PROPOSED CHANGES TO ON-STREET PARKING

CONSULTATION FEEDBACK

Author: Chloe Kinton

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BACKGROUND

The consultation on proposed changes to on-street parking took place between 22nd July 2019 and 22nd September 2019. The consultation sought feedback on resident permit charges, a change from paper-based to virtual permitting, visitor permit changes, guesthouse visitor permits, and, Stratford Park & Ride permits. Responses to the consultation were invited from a range of partners, stakeholders and people who live and work in Warwickshire.

METHODOLOGY

A range of methods were used to gather views as part of the consultation. These included:

- An online survey on Ask Warwickshire using Citizen Space.
- A paper-based version of the standard online survey could be requested by telephone or email. Alternative formats and languages could also be requested.
- Comments in relation to the proposed changes to the parking management system could be sent directly to the Parking Management Team (via phone, post or email)

Over 17,000 permit-eligible residents, guesthouse proprietors and Park and Ride users were contacted directly (via a flyer posted to them directly), advised of the consultation and, after consideration of the supporting information, directed to provide their responses.

This report is structured in three main sections. First, the key messages of the analysis on the proposed changes to on-street parking. The main section of the report presents the results from the consultation analysis which includes: about respondents, resident permit charges (Option 1, Option 2 and option preferences), feedback on online permitting (likelihood of using an online system to manage on-street parking permits), visitor permits (and whether the misuse of visitor permits should be controlled via a new system), guesthouse permits, Stratford Park and Ride permits, and any other additional comments to the consultation on changes to on-street parking. Material received via email and post has been be treated separately and incorporated into the qualitative analysis under the 'additional information' section and referenced accordingly. The final section presents the equality and diversity analysis.

KEY MESSAGES

- The online survey received 2,394 responses and the paper-based version of the survey received 122 responses (a total of 2,516 responses). In addition, a further 35 comments were received via email and post, there were responses from BID Leamington and a Rugby Borough Councillor, and 18 copies of the same letter received from addresses in the Rugby area.
- The majority of respondents (85.0%) either disagreed or strongly disagreed with the Option 1 flat rate of £80. In particular, 68.6% of all respondents strongly disagreed. Just 7.5% either agreed or strongly agreed with Option 1.
- For Option 2, 46.2% of respondents agreed (either agreed or strongly agreed) with this option. This is significantly higher than the level of agreement for Option 1 (7.5%). Furthermore, 39.4% of respondents disagreed (either disagreed or strongly disagreed) which is lower than the equivalent proportion for Option 1 (85.0%).
- The majority of respondents (80.9%) preferred Option 2 (a tiered rate for each permit) over Option 1 (a flat rate for each permit) (17.6%). This was a binary choice question in the online survey and shows a preference for Option 2, however, this does not mean that Option 2 is supported. Indeed, there were a proportion of respondents who, specifically in the open text questions, stated their dissatisfaction at having to choose between the two options – they stated that they would have selected a 'stay the same' 'no change' or 'neither' option.
- The overriding sentiment regarding Option 1 was strongly negative. The most common theme related to Option 1 was that the increase in cost (from £25 to £80) was too high/unaffordable/an excessively large increase on current cost – 75.2% of those respondents who gave an answer to this question mentioned this in their response. Other common themes included: Option 1 not representing value for money when a parking space is not guaranteed; a current lack of policing/enforcement of parking permits/zones/misuse; parking permit zones/time restrictions should be amended/altered; and, Option 1 penalises households with fewer cars.
- The most common theme relating to Option 2's tiered rate was that Option 2 would be a fairer/more reasonable option over Option 1's flat rate – 40.0% of those respondents who answered this question mentioned this in their response. Other common themes included: the increase in cost was too high/unaffordable/an excessively large increase on current cost; Option 2 encourages single/fewer-car households; Option 2 does not represent value for money when a parking space is not guaranteed; Option 2 is unfair (to multi-car households); and, a lack of clarity/detail/confusion regarding current versus proposed scheme costs.
- Several themes featured in both the Option 1 *and* Option 2 'please tell us why' question comments. Both options are considered by respondents to be a significantly large increase in cost on the present £25 offering. The overarching perception amongst respondents is that there is currently an undersupply of parking spaces in close proximity to their home and an oversupply of permits, but suggest this could be resolved through a review and amendment of current permit zones/parking time periods/permit limits and better enforcement/policing. The overriding sentiment from respondents is that an increase in cost is not perceived to be justified as the service received (guaranteed parking in close proximity to home, effective enforcement/policing, maintenance of roads/parking areas etc.) does not represent value for money.
- Almost three quarters of all respondents (74.0%) stated that they would consider using an online system (answered definitely will or probably will) to manage their on-street parking permits. However, 11.3% stated that they would definitely not use an online system.
- The most common theme regarding how likely respondents would be to use the online system was that this would be easier, more convenient and more efficient – over a third (35.2%) of all respondents who answered this question mentioned this. Other common themes included: respondents stating

they would be happy to use/already use an online system, there would be no other option, and, doubts that an online system would work/experience technical problems.

- Just under half of all respondents (48.7%) agreed (either agreed or strongly agreed) that the misuse of visitor permits should be controlled via the proposed new permit system, whilst 35.6% disagreed (either disagreed or strongly disagreed).
- The most common theme regarding how likely respondents would be to use the online system was that respondents agreed that abuse/misuse of permits should be controlled – just over a third (34.8%) of all respondents who answered this question mentioned this in their comment. Other common themes related to controlled visitor permit misuse included: the proposed new system is unfair, the proposed new system is too complex, the proposed new system is restrictive/inconvenient, the proposed new system is time consuming/a hassle, and, the proposed new system requires enforcement/punishment.
- The most common theme regarding visitor parking was that changes to the visitor permit system are unfair – almost a third of all respondents (31.2%) who answered this question mentioned this in their comment. Other common themes related to visitor permits included packages are restrictive/inconvenient/not practical, and queries on the duration of visitor hours/days/flexibility of visitor packages.
- The consultation received nine responses from guesthouse proprietors. The majority of respondents (66.7%) stated that they definitely would not use an online system to manage visitors. The main themes from comments focused on: easy/non-restrictive access to reliable parking is essential for guesthouses/guests, the proposed system may not be practical for visitors from abroad who hire a car(s), concerns the proposed system will be time consuming/a hassle (e.g. contacting guests to confirm registration, currently offer flexible arrival times, lack of remittance if guest cancels their booking etc.), and, concerns an increase in price will have a negative impact on viability of businesses (e.g. perception that extra charges will negatively impact on bookings).
- In total, 29 respondents gave a comment in relation to changes to Stratford Park and Ride quarterly and annual permits. The main themes from comments focused on: respondents want a cheap and reliable service and stated that prices should not change, suggestions an online system may disadvantage residents who do not have internet access/computer skills (particularly elderly, long-standing illness and disability, low income families), and, concerns/doubts about the reliability of using an online system (internet issues/crashes).
- The overarching concerns from additional comments to the consultation that were also received (via email or post included: an increase in permit cost is not considered to be justifiable due to a current lack of parking space – the £80 permit price would be too high when a parking space cannot be guaranteed, action to limit the number of visitor permits in an attempt to stop misuse is generally welcomed (however, there is a perception that limiting visitor permits would penalise the many for the wrongdoing of the few), there is confusion as to how the registering/logging visitor vehicle(s) will work in reality/practically, responses queried how the figure of £80 was reached (clearer clarification on costs is required), there is general cynicism that the price rise is purely a money-making scheme, the process of obtaining a permit needs to be a quicker and easier process (an online system, it is argued, would be useful), and, concerns that people with no/limited access to the internet will be disadvantaged (particularly, the elderly population and people for whom English is not their first language) – this, it is suggested, could lead to social isolation.

RESULTS – CONSULTATION ANALYSIS

The online survey received 2,394 responses and the paper-based version of the survey received 122 responses. In addition, a further 35 comments were received via email and post, there were responses from BID Leamington and a Rugby Borough Councillor, and 18 copies of the same letter were received from addresses in the Rugby area.

ABOUT RESPONDENTS

Respondents were asked what their main reason was for completing the survey. Table 1 gives a breakdown of survey respondents. The majority of respondents completed the online version of the survey (95.2%).

Table 1. Main reason for completing the survey

Type of respondent	Online survey	Paper-based version	Total
Resident (eligible to apply for a parking permit and currently have one or more parking permits)	1,903	104	**2,007 (79.8%)**
Resident (eligible to apply for a parking permit but don't currently have a parking permit(s))	175	9	**184 (7.3%)**
Visit a resident who lives in a parking permit zone	140	1	**141 (5.6%)**
Own/manage a guesthouse in a parking permit zone and currently use the visitor permit system	7	0	**7 (0.3%)**
Own/manage a guesthouse in a parking permit zone but don't currently use the visitor permit system	2	0	**2 (0.1%)**
Quarterly or annual Stratford Park and Ride permit holder	2	0	**2 (0.1%)**
Other	164	6	**170 (6.8%)**
Not answered	1	2	**3 (0.1%)**
Total	**2,394**	**122**	**2,516**

The figures in Table 1 indicate that the majority of respondents were residents (87.1%), either currently in possession of one or more parking permits (79.8%) or eligible for but do not currently have a parking permit (7.3%). In terms of respondents who answered 'other', this included residents living in areas close to current/proposed permit zones (n=105), business owners, landlords and tradespersons (n=22), and visitors to residents/local businesses in a permit zone (n=19).

Furthermore, residents who stated they were existing permit holders were also asked how many permits there were in their household. The results of this are presented in Table 2. Almost half of existing permit holders (48.6%) of respondents stated they had more than one permit. Further to this, 1,350 respondents stated that they had a visitor permit. Therefore, 67.3% of all respondents who were existing permit holders also had a visitor permit for their household. There were also 5 respondents who stated that they had a visitor permit but did not have a resident permit. As such, the majority of respondents to the consultation are likely to be directly impacted by the introduction of the proposed changes to on-street parking.

Table 2. Number of permits in household (existing permit holders)

Number of permits in household	Online survey	Paper-based version	Total
One	972	59	**1,031 (51.4%)**
Two	684	20	**704 (35.1%)**
Three	102	3	**105 (5.2%)**
Not answered	145	22	**167 (8.3%)**
Total	**1,903**	**104**	**2,007**

Residents eligible for a parking permit were also asked to identify their Warwickshire borough or district location and the specific permit zone in which they park. The results of this are presented in Table 3 and Table 4 below. Almost half (46.6%) of all residents lived in Warwick District, whilst just 6.5% lived in Nuneaton & Bedworth Borough. One hundred and seventy-eight residents answered 'don't know / not sure' to the parking permit zone question.

Table 3. Warwickshire borough/district location of parking zone (all residents)

Borough/District	Online survey	Paper-based version	Total
Nuneaton & Bedworth Borough	133	9	**142 (6.5%)**
Rugby Borough	588	31	**619 (28.3%)**
Stratford-on-Avon District	383	25	**408 (18.6%)**
Warwick District	974	48	**1,022 (46.6%)**
Total	**2,078**	**113**	**2,191**

Table 4. Responses by Warwickshire permit zones (all residents)

Nuneaton & Bedworth Borough		Rugby Borough		Stratford-on-Avon District		Warwick District	
AW1	16	R0	21	HA	37	K1	32
AW2	11	R1	220	S1	23	K2	56
B1	12	R2	324	S2	42	K3	19
B2	4	R3	4	S2/S3	4	K5	6
N1	47	R4	6	S3	18	L0	51
N2	10	R5	0	S4	11	L1	77
N3	8	R6	4	S5	3	L2	79
				S6	2	L3	59
				S7	113	L4	19
				S8	5	L5	30
				S9	20	L6	84
				S10	13	L7	3
				S11	53	W1	67
				S12	11	W2	193
				S13	2	W3	109

S14	2	W4	4
SO	2	W5	12
Shipston	22	W6	4
Studley	3	W7	38

Almost half (45.3%, n=77) of 'other' respondents stated they lived in Warwick District, whilst 30.6% (n=52) lived in Rugby Borough, 10.6% (n=18) in Stratford-on-Avon District, and 7.1% (n=12) in Nuneaton & Bedworth Borough. A further 6 respondents did not state their borough/district, 4 stated their location was 'other', and 1 respondent resided in North Warwickshire.

Furthermore, just over half of guesthouse proprietors (55.6%, n=5) were located in Warwick District, two in Stratford-on-Avon District and just one in both Rugby Borough and Nuneaton & Bedworth Borough.

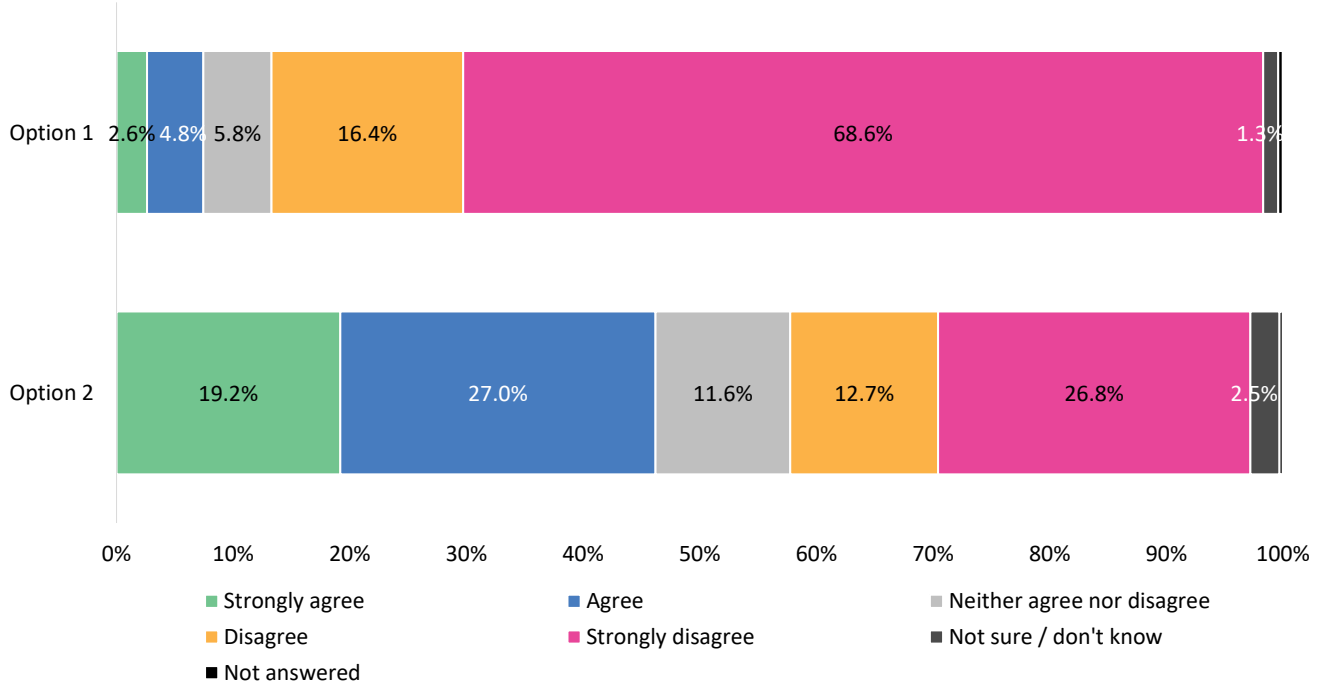
RESIDENT PERMIT CHARGES

Analysis of the financial impact on the Council of running resident parking permit schemes was undertaken and the Council put forward two options for consultation:

- Option 1: a flat rate of £80 per resident permit up to a maximum of three permits per household (e.g. £240 for three permits);
- Option 2: a tiered permit cost, again, up to a maximum of three permits per household (i.e. £170 for three permits).

