

PARKING BASELINE STUDY



SYSTRA

OXTED PARKING REVIEW

PARKING BASELINE STUDY

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1. INTRODUCTION

1.1 Background

- 1.1.1 Tandridge District Council (TDC) have commenced a review of car parking across the whole district area in order to ensure that car parking arrangements are appropriate for future users. This study forms the first part of this review, concentrating on the town of Oxted in Surrey.
- 1.1.2 TDC have aspirations to undertake regeneration initiatives within the town of Oxted with a view to increasing the attractiveness of the town, providing improved public realm for town centre users and visitors and making best use of the town’s existing parking facilities. Central to this is an understanding of how the town’s car parks and on-street parking facilities are used and by what type of user.
- 1.1.3 Oxted is perceived to have a parking problem and this is largely due to what appears to be an excess of parking demand over supply. This demand is generated by a number different types of user, including town centre shoppers and visitors, demand from businesses and their staff and from users of Oxted railway station which offers convenient transport links to central London.

1.2 Scope of the Study

- 1.2.1 In seeking to understand how parking in Oxted is used, SYSTRA Ltd. has undertaken a review of existing car parking facilities and commissioned parking surveys in the town’s car parks at on-street parking locations. In addition to this we have commissioned attitudinal surveys of town centre users to understand the reasons for their visits to the town and their perceptions of the town’s parking environment.
- 1.2.2 This report describes the methodology and presents the findings from the car parking review and surveys in the form of a Car Parking Baseline Report.

1.3 Study Area

- 1.3.1 This study examines the parking situation in car parks and on-street areas closest to the retail core of the town but also considers the impacts of parking on residential streets closest to the town centre and those further out from the centre that may be subject to parking by commuters and other rail station users, including Chichele Road, Gresham Road and Granville Road. The full study area is shown in **Figure 1**.

Oxted Parking Review	
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Figure 1. Oxted Parking Review Study Area



2. EXISTING SITUATION

2.1 Oxted Car Parks

2.1.1 Oxted has a total of eight off-street parking areas as detailed in **Table 1**.

Table 1. Oxted's Off-Street Car Parks

CAR PARK	OWNER/OPERATOR	NO. SPACES	INTENDED USAGE
Ellice Road	Tandridge Council	178	Mon-Sun - Max. stay 4 hrs Mon-Fri
Gresham Road	Tandridge Council	11	Mon-Sun - Max. stay 1 hr Mon-Fri
Council Offices	Tandridge Council	118	Public use Sat-Sun only
Johnsdale Road	Tandridge Council	38	Mon-Sun – Permit holders only Mon-Fri 07:00-17:00
Oxted Station	Southern Railway	371	Mon-Sun – Station users only
Morrisons	Morrisons Supermarket	318	Mon-Sun – Max. stay 3 hrs Supermarket Customers only
Leisure Centre	Tandridge Council	68	Mon-Sun – Leisure Centre users only
Little Waitrose	Waitrose Supermarket	32	Mon-Sun – Supermarket Customers only

2.1.2 Tandridge District Council own five of the town's car parks but only two of these, Ellice Road and Gresham Road, are available for general use by the public during the week. The remaining three council car parks are subject to restrictions, with the Leisure Centre car park intended for leisure centre users only, the Johnsdale Road car park restricted to permit holders only and the Council Offices car park being for use by council staff and tenants only on weekdays.

2.1.3 The two supermarket car parks are intended for use by supermarket customers only and the Station car park is for Southern Railway customers.

2.1.4 Of the eight car parking areas six are intended for short parking durations only, with long-stay parking being provided for station users and permit holders only. The maximum allowed parking duration in the town's car parks on weekdays is 4 hours only and long-stay parking options at off-street locations are limited to the Station and Leisure Centre car parks.

2.1.5 Two of the town’s car parks charge for parking, with the Station car park charging a flat fee for all day parking and the Leisure Centre car park charging a tariff for durations between 2 and 24 hours. Users of the Johnsdale Road car park are also charged through the need to display a permit on weekdays. A summary of these charges is provided in **Table 2**.

Table 2. Oxted Car Parking Tariff Summary

	LEISURE CENTRE	STATION	JOHNSDALE/ ELLICE ROAD
Up to 2 hrs	£ 1.00	-	-
Up to 3 hrs	£ 2.00	-	-
Up to 4 hrs	£ 5.00	-	-
Up to 24 hrs	£ 20.00	£ 6.10	-
Annual Permit	-	£ 1004.00	£ 520.50

2.2 On-street Parking Areas

2.2.1 Parking along the kerbside is permitted in many areas of Oxted, and the main shopping streets of Station Road East and Station Road West provide marked parking bays for one hour stays along much of their length. Further bays for parking durations of two hours are provided on Amy Road/Ellice Road/Beatrice Road as well as Station Approach.

2.2.2 Other parts of Oxted town centre are subject to ‘No waiting Mon-Sat 8:30am-6:30pm’ restrictions which extend out as far as Chichele Road and Granville Road. Beyond this, Chichele Road has marked parking bays for 2 hour stays on Mon-Fri between 8:30am-6:30pm, Gresham Road is restricted on Mon-Fri between 8am-9am as is the eastern side of Granville Road, and the western side of Granville Road is restricted on Mon-Fri between 8:30am-6:30pm.

2.2.3 Other residential roads, including Snatts Hill and Johnsdale Road, provide unrestricted on-street parking intended for residents and their visitors but these spaces are also used by visitors to the town and potentially by rail station users as well. Short sections of both of these roads are also subject to single yellow line restrictions between 8:00-9:30am in Johnsdale Road and 8:30am-6:30pm on Snatts Hill.

2.2.4 A summary of the parking restrictions in force in the roads surveyed is provided in **Table 3**.

Table 3. Summary of Oxted study area parking restrictions by street

STREET	WEEKDAY RESTRICTIONS	SATURDAY RESTRICTIONS
Station Approach	2 hrs. max. 8:30am-6:30pm (bays) No waiting 8:30am-9:30am (N) No waiting 8:30am-6:30pm (S)	2 hrs max. 8:30am-6:30pm (bays) No waiting 8:30-9:30am (N) No waiting 8:30am-6:30pm (S)
Station Road West	1 hr. max. 8:30am-6:30pm (bays) No waiting 8:30am-6:30pm (kerb)	1 hr. max. 8:30am-6:30pm (bays) No waiting 8:30am-6:30pm (kerb)
Station Road East	1 hr. max. 8:30am-6:30pm (bays) No waiting 8:30am-6:30pm (kerb)	1 hr. max. 8:30am-6:30pm (bays) No waiting 8:30am-6:30pm (kerb)
Snatts Hill	No waiting 8:30am-6:30pm (S)	No waiting 8:30am-6:30pm (S)
Johnsdale Road	No waiting 8:30am-6:30pm (N and part S) No waiting 8:00am-9:30am (part S)	No waiting 8:30am-6:30pm (N and part S)
Gresham Road	1 hr. max. 8:30am-6:30pm (bays) No waiting 8:30am-6:30pm (E) No waiting 8:00am-9:00am (NE)	1 hr. max. 8:30am-6:30pm (bays) No waiting 8:30am-6:30pm (E)
Granville Road	No waiting 8:30am-6:30pm (S, N, NW) No waiting 8:00am-9:00am (SE)	None
Amy Road	1 hr. max. 8:30am-6:30pm (bays) No waiting 8:30am-6:30pm (kerb)	1 hr. max. 8:30am-6:30pm (bays) No waiting 8:30am-6:30pm (kerb)
Ellice Road	No waiting 8:30am-6:30pm (kerb)	No waiting 8:30am-6:30pm (kerb)
Beatrice Road	2 hrs. max. 8:30am-6:30pm (bays) No waiting 8:30am-6:30pm (kerb)	2 hrs. max. 8:30am-6:30pm (bays) No waiting 8:30am-6:30pm (kerb)
Chichele Road	2 hrs. max. 8:30am-6:30pm (bays) No waiting at any time (kerb)	No waiting at any time (kerb)

