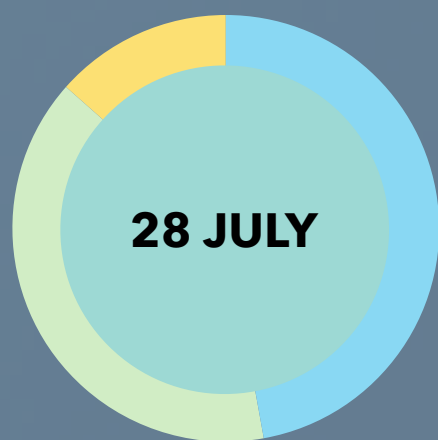


Richards Field Car Park Survey 2017

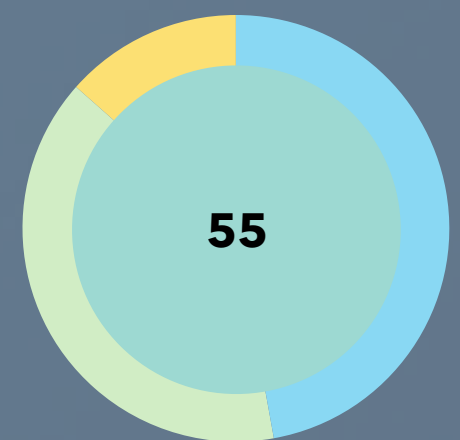
Report prepared for: The Head of Customer Services



Date sent to respondents



Deadline



Responses received

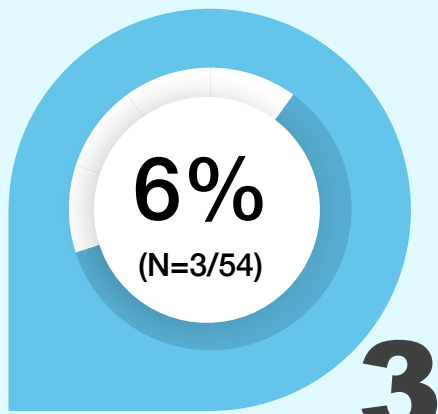
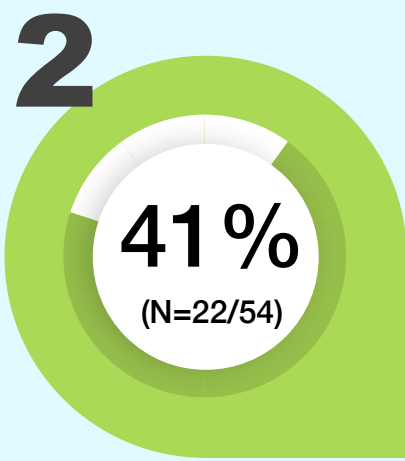
Please contact Adama Roberts or Craig Salmon in the Policy, Performance & Governance Team should you require more information on the Richards Field Car Park Survey Report 2017
Email: contactus@epsom-ewell.gov.uk



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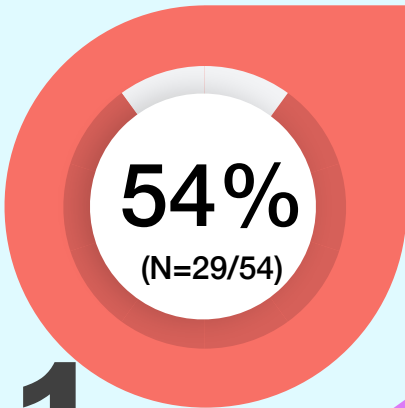
Summary of main findings



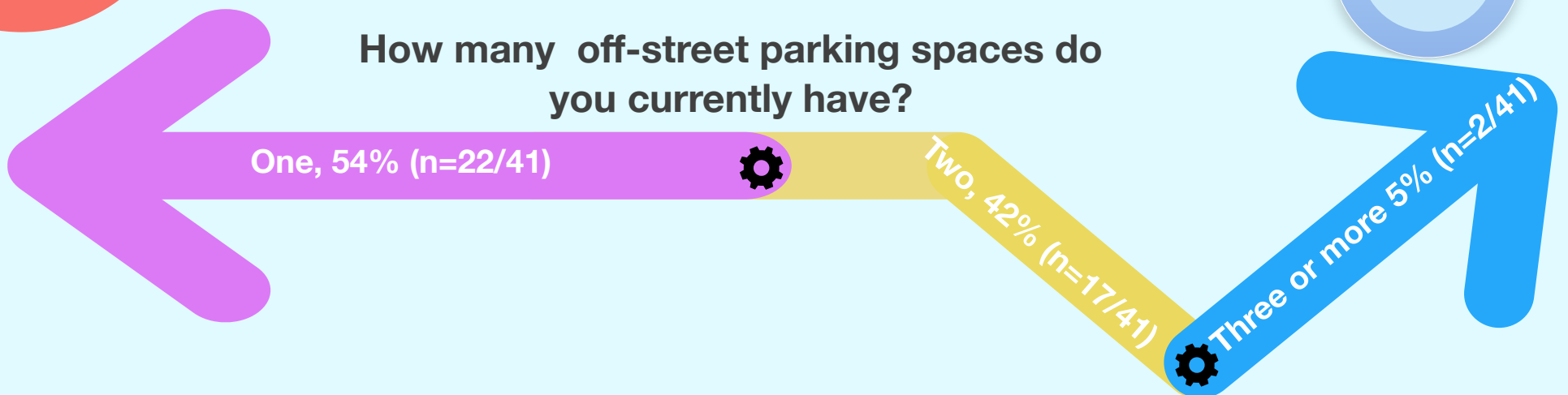
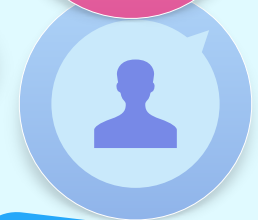
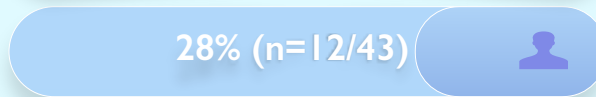
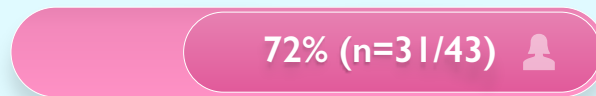
3

The survey ran from 28 July to 1 September 2017. It was available in paper format only. It was sent to local residents who live near the car park. A total of 125 letters were sent and we received 55 responses making a 44% response rate.

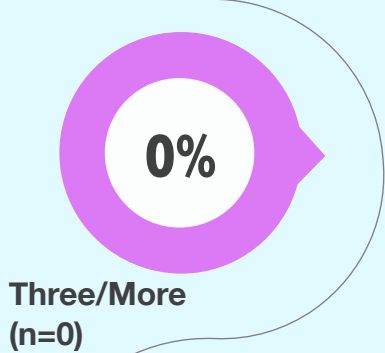
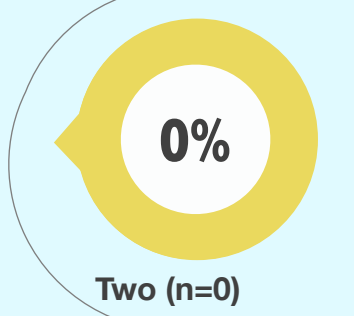
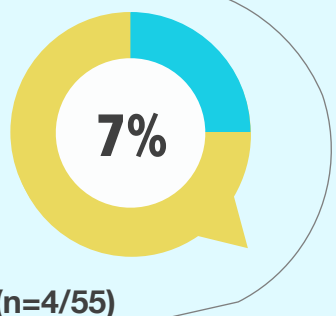
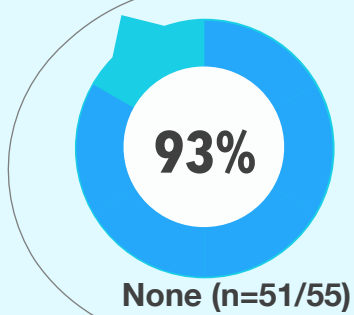
Nearly eight in ten respondents were British white 78% (n=35/45), followed by English white 13% (n=6/45). Eight in ten respondents said that they are Christians 80% (n=32/40) and 59% (n=24/41) are married/ Civil partnership while 12% (n=5/43) stated that they had a disability.



Number of vehicles currently registered to residents of your property



Residents who are Blue badge holders

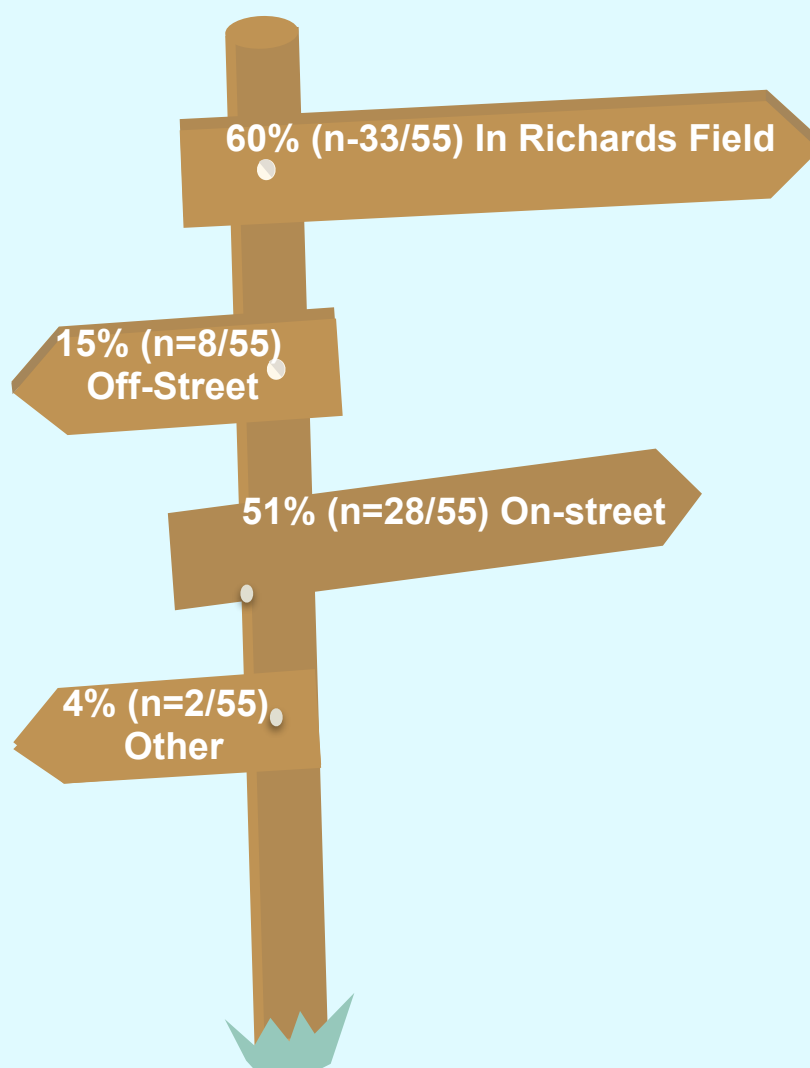


Where do you usually park at home?

- 50%, (n=27/54), off street
- 32%, (n=17/54), in Richards Fields
- 22%, (n=12/54), On-street
- 9%, (n=5/54), Other

Where do you usually park at home?

Where do your visitors park?
(Respondents ticked all that apply hence the higher percentages)



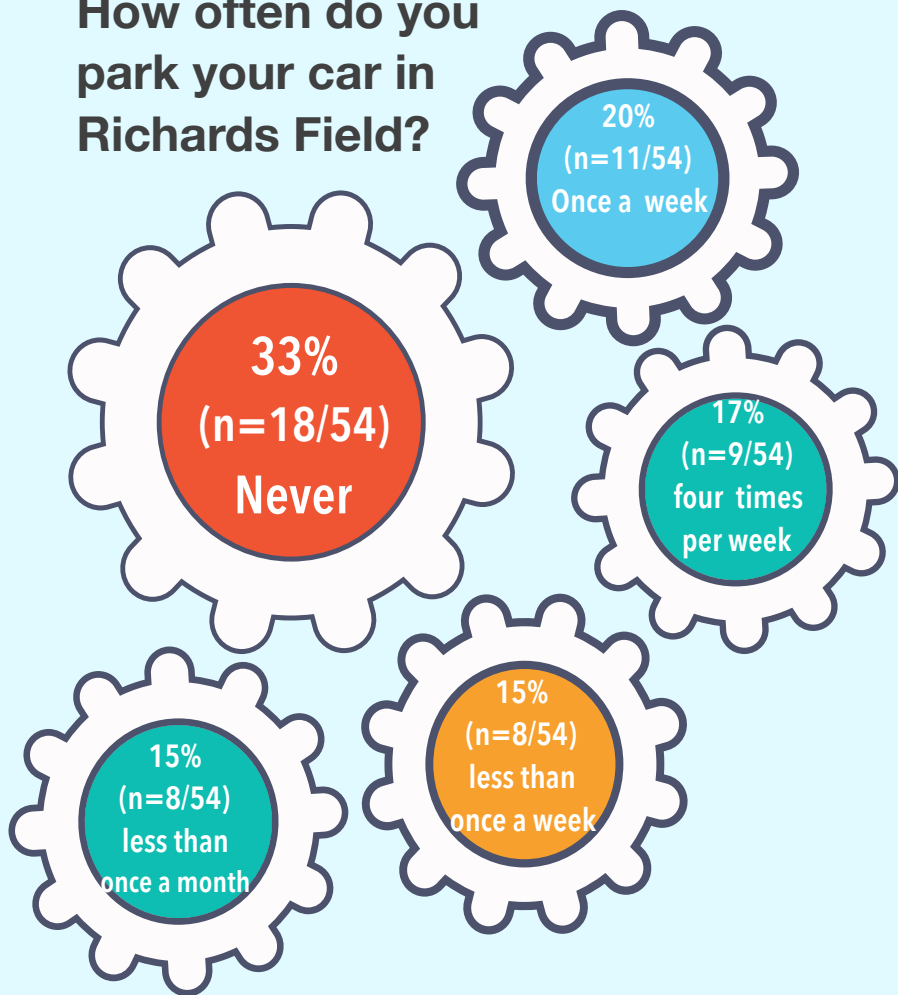
Blue Badge holders

YES, 7%
(N=4/55)

NO, 93%
(N=51/55)

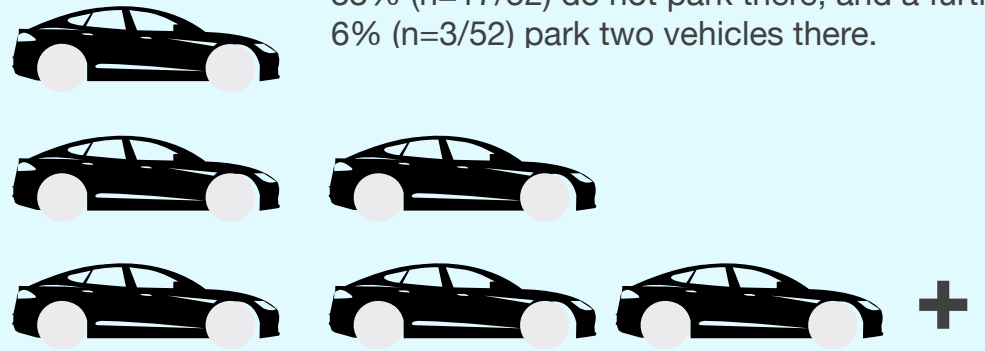
Summary of main findings

How often do you park your car in Richards Field?