Respondents who stated they were residents, owned or managed a guesthouse or responded 'other' (n=2,370) were asked to what extent they agreed with the proposed options. A response to these two questions was required and the results of this are presented in Figure 1.

Figure 1. How strongly do you agree or disagree with Option 1 (the proposed flat rate of £80) and how strongly do you agree or disagree with Option 2 (the proposed tiered rate – permit 1: £35, permit 2: £55, and permit 3: £80)?



The majority of respondents (85.0%, n=2,007) either disagreed or strongly disagreed with the Option 1 flat rate of £80. In particular, 68.6% (n=1,619) of all respondents strongly disagreed. Just 7.5% (n=176) either agreed or strongly agreed with Option 1.

Option 1: a flat rate of £80 per resident permit

Location

In terms of location, respondents living or working in Stratford-on-Avon District had the strongest level of agreement with Option 1 (9.5%, n=39 agreed or strongly agreed with the flat rate) followed by those living/working in Warwick District (8.4%, n=86). In contrast, Nuneaton & Bedworth Borough had the strongest disagreement with Option 1 – 93.0% (n=132) of respondents from this area either strongly disagreed or disagreed with Option 1 – and 92.6% (n=575) from Rugby Borough also disagreed with the flat rate option.

Of permit zones where at least 6 respondents answered (in order to protect anonymity), the strongest disagreement (either disagreed or strongly disagreed) with Option 1 was in permit zones in the north of the county. In eight permit zones in Nuneaton & Bedworth Borough and Rugby Borough there was over 90% disagreement: N2 (100%, n=10); N3 (100%, n=8), AW2 (100%, n=11), N1 (95.7%, n=45), AW1 (93.8%, n=15), B1 (91.7%, n=11), R2 (95.7%, n=311), and R1 (91.9%, n=203).

The 2019 Index of Multiple Deprivation (IMD) (which measures relative levels of deprivation in small neighbourhoods (Lower Super Output Areas or LSOAs) in England), shows that six LSOAs within Warwickshire are in the 10% most deprived LSOAs in all of England. Five of these LSOAs are located within Nuneaton & Bedworth Borough, suggesting that parts of the borough have relatively high levels of deprivation compared to other areas in the county. Indeed, concern regarding an increase in permit cost was the most common theme raised in the open text comments (see Table 6). It should be noted here that, according to the 2019 IMD, the N1 and N3 permit zones in Nuneaton & Bedworth Borough are located in one of the most deprived areas of the county and are located within an LSOA that is in the 10% most deprived in England.

There were also three permit zones in Stratford-on-Avon District and two in Warwick District with over 90% disagreement with Option 1: S10 (92.3%, n=12), S4 (91.7%, n=11), S12 (90.9%, n=10), W7 (97.4%, n=37), K2 (91.1%, n=56). In contrast, there were only four permit zones in Warwickshire with an agreement score (answered either agree or strongly agree) for Option 1 above 10%. All were located in Stratford-on-Avon District: S1 (13.0%, n=3), S11 (11.3%, n=6), S3 (11.1%, n=2), and Shipston (18.2%, n=4).

Current permit holders

Interestingly, the more permits a respondent had, the more likely they were to disagree with Option 1: 92.4% of respondents with three permits, 88.9% of respondents with two permits, and 87.2% of respondents with one permit either disagreed or strongly disagreed with the Option 1 flat rate of £80. Furthermore, 86.2% of respondents who stated that they had a visitor permit either disagreed or strongly disagreed with Option 1.

Age and disability

In terms of age, 57.1% of all respondents aged 75+ and 44.0% aged 60-74 had a single permit which is a higher proportion than in the younger age groups (only 34.2% of 18-29 year olds had a single permit, for example). Indeed, those aged 60-74 (10.2%) and 75+ (9.4%) were more likely to agree (either agree or strongly agree) with Option 1 than younger age group ranges (3.1% aged 18-29; 6.2% aged 30-44; 7.4% aged 45-59). Interestingly, there was no difference in responses regarding Option 1 from those with (84.5% either disagree or strongly disagree) and those without (84.6%) a long-standing illness or disability.

Option 2 – a tiered rate (permit 1: £35; permit 2: £55; and permit 3: £80)

Respondents were then asked to what extent they agreed with the proposed Option 2 – a tiered rate (permit 1: £35; permit 2: £55; and permit 3: £80). The results of this are presented in Figure 1.

For Option 2, 46.2% (n=1,091) of respondents agreed (either agreed or strongly agreed) with this option. This is significantly higher than the level of agreement for Option 1 (7.5%). Furthermore, 39.4% (n=931) of respondents disagreed (either disagreed or strongly disagreed) which is lower than the equivalent proportion for Option 1 (85.0%).

Current permit holders

In terms of number of permits, just 28.6% (n=30) of respondents with three permits agreed (either agree or strongly agree) with the tiered rate Option 2. This was proportionally lower than respondents who stated they had two permits (36.9%, n=260) and those with just one permit (55.2%, n=570). Of respondents who stated they had a visitor permit, 38.1% (n=80) agreed (either agreed or strongly agreed) with Option 2. This suggests that Option 2 is the more popular proposal with respondents who had fewer permits, although it is still considered more acceptable than Option 1 for respondents who had three permits.

Location

In terms of location, the strongest level of agreement with Option 2 was from respondents living or working in Stratford-on-Avon District (59.0%, n=242 agreed or strongly agreed with a tiered rate) and Warwick District (53.1%, n=545). In contrast, 66.9% (n=95) of respondents from Nuneaton & Bedworth Borough and 51.7% (n=321) from Rugby Borough disagreed or strongly disagreed with the tiered rate option. Much like the responses to Option 1, respondents residing or working in areas in the north of Warwickshire (Nuneaton & Bedworth Borough and Rugby Borough) were more likely to disagree with the proposals than and those in the south (Stratford-on-Avon District and Warwick District).

Of permit zones where at least 6 respondents have answered (to protect anonymity), the strongest disagreement (answered either disagreed or strongly disagreed) with Option 2 was in AW1 (87.5%, n=14) and AW2 (81.9%, n=9) – both are located in Nuneaton & Bedworth Borough. In contrast, the strongest agreement (either agreed or strongly agreed) with Option 2 was in the permit zones of Shipston (81.8%, n=18), L0 (74.5%, n=38) and S9 (70.0%, n=14) – these three zones are located in the Stratford-on-Avon and Warwick Districts.

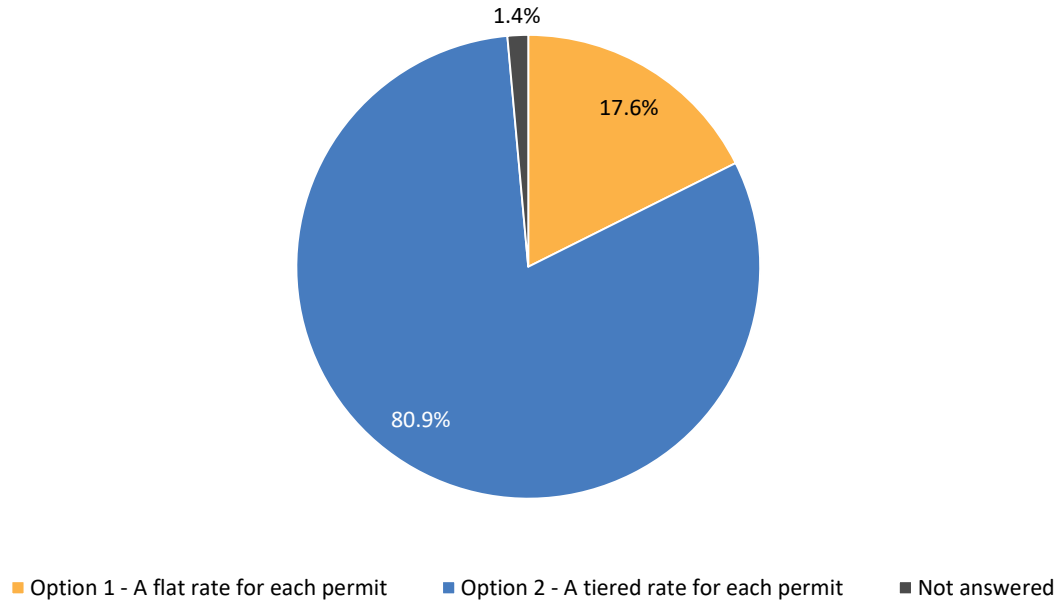
Age and disability

Those aged 60-74 (51.5%) and 75+ (50.3%) were slightly more likely to agree (either agreed or strongly agreed) with Option 2 than younger age group ranges (46.9% aged 18-29, 47.0% aged 30-44, 45.3% aged 45-59). Furthermore, those respondents who stated they have a long-standing illness or disability were less likely to agree (either agreed or strongly agreed) with Option 2 (34.5%, n=80) than those who do not (50.0%, n=893).

Option preferences

Finally, respondents were asked which of the two proposed methods of pricing they would prefer – either Option 1 or Option 2. Respondents were required to answer this question. The results of this are presented in Figure 2 below.

Figure 2. Which of the two proposed methods of pricing would you prefer?



As Figure 2 shows, the majority of respondents who answered this question (80.9%, n=1,911) preferred Option 2 (a tiered rate for each permit) over Option 1 (a flat rate for each permit) (17.6%, n=416). There were, however, 34 respondents (1.4%) who did not answer this question – these were respondents who completed a paper copy. This was a binary choice question in the online survey and shows a preference for Option 2, however, this does not mean that Option 2 is supported. Indeed, there were a proportion of respondents who, specifically in the open text questions, stated their dissatisfaction at having to choose between the two options – they stated that they would have selected a 'stay the same' 'no change' or 'neither' option.

Current permit holders

Residents eligible to apply for a parking permit and currently have one or more parking permits had a stronger preference for Option 2 (a tiered rate for each permit) (82.8%, n=1,662) than residents eligible to apply for a parking permit but don't currently have a parking permit (74.5%, n=137). Furthermore, residents with three permits were slightly more likely to prefer Option 1 (flat rate) (21.9%, n=23) than residents with one (15.9%, n=163) or two permits (15.3%, n=108).

Location

Residents across all Warwickshire boroughs and districts preferred Option 2. However, respondents residing in Nuneaton & Bedworth Borough (23.2%, n=33) and Rugby Borough (18.0%, n=112) were slightly more likely to prefer Option 1 (flat rate) than those in Stratford-on-Avon District (13.9%, n=57) and Warwick District (15.7%, n=161). In addition, respondents from all permit zones preferred Option 2 over Option 1. The strongest preference for Option 2 was in L5 (96.7%, n=29) in Warwick District.

Age and disability

In terms of age, respondents in the younger age categories had a stronger preference for Option 2 (aged 18-29: 92.3%; aged 30-44: 85.3%) than those in the older age categories (aged 60-74: 78.6%; aged 75+: 75.4%). Interestingly, those respondents who stated that they have a long-standing illness or disability were more likely to prefer Option 1 (24.1%, n=56) than those without a long-standing illness or disability (15.7%, n=280).

Comments relating to Option 1 and Option 2

Respondents were asked to 'please tell us why' they agreed or disagreed with both Option 1 and Option 2. Analysis was undertaken and themes based on qualitative comments regarding option preferences are presented in Table 5 (Option 1 flat rate) and Table 6 (Option 2 tiered rate).

In total, 2,041 respondents gave a comment to the question 'do you agree or disagree with the proposed flat rate of £80? - Please tell us why'. The overriding sentiment regarding Option 1 was strongly negative (see Figure 3). The most common response related to Option 1 was that the increase in cost (from £25 to £80) was too high/unaffordable/an excessively large increase on current cost – 1,535 respondents (or 75.2% of those respondents who gave an answer to this question) mentioned this in their response. Other common themes included: Option 1 not representing value for money when a parking space is not guaranteed; a current lack of policing/enforcement of parking permits/zones/misuse; parking permit zones/time restrictions should be amended/altered; and, Option 1 penalises households with fewer cars (Table 5).