3. PARKING USAGE ASSESSMENT

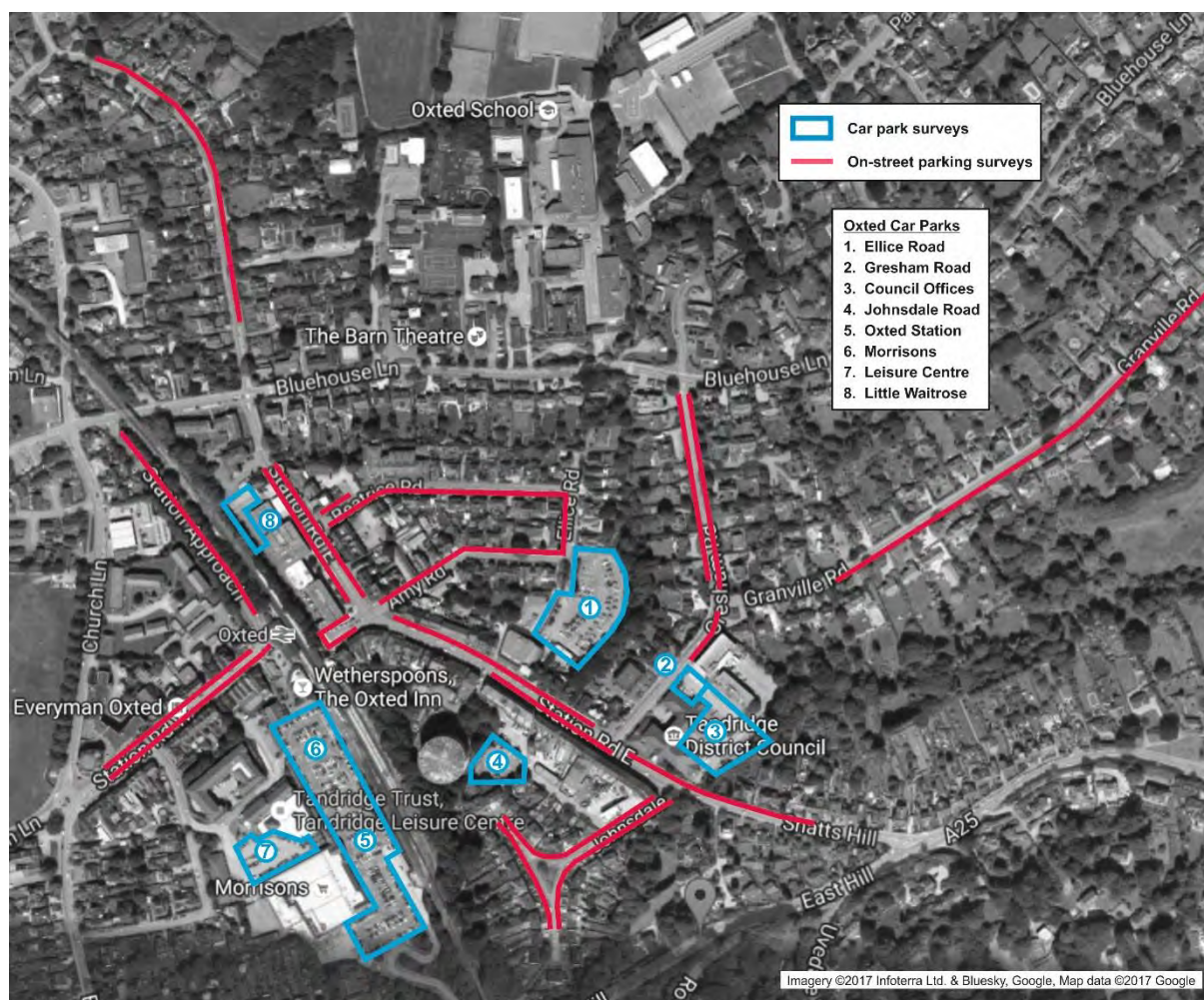
3.1 Methodology

3.1.1 In order to understand how Oxted’s existing parking provision is currently used and the levels of usage to which it is subject, car parking surveys were undertaken on Thursday 8th and Saturday 10th December 2016. The survey durations were between 7:00am-7:00pm on the Thursday and 7:00am-1:00pm on the Saturday.

3.1.2 The off-street car park surveys were undertaken using Automatic Number Plate Recognition (ANPR) video cameras and vehicles were recorded as they entered and left the towns car parks in order to determine the car parks levels of occupancy and the vehicle’s duration of stay.

3.1.3 On-street surveys were also undertaken using video cameras but with occupancy and duration data being recorded manually. The parking areas that were the subject of the surveys are shown in **Figure 2**.

Figure 2. Oxted car parks and on-street parking areas surveyed



3.1.4 It should be noted that there was industrial action from RMT between 6-8th December which led to a disrupted train services on these dates. It is therefore possible that parking activity at the station car park was reduced on these days as rail users may have chosen to travel by other modes on these particular days.

3.2 Car Park Usage Analysis

3.2.1 Oxted’s eight car parks, shown in blue in Figure 2, have been surveyed to provide occupancy and parking duration data for a neutral weekday (in this instance a Thursday), and a Saturday. However, not all of these car parks are available for public usage on both days as the Council Offices car park is used for staff parking on weekdays and only opened up for public usage at weekends. Similarly, the Johnsdale Road car park is for use by permit holders only on weekdays between 7:00am-5:00pm but can be used by the public at other times. The total off-street parking capacity of the town is shown in **Table 4**.

Table 4. Off-street parking capacity in Oxted

CAR PARK	WEEKDAY CAPACITY	SATURDAY CAPACITY
Ellice Road	178	178
Gresham Road	11	11
Council Offices	0	118
Johnsdale Road	0	38
Oxted Station	371	371
Morrisons	318	318
Leisure Centre	68	68
Little Waitrose	32	32
TOTAL	1026	1182

3.2.2 It should be noted that the supermarket car parks at Morrisons and Little Waitrose along with the Leisure Centre car park are intended for users of these facilities only but it is likely that all three car parks are used, to some extent, for linked trips to other town centre destinations. In the event that these car parks were only used by customers, the remaining town centre public parking availability would be limited to the Ellice Road, Gresham Road and Station car parks. These would provide a total capacity of 606 spaces on weekdays plus an additional 118 spaces at the Council Offices at weekends.

