raise revenue for the Council than to improve the flow of traffic in the city.

The concept of underground city centre car parks was popular with consultees with 77% of survey respondents indicating that they would support their introduction. However, several consultees representing city centre businesses suggested that existing parking facilities in the city centre are adequate but that, due to poor signage, people are often unaware of them.

### **Parking Comments**

There are problems with on-street parking in the city centre but it is also true that car parks are under used – people just aren't aware how much parking is available or where it is.

Underground car parking on George Street is a great idea.

There is a perception at the moment that parking in the city centre is a real problem.

Current parking operations do not make the city welcoming to visitors. On-Street parking is expensive.

Channings Hotel is soon to become part of the pay and display zone. This is supported as parking in the area is difficult. The hotel is just outside the controlled parking zone and therefore busy from early morning with office workers trying to park as close to the city centre as possible, without having to pay. A drop off has been negotiated. The hotel has not been allocated a residents parking space and this is an issue for them. A higher number of weekend visitors bring their cars therefore parking is less of an issue.

Parking has been raised as an issue by staff as limited parking is available within the office complex. Increased costs when visits are taking place out with the main city bus routes – use of taxis is an ongoing issue.

The issue of parking tickets is a concern to the organization.

The Traffic policy of Edinburgh i.e. tax raising wardens, restricted time scales, too many permit zones and crazy one way systems are naïve and make it almost impossible for me to carry on with my job. I have just paid my second ticket within a week for feeding the meter. How am I meant to do my job with only one hour allowed on a meter – I can't take buses or taxis and can't walk out in the middle of a shoot to spend 30 mins looking for another space. Parking charges are astronomically high. It's almost cheaper to get a ticket. – (survey response)

The total and unnecessary priority placed on traffic wardens to issue tickets. Once fined you would believe that was enough, however they then can authorize your car to be removed. Business meetings run over etc. I do believe in general that it is this issue putting a huge amount of strain on city centre businesses. – (survey response)

The rights of Disabled Drivers to park on single yellow lines within the city centre thus disrupting necessary and daily deliveries to city centre businesses. Surely designated areas within the city would aid these drivers ability to enjoy the city centre. – (survey response)

Parking – we pay for parking spaces at the NCP car park across the road but this is quite costly. Many people see parking charges as part and parcel of doing business in the city. I think that the idea of underground car parks is a bit of a red herring.

Edinburgh is not car-friendly. People are going to continue to use their cars for the foreseeable future but parking provision is not good. The car park under George Street has been talked about for a while but will probably never come off. The other underground car parking is a real possibility and a solution that would not destroy the landscape of the city. This solution would keep customers coming into the city centre to shop.

Parking is an issue and restrictions on businesses in Edinburgh are high. We have 1 parking space for every 16 staff. There need to be more sensible solutions to parking.

The main issues the university has are to do with parking. There have been many problems with parking at the new site at Craigmillar.

Parking is a key issue as the Council has restricted the number of parking spaces we can provide. We are looking at using another piece of ground for additional parking until the trams come into operation.

The new campus at Granton has 150 less car parking spaces than the current building and this has become a huge issue for the company. We are looking at having to introduce a charging system.

Parking – Edinburgh is not seen as an easily accessible location. This is a particular problem for customers trying to visit companies located in the city centre.

Parking is a key issue for the practice. Parking is an important way which should help deal with congestion problems. Parking should be made available but very expensive so that if people choose to drive into the city they are made to pay for it.

Parking is a huge issue for the city, however, it is a factor of transport and if you get that right there will be a positive impact on parking. The city should address the transport problems and then worry about parking.

Good quality car parking is essential.

Parking is a problem in the centre of the city, there is not all day parking and that will prevent business located in the centre from expanding – underground car parks are a great idea.

I think public transport reforms have worked, parking is now easier, it is expensive but you can do it so the pricing mechanism has worked although city centre parking doesn't work for office workers.

One of the main obstacles to further growth in Edinburgh is parking. I think underground car parks would be a good idea. We also need adequate signage so people know where they can and can't park.

Parking is a big issue in Edinburgh. There is a feeling that parking regulations are unclear and that wardens are petty and much nastier than they need to be, there is no come and go with them.

I don't think that underground parking is a good solution to Edinburgh's parking problems, I think better public transport is more important.

Parking in Edinburgh is a problem; we don't recommend our guests to take the car into the city. Why take the car into the city when you can park here for free? Parking for visitors isn't crucial especially as more and more business in the future will come by plane.

The Council needs to do something about parking – let people park for an hour instead of half an hour. Also, parking is suspended at 4.30, give us till 5.00 and it would make a big difference.

There are far too many traffic wardens in Edinburgh.

Parking is a real problem for us. We have major problems with people trying to get to the shop and they can only park for half an hour which isn't long enough, especially when we are trying to compete with out of town retail parks that have loads of parking.

Parking in Edinburgh really isn't that bad but people don't know where it is. Parking wardens are also very anti-social and should be reviewed because they turn off tourists. Parking is also expensive if you work in the city; it would be nice to get a discount.

We have a very compact city centre so the issue is about where to put parking spaces. Underground car parks sound like a good idea but I'm not sure that they would be cost effective, although it has worked in other cities.

Car parking is a big issue for retailers because a lot of customers come by car. Some of the parking facilities we already have are quite good but they aren't signed properly. I don't even necessarily think we need more parking, if public transport were better we wouldn't need so much.

I don't think lack of parking is a particular problem in the West End of Edinburgh, the problem is that people don't know where they can park. Traffic wardens are a big problem though; they are absolutely draconian and are really only a thinly disguised revenue-raising device. They are nothing to do with traffic management and all about making money for the Council.

I think underground car parks are exactly what's needed. If you built a couple of big underground car parks and reduced the number of on street car parking places you would improve congestion and parking at the same time.

Parking is a bigger problem in Edinburgh than congestion, in fact, I think a lot of congestion is caused by people driving around looking for a place to park. I think we need a huge car park in Haymarket and the equivalent somewhere in the East End. They would need to be in walking distance of the city centre so people would use them. I don't see why we couldn't do that because, let's face it, there are bits around Haymarket that are really not very nice.

Parking in the centre of Edinburgh is ok if you're willing to pay but it is very expensive.

The biggest issue currently facing us is parking.

Lack of parking is a big issue in Edinburgh and double parking really annoys me – It's only a matter of time before there is a big fire somewhere and the fire service can't get through because of cars being double-parked.

Coach parking is a problem in Edinburgh and the traffic wardens – the blue meanies – have a really bad reputation.

Parking is not a big issue in Edinburgh but it can seem a bit unfriendly, especially to visitors and client experience is very important. I actually think that the cost of parking in Edinburgh is low. If the Council really wanted to reduce congestion it should jack up the cost of parking to keep people out of town.

We have high staff numbers and lots of relatives coming to visit so parking is an issue for us. The hospital was built using PFI and our PFI partners run parking, which means it is very costly. We have limited parking permits for staff in an effort to deal with the parking shortage. Parking is a particularly serious issue at the Western General. There are double yellow lines all around it and the parking at the hospital itself is very poor.