How many vehicles do you park in Richards Field at any given time?

Overall, 62% (n=32/52) park only one vehicle there; 33% (n=17/52) do not park there; and a further 6% (n=3/52) park two vehicles there.

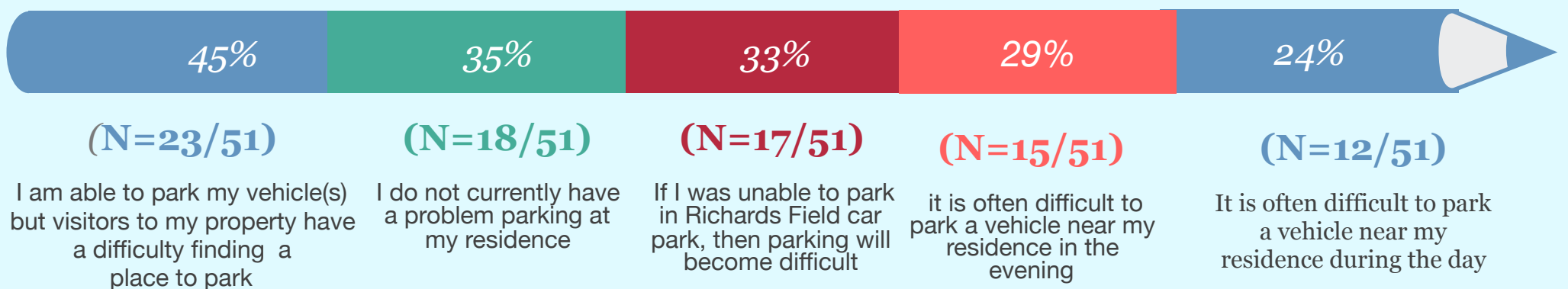


Respondents were asked at which times of the day they were likely to park their vehicles in Richards Field car park, findings listed below.

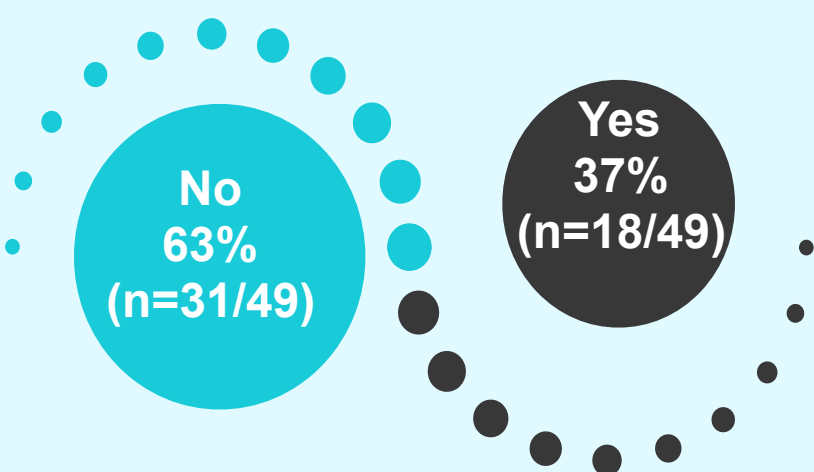
Weekday, 25% (n=9) park from 8am to 12pm; 33% (n=12) from 12 to 6pm; 47% (n=17) from 6 to 11pm; 50% (n=18) from 11pm to 8am and 19% (n=7) ticked Other. **(Base: All Respondents 36)**

Weekend, 42% (n=13) park from 8am to 12pm; 52% (n=16) from 12 to 6pm; 55% (n=17) from 6 to 11pm; 11pm to 8am 52% (n=16) and 26% (n=8) ticked Other. **(Base: All Respondents 31)**

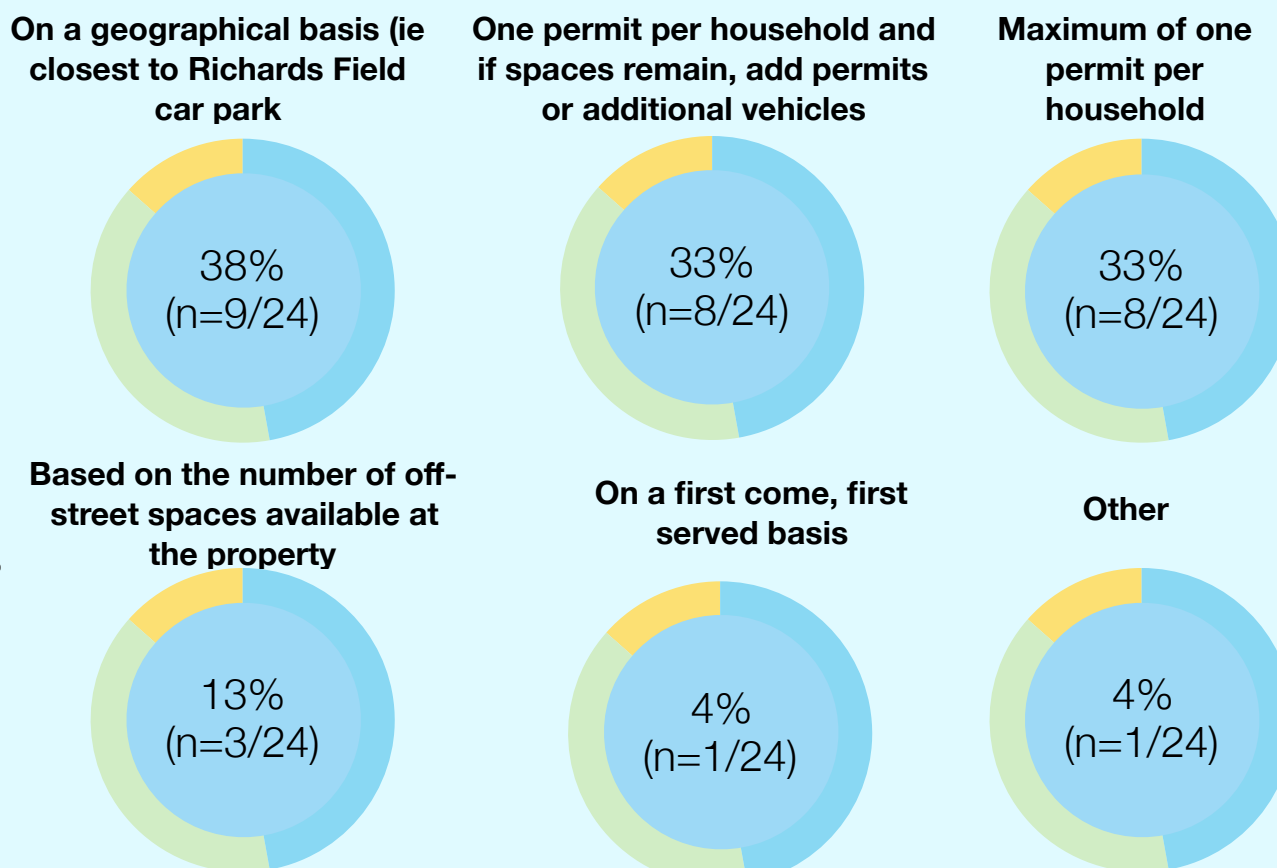
Which of these statements is most true in relation to parking at your residents? (Respondents ticked all that applied hence the higher percentages).



The standard resident permit fee within the borough is £330. Would you be in favour of a permit only parking scheme being introduced to part of Richards Field car park?



Overall, 32% (n=8/25) would purchase 'One' permit, a further 4% (n=1/25) ticked 'Two', no one ticked 'Three or more', and the majority 64% (n=16/25) ticked none. Responses to how the permits will be distributed if numbers are exceeded, can be found below. Respondents ticked all that applied hence the higher percentages.





Objectives & methodology

The survey was conducted by Epsom & Ewell Borough Council to engage with local residents highlighting the fact that currently Richards Field car park is free to use for an unlimited period of time. Whether being used by local residents, traders or commuters it is very often full which is to the detriment of the local retail outlets and their customers. One potential solution to this problem is to restrict the parking to allow an agreed number of bays to be designated for the purposes of resident parking being free to use but for a limited time only (ie a maximum stay of two hours). The purpose of the consultation was to engage with local residents to seek their views regarding such an arrangement coming into force and also to gauge the number of residents who would like to purchase a permit to enable them to park there. Councillors will use the findings of this survey as part of their decision making process.

Questionnaire Development:

The questions were developed in liaison with the Head of Customer & Business Support and the Parking Manager. Question areas include:

- How many vehicles are currently registered to residents of your property?
- How many off-street parking spaces do you currently have?
- Are you a blue badge holder?
- How many residents of your property are blue badge holders/s?
- Where do you usually park your vehicle(s) when you are at home?
- Where do your visitors usually park their vehicles?
- How often do you park your vehicles in Richards Field car park?
- How many vehicles do you usually park in Richards Field at any given time?
- At which times of the day are you likely to park your vehicle in Richards Field car park?
- Which of these statements is most true in relation to parking at your residence?
- The standard residents permit fee within the borough car parks is £330. Would you be in favour of a permit only parking scheme being introduced to part of Richards Field car park to enable local residents to park their vehicles off-street, with the remaining bays being given to limited maximum stay?
- If a permit scheme was introduced, how many permits would you be interested in purchasing?
- If the number of permits requested exceeded the number of spaces available, how would you prefer these permits to be distributed?
- Please select one of the following statements which best represents your views
- Please provide any further comments you may have below
- Equalities monitoring questions

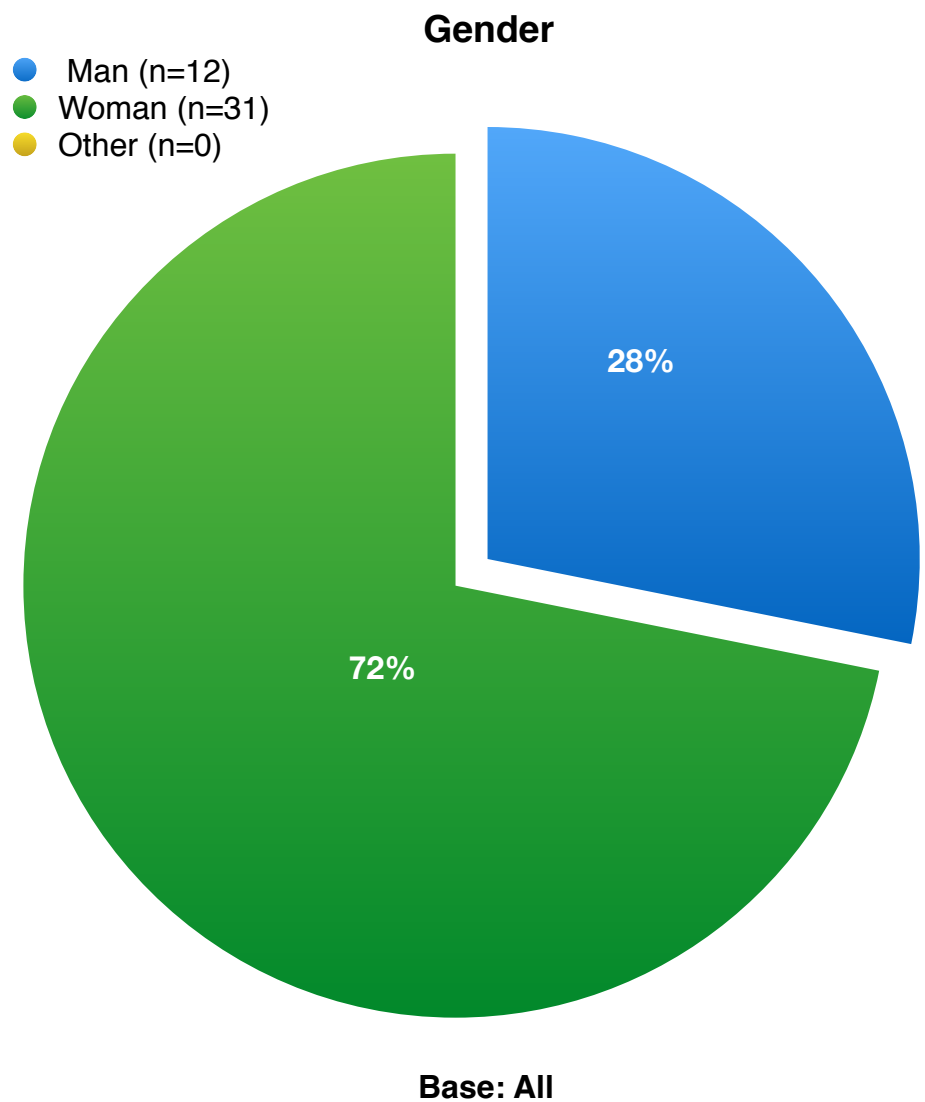
Methodology:

The survey ran from 28 July to 1 September 2017 - a period of five weeks. The survey was sent to residents who live near Richards Field car park. A total of 125 questionnaires were sent generating a 43% (n=55) response rate. Responses to the questionnaires were sent to an outside agency for data inputting, then imported into the survey design and analysis package (SNAP v11). The results were analysed by our Policy, Performance & Governance Team.

The figures in this report are calculated as a proportion of respondents who answered each question – excluding No Reply responses. Percentages in a particular chart might not always add up to 100% due to rounding, or because a respondent is allowed to give more than one answer to the question. Please note that respondents equate to the actual number of people that answered a question while responses equate to one respondent giving more than one answer to a qualitative or literal question.