3.3 Car Park Occupancy

3.3.1 The car park survey data has been analysed to provide a profile of occupancy for each car park and the parking durations recorded at each site. A summary of the maximum levels

of occupancy recorded by the surveys is provided in **Table 5**. The graphical outputs of the analysis of car park occupancy on both surveyed days is presented as **Appendix A** to this report.

Table 5. Maximum weekday and Saturday car park occupancy recorded by the surveys

CAR PARK	PARKING CAPACITY	THURSDAY		SATURDAY	
		NO. OF VEHICLES	% OF CAPACITY	NO. OF VEHICLES	% OF CAPACITY
Ellice Road	178	184	103%	158	88%
Gresham Road	11	12	109%	8	73%
Council Offices	118	n/a	n/a	30	26%
Johnsdale Road	38	33	87%	27	71%
Oxted Station	371	298	80%	139	35%
Morrisons	318	330	104%	264	83%
Leisure Centre	68	62	91%	36	53%
Little Waitrose	76*	71	94%	79	104%
TOTAL	1220	990	89%¹	739	60%

* Includes 44 PNR spaces at rear of adjacent shops.

¹ Calculation based on Thursday parking capacity of 1108 spaces

3.3.2 It should be noted that the total occupancy percentage figure shown for the Thursday represents the maximum occupancy if the peak occurred at the same time in each car park. In actuality the peak for each car park occurred at a slightly different times although there is an identifiable peak for Thursday activity across the town as a whole of 10:30am-12:30pm.

3.3.3 Our assessment of the activity that occurs on each of the car parks surveyed is summarised in the following sections.

Ellice Road Car Park

3.3.4 Ellice Road is the primary public car park in Oxted and is correspondingly frequently busy.

3.3.5 The Thursday survey showed the car park to be full throughout much of the morning and site observations recorded up to six vehicles circulating in the full car park waiting for a space. Afternoon occupancy reduced to around 80% of capacity until 4:00pm after which it reduced further.

- 3.3.6 The Saturday survey showed occupancy rising to around 80% from 10:30am rising to a peak of 88% at 12:30pm.

Gresham Road Car Park

- 3.3.7 The Gresham Road car park is located adjacent to Oxted library and the Council Offices car park with which it shares an entrance. The car park provided 11 spaces and was well-used during the Thursday survey, with a maximum occupancy of 109% recorded at 10:30am. Following this occupancy dropped to a mid-afternoon low of 33% by 2:30pm and rising again to 75% by 4:30-5:00pm.
- 3.3.8 Usage of this car park on the Saturday was reduced, with a maximum of 8 vehicles recorded (73% occupancy) throughout the morning.

Council Offices Car Park

- 3.3.9 This car park is only available for public use at weekends and thus our analysis of Thursday activity has been included in the private non-residential parking assessment that appears later in this report.
- 3.3.10 During the Saturday survey the car park recorded an unusual parking profile, with 24% usage at 7:00am falling to under 4% by 9:00am and then rising to a peak at 11:00am of just 25%. The relatively high occupancy at 7:00am is thought to be due to the free overnight parking that is available on Fridays at this car park.

Johnsdale Road Car Park

- 3.3.11 The Johnsdale Road car park was surveyed on both the Thursday and the Saturday. On the Thursday peak occupancy of 87% was recorded at 9:00-9:30am and this dropped to 66% by 12:30am. Afternoon occupancy was lower, with a peak of 55% recorded at 4:00pm.
- 3.3.12 The car park is available for public use at weekends, recording a general level of occupancy of around 55% on the Saturday morning rising to a peak of 71% occupancy at 11:30 am and falling thereafter.

Oxted Station Car Park

- 3.3.13 Oxted Station car park is operated for Southern Railway by Euro Car Parks and provides 371 spaces primarily for station users.
- 3.3.14 The car park is reasonably well used during the week, being 67% occupied by 9:00am rising to a peak of 80% by 1:00pm which is maintained throughout much of the afternoon.
- 3.3.15 Unsurprisingly for a car park which is used largely by commuters during the week, Saturday occupancy is much lower with a maximum occupancy of 37% recorded at 11:30 dropping only slightly thereafter.

- 3.3.16 It should be noted that this car park had been thought to have been affected by industrial action by Southern Railways staff on the Thursday surveyed. However, information received subsequently from Govia Thameslink Railway (GTR) suggests that the 80% occupancy observed is consistent with the average figure recorded by the car park's operators.
- 3.3.17 Contrary to expectations, the survey results and GTR data indicate some spare capacity at the station car park during weekdays. This is at odds with anecdotal and observed evidence that the car park is often full during the day. A possible explanation for this is that parking behaviour on the survey day was influenced by industrial action, but this cannot be proved without further quantitative data.

Morrisons Car Park

- 3.3.18 The Morrisons supermarket car parks forms an upper deck to the Station car park and has a similar capacity of 318 spaces. It is operated on Morrisons' behalf by Euro Car Parks and offers free parking for a maximum of 3 hours.
- 3.3.19 On the Thursday the car park was well-used throughout the day, with 79% occupancy at 9:00am rising to a peak of nearly 104% at 11:00am, indicating that vehicles are likely to circulate waiting for a space at times. Occupancy remained above 80% throughout much of the afternoon period, only beginning to drop off after 4:30pm.
- 3.3.20 The Saturday morning survey showed the car park to be less popular at the weekend and it had a more identifiable peak of 83% at 10:30am which dropped off to just over 60% by 12:30pm.

Leisure Centre Car Park

- 3.3.21 The highest level of weekday occupancy recorded at the Leisure Centre was 91% at 9:30am and occupancy levels through the rest of the day were generally in the range of 50-75%. An early evening spike in occupancy was recorded at 6:30pm most likely due to after-work activities.
- 3.3.22 Occupancy on the Saturday was lower, with a peak of 53% recorded at 8:30am and a general range of 37-48% throughout the morning.
- 3.3.23 The highest levels of occupancy were recorded at 9:30am and 6:30pm and this, combined with the high level of on-street parking activity on Station Road West, suggests that the Leisure Centre car park is largely used for leisure centre parking only, as intended by the council.

Little Waitrose

- 3.3.24 Recording the occupancy of the Little Waitrose car park by ANPR cameras is complicated by the fact that the car park is also a through-route to private non-residential (PNR) parking located behind shops directly to the west of the Waitrose store. As a result, the

survey has not been able to differentiate between activity at the Waitrose store and that related to the other shops.

3.3.25 Spot counts of the PNR parking on the morning of the Thursday survey show 42-44 vehicles parked in this area and thus a reasonable proxy for the occupancy for the Little Waitrose car park can be calculated by reducing the overall occupancy figure from the survey by this number.

3.3.26 Thursday occupancy of the parking area as a whole showed occupancy levels between 80-93% throughout the morning from 8:30am and 72-79% during the afternoon. The Saturday morning survey showed a steady increase to a peak of 104% at 11:00am, dropping to 85-92% for the remainder of the morning.