Table 5. Themes based on qualitative comments regarding Option 1 – flat rate

Theme / description	Count (%)	Example quotation(s) for illustration
Respondents stated that the cost of Option 1 (£80 flat rate) is too high / unaffordable / an excessively large increase on current cost	1,535 (75.2%)	*"A 220% increase for a permit is unacceptable. Whilst I accept the cost of a permit probably has to increase this is well above inflation and unaffordable for some"* *"£80 is excessive for a first car"* *"Too large a jump from existing rate of £25 per permit"* *"It is unreasonable to raise the price of any service being offered by more than 200%"* *"I think it's outrageous that our street which is entirely residential where we do not have drives but you expect us to pay £80.00 to park outside our own house"*
Respondents stated Option 1 will not guarantee a parking space / lack of parking provision / not enough parking spaces available currently (oversupply of permits, undersupply of spaces)	595 (29.2%)	*"I think £80 for parking permit that does not guarantee residents a parking space is too much"* *"Far too expensive when I am not guaranteed a parking space … Are you going to guarantee me a space for my permit???"* *"This is frustrating because spending £80 per permit does not increase my chance of getting a space… I would be happy to pay this amount if it guaranteed me a space"* *"How can you charge this amount when you can't guarantee us a space. The availability of spaces is not enough for the amount of permit holders. I quite often drive around town in a circle 20 minutes before I have to give up and have to park on a car park and pay even though I have a permit"*
Respondents stated that permit zones / parking time periods need to be reviewed/amended (e.g. 2 hour	435 (21.3%)	*"If you are going to charge so much for permits then ONLY residents and their visitors should be able to park in my street"*

free parking, permit holder-only areas, parking pressures in new areas)		*"I do not think there should be any increase for residents' permits - the required funding should be raised through other means: No free 2 hours parking - meters for those parking without a permit"* *"If the council is going to increase the cost of parking in permit zones then these zones should only be for permit holders and not allow cars to park for free hours"* *"Members of the public can park for 2 hours free and from 6:00 p.m. Saturday to 10:00 a.m. Monday. WHY SHOULD WE PAY FOR THEIR PARKING"* *"Many residents will not be able to afford the cost, leading to them taking up the non-permit parking. This will increase pressure on those zones, causing greater parking chaos, not less"* *"There is significant displacement of parking to residential streets outside the parking zones… By increasing charges the council may displace more vehicles to the detriment of neighbouring streets"*
Respondents stated there is a lack of policing / enforcement of parking permits/zones/misuse (e.g. traffic wardens)	245 (12.0%)	*"We never see a traffic warden to enforce parking regulations"* *"There are lots of people in our street that do not bother with a permit and hardly ever get caught as the traffic wardens do not come round often enough"* *"We are happy to pay more if it means the bays will be properly policed by traffic wardens. Outside our home people routinely stay for longer than 2 hours with no repercussions and it is extremely frustrating"* *"£80 per permit amounts to extortion. Whilst we are paying for the privilege of parking on our own street the rules about parking are not adequately enforced. I regularly see non-resident cars parked on our street over the permitted two hours or all day without incurring a parking ticket"* *"If a warden was to visit these streets several times per day, it would be a far more effective deterrent… a warden could currently easily earn several hundred pounds for the council PER DAY by enforcing the rules instead of turning a blind eye or not even being present when these cars are taking up the spaces of those who have bought permits and followed the rules. Therefore if the council collected funds gained from finding the culprits who are not buying permits then there would surely be far less need to try and recoup costs by penalising those who HAVE bought permits and parked legally since the scheme was introduced"*
Respondents stated that Option 1 is unfair (penalises households with fewer cars / does not discourage multi-car ownership)	211 (10.3%)	*"It seems unfair that households with a single car should be paying the same parking charge for that car as households pay for each car who applying for multiple permits. Households with multiple permits, in areas with limited parking, occupy a disproportionate amount of the available space. This effectively penalises single car owners and should be reflected by tiered parking charges. By charging a flat rate, the Council is effectively encouraging multiple car ownership and use. This is wholly contrary to the urgent*

		environmental need to try to reduce car use, especially in town centres" *"Our household has only one car. It seems unfair to pay the same as multicar households"* *"The majority of households in this area have one car and it would be unfair for them to pay the same as those who have more than one"* *"People should be charged more if they have multiple permit requirements. A resident who has only 1 car might find it difficult to pay £80 but a resident who has multiple cars will probably be affluent enough to pay more"*
Respondents stated parking should be free / included in Council Tax	210 (10.3%)	*"I think that having to pay £160 to park the two household vehicles outside our own home is not fair when we already pay around £1400 a year in council tax"* *"I don't see why I should pay to park in the street when people park in the street for free… Stop hammering people who live here, go after the visitors who use the street as a free car park"* *"Expensive when taken into account with Council Tax and Road Tax"* *"Because it is daylight robbery to ask residents who already pay huge amounts of council tax, to pay to park their car, that they already pay road tax on, on their own street without receiving a fine"* *"You are taking advantage of residents who need to park and have a right to park instead of putting up Council Tax Rates"*
Respondents stated there was a lack of clarity/detail/confusion regarding current v proposed scheme costs (e.g. administration, policing, contract with enforcement company)	170 (8.3%)	*"Cost increase is excessive - document does not layout in detail how much the current scheme costs to run compared to the income received from purchased permits - need the full facts not just a high-level document that does not do justice to the increases you are proposing"* *"This is an excessive rise and no figures seem to have been published to explain why it is so large a step"* *"When first issued the parking permit scheme cost was £15 as it was only to cover administration, then it rose to £25 when an independent company stated to issue them, if the new scheme is an online system surely cost sound be lower as the administration is being done by the home, at a cost of £80 per permit you should be showing us how this cost breaks down, the home owner should not be paying for you to initiate a new permit issuing scheme"* *"This rate is far too high for many in our community. The alternative is to examine the costs that contribute to this calculation e.g. let us know what the private parking inspection company charges us. If this is contributing to the high cost of parking management, it should be taken back into council hands out of the private company"*

		"You have not done nearly enough to explain or justify the huge increase, vastly in excess of inflation, from the current rate of £25. At a time of extreme economic stringency, with individual finances under huge pressure and the possibility of recession looming, the proposal seems frankly obscene"
Respondents stated that they preferred Option 2 (tiered rate)	145 (7.1%)	*"Option 2 is a more acceptable increase from the current £25"* *"Too expensive and the tiered system (option 2) is cheaper! Why would I vote for option 1?"* *"Why is this even an option? There is no financial or other benefit to this option over the tiered permit scheme. The jump from £25 to £80 is excessive and looks like this option is simply there to provide a 'choice'"* *"The tiered system is better. It encourages lower car ownership, thus helping combat the climate emergency"* *"A tiered system is fairer, especially to older and disabled people"*
Respondents disagreed with / queried benchmark figures referenced	131 (6.4%)	*"It's higher than most neighbouring authorities, and too large an increase from the present rate"* *"Looking at the benchmark figures, other local authorities are offering much cheaper permits (apart from Solihull). Why can Warwickshire not afford to do the same?"* *"Why are Warwickshire permits going to be so much more than any of the benchmarked charges apart from Solihull and Oxfordshire (for permit 3)? Or are other councils going to be putting up costs as well?* *To jump from £25 to £80 is some hike"* *"Well above all benchmarked equivalents except wealthy Solihull. If Coventry can do it for £20 why can't Warwickshire?"* *"I also do not understand why the Warwick permit needs to be more expensive than all but one of the local authorities in your benchmarking exercise. I can find no explanation why it should cost us 4.5 times as much to park outside our house in Warwick compared to a friend in Birmingham City Council"*
Respondents stated there was misuse / abuse of the parking permit system	130 (6.4%)	*"The system is openly abused…"* *"Over the years you have not shown or supplied the means to monitor or penalise those that have abused the system"* *"Provided there is a commitment to rigorously police the misuse use of parking permits, such as those hiring or selling visitor permits to non-residents for, say, commuters, I am in favour of this option"* *"Those with a genuine need for a permit would be happy to meet the cost... Misuse of visitors permit appears rife!"*
Respondents stated Option 1 does not consider concessions (e.g.	111 (5.4%)	*"Why is there no concession for OAPs?"*

pensioners, people with long-standing illnesses or disabilities, low income groups)		*"I am a senior citizen, I only require one permit and as my only income is a state pension I would it very difficult to afford the new charge of £ 80.00. I consider there should a discount for those of us who only have state benefits as their sole income"* *"I have a disability parking permit, what impact will this have on this proposal?… I am also reliant on benefits so would there be a lower rate for people in this position - I think not!"* *"My husband is a pensioner and I am on a low income so we would struggle to find this extra money"*
Respondents stated there should be a permit limit / reduce permits to one/two per household / provide personal or designated parking bays	110 (5.4%)	*"The flat rate of £80 penalises those households that only require one permit. Given the well-documented problems caused by air pollution, congestion, road traffic accidents, and climate change, shouldn't we, instead, be incentivising households to limit car ownership through a graduated pricing structure for parking permits?"* *"Residents should be limited to having two parking permits per household"* *"There are not enough parking spaces for every resident to have more than one vehicle, therefore the financial incentive to only have one permit makes sense"* *"Allocate parking bays in our street for the named residents as you do for disabled and loading bays and charge visitors if they opt to park in the non-allocated bays"*
Respondents stated that any cost increase should be staggered / implemented more gradually	90 (4.4%)	*"This is a very large increase from £25, if it was a gradual increase over several years that would be more manageable"* *"The increase is extortionate and has not been staggered. There are a lot of elderly residents who just can't afford it"* *"Tripling the price of permits in one year does not look like the best plan... Stagger the increase over a couple of years to soften the immediate financial burden"* *"This is over three times what we currently pay for one permit. Any such increase should be gradual"* *"Jumping from £25/yr to £80/yr per permit is quite the rate hike. For one, why was this not identified earlier and gradual increases introduced?"*
Respondents stated that a move to an online system should reduce costs	65 (3.2%)	*"If we are to move to online management of this process surely that will reduce admin which is one of the reasons cited for an increase?"* *"Online system is cheaper than existing system!!!"* *"If you do more to an online scheme, then after the initial set up, the costs should reduce. Will you then reduce the charges? If not, you are being dishonest!"* *"Now you want to go paperless with no printing or post costs, surely the price should come down not up. Just another form of tax*

		in disguise" *"An online system should reduce administration costs. How much will the online system cost?"*

Other themes mentioned by a smaller number of respondents included: Option 1 is fair (n=40), do not use permit frequently (n=35), move to an online system should reduce paperwork/administration/costs (n=30), visitor system is not fair/practical/convenient (n=25), focus should be on reducing car usage/ownership (improve public transport, cycling/walking routes) (n=20), environmental/health issues (n=18), do not understand / confused (n=10), concerns regarding the practicality/usability of an online system (n=9), lack of internet access (n=8), concerns Option 1 would encourage parking misuse/abuse (n=8), concessions for electric cars/increase in and proximity to charging ports (n=4), consideration of vehicle size/efficiency in permit pricing (n=3), and, concerns around housing development/house prices/selling property (n=2).

Respondents were also asked 'do you agree or disagree with the proposed tiered rate (permit 1 £35, permit 2 £55 and permit 3 £80)? - Please tell us why'. In total, 1,913 respondents gave a comment to this question (Table 6). The most common theme relating to Option 2's tiered rate was that Option 2 would be a fairer/more reasonable option over Option 1's flat rate – 765 respondents (or 40.0%) of those respondents who answered this question mentioned this in their response. Other common themes included: the increase in cost was too high/unaffordable/an excessively large increase on current cost; Option 2 encourages single/fewer-car households; Option 2 does not represent value for money when a parking space is not guaranteed; Option 2 is unfair (to multi-car households); and, a lack of clarity/detail/confusion regarding current versus proposed scheme costs (Table 6).

Table 6. Themes based on qualitative comments regarding Option 2 – tiered rate

Theme / description	Count (%)	Example quotation(s) for illustration
Respondents stated that Option 2 is fairer / a more reasonable option than Option 1	765 (40.0%)	*"While I don't think the increase is merited, this is far fairer, and more agreeable than the first option"* *"This tiered rate is a reasonable increase and seems fair on those who only have one vehicle compared to those who have 3 vehicles"* *"I think this is a much fairer & affordable proposal. I would be happy to pay £35 a year"* *"If an increase is unavoidable then this is not a significant increase and a tiered approach is fairer than a flat rate approach for residents that just need one or two permits per household"* *"This is much fairer than a flat rate but it still represents an increase of 40% on the current permit"*
Respondents stated that the cost of Option 2 (tiered rate) is too high / unaffordable / an excessively large increase on current cost	580 (30.3%)	*"Residents are becoming increasingly frustrated and worried about the costs that are mounting up, just so that they can park outside their own homes"* *"Again it is just simply unaffordable"* *"Even with £35.00 this is an increase of 40%"*

		"This represents a near 200% increase for 3 permits which is not sustainable or affordable" *"It's too expensive and too much of a hike. A lot of people will not be able to afford this, and ought not to be charged simply for living in parking zones. The aim of parking zones ought to be to protect parking for residents, not to charge them more than other residents"*
Respondents stated that Option 2 encourages fewer cars / discourages multi-car households / households who take more permit space should pay more	515 (26.9%)	*"This would be an incentive to minimize the number of vehicles per household, and ensure a better balance between demand and availability of kerbside parking space"* *"Rewards people with fewer cars"* *"The tiered charge might actually discourage residents for having multiple vehicles"* *"We need to deter multi-car parking by one household at the expense of other households being able to find a parking space"* *"This is very fair, the more cars you have the more you should have to pay"*
Respondents stated Option 2 will not guarantee a parking space / lack of parking provision / not enough parking spaces available currently	240 (12.5%)	*"It must be recognised that current payments do not offer me a guarantee of being able to park close to where I live"* *"Unless you can guarantee parking outside my property I believe this rise to be an unfair rise in cost… without any additional benefits to the residents"* *"Disgusting charge when it doesn't guarantee you a parking space within your zone because too many sold and not enough parking spaces"* *"It is a ridiculous increase especially as it does not guarantee a space and we often have to park some distance away"*
Respondents stated Option 2 is unfair (penalises multi-car households)	145 (7.6%)	*"Too expensive and unfair"* *"I think that penalising people for having multiple permits is extremely unfair. I think the price of permits 2 & 3 doubling and tripling the current price is disgusting"* *"Seems unfair on households that need more than one car… and it is unfair of you to charge for something you cannot provide i.e. a guarantee that we can park within a reasonable distance of home or even that we can park at all"* *"You are penalising families"*
Respondents stated there was a lack of clarity/detail/confusion regarding current versus proposed scheme costs (e.g. administration, policing, contract with enforcement company)	110 (5.8%)	*"Insufficient information on the two systems. What are the implications for either choice?"* *"The costs incurred by the provision of this service should be available for scrutiny to determine whether savings could be made and/or whether the proposed increases are necessary"*