Respondent's Demography & Equalities



Gender Reassignment

When asked if their gender identity is different from the sex assigned at birth, 100% (n=42) ticked 'No'.

Base: All respondents 42

Sexual Orientation

Overall, nearly ten in ten were heterosexual 98% (n=40), a further 2% (n=1) ticked prefer not to say, None of the respondents ticked bisexual, gay man, gay woman/lesbian or other.

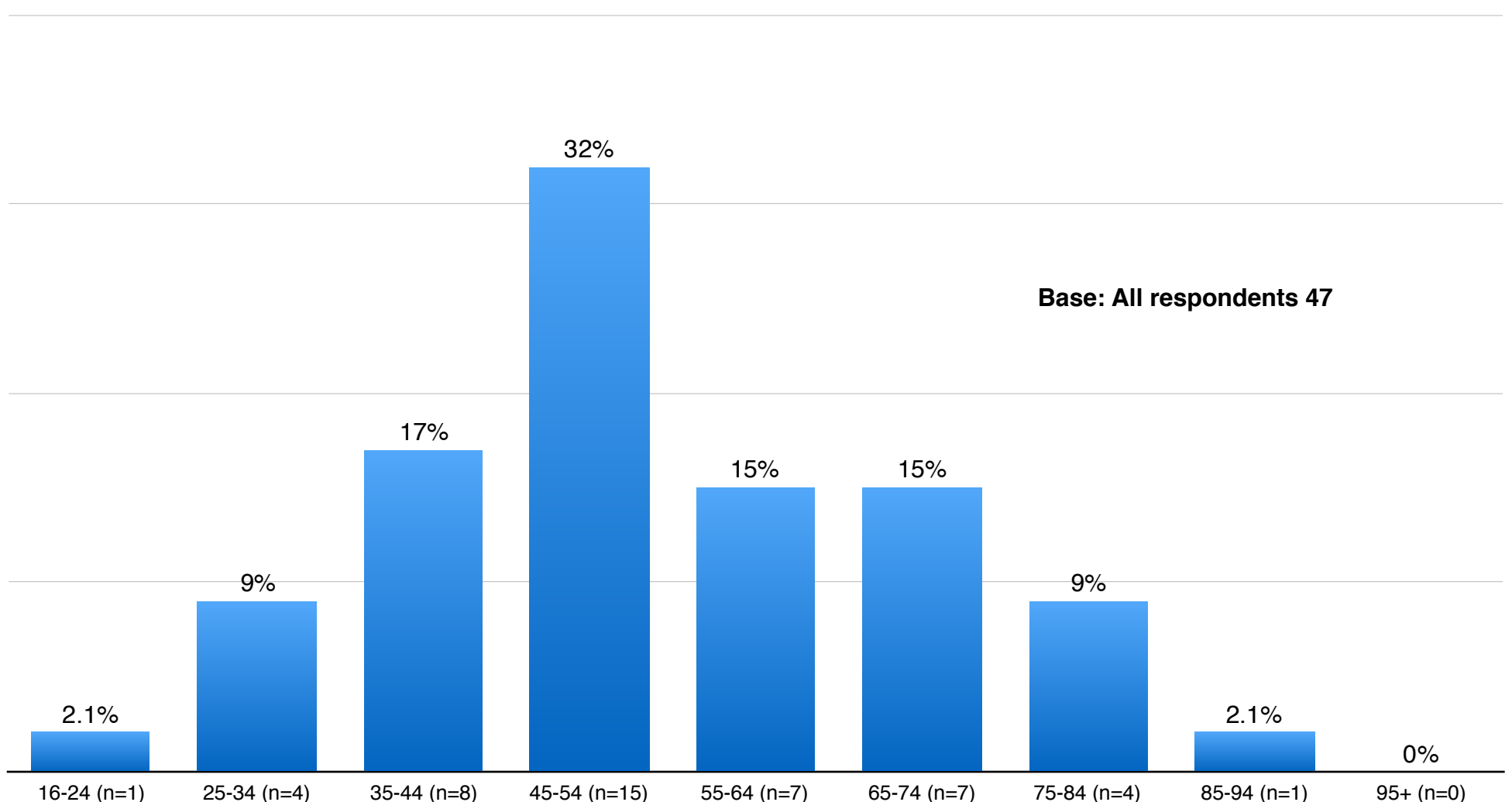
Base: All respondents 41

Disability

Respondents were asked if they had a disability according to the Equality Act, 88% (n=38) ticked 'No' and 12% (n=5) ticked 'Yes'.

Base: All respondents 43

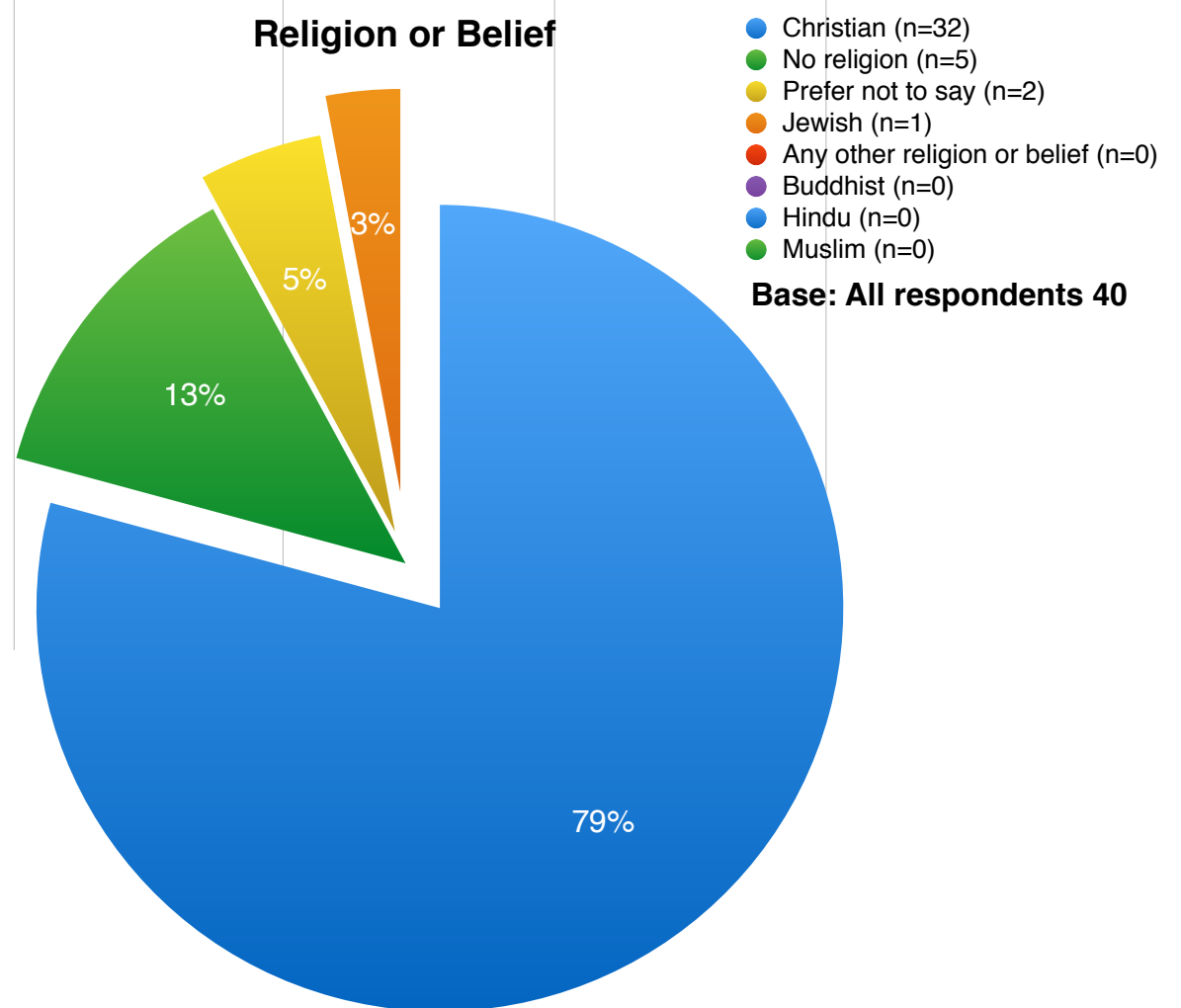
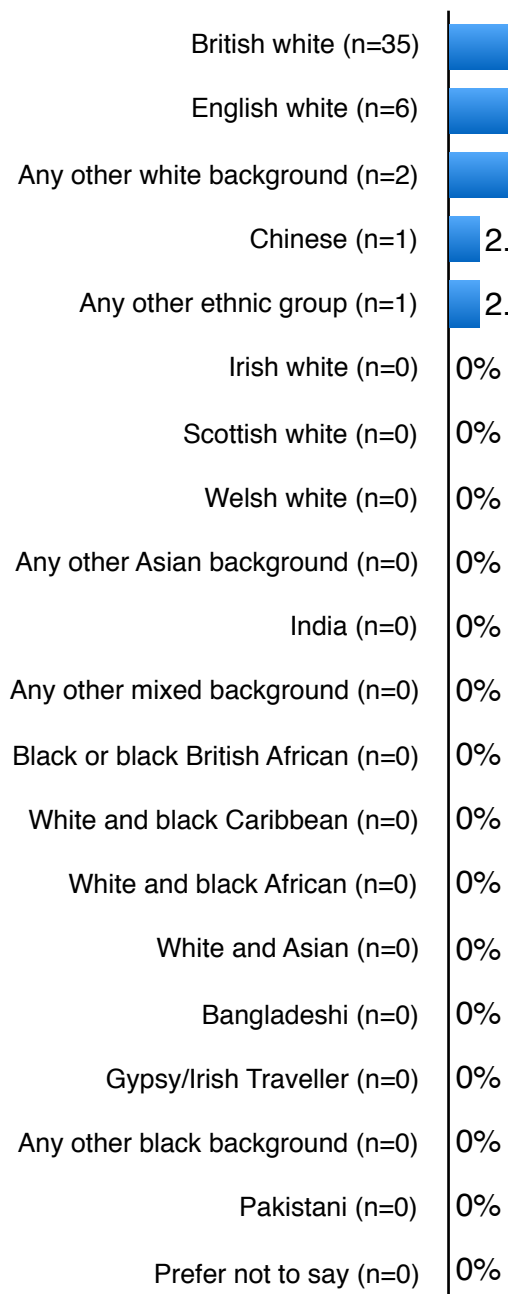
Age





Ethnic group, Religion or Belief & Marital Status

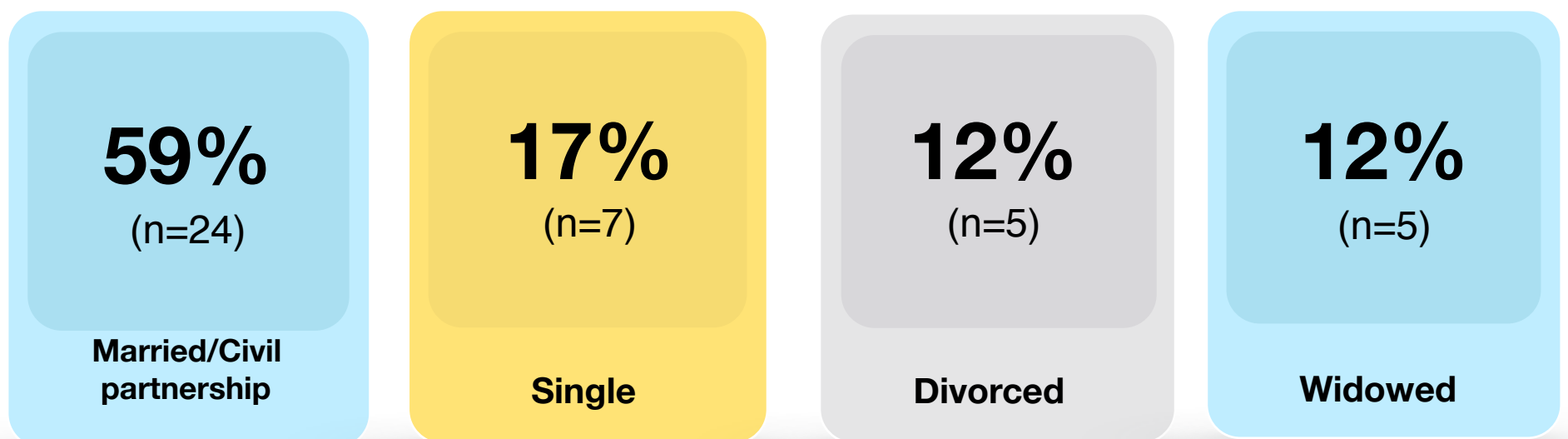
Ethnic Group (Base: All respondents 45)



Respondents were asked their ethnicity, religion or belief and marital status.

The majority of respondents were British white (78%), eight in ten respondents were Christian (80%) and 59% were married or in a Civil partnership and none were separated.

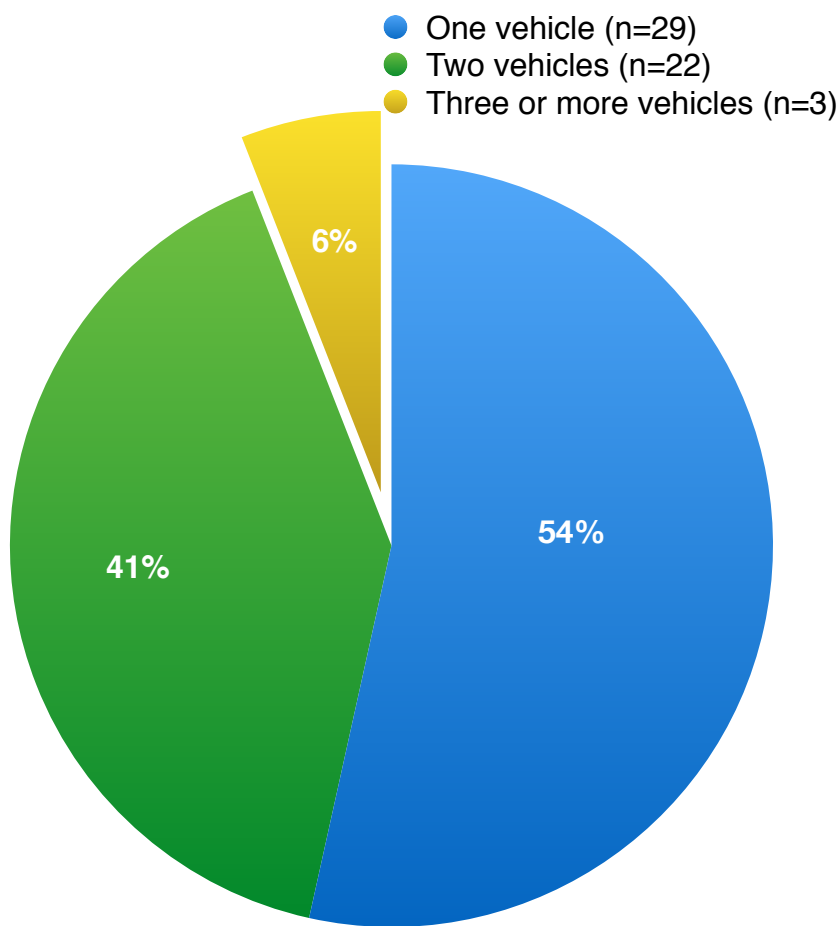
Marital Status (Base: All respondents 41)





Analysis of Results

How many vehicles are currently registered to residents of your property?