3.4 Car Park Parking Durations

3.4.1 For the purposes of this report we have referred to parking durations of under 2 hours as short-stay, durations between 2-4 hours as medium-stay and over 4 hours as long stay.

3.4.2 The graphical outputs of the analysis of parking duration on both surveyed days is presented as **Appendix B** of this report. A summary of the parking durations recorded by the surveys is presented in **Table 6** and **Table 7**.

Table 6. Thursday car park parking durations recorded by the surveys

CAR PARK	SHORT STAY	MEDIUM STAY	LONG STAY	TOTAL
Ellice Road	569	141	99	809
Gresham Road	163	2	2	167
Johnsdale Road	29	7	31	67
Oxted Station	76	28	290	394
Morrisons	2943	190	66	3199
Leisure Centre	252	52	26	330
Little Waitrose	689	8	39	736
TOTAL	4721	428	553	5702
PERCENTAGE TOTAL	83%	7%	10%	100%

Table 7. Saturday car park parking durations recorded by the surveys

CAR PARK	SHORT STAY	MEDIUM STAY	LONG STAY	TOTAL
Ellice Road	367	49	28	444
Gresham Road	24	2	1	27
Council Offices	170	6	3	179
Johnsdale Road	27	10	14	51
Oxted Station	211	49	32	292
Morrisons	1450	55	9	1514
Leisure Centre	137	18	1	156
Little Waitrose	331	16	26	373
TOTAL	2717	205	114	3036
PERCENTAGE TOTAL	89%	7%	4%	100%

- 3.4.3 The analysis shows Oxted’s car parks to be busy during both surveyed periods, showing over 80% short-stay parking activity on both days. The surveys recorded over 5,700 parking events in Oxted’s car parks on the Thursday and over 3,000 on the Saturday morning.
- 3.4.4 The Morrisons car park is the biggest car park for town centre users and is also the busiest car park, with 52% of all Thursday durations and 48% of Saturday durations occurring at this site. In this car park 8% of users stayed longer than the permitted 3 hours’ maximum on the Thursday and 2% were long-stay occupants. If these users were all present in the car park at the same time they would occupy 80% of available spaces, leaving few spaces for the short-stay customers that the car park is intended for.
- 3.4.5 The Little Waitrose site is also busy, with a high turnover of vehicles on both days. Despite the presence of a level of PNR parking in the Little Waitrose data, long-stay parking is still low here, at 5% on the Thursday and 7% on the Saturday.
- 3.4.6 The Ellice Road car park recorded a high level of long-stay parking of over four hours duration, with 99 instances recorded on the Thursday. This means that nearly 54% of the car park’s capacity was being used illegally as the maximum stay allowed in this car park is 4 hours. A proportion of this long-stay activity is likely to be due to permit holders, as drivers who purchase permits for Johnsdale Road car park can also use them in the Ellice Road car park. However, it can be seen that long-stay parking activity clearly reduces the availability of spaces for town centre visitors, and improved parking enforcement is needed to ensure that the Ellice Road car park can be used by its intended customers.

3.4.7 Long-stay parking was also observed at the Leisure Centre and at Johnsdale Road where such activity is permitted.

3.4.8 The station car park clearly serves as a commuter car park on weekdays, with the longest durations being recorded at this site. However, this car park does have spare capacity of at least 20% throughout the day. There was also an unexpectedly high level of short-stay parking recorded at the station and this is likely to be due to the provision of free parking after 10:00am at this site.

3.4.9 Despite the commuter use of the station car park, the overall level of long-stay parking within the town is low during the week, at 10%, and even lower at the weekend. Short-stay parking levels are high, at 83% on the Thursday and 89% on Saturday, and there are low levels of medium-stay parking (<10%) on both days.

3.5 On-street Parking Analysis

3.5.1 The on-street parking surveys have examined the sections of kerb space shown in red in **Figure 2**. The total parking capacity for each street has been derived by using the capacity of parking bays which are marked on the carriageway combined with the result of measuring the total length of the remaining kerb divided by the length of an average vehicle, this being a nominal value of 5.75 metres. This calculation provides the total number of spaces available for parking irrespective of whether this parking would be legal or illegal.

3.5.2 We have divided this up into parking that would be considered legal and desirable or illegal and undesirable during the core operating hours of 9:00am and 6:30pm to give the capacities for each road. The **legal and desirable parking areas** are defined as being:

- Marked public parking bays;
- Marked disabled parking bays;
- Lengths of unrestricted kerb;
- Taxi waiting spaces; and
- Single yellow line restrictions which are not in force during core hours.

3.5.3 The **illegal and undesirable parking areas** are defined as:

- Kerb space subject to double yellow line restrictions;
- Single yellow line restrictions which are in force during core hours;
- Pedestrian crossing points and zig-zag markings;
- Bus stops;
- Keep clear areas; and
- Dropped kerbs and single white line markings at accesses.

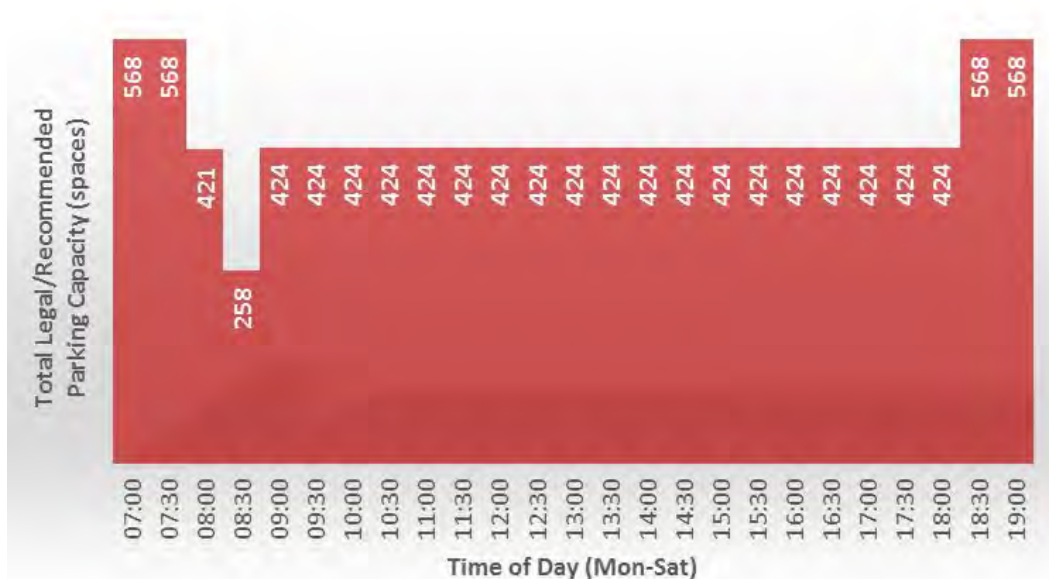
3.5.4 **Table 8** presents the legal/desirable and illegal/undesirable parking capacities for all of the areas surveyed along with the total on-street parking capacity of the surveyed area.