		"You claim that the permit schemes shows a cost of close to £80 per permit without providing any evidence or explanation of how this figure is arrived at. Only with this information is it possible to support or oppose the proposals" *"With a parking surplus of nearly £1.7m WCC should at least explain to residents where and how the money is spent and whether we as the public are getting value for money"*
Respondents stated that permit zones / parking time periods need to be reviewed/amended (e.g. 2 hour free parking, permit holder-only areas, parking pressures in new areas)	80 (4.2%)	*"This seems fairer but why allow free parking for 2 hours when residents have to pay this fee. Why not make it either permit only or charge for the 2 hours which would gain some of the money back from the £35-£80 fee"* *"If these charges go through then you must make it "Residents Only" parking"* *"This may encourage multi car properties to park in unpermitted zones"*
Respondents stated there is a lack of policing / enforcement of parking permits/zones/misuse (e.g. traffic wardens)	76 (4.0%)	*"There is little or no evidence of current Parking inspectors active after 15:00hrs each day… therefore more and more people are 'chancing' parking after 3pm as they now know that there is only a very small chance that an Inspector will be patrolling after 3pm. I don't know how you can justify a price increase when Inspectors give that impression to residents and are not seen to be taking illegally parked cars seriously"* *"Based on visit frequency of enforcement officers visit, I think this is unreasonable increase"* *"I have no confidence in the scheme being enforced properly"*
Respondents stated there was misuse / abuse of parking permit system	64 (3.3%)	*"Cheaper permits will lead to misuse"* *"I agree with the principle, but the cost is insufficient to deter misuse of the system"* *"This would be preferable to such a large hike for every permit, but I feel this still punishes residents that rely on the system and do not abuse the system"* *"This seems to be punishing everyone not just those that abuse the system"*
Respondents stated there should be a permit limit / reduce permits to one per household / provide personal or designated parking bays	64 (3.3%)	*"You shouldn't get discounts for bulk parking. I also think there are some zones where the limit should be two permits"* *"We do not see why people living in a road of terraced housing with restricted frontages and parking should be able to have three parking permits. Feel it should be limited to a maximum of 2 per household"* *"Allowing 3 permanent permits in an area with limited availability is excessive and it should be a maximum of 2 + a visitors permit"* *"If we had bays marked out for residents only… I would happily pay the increase"*

Respondents stated Option 2 does not consider concessions (e.g. elderly, long-standing illness or disability, low income groups)	56 (2.9%)	*"This approach is UNFAIR. It increases costs for the people less able to afford it. i.e. working families needing more than 1 car and young co-habitors for the same reason"* *"You are asking people, most of which are on a low income, i.e families with young children, single parents, retired and the elderly, to find yet more money for the privilege of parking outside their own homes"* *"Costs too much for low income families, disability etc."*
Respondents stated parking should be free / included in Council Tax	52 (2.7%)	*"I feel very strongly that you should not have to pay anything for parking in front of your home. I pay council tax road tax and now you are proposing a parking tax"* *"Perhaps the cost should be covered by council tax"* *"Residents should get subsided as they already pay council tax"*

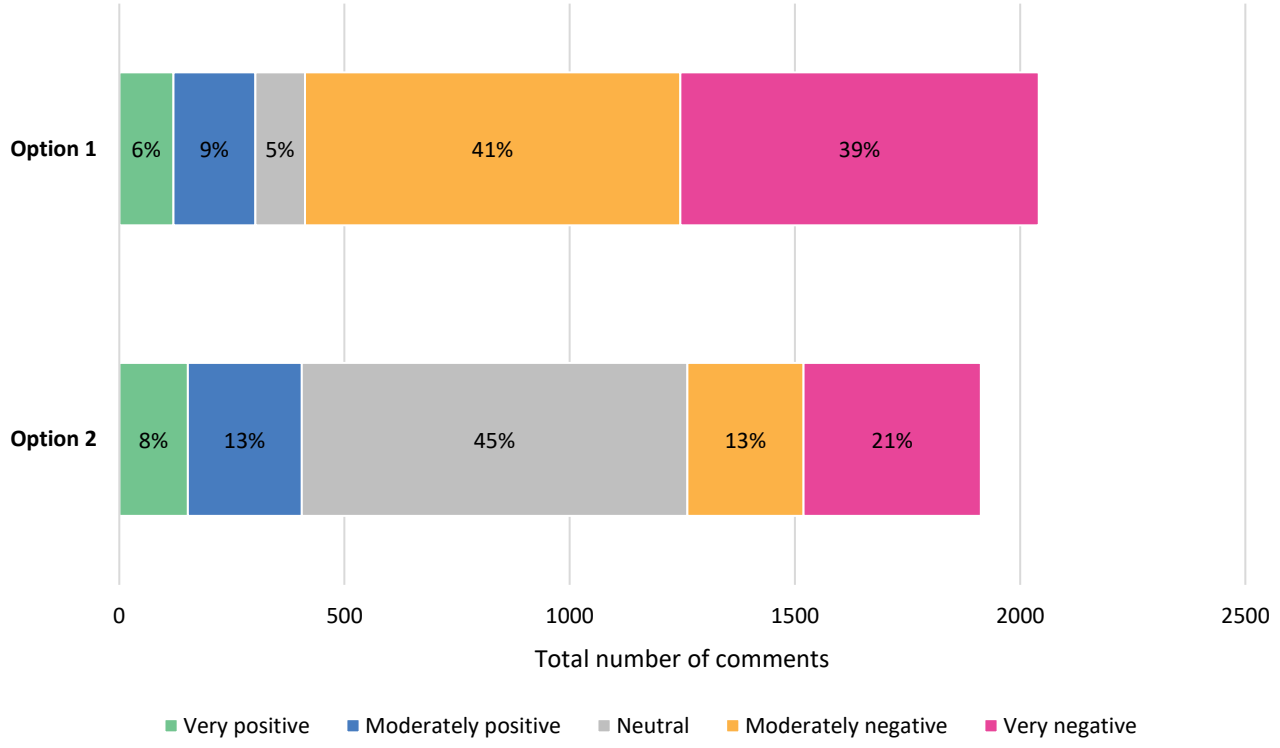
Other themes mentioned by a smaller number of respondents included: visitor system not fair/practical/convenient (n=44), move to an online system should reduce paperwork/administration/lower costs (n=28), disagreement with benchmark figures referenced (n=16), cost increase should be staggered / implemented more gradually (n=12), focus should be on reducing car usage (improve public transport, cycling/walking route) (n=12), environmental/health benefits (n=10), do not use permit frequently (n=9), concerns regarding the practicality/usability of an online system (n=7), lack of internet access (n=5), concerns Option 2 would encourage parking misuse/abuse (n=4), concessions for electric cars/increase in and proximity to charging ports (n=3), and, consideration of vehicle size/efficiency in permit pricing (n=3).

Clearly, several themes feature in both the Option 1 *and* Option 2 'please tell us why' question comments. Both options are considered by respondents to be a significantly large increase in cost on the present £25 offering. The overarching perception amongst respondents is that there is currently an undersupply of parking spaces in close proximity to their home and an oversupply of permits, but suggest this could be resolved through a review and amendment of current permit zones/parking time periods/permit limits and better enforcement/policing. The overriding sentiment from respondents is that an increase in cost is not perceived to be justified as the service received (guaranteed parking in close proximity to home, effective enforcement/policing, maintenance of roads/parking areas etc.) does not represent value for money, as highlighted in the example quotations below:

> *"Too expensive, as it stands we cannot usually find parking on our street after 5.30 pm. No value for money"*
>
> *"Parking is very difficult in the evenings and weekends, even with the permit system, and traffic wardens rarely patrol the streets in my locality - therefore I do not think this price would represent value for money for me"*
>
> *"The system already does not provide value for money because you have already issued more permits than available parking places meaning that residents struggle to park"*
>
> *"Rise doesn't seem value for money without taking the opportunity to make significant improvements"*
>
> *"If residents are paying more they will expect more".*

Sentiment analysis was also undertaken on the responses to Option 1 and Option 2 open text questions in order to better understand the attitudes, opinions and emotions expressed by respondents regarding the two permit options. The results of this are presented in Figure 3. There were more comments in total to the open question regarding Option 1 (n=2,041) than Option 2 (n=1,913), and there was a stronger negative sentiment to Option 1 (79.8% of all comments were moderately or very negative in sentiment) than for Option 2 (34.1% of all comment were moderately or very negative in sentiment). This supports the results of the option preference question ('which of the two proposed methods of pricing would you prefer?') where 80.9% of respondents stated they preferred Option 2 over Option 1 (see Figure 2).

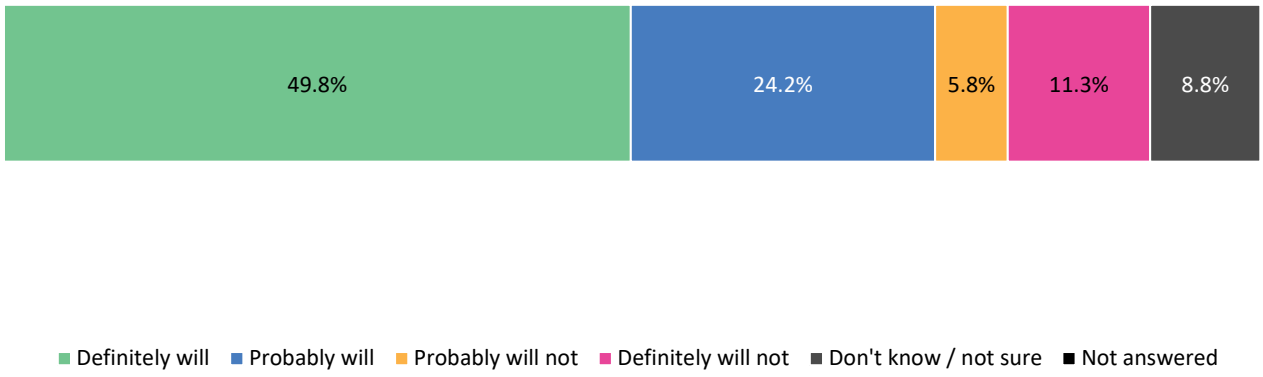
Figure 3. Sentiment analysis of comments to open text questions on why respondents agree or disagree with Option 1 and Option 2



FEEDBACK ON ONLINE PERMITTING

In the next section of the survey, respondents were asked for feedback on changing permitting to an online system issuing virtual permits (this would be done via an account online through the Warwickshire County Council website where applicants can apply for, renew and pay for permits). Respondents were asked how likely they would be to use an online system to manage their on-street parking permits. The results of this are presented in Figure 4. This section was answered by residents, guesthouse proprietors and respondents who selected 'other' (n=2,370).

Figure 4. How likely are you to use an online system to manage your on-street parking permits?



Almost three quarters of all respondents (74.0%, n=1,747) stated that they would consider using an online system (answered definitely will or probably will) to manage their on-street parking permits. However, 11.3% (n=267) stated that they would definitely not use an online system. There were 4 respondents (all responded via a paper copy) who did not answer this question.

Current permit holders

When breaking this down by type of respondent, 52.5% (n=1,054) of residents eligible to apply for a parking permit and currently have one or more parking permits stated they definitely would use an online system to manage their on-street parking permits, slightly higher than those residents who are eligible to apply for a parking permit but don't currently have a parking permit (37.0%, n=68). Analysis also shows that there is no statistical difference in the likelihood of respondents using an online system to manage parking permits based on the number of permits a household had.

Location

In terms of location, 56.6% of respondents residing in Warwick District and 55.0% of those residing in Stratford-on-Avon District stated they would definitely use an online system to manage their on-street parking permits, a higher proportion than those in Rugby Borough (44.8%) and, particularly, Nuneaton & Bedworth Borough (28.2%). The highest proportion of respondents who stated they definitely will not use an online system to manage their on-street parking permits was in the AW1 permit zone in Nuneaton & Bedworth where almost a third of all respondents (31.3%, n=5) said they definitely will not use an online system.

Age and disability

Interestingly, 28.1% of respondents aged 75+ and 11.2% of respondents aged 60-74 stated that they definitely would not use an online system to manage their on-street parking permits. In contrast, just 6.9% of respondents aged 18-29 said they definitely would not use an online system. Furthermore, those with a long-standing illness or disability were less likely to state they definitely would use an online system to manage their on-street parking permits (33.6%) than those who did not (56.3%).

Respondents were asked to provide an explanation to their answer regarding the likelihood of using an online system to manage on-street parking permits. Analysis was undertaken and themes based on qualitative comments regarding reasons why are presented in Table 7.

Comments relating to using an online system

In total, 1,575 respondents gave a comment to this question. The most common theme regarding how likely respondents would be to use the online system was that this would be easier, more convenient and more efficient – over a third (35.2%, n=555) of all respondents who answered this question mentioned this. Other common themes included: respondents stating they would be happy to use/already use an online system, there would be no other option, and, doubts that an online system would work/experience technical problems (Table 7).