Base: All respondents 54

This question was cross analysed against age. The cross analysis will only pick those respondents who answered both questions how many vehicles currently registered.... against age. Of the 46 respondents who answered both questions, the:

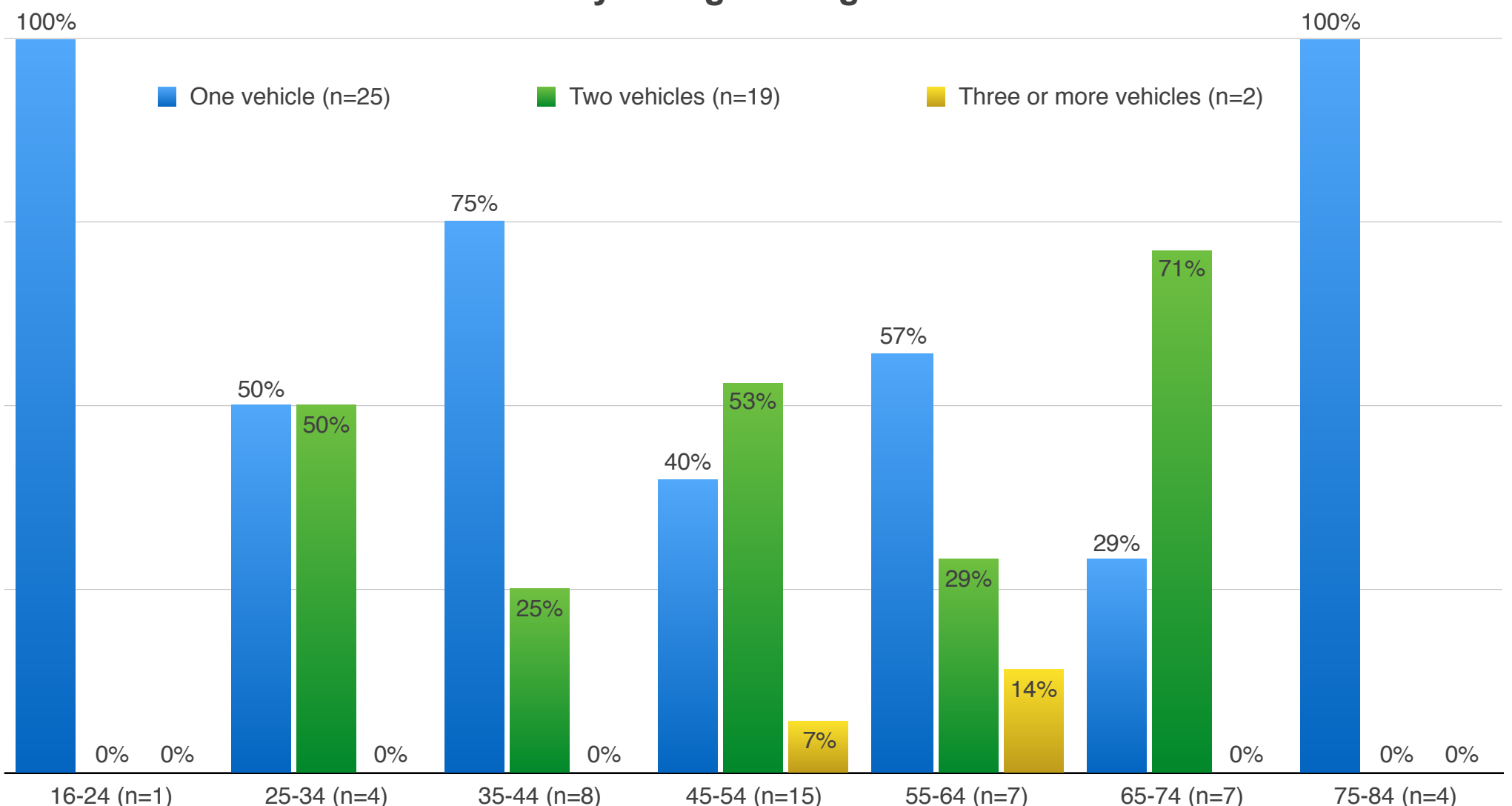
16-24yrs (100% n=1), 35-44yrs (75% n=6/8), 55-64yrs (57% n=4/7) and 75-84yrs (100% n=4) are more likely to have only one car. While there is a 50/50 split between one and two vehicles for those aged 25-34yrs (n=2/2).

Those aged 45-54yrs (53% n=8/15) and 65-74yrs ((71% n=5/7) are more likely to have two vehicles as highlighted on the graph below

Overall, nearly seven in ten men 67% (n=8/12) have one car, while a further 17% (n=2/12) either have two or three or more.

Of the 30 women that responded to both questions, 53% (n=16/30) have one car and 47% (n=14/30) have two. None had three or more.

How many vehicles are currently registered to residents of your property analysed against age...

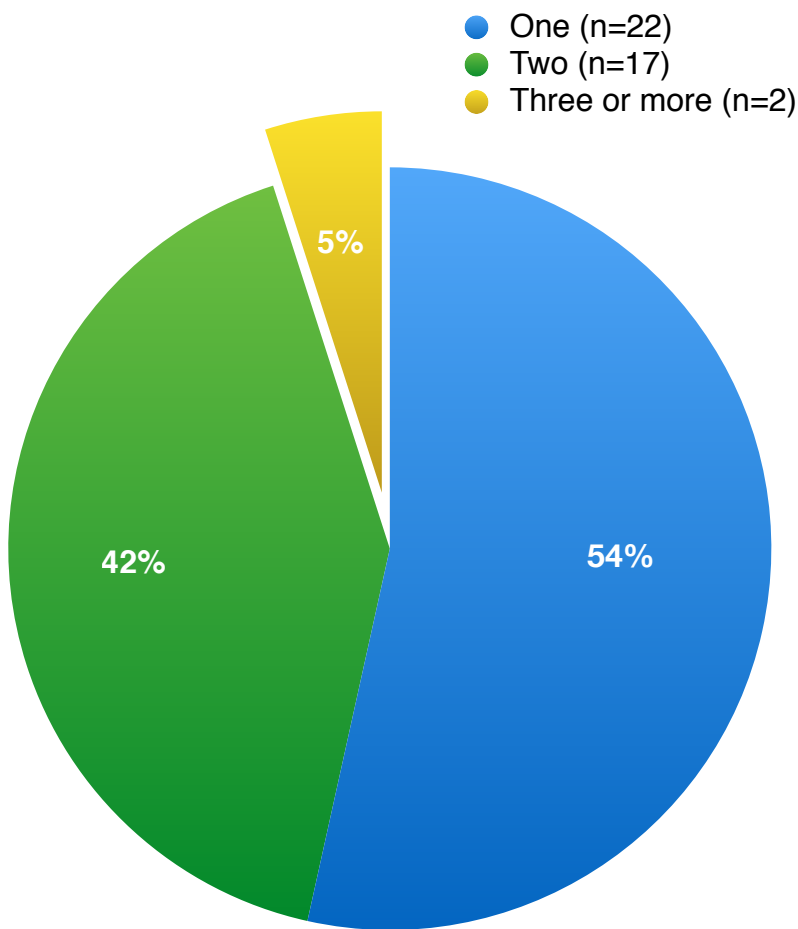


Base: All respondents 46



Analysis of Results

How many off-street parking spaces do you currently have?



Base: All respondents 41

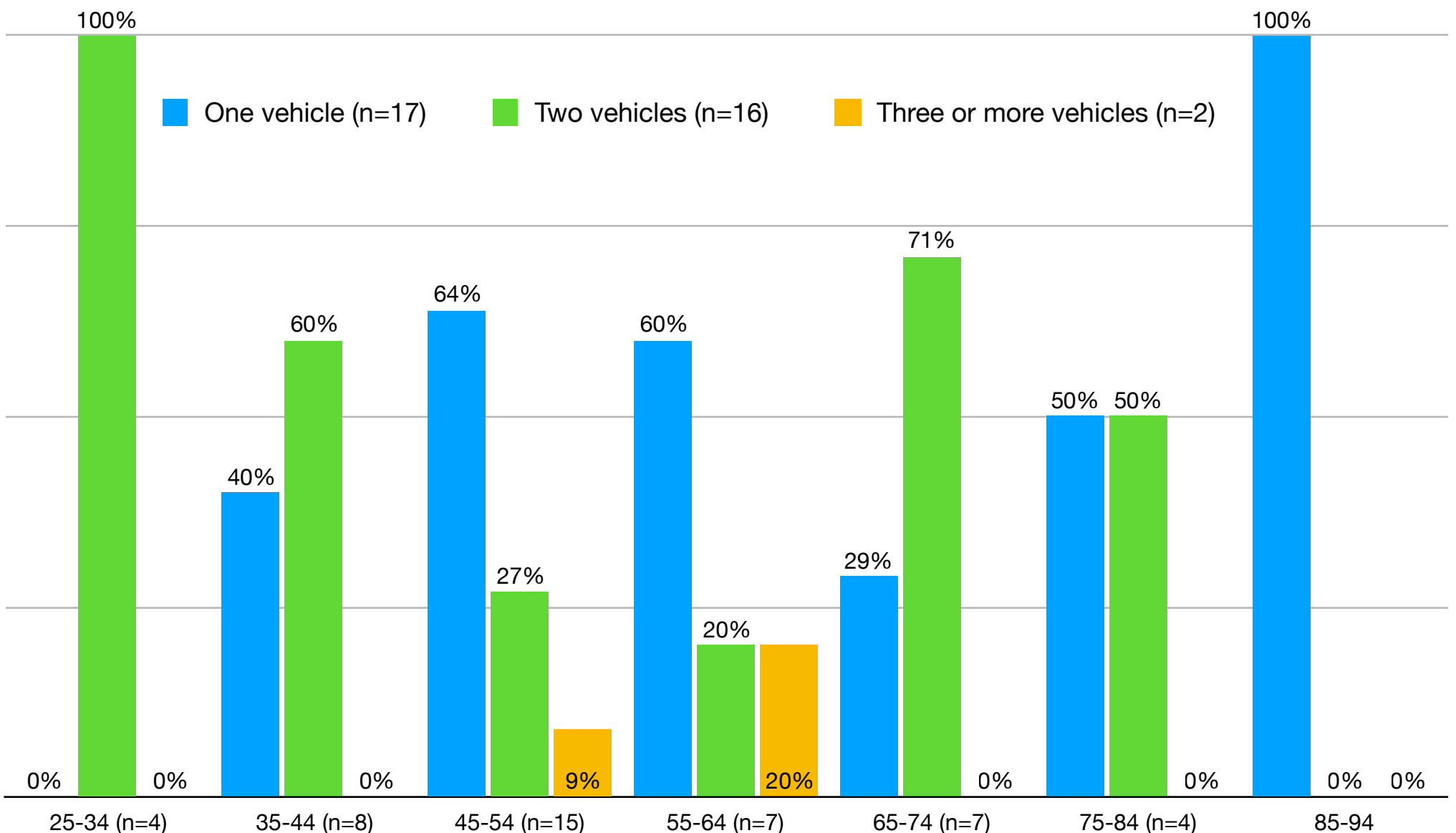
This question was also cross analysed against gender. The cross analysis will only pick those respondents who answered both questions. Of the 35 respondents who answered both questions, the:

Overall, six in ten men 63% (n=5/8) have off-street parking for one, while a further 25% (n=2/8) have off-street parking for two and only 13% (n=1) had off-street parking for three or more.

For those women who responded to both questions, 46% (n=11/24) have one off-street parking, 50% (n=12/24) ticked two and like the men, one 4% (n=1/24) ticked three or more.

Three quarters of respondents who ticked that they had a disability have off-street parking for one vehicle 75% (n=3/4) and 25% (n=1/4) for two.

How many off-street parking spaces do you currently have analysed against age...