Table 8. On-street parking capacities within the surveyed area between 9:00am and 6:30pm

STREET	MAX. LEGAL/ DESIRABLE PARKING CAPACITY	ILLEGAL/ UNDESIRABLE PARKING CAPACITY	TOTAL PARKING CAPACITY
Station Approach	39	39	78
Station Road West	35	40	75
Station Road East	79	70	149
Snatts Hill	19	14	33
Johnsdale Road	53	28	81
Gresham Road	55	12	67
Granville Road	78	0	78
Amy Road	15	12	27
Ellice Road	5	0	5
Beatrice Road	26	16	42
Chichele Road	20	29	49
TOTALS	424	260	684

- 3.5.5 The lengths of kerb that were surveyed were selected based on local knowledge provided by Tandridge District Council officers and observational evidence that showed that these kerb lengths are subject to the highest levels of parking activity.
- 3.5.6 Substantial additional, largely illegal or undesirable parking capacity exists in areas that were not surveyed. However, observational evidence suggests that compliance with the restrictions in force in these areas is good, and it is not considered that significant levels of unrecorded parking activity occur.
- 3.5.7 There are two single yellow line parking restrictions in force across the study area, as described in Section 2.2. As these begin and end at different times, the overall supply of legal and desirable on-street parking changes throughout the day as shown in **Table 9**.

Table 9. Changes in legal on-street parking capacity within the surveyed areas (Mon-Sat)



3.5.8 It can be seen from the table that there are 424 legal on-street parking spaces available for use in Oxted throughout the business day with the exception of the period 8am-9am, when this figure reduces to 258. This is due to the one-hour restriction that comes into force in Gresham and Granville Roads between these times and which was introduced to discourage long-stay business/commuter parking in these areas.

3.6 On-street Parking Occupancy

3.6.1 The survey data has been analysed on a street-by-street basis in order to reveal the individual parking characteristics of each street and to identify areas where high levels of parking, either legal or illegal take place.

3.6.2 Parking occupancy data was recorded on a half-hourly basis and thus the analysis has been able to identify whether parking has occurred inside or outside of restricted hours. The parking data has therefore been structured to show the balance of legal/desirable and illegal/undesirable parking activity for both occupancy and duration. The graphical outputs of the analysis of parking occupancy on both surveyed days is presented as **Appendix C** of this report.

3.6.3 **Table 10** provides a summary of the maximum occupancy levels in each of the surveyed streets in the context of their legal parking capacity.

Table 10. Maximum weekday and Saturday parking occupancy recorded by the surveys

STREET	LEGAL PARKING CAPACITY	THURSDAY		SATURDAY	
		NO. OF VEHICLES	% OF CAPACITY	NO. OF VEHICLES	% OF CAPACITY
Station Road East	79	66	84%	59	75%
Station Road West	35	42	123%	38	108%
Station Approach	39	30	77%	39	100%
Amy Road	15	14	93%	13	87%
Ellice Road	5	5	100%	5	100%
Beatrice Road	26	16	62%	23	88%
Johnsdale Road	53	32	60%	21	40%
Snatts Hill	19	12	63%	10	53%
Gresham Road	55	43	78%	15	27%
Granville Road	78	41	53%	3	4%
Chichele Road	20	27	135%	14	70%
TOTAL	424	328	77%	240	57%

3.6.4 Our assessment of the parking activity that occurs on each of the roads surveyed is summarised in the following sections.

3.6.5 It is considered that the presence of video cameras at locations where long-stay on-street parking takes place may have deterred drivers from parking in these locations on the surveyed Thursday despite this parking activity being legal. Gresham Road and Granville Road are thought to have been particularly affected and this is discussed further in the sections below.

Station Road East

3.6.6 Station Road East forms one of the two main shopping streets in Oxted and runs nearly parallel to the railway on its north-eastern side. The surveyed length stretches from Johnsdale Road to the south to the Little Waitrose car park entrance to the north, a distance of some 400 metres.

3.6.7 Parking areas along the whole of Station Road East are busy, as evidenced by the high number of short-stay movements. Marked bays are restricted to 1 hour maximum stay

but levels of medium and long-stay parking were recorded, and this activity can potentially reduce the effective parking capacity by up to 49% at times during the week. This suggests that improved parking enforcement could provide increased capacity and turnover of spaces in this location.

3.6.8 The surveys recorded a maximum occupancy level of 84% on the Thursday, although occupancy was consistently over 70% for the entire survey period after 8:00am.

3.6.9 Maximum occupancy on the Saturday was reduced to 75% and this figure, recorded at 11:30am represents the peak for the survey period. This pattern is unusual since Saturdays are usually the busiest days for town centre activity as visitors have more time for leisure activities. The lower occupancy levels could suggest that visitors choose to visit alternative destinations with a greater or improved selection of shops and amenities on Saturdays.

Station Road West

3.6.10 Station Road West is the town's other shopping street and approaches the station from the south-west. The surveyed length of Station Road West was approximately 200 metres.

3.6.11 Parking along the entire length of the street is also busy and the highest level of illegal parking activity were recorded along this section of road, suggesting that parking enforcement in this area is poor. The peak for weekday occupancy was recorded at 123% and the typical range of occupancy levels was between 80-110% after 10:30am. The peak was recorded at the very end of the survey period and this could point to activity associated with the nearby cinema.

3.6.12 The peak for Saturday activity was 108%, recorded at midday, and occupancy was generally above 55% for most of the morning.

Station Approach

3.6.13 Station Approach runs along the southern side of the railway and approaches the station from the north-west. The surveyed length was approximately 210 metres. Given its proximity to the station it would be logical to conclude that Station Approach would be used for station parking but the survey data that it is mostly used for short-stay parking. It therefore appears that parking at this location is used as a supplement to parking on Station Road West by shoppers visiting the town.

3.6.14 Maximum weekday occupancy was 77% at the lunchtime peak and the general level of occupancy was over 61% between the hours of 10:00am and 6:00pm. On the Saturday, occupancy rose steadily throughout the morning to reach a peak of 100% by 1:00pm.

Amy Road

- 3.6.15 Amy Road is on the north-eastern side of the station and runs north-east from Station Road East from opposite the station entrance. It is predominantly residential in nature but provides vehicular access to the Ellice Road car park.
- 3.6.16 Amy Road is subject to a high level of illegal or undesirable parking, with approximately 30% of all weekday parking being of this type. Peak occupancy was recorded at 93% at three points throughout the afternoon and occupancy was over 66% throughout the survey period.
- 3.6.17 Saturday also showed a similarly high level of illegal parking activity, at 27%. Peak occupancy was 87%, which was recorded at two points late in the survey. There was also a smaller peak in the morning, with 80% occupancy recorded at 7:30 and 8:00am. This is unlikely to be related to residents as the earlier 7:00am beat showed only 60% occupancy.
- 3.6.18 The levels of illegal parking observed in this location suggest that parking enforcement is currently inadequate and should be carried out at weekends as well as during the week

Ellice Road

- 3.6.19 Ellice Road connects Amy Road and Beatrice Road, running north-west from the end of Amy Road.
- 3.6.20 The short length of Ellice Road surveyed showed 80-100% capacity throughout both survey periods. This was all recorded as long-stay parking and is thought to be related to residents parking on-street near their homes.