Table 7. Themes based on qualitative comments regarding how likely respondents would be to use an online system to manage their on-street parking permits

Theme / description	Count (%)	Example quotation(s) for illustration
Respondents stated that an online system would be easier / more convenient / more efficient to use	555 (35.2%)	*"The present system is now long winded, so an online alternative may be the answer"* *"This will make applying, renewing and paying much easier"* *"I can then sort my permit out at any time of the day and not just in working hours"* *"It's easier and should be faster than waiting for a permit to arrive by post"* *"I do most transactions online and this would seem to potentially represent a more convenient method than the current paper-based process"*
Respondents stated they would be happy to use an online system / already used to using online systems / prefer online to other methods (post, phone etc.)	499 (31.7%)	*"Accustomed to using online systems for car tax etc"* *"This is how I usually renew my permit anyway"* *"I do most things online so this would be perfect"* *"Like most things, everything is done online!"* *"Online is far more effective as you can do it from any device. The current system doesn't work online and therefore you're forced to speak to an agent. You'd save money in the long run with a working online website"*
Respondents stated this would give them no other option / unhappy with only an online option (e.g. loss of phone and post alternatives)	203 (12.9%)	*"Little choice to do other than that"* *"It appears you will force me to although I have misgivings"* *"Clearly if this is the only system on offer I will have to use it"* *"I still want my permit and if this is the only way of getting it, I will have to accept the plan"* *"As it seems this is our only option what choice do we have?"*

Respondents doubt/have concerns that the online system will work/ expect to experience technical problems (based on experience with current system)	201 (12.8%)	*"Judging by how useless your online system has been in recent years (each time I have had to phone up to get a permit as the online application process has failed!), this is a recipe for disaster"* *"I'm happy to use online facilities when they work well as long as there is an easily available phone number to all when there are any problems in using an online system"* *"Only if it simplifies the process would we agree to this online process. In our experience, use of the existing telephone/online system in previous years has not always run smoothly and efficiently"* *"The system you use now is terrible. How will it differ?"* *"Your current system is flawed and is relatively simple, so we have no confidence that a revised more complex system will work"*
Respondents stated that an online system should make permits cheaper (unsure why permit needs to increase in cost if using an online system) / save on paper / save on administration	151 (9.6%)	*"I imagine it will save you a lot of money as well, so I am not sure why the permits prices are increasing"* *"If I am doing it myself online then what am I paying for?"* *"I can see that you are saving money by implementing an online system therefore saving paper & printing costs. The idea seems to be a classic, reduce the cost of how the system works and charge more to the user"* *"I would expect this to bring down the administration costs as it is self administering"* *"Makes it cheaper for the council and is convenient for permit holders. Also beneficial for the environment in terms of being paper free"*
Respondents stated concerns about managing permits via an online system due to a lack of internet access/computer skills (e.g. elderly, long-standing illness and disability, low income families)	135 (8.6%)	*"Easy and convenient for me, but it is also important that proper consideration is given to people who do not have access to the internet"* *"If the online application works smoothly then I may use it. But I do not have broadband internet at home and don't intend to get it, so I feel that it is not right to insist on services being only online especially services we have no choice about and that relate to our homes and council matters"* *"I'm not really computer literate"* *"There are a lot of people especially the elderly who cannot use this system. People should be given options"* *"As senior citizens, we do not have access to internet services at home, without assistance from other family members"*
Respondents stated this would not be an effective way to manage visitors/guests	125 (7.9%)	*"Not sure about registering visitors duration. I have family coming regularly so would find this a chore"* *"The complexity of the visitor parking system is just unworkable"*

		"Can't see this working for booking in short stay visitors, especially when there is only very short notice of them arriving. How will this be managed?" *"Visitor parking permits should not be allocated like Prison visitor times"* *"Digitization is supposed to make life more convenient. Currently a hard copy of a visitor's permit can be placed in a vehicle in a matter of seconds as and when required when we have visitors. Having to go online to log visitor's registration details for however long they are visiting for is not convenient and is time consuming. To add insult to injury, you are planning on increasing the amount we have to pay for a visitor's permit to compound this extra hassle. A win-win for you and a lose-lose scenario for local residents"*
Respondents stated a visual permit (in vehicle) is still required in order to identify/police misuse/abuse	91 (5.8%)	*"Just as the DVLA going to virtual tax discs saw a huge rise in un-taxed cars, this is likely to lead to a huge increase in people parking without permits"* *"I'm not sure this is a good idea, as people without permits can park for long periods in [street name removed for anonymity] (as they do now!!) & residents will not know if cars are legal or not. At least now we can see displayed permits"* *"I am concerned that you are proposing to go to a paperless option and not have a permit displayed in the car. We continually have problems with people parking longer than the two hours... With a paper permit we can monitor these and report as necessary, without it we will not have any idea who has or who has not got a permit"* *"The one downside is that if there are no displayed permits, residents who are struggling to find spaces cannot identify those who are parked illegally on a regular basis"* *"The abolition of paper permits to be displayed will also eradicate the ability of local residents to report parking violations. How will I be able to tell whether someone is lawfully parked or not? At the moment, enforcement is largely non-existent and many violations go unpunished"*

Other themes mentioned by a smaller number of respondents included: complaints about permit price increase (n=44), inconvenient/time consuming process to manage own online account/permits (n=39), complaints about an undersupply of parking spaces/oversupply of permits (n=36), email/letter renewal reminders will be required (n=31), mobile application version required (n=22), focus on offenders/do not penalise all (n=17), a lack of clarity/detail/confusion regarding an online system (n=16), permit zones / parking time periods need to be reviewed/amended (n=12), and, concerns online system would encourage parking misuse/abuse (n=4).

Respondents were also asked if there were any impacts of moving to an online system, either positive or negative, that need to be considered. Analysis was undertaken and themes based on qualitative comments are presented in Tables 8 and 9.

In total, 1,319 respondents gave a comment to the question regarding positive impacts of moving to an online system. The most common response was that an online system is easier/more convenient – over a third (37.5%) of all respondents who answered this question mentioned this is their comment. Other common themes related to positive impacts included: less administration/less paper use, a quicker/more efficient method, no positives to an online system, cost benefits, and, stopping the misuse/abuse of permits (Table 8).

Table 8. Themes based on qualitative comments regarding positive impacts of moving to an online system that need to be considered

Theme / description	Count	Example quotation(s) for illustration
Respondents stated that an online system is easier / more convenient	495 (37.5%)	*"Easier for most people"* *"More convenient for me"* *"Simpler to create and renew than the existing manual scheme"* *"Easier to renew permits, and easier to manage visitors"* *"Easier to get a permit, it's often hard to get through on the phone"*
Respondents stated that an online system involves less administration / less paper use (better for the environment)	391 (29.6%)	*"More environmentally friendly (less printing, postage and waste)"* *"Better for environment not printing permits"* *"The paper parking permit won't get lost!"* *"No need to hand out passes when guests arrive or attach anything to my windscreen"* *"Reduce events when permit is forgotten to be placed in the car"*
Respondents stated that an online system is quicker / more efficient	274 (20.8%)	*"This will make applying for permits much more efficient"* *"If it is a more instant service, this can only be a positive step"* *"Faster issue"* *"Instant response"* *"Less wait time to receive the permit"*
Respondents stated that there are no positives to an online system	269 (20.4%)	*"Can't think of a single positive impact"* *"There are no positive impacts for us!"* *"There are no advantages I can see. The areas are not patrolled enough to actually stop people parking in the resident zones for longer than they should"* *"When introducing a new process you should start by communicating the benefits, I see none, so this section is pure guess work and assumption"*
Respondents stated that an online system has cost benefits	255 (19.3%)	*"Lower system costs"*

		"Reduction of admin costs" *"Cost efficiencies due to lower printing costs should be passed on to residents by lowering the cost of permits"*
Respondents stated that an online system can prevent the misuse/abuse of permits	70 (5.3%)	*"No need for a physical pass (which can be lost or damaged). Cannot be sold/photocopied"* *"It will help decrease misuse of the visitor permits"* *"Reduced fraud"*

Other themes mentioned by a smaller number of respondents included: email/letter renewal reminders will be required (n=35), unsure / a lack of clarity/detail (n=30), concerns regarding security/privacy/personal data/GDPR (n=11), mobile application version required (n=9), and, online system needs improvement/concerns it will not work (n=9).

In total, 1,506 respondents gave a comment to the question regarding negative impacts of moving to an online system. The most common response related to any negative impacts of moving to an online system was a concern that some residents do not have internet access/computer skills to manage permits online (e.g. elderly, long-standing illness and disability, low income groups) – 39.6% (n=596) respondents who answered this question mentioned this in their comment. Other common themes related to negative impacts included: concerns that the online system will not work, it will not be an effective way to manage visitors/guests, and, a visual paper permit is still required in order to identify misuse/abuse (Table 9).

Table 9. Themes based on qualitative comments regarding negative impacts of moving to an online system that need to be considered

Theme / description	Count	Example quotation(s) for illustration
Respondents stated some residents do not have internet access/computer skills (particularly elderly, long-standing illness and disability, low income groups)	596 (39.6%)	*"Not everyone has access to the internet or a computer"* *"There are still many people who do not have a computer or are not online"* *"With all online activity, there is a section of the community who are already vulnerable and for whom this would be excluding"* *"There must be a post / phone backup system, otherwise the burden will transfer from elderly residents to their families/carers as with so many online systems"* *"Must offer alternatives for less IT savvy householders"*
Doubts/concerns that the online system will work/expect to experience problems (based on experienced with current system)	344 (22.8%)	*"Frustrating if the system is not intuitive and automatic"* *"You need to ensure your system syncs correctly in real time for enforcement"* *"Hopefully it won't have a negative impact but there could be potential problems if the online system shuts down or is difficult to use"*

		"I have experienced great difficulty making an online payment with the present system, usually having to make a phone call and send a postal payment. Let's hope your proposed online system will be much improved" *"You will need to ensure the new system is robust. I have found the existing system has not always worked and I have had to telephone to renew a permit"*
Respondents stated an online system is not an effective way to manage visitors/guests	262 (17.4%)	*"The proposed visitor logs are absolutely ridiculous and time consuming. Am I to say to my visitor "oh how lovely of you to visit, but may I ask how long you intend on staying so I can log it". This idea is a shambles"* *"Difficult to see how this will work in the case of visitors permits as described without prior knowledge of car registrations and visit times. Needs to be rethought"* *"May be difficult to register the visitors permits when you are never sure how long someone may stay. 'You need to go now your free time is up' embarrassing and unfriendly"* *"By the time I have established my visitor's registration number, logged onto the site and registered the car, a parking fine may have already been given. How is this going to be managed??"* *"Complicated scheme for Visitor's permits as will have to go online and register every time the plumber or the electrician comes etc. rather than just handing over the permit. Really annoying"*
Respondents stated a visual permit (placed in vehicle) is still required in order to identify misuse/abuse	163 (10.8%)	*"Without a window permit it will not be easy to see if people parking for long periods of time are there legally… and without the window permit it will be difficult for residents to police themselves. I see it as causing more abuse than already occurs with the current system"* *"Not knowing if a car parked in your zone has a permit. I've seen cars parked in my zone for longer than 2 hours without a resident or visitor pass. Under this system, I won't be able to report on any of these cars parked unlawfully"* *"Just as the DVLA going to virtual tax discs saw a huge rise in un-taxed cars, this is likely to lead to a huge increase in people parking without permits"* *"You will need to ensure that it is properly policed as not having to display permit will probably mean people chancing their arm with parking"* *"I prefer the present card-in-the-window system where I can tell whether cars belong to residents or their visitors, and are entitled to use the spaces, or whether they should have taken a ticket from a machine"*
Respondents stated that there are no negatives to an online system	161 (10.7%)	*"No negative impact"*

		"None" *"I don't see any negatives"*
Respondents stated an online system will encourage/enable abuse of the permit system	121 (8.0%)	*"Residents will not be able to advise the council if someone is abusing the system and parking without a permit"* *"Will people feel they can get away with parking without a permit because they cannot be reported and feel they are less likely to be checked?"* *"Not having a paper permit on view may encourage people who do NOT have permits to park, thinking that there are no permits in operation"*
Respondents stated that paper documents/renewal reminder documentation will still be required	119 (7.9%)	*"Confirmation of all actions (registration, visitor bookings) must be provided (preferable by email)"* *"May forget to renew if can't see it, will we be sent reminders?"* *"Email reminders needed each year in order to not miss a renewal date"* *"People may not have a scanner or be able to upload documents required"*
Respondents stated that an online system should offer cost benefits	105 (7.0%)	*"Price increases but customer does all the work"* *"If the permits are moving to online, surely the administration charges should decrease and not increase so what is the justification for increasing the prices higher than the rate of CPI?"* *"Cost impact - if you're going digital to cut down the costs, why are the permits tripling in price! Makes no sense"*
Respondents stated there is a lack of policing / enforcement of parking permits/zones/misuse (e.g. traffic wardens)	95 (6.3%)	*"The largest impact will be that residents will not be able to monitor parking in their street as they will not know who has or who has not got a permit. The system is abused at the moment because there are insufficient patrols to monitor and enforce the restrictions"* *"Open to greater abuse if there is no significant increase in enforcement"* *"If traffic wardens are not walking the streets in the resident permit zones, what is the point?"*
Respondents raised concerns regarding security/privacy/personal data/GDPR	89 (5.9%)	*"Having to register all visitors seems like a huge hassle and invasion of privacy"* *"Data security - how is our information going to be held?"* *"What happens if the system is hacked?"*

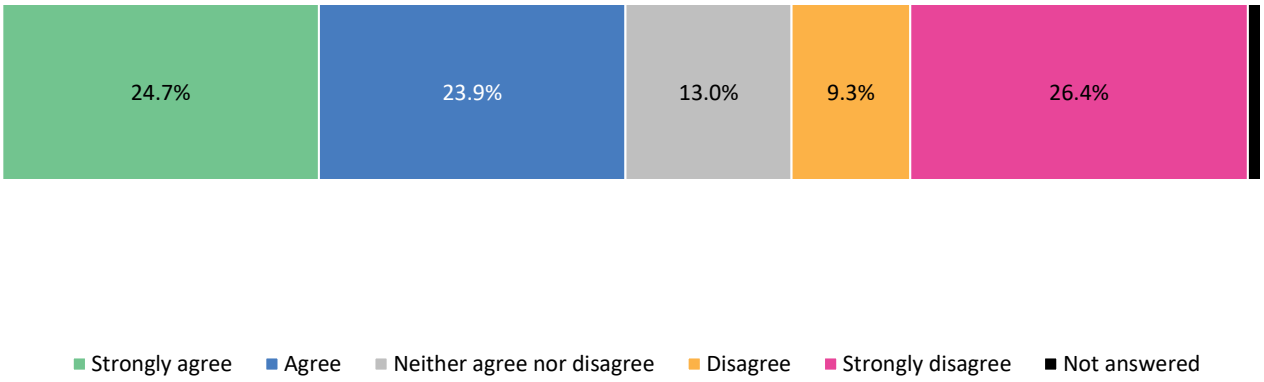
Other themes mentioned by a smaller number of respondents included: unsure / a lack of clarity/more detail required (n=78), hassle/time consuming for residents (n=49), system perceived to be a penalty/fine trap (n=32), price increase is unfair (n=29), oversupply of permits/ undersupply of parking spaces (n=20).

VISITOR PERMITS

There is evidence that visitor permits are being sold to provide long-term all-day parking on-street. This is not the intention of visitors permits and unfairly takes up kerbside space. The proposed new visitor permit system would enable residents to register their visitor(s) vehicle(s) for the period of time that they wish to park with a limit on the amount of overall time that visitors may park. It will limit available annual visitor parking to prevent misuse but will provide ample opportunity for genuine visitors to call. Respondents were asked to what extent they agree or disagree that the misuse of visitor permits should be controlled in this way. All respondent groups were asked for their views on visitor permits (n=2,490; there were 26 respondents who did not answer this question.). The results of this are presented in Figure 5.

Just under half of all respondents (48.7%, n=1,246) agreed (either agreed or strongly agreed) that the misuse of visitor permits should be controlled in this way, whilst 35.6% (n=912) disagreed (either disagreed or strongly disagreed).