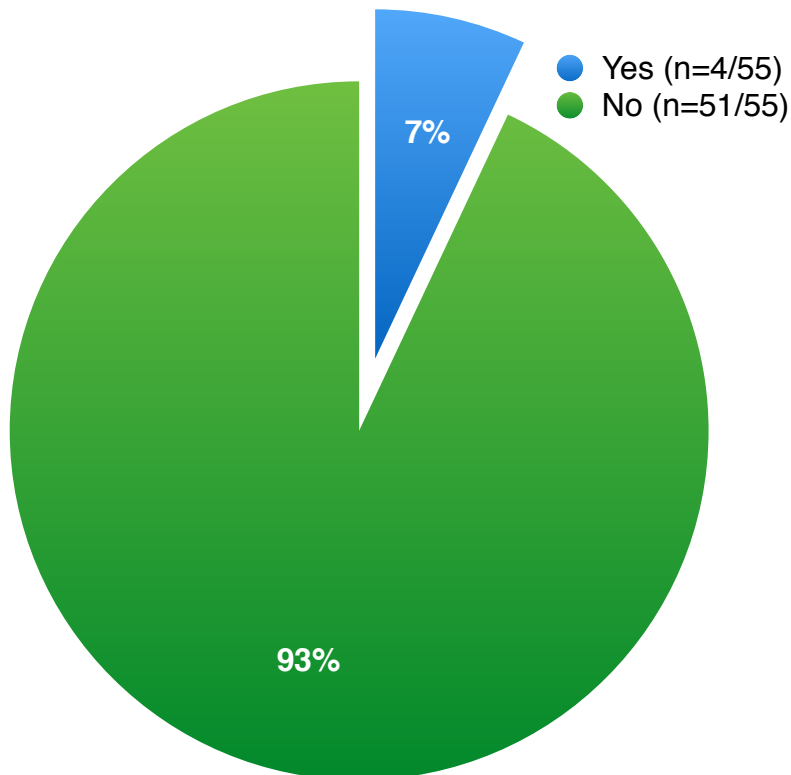


Base: All respondents 35



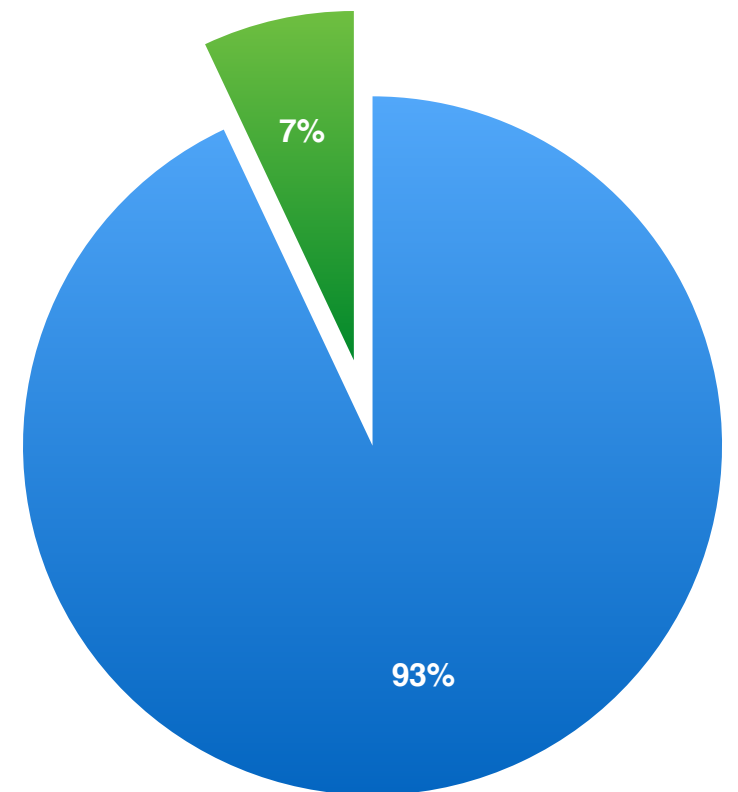
Analysis of Results

Are you a blue badge holder?



Base: All respondents 55

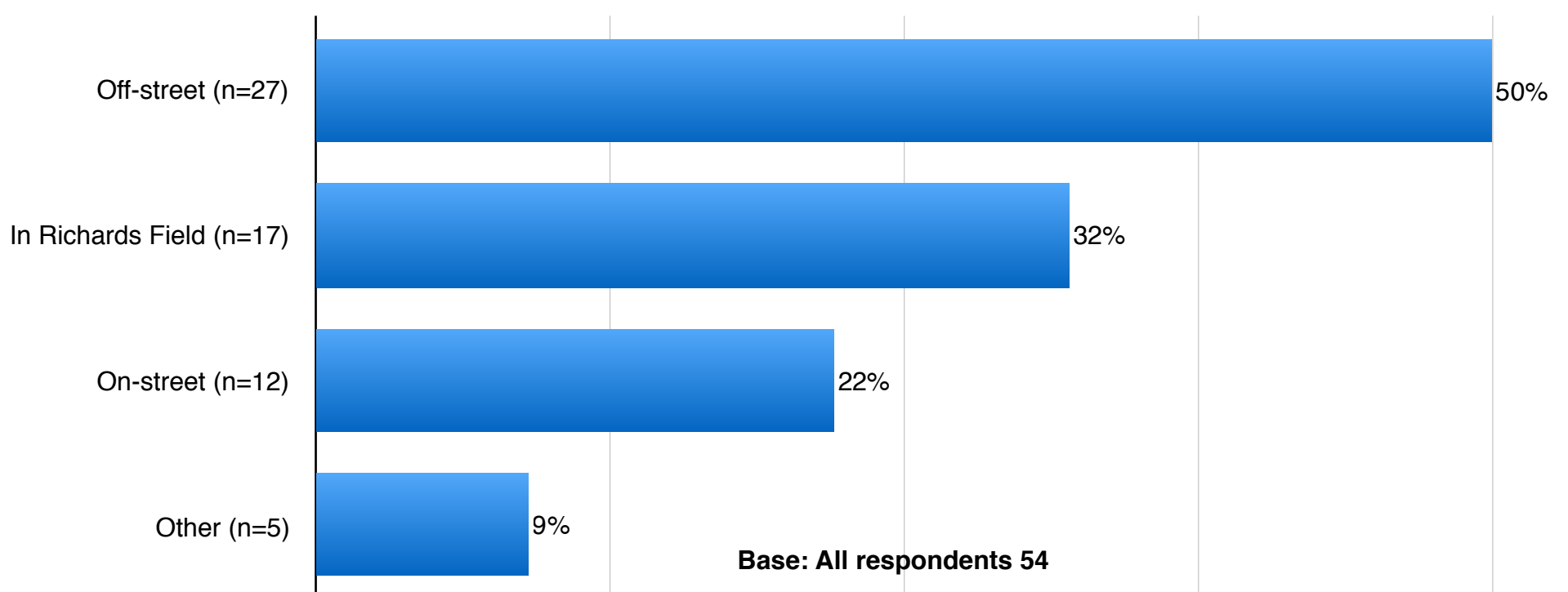
How many residents of your property are blue badge holder?



Base: All respondents 55

The question 'Are you a blue badge holder' was cross analysed with 'Do you believe you have a disability according to the Equalities Act', of those respondents who answered both questions, 60% (n=3/5) do not have a blue badge and 40% (n=2/5) have one.

Where do you usually park your vehicle(s) when you are at home?



Base: All respondents 54

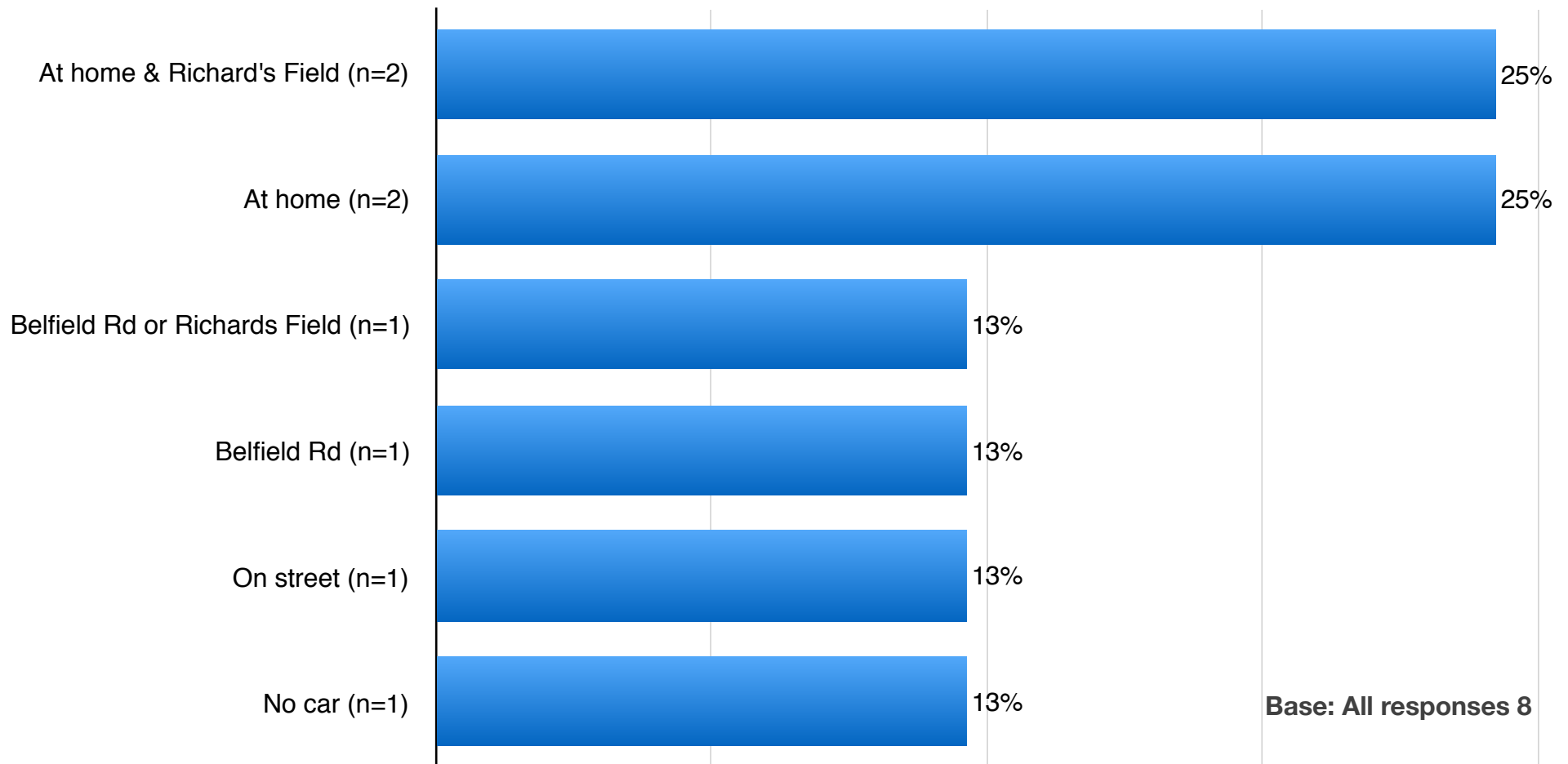
It was interesting to note that of those respondents who ticked that they had one off-street parking, 33% (n=7/21) park in Richards Field while of those who ticked that they had two off-street parking 12% (n=2/17) park there too.

Overall, of those who have one vehicle, 31% (n=9/29) park in Richards Field, of those who have two vehicles 27% (n=6/22) park there while of those who have three or more 67% (n=2/3) also park there.



Analysis of Results

**Where do you usually park your vehicle(s) when you are at home?
If 'other', please specify**



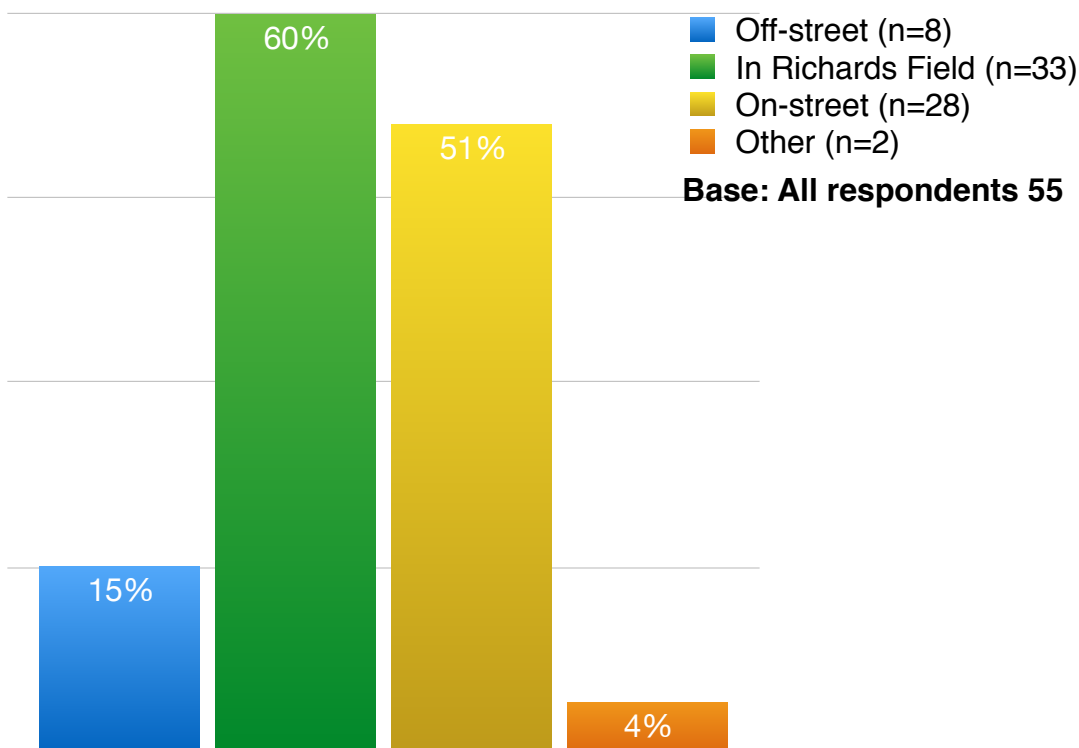
Examples of literal responses include:

Where do you usually park your vehicle(s) when you are at home? If 'other', please specify (Base: All responses=8)	
Theme:	Examples:
At home & Richard's Field	<ul style="list-style-type: none"> On drive, but occasionally in Richards Field if space available Two cars off street - one in Richards field.
At home	<ul style="list-style-type: none"> Front drive. At rear of my property.
Belfield Rd or Richards Field	<ul style="list-style-type: none"> When no space in Belfield Rd or Richards Field.
Belfield Rd	<ul style="list-style-type: none"> Belfield Road.
On street	<ul style="list-style-type: none"> On street.
No car	<ul style="list-style-type: none"> No vehicles.