Beatrice Road

- 3.6.21 Beatrice Road runs from Station Road East roughly parallel and to the north of Amy Road. The surveyed length is approximately 215 metres. The road is predominantly residential in nature but has some small businesses in the area of its junction with Station Road East, and it also provides some short-stay 2 hour parking bays in this area.
- 3.6.22 Peak weekday occupancy was recorded at 62% throughout much of the morning period, with lower levels in the range 27-50% recorded in the afternoon.
- 3.6.23 On Saturday, peak occupancy was recorded at 88% and was over 61% from 9:00am. This suggests that Beatrice Road is used by shoppers for short-stay parking on Saturday mornings.

Johnsdale Road

- 3.6.24 Johnsdale Road is a residential road which runs south-west from the southern end of Station Road East. It generally provides unrestricted parking for residents but is subject

to no waiting restrictions Mon-Sat 8:30am-6:30pm along its section closest to Station Road East and Mon-Fri 8:00am-9:30am for a short section on its eastern side.

- 3.6.25 Peak occupancy during the week was recorded at 60%. The road did record a high level of long-stay parking activity and this could be attributable to residents, although this is not supported by the Saturday figures which show a 66% reduction in long-stay parking.
- 3.6.26 Saturday occupancy was also lower at 40%, with the morning peak recorded at 11:30am.

Snatts Hill

- 3.6.27 Snatts Hill runs south-eastwards from the southern end of Station Road East. It is subject to no waiting restrictions Mon-Sat 8:30am-6:30pm on its western side and also for a short distance on its eastern side opposite its junction with Johnsdale Road. The remainder of the eastern side is unrestricted.
- 3.6.28 Peak weekday occupancy was recorded at 63% between 11:00am-1:00pm, and occupancy was consistently above 50% throughout the business day. There was some illegal activity recorded, presumably on its eastern side close to Station Road East.
- 3.6.29 Long-stay parking activity here could be attributable to station users, as occupancy figures recorded at the end of the day were notably lower than those recorded at the beginning of the survey.
- 3.6.30 Saturday occupancy was only slightly reduced, at 53%. This was predominantly short-stay and likely to be associated with visitors to the town.

Gresham Road

- 3.6.31 Gresham Road is towards the southern end of Station Road East and runs north-east and then northwards away from the town. Its southern section between Station Road East and Granville Road is subject to a no waiting restriction Mon-Sat 8:30am-6:30pm, and there are four 1-hour marked bays and a disabled bay outside the library on the eastern side. There are double yellow line restrictions at the junction with Granville Road and beyond this there is a no waiting restriction Mon-Fri between 8:00am-9:00am in effect to the junction with Bluehouse Lane.
- 3.6.32 Gresham Road recorded the fourth highest concentration of long-stay parking within the town. The marked spaces outside the library are well used but there is little evidence of illegal parking on single yellow lines in this area.
- 3.6.33 Peak occupancy on the Thursday was recorded at 78% and occupancy levels were in the range of 70-75% between 9:00am and 3:00pm. Observations indicate that the spare capacity in Gresham Road is towards the Bluehouse Lane end of the road and that areas closer to the town are densely parked. However, it is suspected that the presence of cameras may have deterred some drivers from parking at this location. The photographs in **Table 11** shows vehicles parked at the junction of Gresham Road and Bluehouse Lane on Tuesday 24 January 2017, and Tandridge Council officers have indicated that this parking behaviour is more typically observed at this location.

Table 11. Parking activity observed at the junction of Gresham Road and Bluehouse Lane



- 3.6.34 Saturday parking levels are significantly reduced, with occupancy rising from 9:00am to a peak of 27% recorded at 12:30pm.
- 3.6.35 The low level of occupancy recorded before 9:00am on both days suggests that parking demand from residents in Gresham Road is small.

Granville Road

- 3.6.36 Granville Road runs east and then north-east from Gresham Road. The eastern-running section is subject to no waiting restrictions Mon-Sat 8:30am-6:30pm on both sides and this continues on the northern side almost until the junction with Bluehouse Lane. On the southern side, from just after the change in direction from east to north-east there is a no waiting restriction in place Mon-Fri between 8:00am-9:00am, and thus parking is permitted here throughout the rest of the day. This extends for some 520 metres and the first 300 metres of this length of kerb is the area surveyed.
- 3.6.37 Occupancy during the weekday showed virtually no activity before 9:00am, when 20% occupancy was recorded. This rose steadily to a peak of 53% at midday with a steady decline thereafter to 20% by 5:00pm. It should be noted that Granville Road had the highest concentration of long-stay parking during the week.
- 3.6.38 As at Gresham Road the spare capacity on Granville Road was concentrated towards the Bluehouse Lane end of the restriction, with areas closest to the town being densely parked. However, anecdotal evidence from Council officers and residents suggests that Granville Road is often fully occupied and that parking activity on the survey day may have been deterred by the presence of the survey's video cameras. The photographs in **Table 12** show a section of Granville Road on the survey Thursday and on the following day and

clearly demonstrate how the presence of video cameras may have impacted on parking behaviour in this area.

Table 12. Changes in parking activity observed on Granville Road



Granville Road parking on the surveyed Thursday .



Granville Road parking recorded subsequently .

3.6.39 Occupancy on the Saturday was minimal, with a peak of under 4% recorded, and only a single vehicle was observed parked for much of the morning.

Chichele Road

3.6.40 Chichele Road runs north-westwards from the northern end of Station Road East. It has marked parking bays for 20 vehicles on its eastern side, with the remainder of the street being subject to double yellow line restrictions. The marked bays are for maximum stays of 2 hours only.

3.6.41 During the weekday occupancy was in the range of 50-60% between 8:30-11:30am after which it dropped to a low of 15% by 1:30pm. However, after this occupancy rose to a peak for the day of 135% at 3:30pm, and this sudden rise in activity is likely to be due to Chichele Road being used as a pick-up point for pupils at the nearby Oxted, St. Mary's and Down's Way Schools. A high level of illegal parking activity was observed in this afternoon period which supports this conclusion.

3.6.42 On the Saturday, occupancy was recorded at 65-70% between 9:00-10:30am, settling down to a level of 50% for the remainder of the survey period. Illegal parking activity was also recorded here during the late morning.

3.7 On-street Parking Durations

3.7.1 For the purposes of this report we have referred to parking durations of under 2 hours as short-stay, durations between 2-4 hours as medium-stay and over 4 hours as long stay.

3.7.2 The graphical outputs of the analysis of parking duration on both surveyed days is presented as **Appendix D** of this report. A summary of the parking durations recorded by the surveys is presented in **Table 13** and **Table 14**.