Figure 5. Do you agree or disagree that the misuse of visitor permits should be controlled in this way?



Current permit holders

Respondents who stated they visit a resident(s) who live in a parking permit zone were more likely to strongly disagree (48.2%, n=68) that the misuse of visitor permits should be controlled in the new system, than both residents eligible to apply for a parking permit and currently have one or more parking permits (26.8%, n=537) and those eligible to apply for a parking permit but don't currently have a parking permit (15.8%, n=29). There was also a higher level of disagreement (either disagreed or strongly disagreed) from respondents with three permits (53.3%, n=56) than those respondents with two permits (37.4%, n=264) and one permit (32.2%, n=333).

Location

In terms of location, there was stronger agreement (either agreed or strongly agreed) that the misuse of visitor permits should be controlled by the new system in Stratford-on-Avon District (55.0%%, n=226) and Warwick District (54.6%, n=561) than in Nuneaton & Bedworth Borough (40.1%, n=57) and Rugby Borough (43.5%, n=270). Indeed, respondents in the S12 permit zone (72.7%, n=8) had the highest level of agreement (either agreed or strongly agreed) that the misuse of visitor permits should be controlled by the new system, whilst the strongest disagreement (either disagreed or strongly disagreed) was in the permit zones of K1 (62.5%, n=20), W5 (58.3%, n=7) and B1 (58.3%, n=7).

Age and disability

There is no statistically significant difference when focusing on age. However, respondents who stated that they had a long-standing illness or disability were more likely to disagree (either disagreed or strongly disagreed) (40.3%, n=100) than those who do not (32.6%, n=616).

Respondents were asked if they had any comments regarding visitor permit misuse. Analysis was undertaken and themes based on qualitative comments regarding visitor permit misuse are presented in Table 10.

In total, 1,851 respondents gave a comment to the question regarding proposals to control visitor permit misuse. The most common response was that respondents agreed that abuse/misuse of permits should be controlled – just over a third (34.8%, n=644) of all respondents who answered this question mentioned this in their comment. Other common themes related to controlled visitor permit misuse included: the proposed new system is unfair, the proposed new system is too complex, the proposed new system is restrictive/inconvenient, the proposed new system is time consuming/a hassle, and, the proposed new system requires enforcement/punishment.

Table 10. Themes based on qualitative comments regarding proposals to control visitor permit misuse

Theme	Count	Example quotation(s) for illustration
Respondents stated that the abuse/misuse of visitor permits should be controlled	644 (34.8%)	*"I agree that the misuse of visitors permits should be controlled if residents can't get parking spaces... Residents should take preference over people's visitors"* *"Misuse of permits is clearly a problem and penalises those of us who choose to be honest"* *"I certainly agree that this misuse needs to be halted"* *"We are aware of permits being sold to allow non-residents who work nearby to park permanently every working day"* *"I am so pleased, finally this has been recognised!!"*
Respondents stated that the proposed visitor permit system is unfair (to residents / those who have not abused the system)	432 (23.3%)	*"This way is very unfair to the majority of people who do not abuse this system and would limit residents being able to have visitors to their home as and when they wish"* *"It is neither fair nor appropriate for you to decide what 'ample visitor parking is''… This system would have a detrimental effect on my personal life and I'm sure that I'm not the only person in a similar situation to this"* *"Whilst I agree that permits should not be misused in this way, this is an extremely unfair and ineffective way of trying to control it"* *"You are penalising everyone for the misuse of the minority. Why not just penalise the ones at fault rather than making the innocent majority pay"*
Respondents stated that the proposed visitor permit system is too complex	408 (22.0%)	*"The new way seems complicated"*

		"Though I agree the on selling of permits is clearly wrong, changing the system will make the process a lot more complex" *"This system makes it unduly complicated and difficult"* *"It will be more complicated for the resident to sort out parking, rather than giving the paper permit to each visitor as they arrive"*
Respondents stated that the proposed visitor permit system is restrictive/inconvenient/not practical	300 (16.2%)	*"I would find that very burdensome to have a workman coming to do some maintenance on my property and to then have to find out their vehicle license number, go online, register the person. Far easier to give them a paper permit. Many times I am not here and a neighbour lets the person in, what would happen then? I can then give my neighbour my paper Visitors permit. But with this system, I would have to be there, or try and make arrangements before leaving, logistically not as easy"* *"Disagree because how do visitors know how long they are going to need to stay & what happens if for any reason, say an emergency, they end up overstaying the allotted number of hours?"* *"I can see needing to go on-line to log a visitor's attendance a bit of an inconvenience compared with me currently just giving them the permit"* *"If my parents wish to pop round, this system would mean I have to be psychic and go online in advance to register that they will be coming. And what if they are looking after my child and they needed to stay longer because I get stuck in traffic! You cannot always predict how long a visitation will be in advance"*
Respondents stated that the proposed visitor permit system is time consuming/a hassle	192 (10.4%)	*"On the face of it, registering every vehicle online seems to be quite a hassle and it feels like a hammer to crack a nut"* *"Hassle having to register visitors each time"* *"This is a time consuming process as when family or friends visit this is not always planned"* *"It will be very time consuming to log on to register when a visitor turns up to see me and easy for me to forget, meaning they may get a parking ticket. Handing them a visitor pass is much easier"*
Respondents stated that policing/enforcement (e.g. traffic wardens) of visitor permits is required / abusers should be punished (fined, banned)	168 (9.1%)	*"If people are selling them, blacklist them for 5 years from having a visitors permit, and fine them"* *"Misuse of permits, as described, should be made illegal (if not already) and dealt with by a fine, by removing the permit and refusing any further permits for say 5 years"* *"There should be penalties for mis-use, such as withdrawing all permits from the resident's address, both resident and visitor permits. If it becomes known that there will be action taken against wrong doers, the practice will soon be curtailed"* *"Surely patrols can identify this pattern, e.g. record vehicle using visitor permit and check records for patterns"*

Respondents stated visitor permit misuse is not an issue / no evidence of abuse	140 (7.6%)	*"I don't actually think there is much misuse of passes"* *"You have provided no evidence of permits being sold and misused"* *"I find it hard to believe that this practice is as wide spread as claimed and if it is, court action should be taken"* *"I have seen no evidence of this. I would be interested to see what evidence the council has to think that visitors permits are being misused"*
Respondents stated that there is an oversupply of permits/undersupply of parking spaces	128 (6.9%)	*"Sometimes even with a permit it is difficult/impossible to park"* *"Demand already exceeds capacity"* *"I think the real problem is that there just isn't enough spaces for people who need them. More spaces should be created"*
Respondents stated that the proposed online system poses problems (booking issues, lack of internet, down-time etc.)	124 (6.7%)	*"Knowing how totally rubbish your online system has been in the past, I suspect having to apply each time one has a visitor will lead to the system crashing big time, and then what happens - currently people only have to apply once a year, and it cannot cope, so unless you have invested massively in a better system, it will lead to chaos"* *"What if the online registering system doesn't work or goes wrong in some way?"* *"This would need to be a very quick and intuitive process to prevent frustration from a user's perspective* *"How will this be done if there is no internet connection and my parents are in their 90s?"*
Respondents stated there was a lack of clarity/detail/confusion regarding proposed visitor permit scheme	100 (5.4%)	*"Don't fully understand how this will work"* *"I cannot agree or disagree to something that is not well defined"* *"Although a very poor question as no detail is given. What does "ample" mean???"*

Other themes mentioned by a smaller number of respondents included: price/cost increases (n=68), proposed system is fair (n=32), concerns regarding security/privacy/personal data/GDPR (n=16), concerns regarding the isolation of vulnerable groups (e.g. elderly, long-standing illness or disability; low income groups) (n=16), environmental/health issues (n=8), focus should be on reducing car usage/ownership (improve public transport, cycling/walking routes) (n=4).

Respondents were also asked if they have any comments regarding the proposed changes to visitor permits. Two packages of visitor permitting are proposed. Package 1 will cost £25 (the same as the current visitor permit price). It will provide 600 hours of parking for use throughout the year, which equates to 25 days, if each session were for a 24-hour period. Package 2 will cost £50 and will provide 1,200 hours of visitor parking for use throughout the year. This is equivalent to 50 full days parking.

Analysis was undertaken and themes based on qualitative comments regarding changes to visitor permits are presented in Table 11. In total, 1,811 respondents gave a comment to this question. The most common

response was that changes to the visitor permit system are unfair – almost a third of all respondent (31.2%, n=565) who answered this question mentioned this in their comment. Other common themes related to visitor permits included packages are restrictive/inconvenient/not practical, and queries on the duration of visitor hours/days/flexibility of visitor packages (Table 11).

Table 11. Themes based on qualitative comments to proposed visitor permit changes/packages

Theme	Count	Example quotation(s) for illustration
Respondents stated that the proposed changes to the visitor permit system are unfair (to residents / those who have not abused the system)	565 (31.2%)	*"This is not a fair system"* *"This is unfair, it is difficult to predict how much visitor parking you will need in given year"* *"This is actually very unfair when non residents/non visitors get to park for 2 hours for free… where as we have to pay for ourselves and our visitors"* *"It feels very much as if we are being charged for having visitors"* *"This is ludicrous! God forbid that we are sociable, that we have friends visiting often or that we have workers carrying out work in our properties. This feels unfair. I would like to have the same privileges as I have now with my visitors permit - use it when I want for as long as I want"* *"It seems unfair that residents that have not abused the system in the past are being penalised by the new system. We have one car for our household of four, but do have visitors, both family and friends - some that live far away and some that live close-by. There is a chance that we will run out of permits in a year and then, my parents can't visit us and their grandchildren until the year ends. This seems awfully unfair"*
Respondents stated that the proposed visitor packages are restrictive/inconvenient/not practical	450 (24.8%)	*"It is NOT clear at all how this would work"* *"This will be extremely difficult to operate. Many of my visitors are unannounced and the proposed scheme will be impossible for me to handle. I do not know in advance when a visitor will arrive and in which vehicle, I will be too pre-occupied when they do arrive to remember to go on line to register their vehicle - nor do I know how long they will be staying. It could be minutes or hours… The proposal will be virtually impossible to use for me and, I suspect, most residents"* *"This is very restrictive and will negatively impact options for residents over the course of the year"* *"What happens if I run out of hours?! My family would not be able to then visit until the renewal. It is senseless"* *"Strongly disagree with this… I don't see either offering as workable"*

Respondents queried the duration of visitor hours/days offered in the packages / queried the flexibility of the proposed packages	432 (23.9%)	*"The amount needed will be difficult to estimate at first. It seems unfair that unused hours will not be carried over after the first year"* *"It seems unfair that if you misjudge your year's requirement, you are out of luck for the rest of the year. Is 50 days too low as a max? If you have visitors 2 days per week, the visitor permit limit would be insufficient"* *"You should only have to register for visitor parking within the controlled hrs e.g. 8am to 8pm therefore 600 hrs should equate to 50 days per year however this still feels too few"* *"How is one to judge in advance annually how many hours one's visitors will require. Are we supposed to limit visitors to our homes?* *When a visitor arrives are we supposed to ask how long they will be staying or what time they plan to leave?... If visitors stay overnight we will have to register them daily or lose hours we have paid for as parking is not restricted overnight"* *"It is not fair that these purchases cannot be carried over into the next year. There should be no time limit set"*
Respondents stated that the proposed visitor packages are fair	244 (13.5%)	*"Seems a reasonable amount for a genuine visitor permit"* *"Both proposals would adequately cover my personal needs and it will go an awfully long way to reduce the current apparent fraud"* *"I think these proposals are fair and should provide sufficient options for visitors time"*
Respondents suggested that an alternative/amended package / third option is required	236 (13.0%)	*"50 days per year as a maximum seems low even for genuine guests. 100 days max would be better"* *"50 days a year is not much - my mother frequently visits and we would need more days. Please reconsider"* *"Why not just charge the reduced rate per hour up to the 50 day limit, rather than having to pay up front"* *"Why does it have to be in two discrete bands rather than just paying by the hour? e.g. £0.05 per hour up to 600 hours then £0.10 per hour"* *"Why are you treating a day as 24 hours? Parking is free overnight. Surely the hours counted should only be those during the day, after two hours have elapsed?"* *"There is no difference between the packages (i.e. there is no advantage to choosing one over the other)"*
Respondents suggested there needs to be a way to monitor and/or upgrade their usage/hours/package	220 (12.1%)	*"We should be able to buy top ups by special request or if not then this should be on a pay as you go system. The danger of people not being able to top up is buying a surplus (£50 instead of £25) and selling them on if not needed, which defeats the object!"*

		"It's not very flexible - your 'visitors needs' may change significantly during the year" *"What happens if the hours run out? Can we buy more?"* *"The annual nature seems very strange, and does not leverage the opportunities of online systems. Why does it have to be a single package on an annual basis? Why not be able to top up parking hours through the year if needed?"* *"Would it be possible to transfer between the packages if you find 600 hours insufficient?"*
Respondents stated there was a lack of clarity/detail/confusion regarding proposed visitor packages	215 (11.9%)	*"More information is needed on how the hours can be split (e.g. do they have to be in 1 hour blocks? If you book a 4 hour slot, can you cancel it early to retain some time for future use?)"* *"More information required e.g. what will the minimum bookable numbers of hours be? How quickly can extra hours be booked (e.g. a tradesman calls to do a job expected to take half a day, but encounters unexpected problems and has to spend the whole day on it)? How far in advance will bookings need to be made, and what happens if you don't have the visitor's car registration number at the time of booking (again, tradesmen)?"* *"How is it actually going to work?"*
Respondents stated that the cost is too high / unaffordable / an excessively large increase on current cost	202 (11.2%)	*"I think it's a lot of money to park outside your own house"* *"£25 for a yearly permit was fine, a little steep for the work you actually do to process it when we pay various road and council taxes anyway, but I lived with it. Any more in a joke and restricting it is a joke too"* *"This is a rip off. You are hoping to confuse us and to catch us out so you can bill us and make us pay fines"* *"This is a large increase"*
Respondents raised doubts/concerns about an online system (internet issues, access problems, IT crashes)	140 (7.7%)	*"Can the provider be confident the IT will work - there have already been access problems for renewal of parking permits under the current system"* *"If no internet, what process will have to be followed?"* *"I have grave concerns about the ability of the online system to cope as the online system has always crashed when I have tried to use it in the past, and that was merely once a year to renew my permit!"*
Respondents stated that policing/enforcement (e.g. traffic wardens) of visitor permits is required / abusers should be punished (fined, banned)	135 (7.5%)	*"I do not understand how these proposed time limits would be enforced?"* *"It is not clear how this will be monitored by the Civil Enforcement Officers without a display badge and without prior knowledge of the registration numbers"* *"What is to stop the 600 hours being sold on?"*