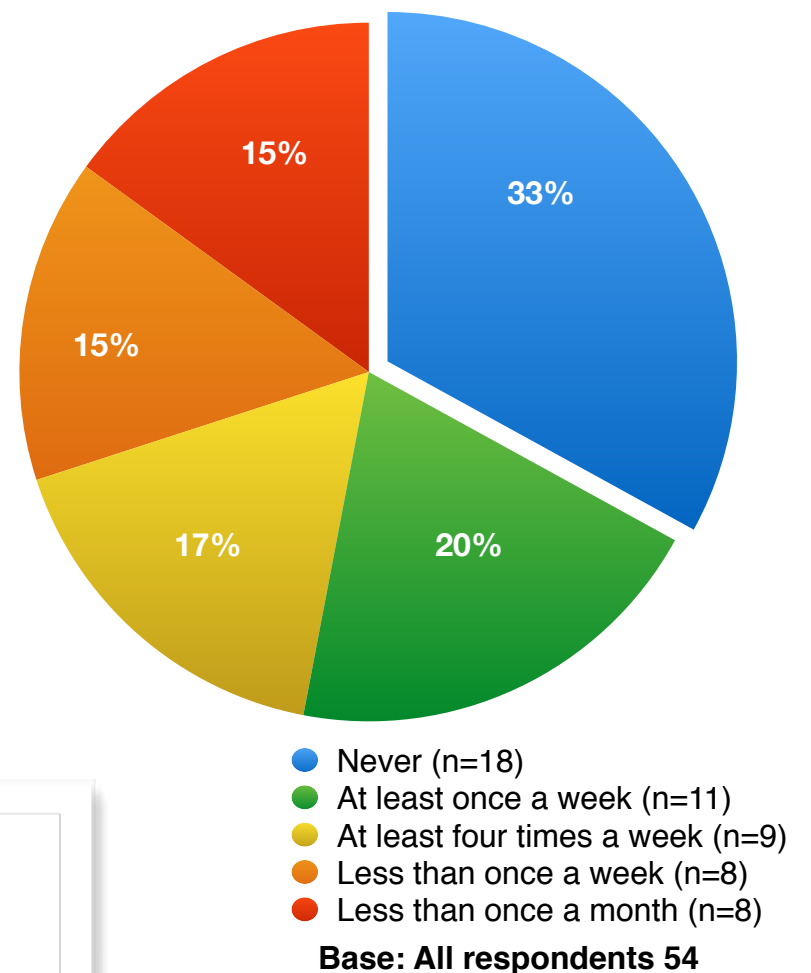


Analysis of Results

Where do your visitors usually park their vehicles?



How often do you park your vehicles in Richards Field car park?



Of those respondents who have one off-street parking 59% (n=13/22) of their visitors park in Richards Field, while of those who have two off-street parking spaces, 53% (n=9/17) also park there. None of the visitors of those respondents who have three or more off-street parking, park there however, they park on-street 100% (n=2).

Of the respondents who ticked other to the question where do your visitors park, 50% (n=2) said no places to park, 25% (n=1) said Belfield Road and another 25% (n=1) said anywhere possible.

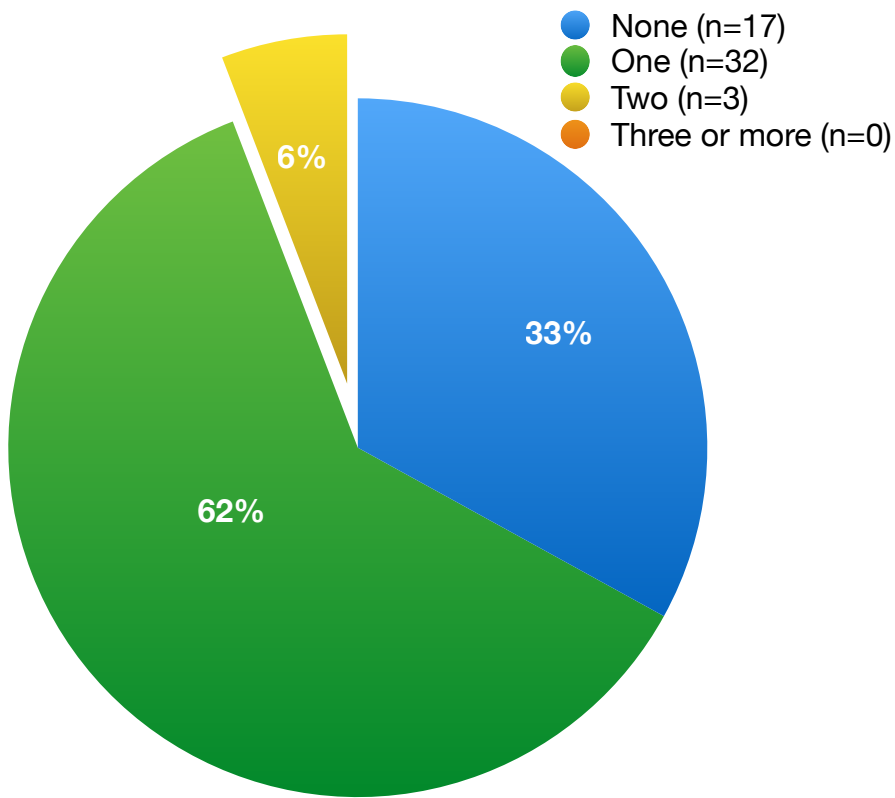
Counts Analysis % Respondents	How often do you park your vehicle in Richards Field car park? (Base: All Respondents 40)				
	At least four times a week	At least once a week	Less than once a week	Less than once a month	Never
	10% (n=4)	13% (n=5)	20% (n=8)	18% (n=7)	40% (n=16)
How many off-street parking spaces do you currently have?					
One (n=21)	14% (n=3)	19% (n=4)	24% (n=5)	19% (n=4)	24% (n=5)
Two (n=17)	6% (n=1)	6% (n=1)	18% (n=3)	18% (n=3)	53% (n=9)
Three or more (n=2)	0%	0%	0%	0%	100% (n=2)

Of those respondents who have one off-street parking spaces, 24% (n=5/21) either park in Richards Field less than once a week or never park there at all. The majority of respondents who have two off-street parking spaces never park there 53% (n=9) while none of the respondents who have three or more off-street parking spaces park there as reflected on the table above.



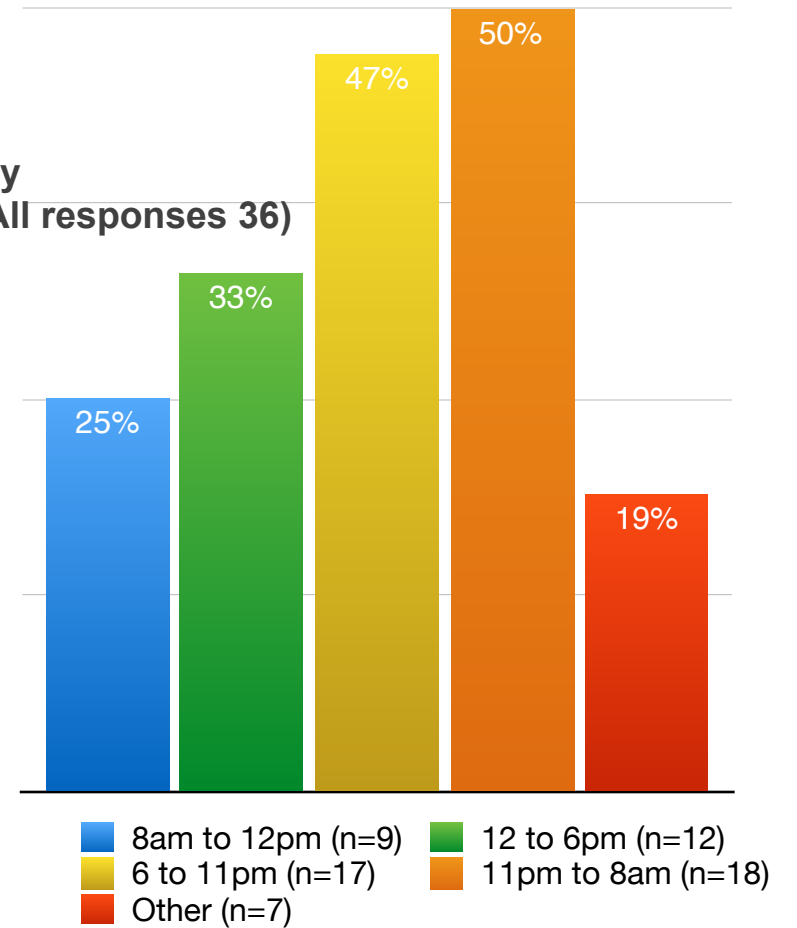
Analysis of Results

How many vehicles do you usually park in Richards Field at any given time?



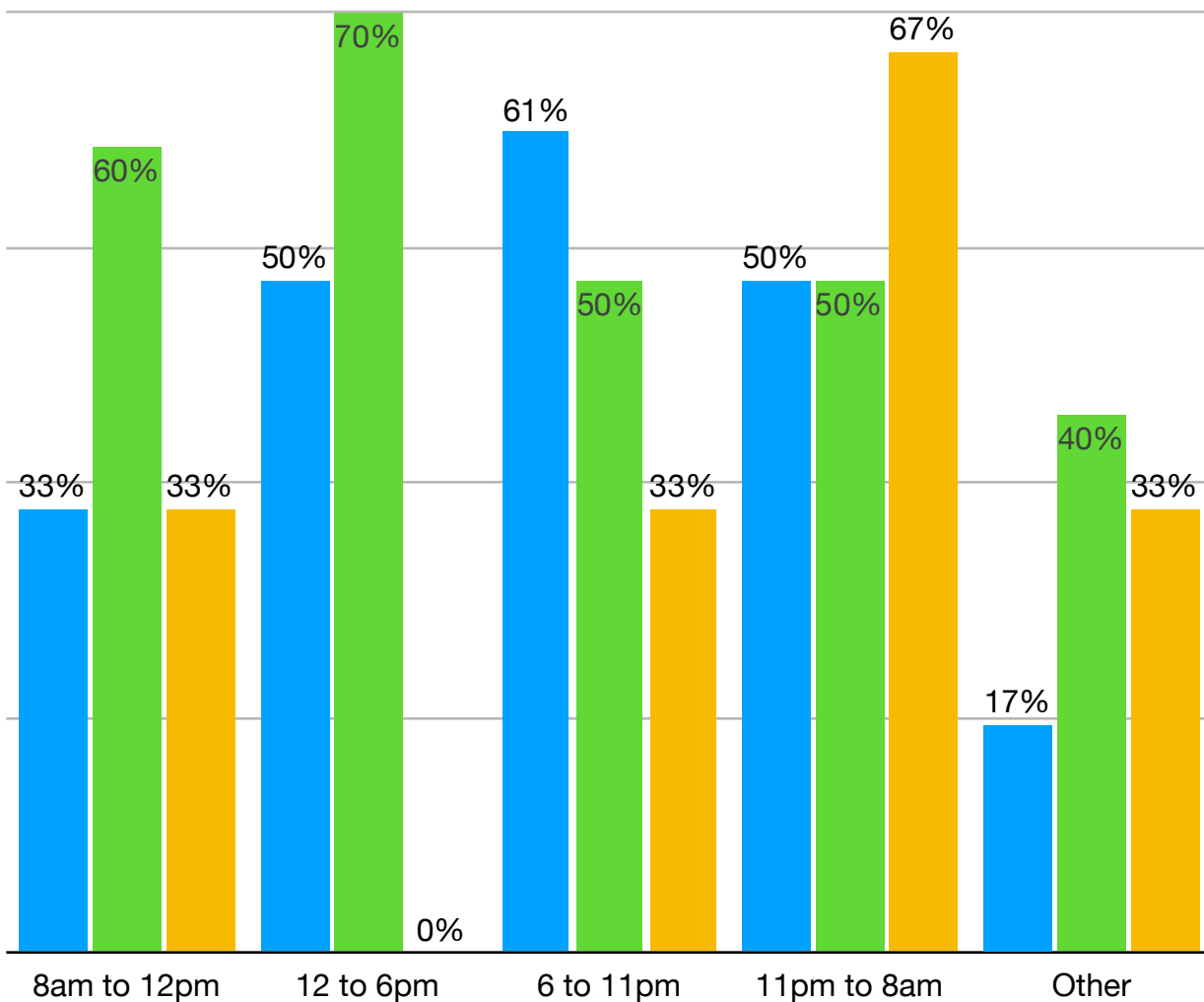
At which times of the day are you likely to park your vehicle in Richards Field car park?

Weekday
(Base: All responses 36)



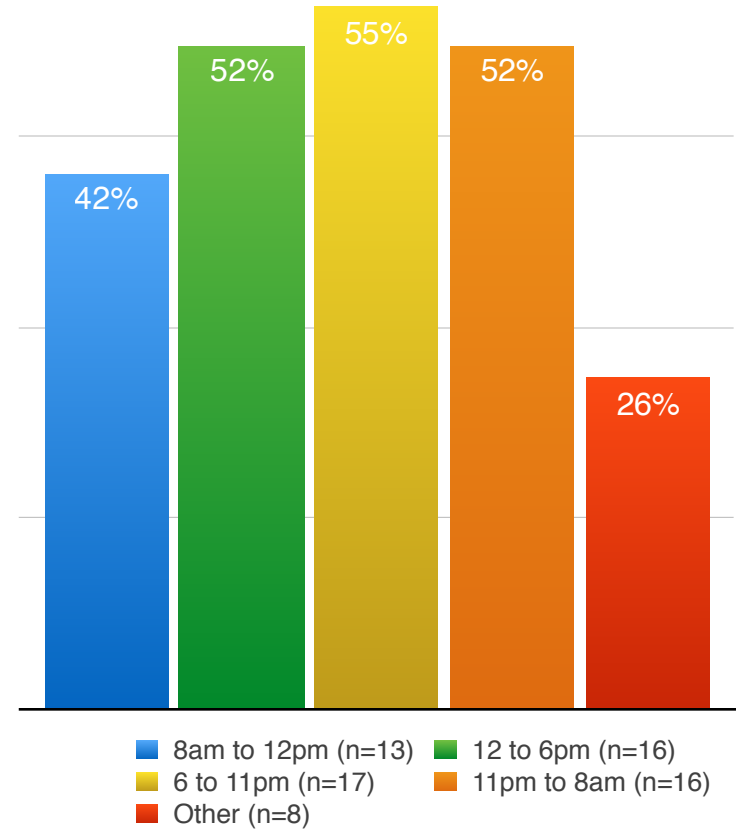
How many vehicles are registered to residents of your property analysed against at which times of the day are you likely to park your vehicle in Richards Field car park.
(Respondents ticked all that applied)

One vehicle (n=18) Two vehicles (n=10) Three or more vehicles (n=3)



(Weekend) Base: All respondents 31

Weekend (Base: All responses 31)



Overall, of those respondents with one car 50% (n=9/18) park in Richards Field from 12pm to 6pm; 61% (n=11/18) from 6 to 11pm and a further 50% (n=9/18) from 11pm to 8am.