Table 13. Thursday on-street parking durations recorded by the surveys

STREET	SHORT STAY	MEDIUM STAY	LONG STAY	TOTAL
Station Road East	672	23	17	712
Station Road West	247	24	18	289
Station Approach	88	11	18	117
Amy Road	51	7	8	66
Ellice Road	9	2	5	16
Beatrice Road	99	10	3	112
Johnsdale Road	38	15	27	80
Snatts Hill	20	2	11	33
Gresham Road	111	3	35	149
Granville Road	24	11	29	64
Chichele Road	81	2	0	83
TOTAL	1440	110	171	1721
PERCENTAGE TOTAL	83.7%	6.4%	9.9%	100%

Table 14. Saturday on-street parking durations recorded by the surveys

STREET	SHORT STAY	MEDIUM STAY	LONG STAY	TOTAL
Station Road East	295	15	5	315
Station Road West	151	10	9	170
Station Approach	59	8	2	69
Amy Road	33	0	9	42
Ellice Road	0	0	5	5
Beatrice Road	78	3	5	86
Johnsdale Road	22	7	9	38
Snatts Hill	16	3	4	23
Gresham Road	36	3	4	43
Granville Road	6	0	0	6
Chichele Road	17	5	6	28
TOTAL	713	55	57	825
PERCENTAGE TOTAL	86.4%	6.7%	6.9%	100%

3.7.3 The data shows that parking activity in Oxted as a whole is predominantly short-stay. There are low levels of medium and long-stay parking on both days although long-stay parking activity is 3% higher during the weekday survey.

3.7.4 Granville Road has the highest concentration of long-stay parking during the week, followed by Johnsdale Road, Snatts Hill and Gresham Road. Whilst these locations are not particularly close to Oxted station, it is possible that some of this activity is related to rail commuters seeking to avoid paying for parking at the station car park. These roads are also convenient for the Council Offices and could be used for parking by council staff, their tenants and other businesses.

3.7.5 The short stretch of Ellice Road surveyed is also subject to long stay parking but this is thought to be by residents rather than visitors to the town.

3.8 Illegal Parking and Compliance with Restrictions

3.8.1 Compliance with the existing parking restrictions across the town is generally considered to be good except at a few particular locations.

- 3.8.2 In Station Road West over 45% of all parking activity is at illegal or undesirable locations during the week although this reduces significantly to 18% on the Saturday. Conversely, illegal parking levels on Station Road East are low, with just 3.7% of parking durations being illegal or undesirable
- 3.8.3 Amy Road also has high levels of illegal parking, with 14% illegal parking recorded on the Thursday and almost 30% on the Saturday. Gresham Road also records illegal parking on the Saturday at 14% although illegal parking levels are low during the week. Chichele Road records nearly 17% illegal activity in the week and this is mainly associated with the morning and afternoon school run periods.
- 3.8.4 The prevalence of illegal parking activity at these locations, and particularly on Station Road West, suggest that the parking enforcement measures that are currently in place are not acting as a sufficient deterrent to drivers who wish to park close to their destination. The distribution of illegal parking activity is wider on the Saturday, but the introduction additional patrols on both days would assist in reducing this behaviour.

3.9 Interpretation of the Findings

- 3.9.1 Oxted is perceived to be a busy town that suffers parking issues at certain times of the day and week, and the parking surveys undertaken show that there is indeed a high level of parking activity. The surveys recorded a total of 7,330 parking events over a 12-hour period on the Thursday and 3,844 over 6 hours on the Saturday.
- 3.9.2 The town’s most popular car parks in terms of turnover, Morrisons, Ellice Road and Little Waitrose, operate at over capacity at times during the week, with vehicles observed circulating whilst looking for a space, and the busiest weekday periods for these car parks is the late morning and at lunchtime.
- 3.9.3 Oxted Station’s car park plays a clear role as a commuter car park, with the longest parking durations recorded here, but is also subject to some short-stay activity in the mornings. This car park recorded over 20% spare capacity throughout the weekday survey and data supplied by Govia Thameslink Railway suggests that this is the normal weekday average. The industrial action undertaken by station staff on the Thursday is therefore not thought to have led to reduced parking at the station.
- 3.9.4 The incidence of long-stay parking across the town is quite low, with 10% of parking activity being long-stay both in the car parks and on-street. It is not clear whether parking in the on-street long-stay ‘hotspots’ of Johnsdale Road, Gresham Road and Granville Road is associated with commuters or nearby businesses, although it is likely to be a combination of both.
- 3.9.5 Long-stay parking was also recorded in the Johnsdale Road car park but, as this is reserved for permit holders only during the week, this is likely to be legal parking activity associated with local businesses.
- 3.9.6 Town centre on-street parking on the eastern side of the railway operates with 15-30% spare capacity for much of the day, but the high turnover of spaces and frequent activity accentuate the perception of busyness, with vehicles manoeuvring into spaces along with servicing activity introducing delays for traffic.

- 3.9.7 On-street parking on the western side of the railway is busier, with upward of 25% of spare capacity in marked spaces, but again the frequency of activity and high turnover creates a busy parking environment. A relatively high level of illegal or undesirable parking activity was recorded in Station Road West, indicating that parking enforcement is poor in this area. This is despite the nearby Leisure Centre car park having between 25-50% spare capacity for much of the day and it therefore seems that this car park provides for leisure centre users rather than town centre visitors as is intended.
- 3.9.8 Parking activity on the Saturday morning was reduced from the weekday levels, with the popular Morrisons and Ellice Road car parks exhibiting spare capacity. Only the Little Waitrose car park operated at near or over capacity in this period, most likely due to its small size.
- 3.9.9 Saturday parking durations were predominantly short-stay, with 89% of activity being of this type and only 4% recorded as long-stay.
- 3.9.10 The car parks at Gresham Road, the Council Offices, Oxted Station and the Leisure Centre all had low levels of use on the Saturday.
- 3.9.11 On-street parking activity in Station Road East and West and Station Approach was largely similar to that recorded in the week, but on-street activity at other locations was reduced over the Thursday. Johnsdale Road, Gresham Road and Granville Road all showed very low levels of activity, indicating that weekday long-stay parking has a significant impact on these areas.

3.10 Conclusions

- 3.10.1 In the main, Oxted lives up to the perception of being a busy, bustling town which suffers an occasional shortage of parking during busy periods, particularly from the viewpoint of users of the main shoppers car parks. Capacity at Morrisons, Ellice Road and Little Waitrose can be at a premium at the busiest of periods, and other car parks in the town are also busy, particularly on weekdays.
- 3.10.2 On-street parking areas show at least some spare capacity for much of the day and the high level of activity and associated traffic disruption accentuates the perception of busyness. Station Road East, Station Road West and Amy Road act as the main on-street areas for short-stay parking areas and these operate close to capacity during the week.
- 3.10.3 A high level of illegal on-street parking activity was recorded in areas to the west of the railway, particularly in Station Road West. The Leisure Centre car park that is located nearby is under-used for much of the day and this could be better marketed for use by the general public rather than just leisure centre users to encourage greater use.
- 3.10.4 The town is subject to a level of long-stay on-street parking in certain areas, and the surveys have shown that this is a weekday-only issue is most likely attributable to commuters, businesses and council offices staff and tenants. The surveys recorded long-stay parking in Gresham Road, Granville Road and Johnsdale Road but it is believed that the parking levels recorded in these areas are atypical and that higher levels of long-stay parking frequently occur. This is supported by photographic evidence collect in the weeks following the survey dates.

- 3.10.5 The station car park does have spare parking capacity that could absorb some of this long-stay demand, although drivers will no doubt be resistant to paying for parking. The levels of parking recorded here appear to be typical as information provided by the car park's operator suggests this is the average level of occupancy on weekdays.