Respondents stated that the proposed visitor packages are too complex	122 (6.7%)	*"Your proposals are unworkable, cumbersome and too complicated"* *"This is stupid. You are making it far too complicated, time-consuming and costly for both the permit holder and whoever is trying to manage it. Ridiculous"* *"That system is ill thought out. You will be creating another more complicated system"*
Respondents raised concerns around isolation / vulnerable groups (e.g. elderly, long-standing health issue or disability, low income groups)	101 (5.6%)	*"This system assumes that all residents are online. What is the proposed solution for people who are not internet connected or not computer literate"* *"What about people who are registered disabled that need a lot of care, how can you only offer a set amount of hours over the year, I don't know from one day to the next how much care or help I will need"* *"This is really sad as being older I look forward to visitor coming and they will be deterred as I won't have a pass for them to visit"* *"Terrible idea - older people (such as grandparents etc) are already lonely and these proposals could result in an increase in depression and loneliness, when relatives decide not to visit as it's too much hassle and/or too expensive"*
Respondents stated that they preferred Package 1 (over Package 2)	90 (5.0%)	*"The first package is I think fair as the 600 hrs would be sufficient for my guests"* *"Option 1 definitely preferable to me as provides sufficient hours of cover"* *"The first package would be more than adequate for me"*
Respondents stated that the proposed visitor permit system would be time consuming/a hassle	71 (3.9%)	*"It is going to be very time consuming and inconvenient to keep entering car registration numbers for each visitor that stays for more than the restricted time"* *"Strongly disagree with this scheme if it requires constant database updates"* *"Adding visitors for every visit might be a faff"*

Other themes mentioned by a smaller number of respondents included: respondents querying the level of abuse/suggesting this proposal will not stop misuse (n=49), analysing of parking zones (current free parking areas/times, parking restrictions) is required (n=48), currently an oversupply of permits and an undersupply of spaces (n=44), proposals will divert/create parking issues in new locations (n=13), respondents prefer Package 2 (over Package 1) (n=12), concerns regarding security/privacy/personal data/GDPR (n=9), environmental/health issues (n=8), and, consider different vehicle sizes/emission levels (n=4).

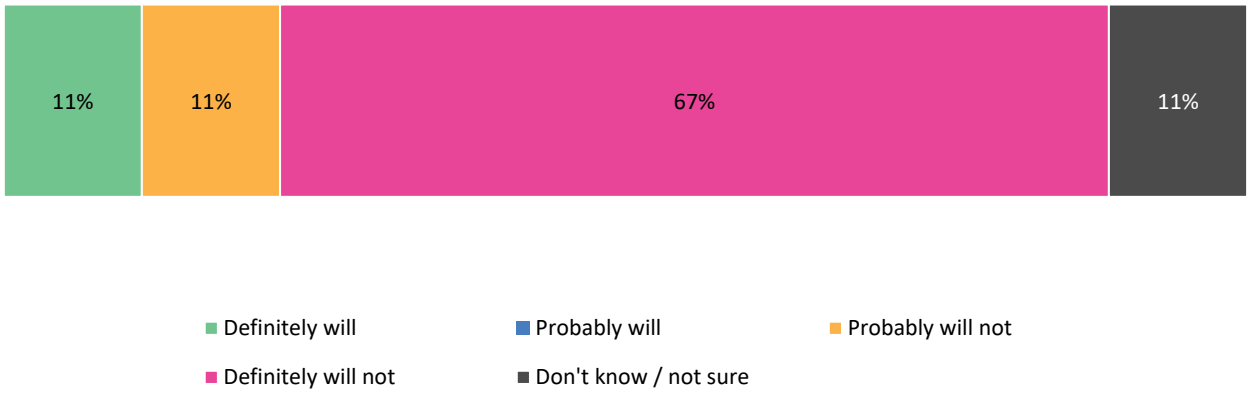
GUESTHOUSE VISITOR PERMITS

Specific questions were asked to guesthouse proprietors regarding the proposal to replace the existing permit or scratchcard scheme with an online system issuing virtual permits (via an account and register a visitor's vehicle(s) before they arrive). The proposal states that guesthouse owners may buy a virtual 'book' of visitors

parking sessions according to their requirements (with a minimum purchase of 20 sessions (24-hour periods) and an option to buy further 'books' of up to 200 visitor parking sessions.

The consultation received nine responses from guesthouse proprietors. Of these, seven respondents stated that they have a resident permit and two stated that they were eligible for a resident permit but did not have one. Respondents who identified themselves as guesthouse proprietors were asked how likely they would be to use an online system to manage visitors in this way. The majority of respondents (66.7%, n=6) stated that they definitely would not use an online system to manage visitors (Figure 6).

Figure 6. How likely are you to use an online system to manage your visitors in this way?



Guesthouse proprietors were also asked to 'please tell us why' regarding how likely they would be to use an online system to manage their visitors. In total, seven respondents gave a comment to this question. The main themes from the comments are presented below:

- Easy/non-restrictive access to reliable parking is essential for guesthouses/guests
- The proposed system may not be practical for visitors from abroad who hire a car(s)
- Concerns the proposed system will be time consuming/a hassle (e.g. contacting guests to confirm registration, currently offer flexible arrival times, lack of remittance if guest cancels their booking etc.)
- Concerns an increase in price will have a negative impact on viability of businesses (e.g. perception that extra charges will negatively impact on bookings)

In terms of positive impacts of moving to an online system, comments focused on:

- An online system should enable enforcement / policing to be more efficient/effective
- An online system should reduce administrative costs
- Removal of paper permits
- There are no positive impacts of moving to an online system

In terms of negative impacts of moving to an online system, comments focused on:

- The proposed system would not be practical/restrictive/detrimental to existing business processes (and would not work with current guesthouse online booking systems)

- Time consuming/a hassle/frustrating for both guesthouses and their guests (e.g. non-internet using guests (elderly, foreign tourists) will rely on the guesthouse to create their permit, staff not always available to support, guest arrival times are flexible, high turnover of guests/cars)
- Concerns the proposed system will have a negative impact on business/bookings
- Concerns regarding internet connectivity / doubts the online system will work
- No visual permits will encourage the misuse/abuse of parking

STRATFORD PARK AND RIDE PERMIT HOLDERS

A specific question was asked to Stratford Park and Ride permit holders. The existing paper-based permit management system must move to a digital online system. This change will impact on administration of some Stratford Park and Ride permits, but the changes will only apply to quarterly and annual season ticket permits (daily and monthly park and ride tickets will be unaffected).

Respondents were asked if they had any comments to make in relation to changes to Stratford Park and Ride quarterly and annual permits. In total, 29 respondents gave a comment to this question. Analysis was undertaken and themes based on qualitative comments regarding Stratford Park and Ride permits are presented below:

- Respondents want a cheap and reliable service and stated that prices should not change
- Respondents stated an online system may disadvantage residents who do not have internet access/computer skills (particularly elderly, long-standing illness and disability, low income families)
- Respondents raised concerns/doubts about the reliability of using an online system (internet issues/crashes)
- Visual permits are preferred to an online system
- Confusion of certain processes (e.g. if changing/registering a new vehicle)
- Requests for similar Park and Ride schemes to be implemented in other parts of the county (e.g. Warwick)

OTHER COMMENTS

At the close of the survey, respondents were asked if they had any additional comments or feedback that they would like to share regarding the proposed changes to on-street parking. Analysis was undertaken and themes based on qualitative comments regarding visitor parking packages are presented in Table 12. These included general comments in relation to the proposed changes to on-street parking, with many respondents returning to issues raised earlier in the survey. In total, 1,499 respondents gave a comment to this question.

Table 12. Themes based on qualitative comments to additional comments/feedback related to the proposed changes to on-street parking

Theme	Count	Example quotation(s) for illustration
Respondents stated that the proposed cost increases are unfair / too high / an excessively large increase on current price	420 (28.0%)	*"Keeps prices low, it's not fair to residents who need parking"* *"I feel the increase in costs is unfair and disproportional for a system that the council is choosing to implement"* *"The price is wrong, unfair and should not be allowed. I do hope no one agrees to this. From £25 to £80 Jesus! What a jump. For crying out loud"*

		"The proposed rise in charges is extortionate" *"Please revise carefully your numbers, a jump to £80 is extortion when there's no other alternative for residents"*
Respondents stated that permit zones / parking time periods need to be reviewed/amended (e.g. 2-hour free parking, permit holder-only areas, parking pressures in new areas)	352 (23.5%)	*"In areas of very limited off-road AND on-road parking, pay and display should be suspended. Residents and genuine visitors should come first"* *"I live next to a Permit zone in [street name removed for anonymity] our street has no parking permits. We get people parking in our street for the following reasons. 1. Going to the train station. 2. Going into town. 3. People who live or visit the streets around us that have parking permits. So as these people refuse to pay for permits and tickets to park they are less likely that they will pay your new £80 charge meaning more will park in our street so residents cannot park all together as it can be quite a problem now"* *"I believe Permit Holders Only, Mon-Sat 08:30 - 18:30 would be a solution for the parking issues on our street"* *"I would accept paying more if the spaces were restricted and not available to the general public or at the least reduced to 1 hour in [parking zone removed for anonymity]. The public get to park outside my house for free but I have to pay which doesn't make sense"* *"We need more resident only parking!!!!!!"*
Respondents stated that the proposed visitor system is not practical/restrictive/inconvenient	244 (16.3%)	*"I think the visitor permit issue is the most troubling. Most ordinary households have lots of casual visitors/friends staying shortish lengths of time - the system needs to cater for this. We cannot see how the system will cope trying to keep a check on the number of hours used!"* *"Any system that requires going online to 'book' a visitor's permit will be cumbersome and probably unworkable. The current printed visitors' permit has the great advantage of being FLEXIBLE, and works if we have an overnight visitor, or a plumber, or a friend calling in"* *"The current system is already a nightmare trying to actually get a permit... The new system sounds even more complicated. Not at all impressed"* *"Online registering of visitors is bound to create problems. It is very annoying when friends/family turn up to say - hang on I just have to log on and book you in..."* *"Visitors should not be limited; and residents should not be penalised for having frequent visitors"*
Respondents stated there should be better policing / enforcement of parking regulations to tackle abuse	232 (15.5%)	*"Residents who misuse their permits should have their permits taken off them"*

(e.g. more traffic wardens/patrols, clearer signage)		*"Without visible presence of traffic wardens in these areas several times daily, all of this is a complete waste of time and money. More presence = more penalties issued = more permits issued to prevent reoccurrence = more funds to reduce costs from permits issued but not displayed or from those who haven't bought a permit and should have done"* *"I have no problem with an increase in fee providing we have a warden on a daily basis otherwise, what's the point? I'm better off taking my chances and not paying for a permit as they come on average once every 3 weeks which is pointless!!!"* *"The Council will have to provide a lot more traffic wardens to contend with this problem, not just take our money, and leave the streets parking in a mess"* *"This all needs to be supported by firm enforcement"*
Respondents stated that there is an oversupply of permits / undersupply of spaces / concerns proposals will lead to pressures in new areas	220 (14.7%)	*"A parking space is not guaranteed, therefore a price rise is not justified"* *"What can be done about the insufficient amount of spaces available per street? Can you provide permits based on availability? It's unfair to charge people for spaces that aren't available"* *"The scheme does not guarantee parking space outside the house / on the street"* *"The changes will increase pressure on smaller streets which presently do not have a permit process in place"* *"The whole proposals are deeply unfair to residents who themselves do not live within the residents parking zone, but who live in adjacent streets. It is hard enough to park in such a road if you live there, without residents from within the RPZ being 'encouraged' to park in your road/elsewhere to save money"* *"I fully appreciate that having a permit does not guarantee a space in your own residential street, however if you are selling more permits than you have spaces for, could this not be a case of mis-selling?"*
Respondents stated there should be alternative proposals / options / solutions put forward for consideration	128 (8.5%)	*"I notice there has so far not been an option to give ideas on how this issue could be resolved, without penalising local residents…"* *"I think this is a sledgehammer to crack a nut, devised by someone who has not experienced the reality of living in a restricted parking zone. I am sure there are other ways to tackle the identified problem. In my opinion this will create a raft of other problems, and public dissatisfaction with the way their County Council choses to treat its inhabitants"* *"Please think about solutions for permanent residents to always have the right to park"*

		"More spaces on street could be made available with better analysis of parking areas. Perhaps liaison with residents in each area would reveal this" *"I suggest you go back to the drawing board and rethink this. It's a terrible idea"*
Respondents stated there should be a permit limit / reduce permits to one/two per household / provide personal or designated parking bays	104 (6.9%)	*"Inconsiderate parking often wastes valuable space, could there be defined marked spaces?"* *"Each house needs to have a designated parking space, it is becoming more and more difficult to park even in the street where we live, this is really awkward when we need to unload heavy shopping or have small children and pushchairs etc."* *"If residents are allowed up to 3 permits per house, that could mean other households are unable to park as all available spaces will be used!!"* *"Why should I have to suffer when there are some households with multiple cars dominating the spaces all of the time? Just issue one resident and one visitor permit per household and the problem would be solved"*
Respondents stated proposed changes penalises more vulnerable/isolated groups (e.g. those without internet access, elderly, long-standing illness or disability, low income families)	96 (6.4%)	*"As a lone person, I need a car for work to keep a roof over my head. I'm on a low income but don't qualify for financial help as no dependants. I have no option but to find a way to purchase a permit for my car, but the visitor system will be unworkable (due to limited access to Internet) and I will have no choice but to abandon purchase of this permit. I will see my few visits from friends reduce further as they are put off already from coming… knowing they can only park for an hour, will further put them off. This will isolate me from friends/family"* *"Please keep first permit at a low cost. I can't afford any increase and if it does increase I will have to reduce food, heating etc."* *"I really do think that these changes have not taken into account the demographic of the impacted areas. I can understand that parking is an issue and encouraging families to have less cars is a good reason for an increase. However, this has to been done gradually or the impact on our most financially vulnerable will be significant"* *"This will penalise people who do not have internet access and cannot register visitors"*
Respondents stated the proposals were a fundraising/money-making exercise	92 (6.1%)	*"I think this is the council trying to make a profit from town centre residents. We already have a limited service for our council tax"* *"it seems to us that this is a money-making scheme with no good reason beyond lining the council's pockets"* *"I think the proposals are ill conceived and based on raising money for the Council rather than providing a service for residents who already pay quite enough through their council tax for the limited services the County Council provides!"*