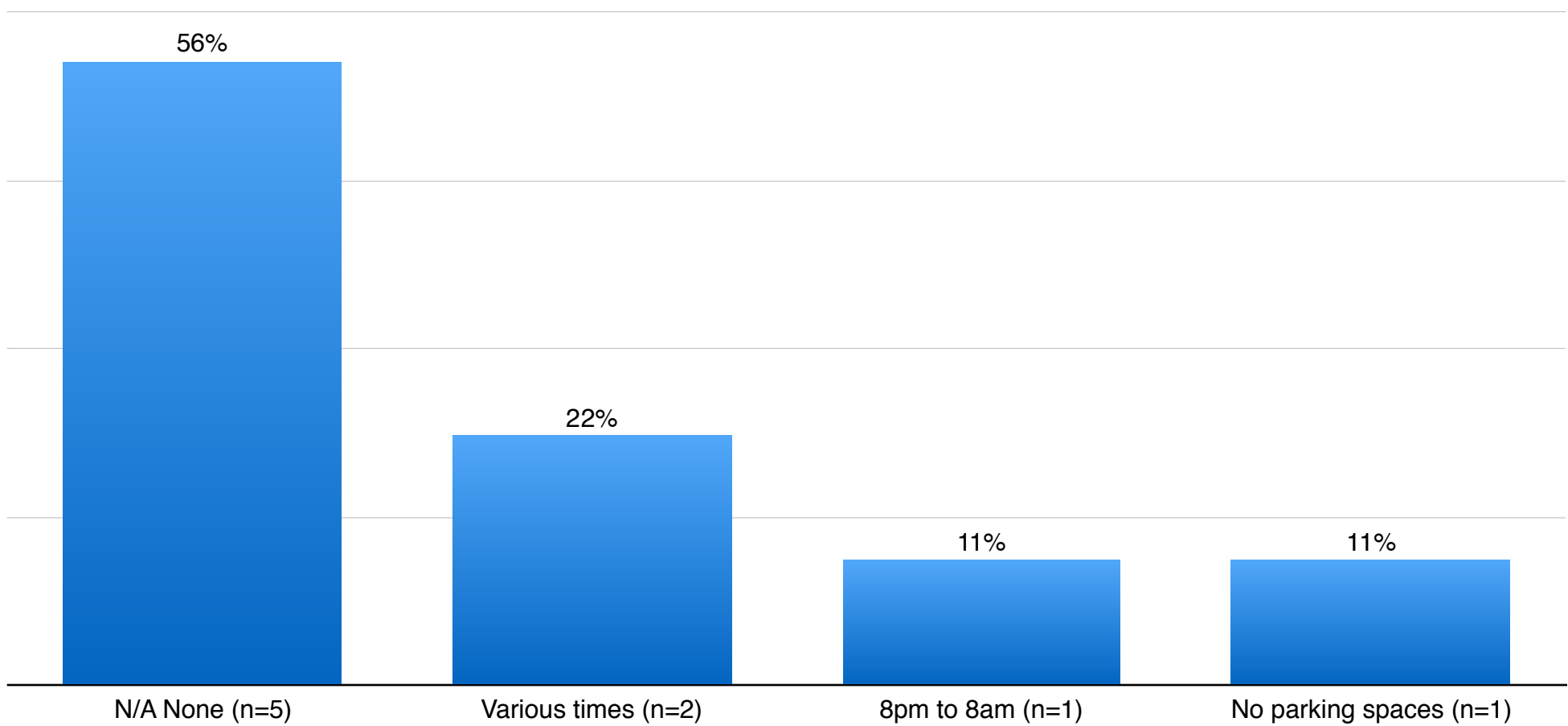
Of those that have two, 60% (n=6/10) park there from 8 am to 12pm, 70% (n=7/10) from 12 to 6pm, 50% (n=5/10) from 6 to 11pm and other 50% (n=5/10) from 11pm to 8am.

For those who have three or more cars, a third (33%, n=1) park there either from 8am to 12pm, or 6 to 11pm or find other parking. However the majority of them 67% (n=2/3) park there from 11pm to 8am as depicted on the graph on the left.



Analysis of Results

**At which times of the day are you likely to park your vehicle in Richards Field car park?
If 'other', please specify**



Examples of literal responses include:

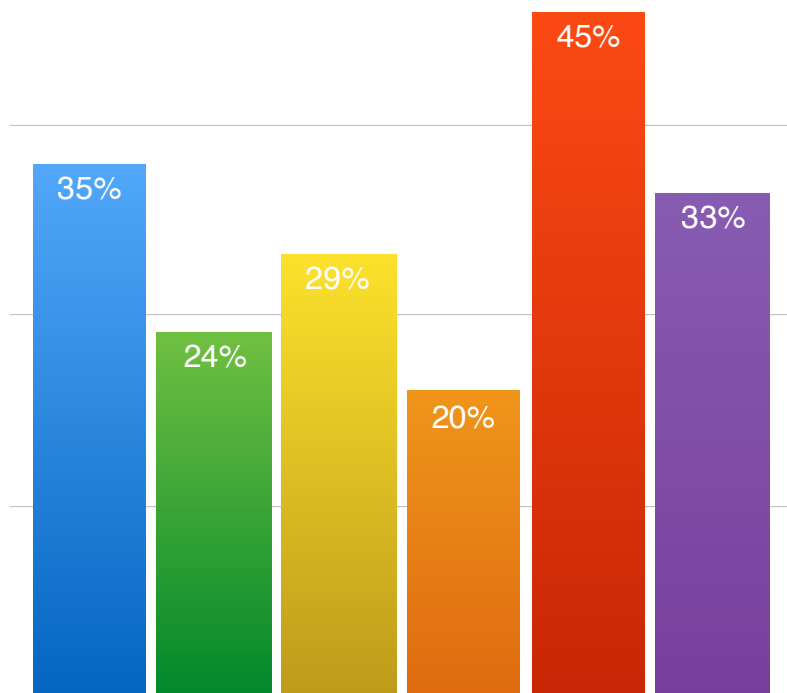
At which times of the day are you likely to park your vehicle in Richards Field car park? If 'other', please specify (Base: All responses=9)

Theme:	Examples:
N/A None	<ul style="list-style-type: none">• None.
Various times	<ul style="list-style-type: none">• Adhoc if my drive is being used by another vehicle (eg trader/visitor).• Varies due to work and if anyone else is hogging spaces in Oakdale Road.
8pm to 8am	<ul style="list-style-type: none">• 8pm to 8am.
No parking spaces	<ul style="list-style-type: none">• My son hopes to purchase a car but no place to park as area very small. Where will he go?



Analysis of Results

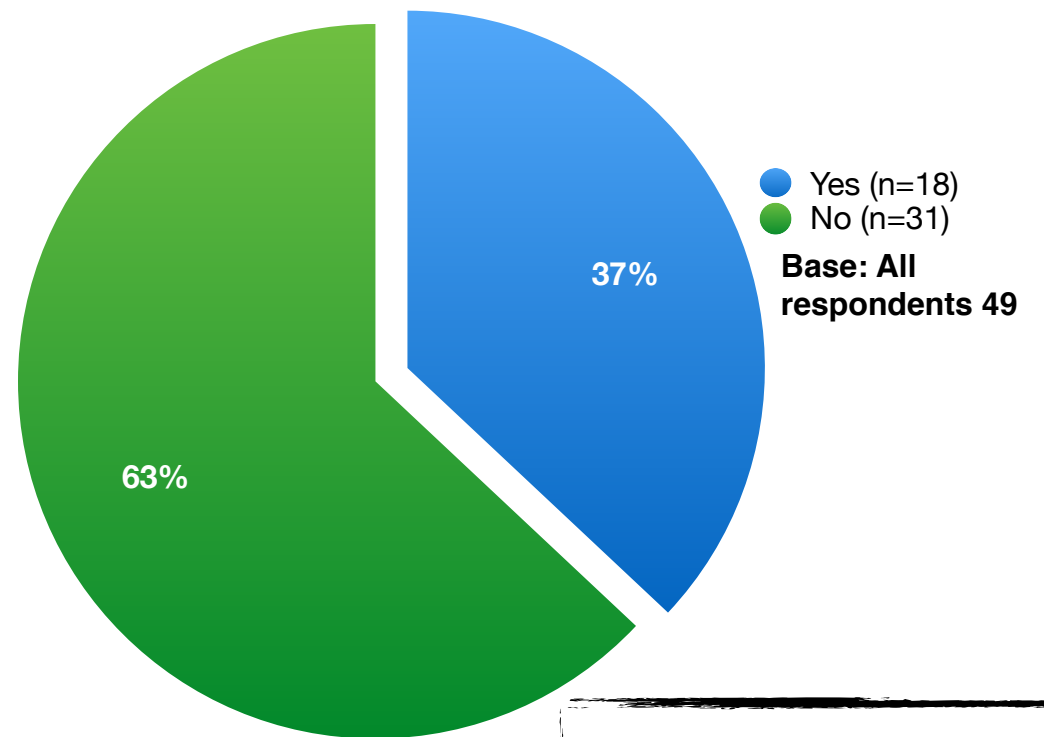
Which of these statements is most true in relation to parking at your residence?
(Respondents ticked all that applied)



- I do not currently have a problem parking at my residence (n=18)
- It is often difficult to park a vehicle near my residence in the day (n=12)
- It is often difficult to park a vehicle near my residence in the evening (n=15)
- It is always difficult to park a vehicle near my residence (n=10)
- I am able to park my vehicle(s) but visitors to my property have difficulty finding a place to park (n=23)
- If I was unable to park in Richards Field car park then parking may become difficult (n=17)

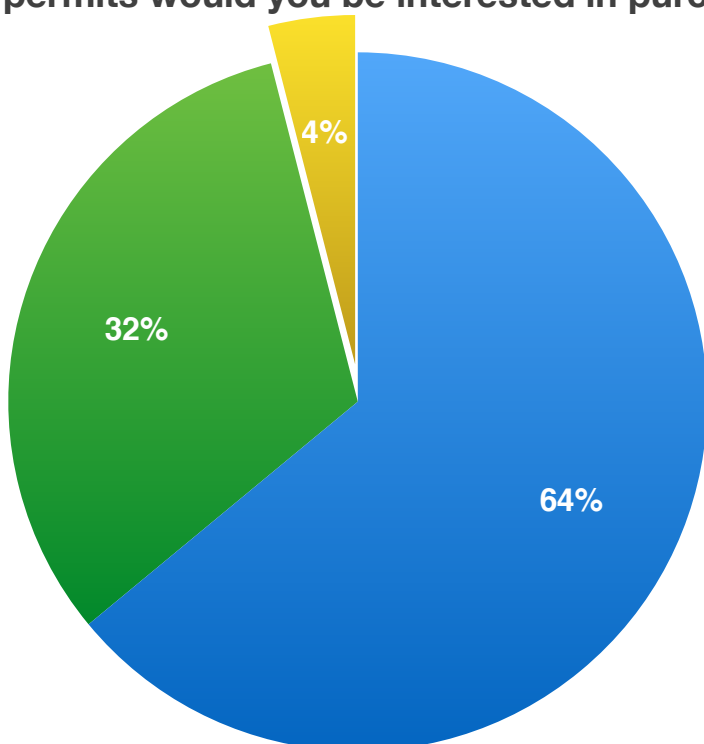
Base: All responses 51

The standard residents permit fee within the borough car parks is £330. Would you be in favour of a permit only parking scheme being introduced to part of Richards Field car park to enable local residents to park their vehicles off-street, with the remaining bays being given to limited maximum stay?



Six in ten respondents 63% (n=31/49) are ticked no to a permit only parking scheme being introduced to part of Richards Field to enable local residents to park their vehicles off-street, with the remaining bays being given to limited maximum stay.

If a permit scheme was introduced, how many permits would you be interested in purchasing?



- None (n=16)
- One (n=8)
- Two (n=1)
- Three or more (n=0)

Base: All respondents 25

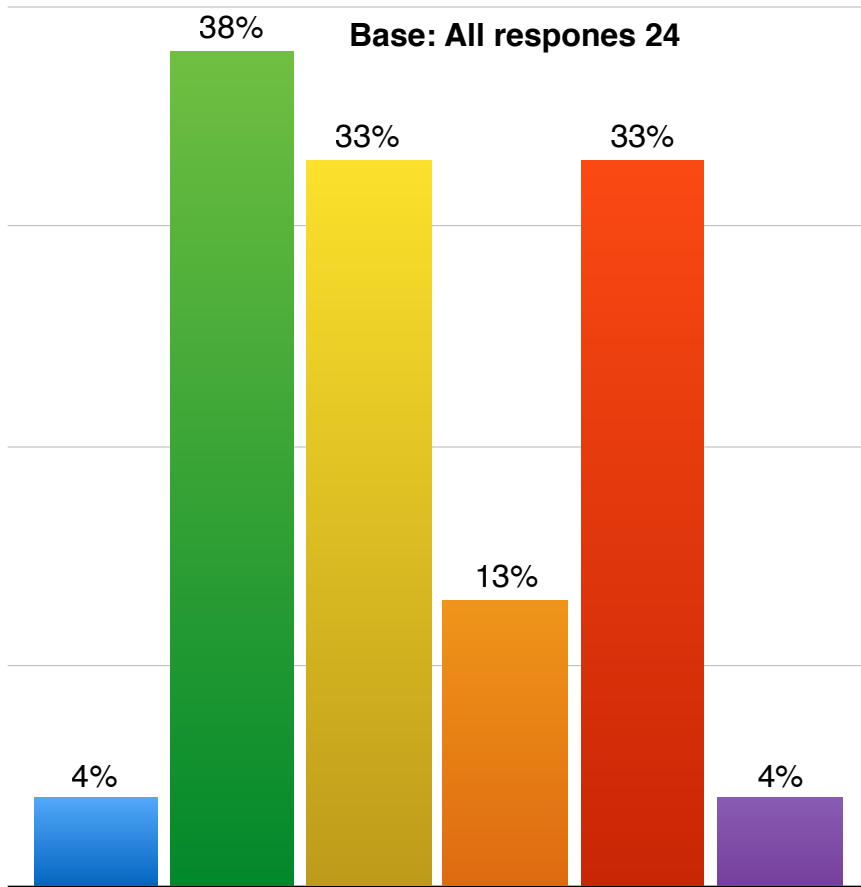
Examples of literal responses include:

If a permit scheme was introduced, how many permits would you be interested in purchasing? If 'three or more', please specify the number (Base: All responses=3)	
Theme:	Examples:
Cost concern	<ul style="list-style-type: none"> • Would need at least one but can't afford £330. • However I feel that £330 is rather expensive when resident permits are only a fraction of that price.
One permit	<ul style="list-style-type: none"> • I would like one permit. This would be a permit for myself, my visitors and for my son when he purchased a car which he can't do yet as no parking!