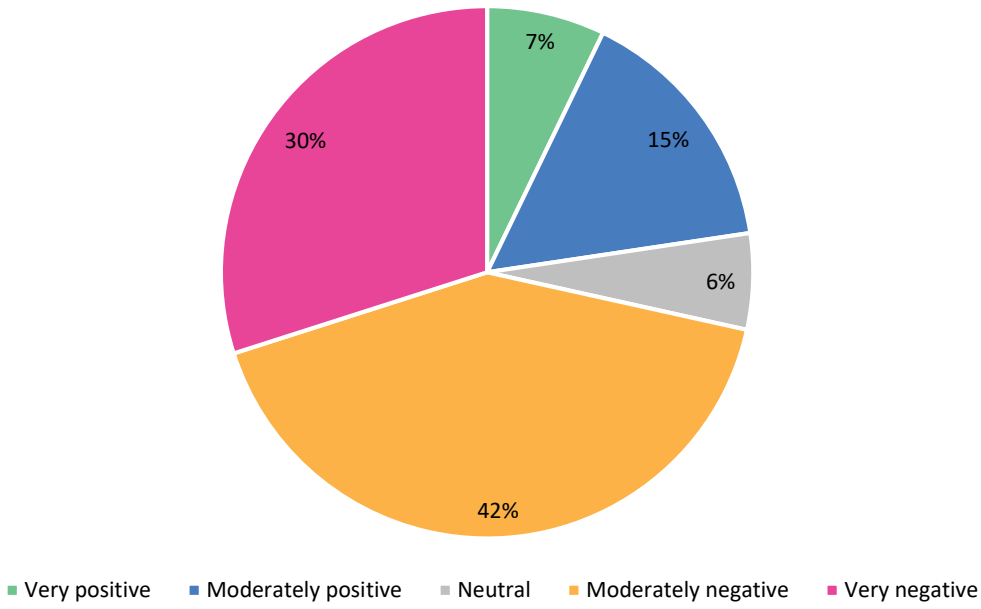
Respondents stated that parking should be free / included in Council Tax	84 (5.6%)	*"As local residents we pay our rates and this should be exclusively catered for within this charge. As the council you are more than aware of the parking situation so should be transparent on costing. Charging to park outside my home on street is simply a second tax. I've always objected to it and still do now"* *"Residents should not be expected to pay any charge for the privilege of parking outside or near to their home considering they pay an already high rate of council tax, the parking permit charge has always been an issue of contention which I strongly disagree with find unfair and discriminatory"* *"Utter disgrace that you are trying to tax local people for daring to park in front of their houses"*
Respondents stated that the honest are being penalised/punished for the abuse/misuse by the few	84 (5.6%)	*"The whole system is clearly designed to beat the cheats. As usual the honest majority appear to be penalised because of the dishonesty of a few. Better enforcement should be considered to deter misuse"* *"Just because some people at present abuse the visitor permits by selling them doesn't mean the rest of us have to suffer by not easily being able to have frequent visitors/friends for short visits. Please take this into account!"* *"Extremely disappointed with the proposed changes, especially those connected to visitor permits. Those residents who have played by the rules are being penalised due to others breaking the rules"*
Respondents stated there was a lack of clarity/detail/confusion regarding proposed changes (e.g. questions, administration, policing, contract with enforcement company)	72 (4.8%)	*"Also why does the previous question about which type of new permit we would prefer only offer two options rather than a 'don't know' option. By doing this you have engineered an outcome which says 'x' number of residents prefer this option, so we're going to do that"* *"This consultation is flawed in that it does not indicate why the costs are so much and how much a private company takes to offer what is a currently very poor service"* *"The independent report makes for good reading. However there is no information in the consultation about how much the Residents and Visitors parking schemes cost to administer* *a) now* *b) in the independent report* *c) the council's own recommendations.* *d) the move cost effective way to manage a scheme and how cost reductions can be made.* *This is not transparent governance"*
Respondents were positive towards the proposed changes / positive feedback	64 (4.3%)	*"I am in support of these if it makes life easier for residents and their visitors as well as minimising/removing misuse of parking permits, whilst also allowing the council to cover its costs. A win-win for all"* *"Generally seems like a well-thought-out programme"* *"Seems a much fairer and easier approach to residents parking"*

Respondents stated pollution / environmental / health concerns	40 (2.7%)	*"Please consider the community and environmental value of front gardens, and do not implement plans which will lead to further destruction"* *"But I wish the council would address the problem of people who park on grass verges and damage them. These green spaces belong to the community not to the adjacent property and any abuse of them ought to be punished"*
Respondents stated that there should be no change / keep permitting the same	40 (2.7%)	*"Bluntly very bad idea, don't fix what is not broken"* *"Leave the charges as they are, or abolish them altogether"*
Respondents stated a visual/physical permit is still required	40 (2.7%)	*"I don't like the idea of no stickers as you can't see if people are parking illegally. It's like the abolition of tax discs on cars leads to greater evasion"* *"I worry that once there are no permits displayed on our cars there will be more parking by persons who chance getting caught"*

Other themes mentioned by a smaller number of respondents included: concerns regarding IT/software issues (n=32), concern regarding town centre parking / new housing developments (n=28), privacy/security/GDPR concerns (n=24), cost increase should be staggered/implemented more gradually (n=16), concessions for electric cars/increase in and proximity to charging ports (n=16), more feedback/data gathering required (n=12), lack of evidence of abuse (n=12), cancel / scrap permitting altogether (n=12), concerns regarding visiting specific religious/community buildings (n=9), disagreement with benchmarking figures (n=8), public transport (bus, cycle, walk) (n=8), reminders required (renewals) (n=4), guesthouse-related concerns (n=4), and consideration of vehicle size/efficiency (n=4).

Sentiment analysis was also undertaken in order to better understand attitudes, opinions and emotions expressed by respondents to this question. The results of this are presented in Figure 7 below.

Figure 7. Sentiment analysis of comments to additional comments/feedback related to the proposed changes to on-street parking open text question



Almost three-quarters (71.5%) of all responses to the additional comments open-text question were negative (either moderately or very negative), whilst just 22.6% of all responses were positive (either moderately or very positive). Much like the sentiment analysis conducted on the Option 1 and Option 2 open-text questions (see Figure 3), there is an overriding negative sentiment across all open-text questions to the proposed changes to on-street parking outlined in the consultation.

ADDITIONAL INFORMATION

This section details additional comments to the consultation that were also received (via email or post). In total, there were 35 email/letter responses sent to the Parking Management Team, responses from BID Leamington and a Rugby Borough Councillor, and 18 copies of the same letter from addresses in the Rugby area.

The comments from 35 email responses and letters sent to the Parking Management Team raised the following concerns:

- Due to a current lack of parking spaces within permit zones, respondents stated that an increase in the costs of permits is not considered to be justifiable. Responses also suggested that the £80 permit price would be too high when a parking space cannot be guaranteed.
- The action to limit the number of visitor permits in an attempt to stop misuse is generally welcomed. However, there is a perception that limiting visitor permits would penalise the many for the wrongdoing of the few.
- There is confusion as to how the registering/logging visitor vehicle(s) will work in reality/practically.
- Responses queried how the figure of £80 was reached. Clearer clarification on costs is required.
- There is general cynicism that the price rise is purely a money-making scheme.
- The process of obtaining a permit needs to be a quicker and easier process. An online system, it is argued, would be useful.
- Concerns that people with no/limited access to the internet will be disadvantaged (particularly, the elderly population and people for whom English is not their first language). This, it is suggested, could lead to social isolation.

In total, 24 of the 35 email and letter responses included address information in their correspondence. Analysis was undertaken to try to better understand the potential impact the proposed on-street parking changes could have on particular demographic groups. It had been suggested in open-text question comments that there could be a disproportionate impact of cost increases and a switch to an online system on respondents who were classed as vulnerable (e.g. the elderly population, those with a long-standing health issue or disability, low income groups) and those living in areas of higher deprivation.

Whilst only a small number of respondents included address information in their correspondence (and this analysis, therefore, should be treated with caution), the Index of Multiple Deprivation data shows that 2 of the 24 respondents reside within the N1 and N3 permit zones – these zones are located within the 10% most deprived LSOAs in England.

Further to this, Experian's Mosaic data (a tool for understanding and allocating households into one of the 15 groups based on likely common characteristics) shows that all respondents who included address information in their correspondence were classed within three Mosaic groups. These were:

- ‘Municipal Tenants’ – described as “long-term social renters living in low-value multi-storey flats in urban locations, or small terraces on outlying estates. These are challenged neighbourhoods with limited employment options and correspondingly low household incomes”. They are the most likely group to access Job Seeker’s Allowance, Income Support and benefits related to disability and incapacity.
- ‘Rental Hubs’ – described as “predominantly young, single people in their 20s and 30s who live in urban locations and rent their homes from private landlords while in the early stages of their careers, or pursuing studies”.
- ‘Transient Renters’ – described as single people who pay modest rents for low cost homes and who have “high levels of dependency on the state for support, in particular with benefits to help them find employment or to supplement their low incomes”.

This would suggest that respondents who sent email or letters in response to the consultation live in areas of higher deprivation and, therefore, may be more vulnerable to permit cost increases and/or a switch to an online system.

Written responses were also received from BID Leamington and a Rugby Borough Councillor. Their main concerns included:

- Concern that the level of proposed increase to the permit charges is too high.
- A price rise cannot be supported with there is no evidence of increasing overhead costs or service improvements.
- Concern around the language relating to ‘reduce demand’ in town centres. This does not send a positive message to customers or business owners.
- The rationale that more expensive on-street prices will force people into cheaper off-street parking spaces is not supported by evidence.
- There is currently an undersupply of parking spaces and better ways of helping people find free spaces is required.
- The economic logic of a single price for all towns is questionable as different towns face different challenges.

Furthermore, 18 copies of the same letter were received from addresses in the Rugby area raising the following concerns:

- Requesting clear justification on the 200%+ price increase from £25 to £80 per permit and clarity on how this extra revenue will be spent.
- Concerns that the registering/logging of visitors parking breaches GDPR and privacy rights.
- Concerns that people with no/limited access to the internet will be disadvantaged.

Again, analysis was undertaken to try to better understand the potential impact the proposed on-street parking changes could have on particular demographic groups. First, according to the 2019 IMD, all respondents who sent the letter live within the R1 permit zone which is within the 30% most deprived LSOAs in England. Second, analysis of Experian’s Mosaic data shows that all respondents who sent the letter are classed in the ‘Transient Renters’ group. This group is described by Experian as single people who pay modest rents for low cost homes and who have “high levels of dependency on the state for support, in particular with benefits to help them find employment or to supplement their low incomes”. Again, this suggests that these respondents reside in areas of higher deprivation and therefore may be more vulnerable to permit cost increases and/or a switch to an online system.

EQUALITY AND DIVERSITY ANALYSIS

The online survey asked respondents to complete information regarding equality and diversity. The results are set out in Table 13 below.

Table 13. Respondent profile

Gender	Female	1,044
	Male	1,102
	Non-binary	3
	Prefer to self-describe	5
	Prefer not to say	295
	Not answered	67
Gender identity	Yes	2,134
	No	8
	Prefer not to say	300
	Not answered	74
Age in years	Under 18	2
	18-29	146
	30-44	570
	45-59	761
	60-74	612
	75+	177
	Prefer not to say	195
	Not answered	53
Long standing illness or disability	Yes	248
	No	1,892
	Prefer not to answer	314
	Not answered	62
Ethnicity	White-English/Welsh/Scottish/Northern Irish/ British	1,919
	White - Irish	28
	White - Gypsy or Irish Traveller	1
	Other White background	77
	Black or Black British - African	4
	Black or Black British - Caribbean	17
	Other Black background	2
	Asian or Asian British – Bangladeshi	2
	Asian or Asian British – Indian	37
	Asian or Asian British - Pakistani	3
	Chinese	2
	Other Asian Background	2
	Mixed – White and Asian	12
	Mixed – White and Black African	0
	Mixed – White and Black Caribbean	6
	Other Mixed background	11
	Arab	0
	Other Ethnic background	9
	Prefer not to say	331
	Not answered	53
Religion	Buddhist	6

	Christian	864
	Jewish	7
	Muslim	7
	Hindu	24
	Sikh	7
	Spiritual	38
	Any other religion or belief	28
	No religion	1,008
	Prefer not to say	458
	Not answered	69
Sexual orientation	Heterosexual or straight	1,765
	Gay man	30
	Gay woman / lesbian	12
	Bi / bisexual	33
	Other	15
	Prefer not to say	580
	Not answered	81

Analysis of equality and diversity information highlights some differences between the type of respondents in the Warwickshire boroughs and districts (n=2,202). For example, respondents living in Nuneaton & Bedworth Borough (4.2%, n=6 aged 75+) and Rugby Borough (4.2%, n=26 aged 75+) were proportionately younger than those living in Warwick District (8.1%, n=83 aged 75+) and Stratford-on-Avon District (12.4%, n=51 aged 75+). This does, however, reflect the overall age profile of these boroughs and districts. Furthermore, there was a higher proportion of respondents in Nuneaton & Bedworth Borough who stated they had a long-standing illness or disability (20.4%, n=29) than in the other boroughs and districts (all 11.0% or less).

In terms of ethnicity, 16.9% of respondents in Nuneaton & Bedworth (n=24) and 13.8% in Rugby Borough (n=86) were of BAME (British Asian Minority Ethnic) origin. This is higher than in Warwick District (10.9%, n=112) and Stratford-on-Avon (7.1%, n=29). Furthermore, in terms of having a religion or belief, there were similar levels across the borough and districts: 56.3% in Nuneaton & Bedworth Borough (n=62), 56.8% in Warwick District (n=444), 57.8% in Rugby Borough (n=262), and 67.2% Stratford-on-Avon (n=135).