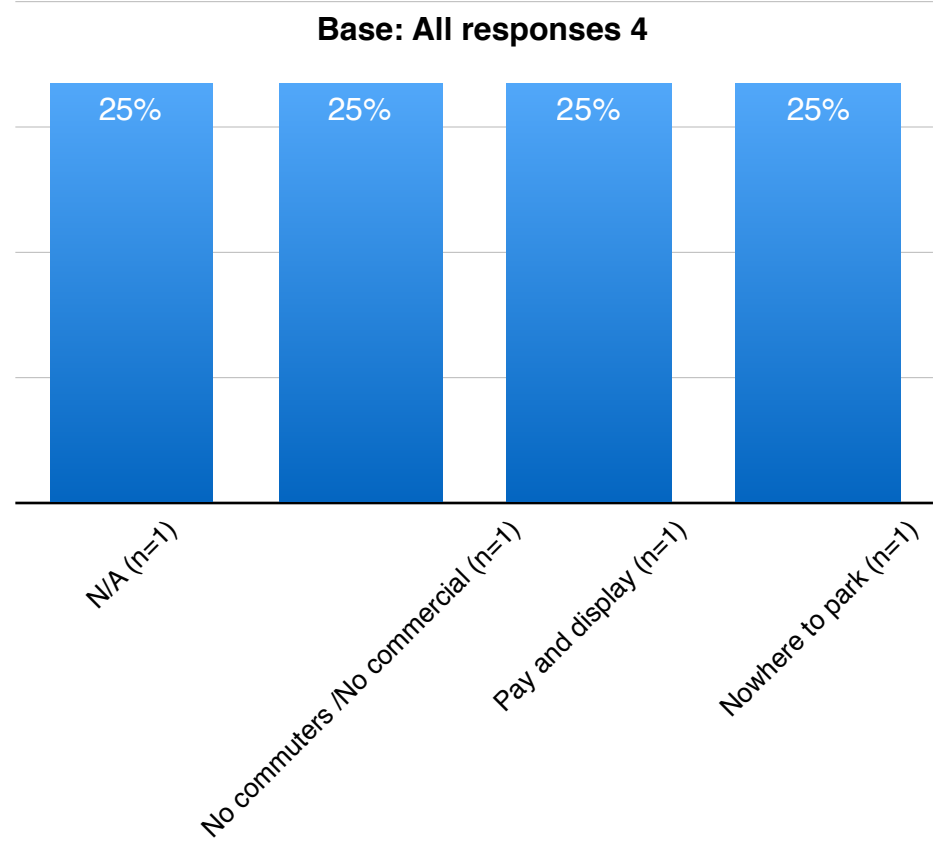


Analysis of Results

If the number of permits requested exceeded the number of spaces available, how would you prefer these permits to be distributed?



If the number of permits requested exceeded the number of spaces available, how would you prefer these permits be distributed
If 'other', please specify



- On a first come, first served basis (n=1)
- On a geographical basis (ie closest to Richards Field car park) (n=9)
- One permit per household and if spaces remain, add permits for additional vehicles (n=8)
- Based on the number of off-street spaces available at the property (n=3)
- Maximum of one permit per household (n=8)
- Other (n=1)

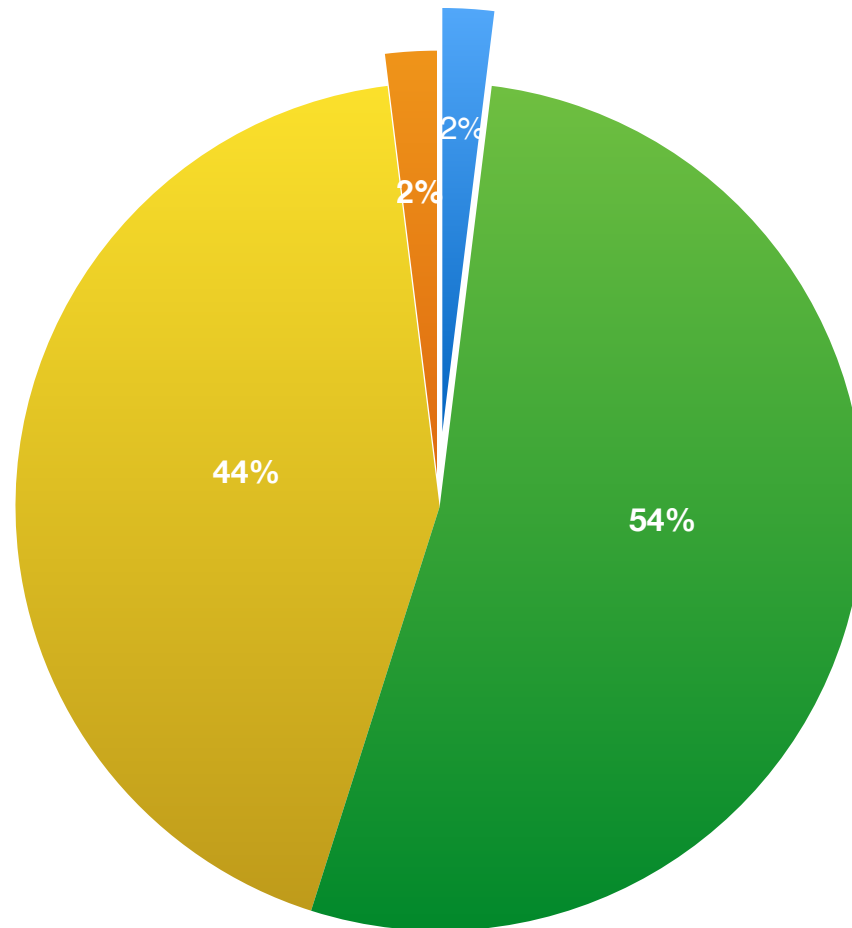
Examples of literal responses include:

If the number of permits requested exceeded the number of spaces available, how would you prefer these permits be distributed If 'other', please specify (Base: All responses=4)	
Theme:	Examples:
N/A	<ul style="list-style-type: none"> N/A - wouldn't want permit.
No commuters /No commercial	<ul style="list-style-type: none"> Not to be used by commuters or local businesses. A huge van is parked daily (travel van) and also the tyre company.
Pay and display	<ul style="list-style-type: none"> Pay and display.
Nowhere to park	<ul style="list-style-type: none"> I am completely against the proposal as the outcome of the proposal will mean I have nowhere to park my car.



Analysis of Results

Please select one of the following statements which best represents your views



- I would prefer Richards Field car park to be for local resident parking only (n=1)
- I would prefer Richards Field car park to be used by a combination of local residents and local retail customers (n=27)
- I would prefer Richards Field car park continue to be free for use by residents, shoppers or commuters on a first come, first served basis (n=22)
- Other (n=1)

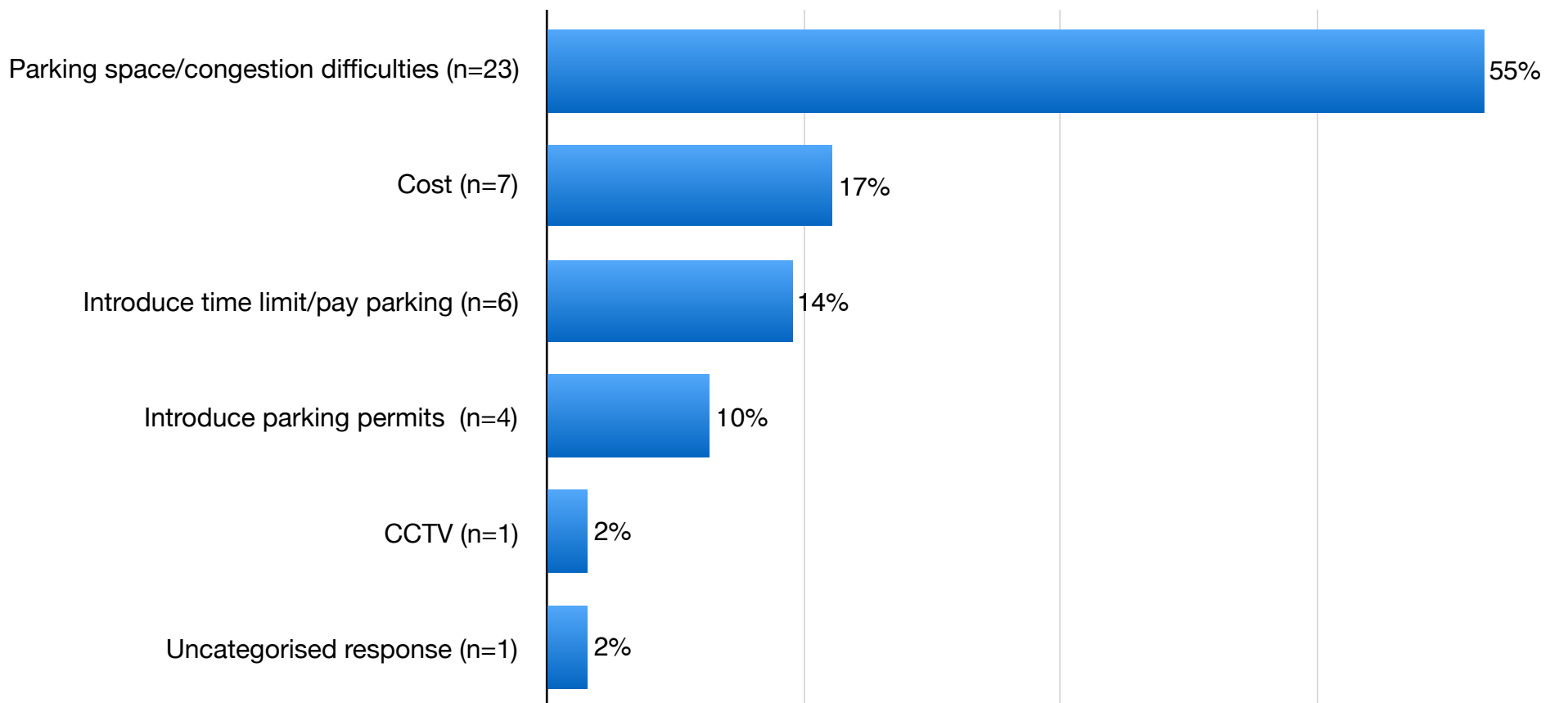
Examples of literal responses include:

Please select one of the following statements which best represents your views. If 'other', please specify (Base: All responses=3)	
Theme:	Examples:
Local residents/visitors/retail only	<ul style="list-style-type: none">• No to Richards Field being free for commuters. It should be for local residents and their visitors only.• Local residents and local retail customer parking should be free• Not for commuters.



Analysis of Results

Please provide any further comments you may have



Examples of literal responses include:

Please provide any further comments you may have. (Base: All responses=42)

Theme:	Examples:
Parking space/congestion difficulties	<ul style="list-style-type: none"> It is difficult to park in the day as train commuters use it to park their cars. Therefore, shoppers and visitors of local residents have nowhere to park. The main problems we have noticed are when spaces are used for skips for weeks on end and the commuters using the spaces instead of using the car park at the station or using public transport. It's difficult to turn into Richards Field because of cars parking on pavement. The number of people parking across my drive (location stated) has dramatically increased over the last 5-7 years. I am fed up not being able to walk safely on the pavement... as cars and vans are parked on it so we have to walk on the road.
Introduce time limit/pay parking	<ul style="list-style-type: none"> I think all parking in Richards Field should have a time limit between 10.00 -18.00 (for example) to stop long term parking for everyone - especially commuters. Perhaps a parking time zone restriction needs to be put in place for resident permit holders only between 10-12 or something similar to dissuade commuters. To deter commuters there could be an hour window during the day when people can't park without a permit but it would have to be properly policed. We would suggest that you allow free parking for a maximum of three hours between 8am and 6pm.
Cost	<ul style="list-style-type: none"> If the car park became part permit, not everyone that currently uses it will be able to park, or afford a permit. A solution is definitely needed but cannot be solved by asking people to pay £330 for a permit to park near their own residence by charging for the car park. If someone pays £330 for a permit (which is extortionate!) then they will not be pleased when they can't get a space.
Introduce parking permits	<ul style="list-style-type: none"> I would purchase a permit for my children to be able to park when they visit... and there is no other parking. Permitting the area is best. I am very pleased that you are considering doing this. In principle, we agree with parking permits.
CCTV	<ul style="list-style-type: none"> There needs to be some CCTV in the car park as my car was vandalised twice and this has put me off using the car park as frequently.
Uncategorised response	<ul style="list-style-type: none"> I find questions Q19, 20, 21 are offensive and can have no bearing on a request for a parking place on Richard Field car park.



Conclusion

To conclude, 54% (n=29/54) of respondents have one vehicle registered in their property, followed by 41% (n=22/54) having two vehicles registered and a further 6% (n=3/54) having three vehicles registered. Five in ten respondents 50% (n=27/54) park off-street when at home and 32% (n=17/54) park in Richards Field. Six in ten respondents 60% (n=33/55) stated that their visitors park in Richards Field and a further 51% (n=28/55) ticked that their visitors park on-street. Only 7% (n=4/55) have a blue badge.

When asked how often respondents park in Richards Field, 33% (n=18/54) ticked never, 20% (n=11/54) ticked once a week, 17% (n=9/54) ticked four times per week and 15% (n=8/54) either ticked less than once a week or less than once a month. Overall, six in ten respondents 62% (n=32/52) park only one vehicle in Richards Field, 33% (n=17/52) do not park there at all and a further 6% (n=3/52) park two vehicles there.

Half of respondents 50% (n=18/36) park their vehicles in Richards Field from 11pm to 8am. While 55% (n=17/31) park their vehicle during the weekend from 6 to 11pm and a further 52% park it there from 11pm to 8am. Overall, 45% (n=23/51) of respondents stated that they are able to park their vehicle(s) but visitors to their property have a difficulty finding a place to park.

Six in ten respondents 63% (n=31/49) ticked no to paying a standard resident permit fee within the borough of £330 when asked if they will be in favour of a permit only parking scheme being introduced to part of Richards Field car park, however 37% (n=18/49) ticked yes to the introduction of a parking permit scheme. Over a third 38% (n=9/24) ticked that the permits should be distributed on a geographical basis if numbers of requested exceeded the spaces available in Richards Field.