- 3.10.6 Unusually, the surveys identified that Oxted is less busy on a Saturday morning than it is during the week. Town centres are more commonly busier on Saturdays as people have more free time for shopping and leisure activities. Research in recent years, such as the Portas Report on the future of our High Streets, has shown how the attractiveness of town centres is linked to the standard of the shops and amenities provided within them. Oxted offers a range of convenience shopping destinations such as supermarkets, smaller local businesses, banks, food outlets and coffee shops, and it may be that residents use these facilities during the week because of the convenience factor but choose to visit other centres with an improved or greater retail offer at weekends.

- 3.10.7 It is understood that Tandridge District Council is giving consideration the introduction of parking charges in Oxted. Whilst this is unsurprisingly unpopular with drivers, this would not necessarily lead to a substantial reduction in footfall in the town. Experience in other town centres has shown that the range of amenities on offer is by far the most important factor in generating footfall and that the introduction of parking charges set at a competitive levels to competing centres are not necessarily a deterrent to town centre visits if the town centre offer is considered to be of a sufficient quality.

- 3.10.8 Parking charges are also an important management tool and may facilitate the re-balancing of parking supply across the town, although the introduction of charges could lead to a higher incidence of illegal parking activity and adequate levels of enforcement should be provided. However, the introduction of even a low level of charging would also provide the opportunity to generate an income stream to assist with the cost of parking operations whilst providing a valuable tool for the management of parking demand.

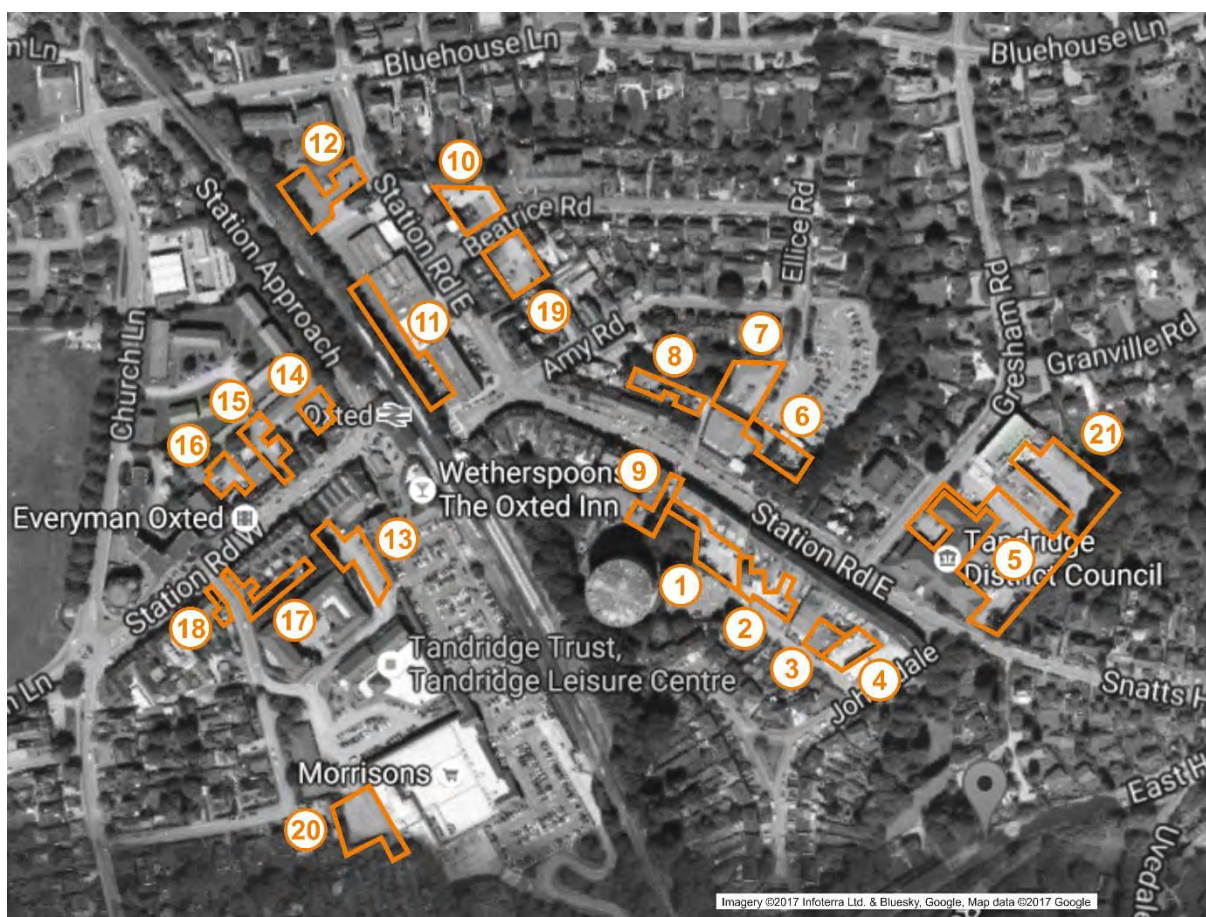
4. PRIVATE NON-RESIDENTIAL PARKING

4.1 Background

4.1.1 Many towns have additional parking supply in addition to their formal car parks and on-street parking areas. This usually takes the form of privately-owned areas of land often connected to local businesses, and this is referred to as private non-residential (PNR) parking.

4.1.2 The layout of Oxted is such that many businesses do have areas, mainly to the rear of their premises, where staff and landowners can park, and this represents an additional demand for parking within the town. Our assessment identified a total of 20 separate areas where PNR parking takes place, and these are shown in **Figure 3**.

Figure 3. Private non-residential parking areas within Oxted



4.2 PNR Parking Counts

4.2.1 In order to assess the demand for parking generated by these businesses, spot counts of PNR parking activity within Oxted were undertaken on the morning of 8th December 2016. Three counts were undertaken in the AM and lunchtime periods as these are usually the busiest times for business parking activity. The number of vehicles recorded by these counts is shown in **Table 15**.

Oxted Parking Review	
Parking Baseline Study	104380/12
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Table 15. PNR parking demand in Oxted

AREA ID	SURVEY PERIOD		
	09:30-10:30	11:00-12:00	12:30-13:30
Area 1	17	18	16
Area 2	14	15	12
Area 3	3	3	1
Area 4	6	9	9
Area 5	103	103	97
Area 6	12	16	14
Area 7	12	15	13
Area 8	13	17	19
Area 9	3	4	4
Area 10	16	15	16
Area 11	42	44	44
Area 12	24	21	19
Area 13	11	12	13
Area 14	13	13	13
Area 15	6	4	4
Area 16	9	9	10
Area 17	12	11	12
Area 18	4	2	3
Area 19	30	29	30
Area 20	NR	29	29
Area 21	33	37	45
TOTALS	383	426	423

4.3 PNR Parking Assessment

- 4.3.1 Whilst spot counts over a single morning cannot provide a definitive picture of PNR parking in the town it can provide a robust indication of the general level of parking demand from town centre businesses. It can be seen from the table that this demand is almost 425 vehicles which would otherwise be looking for parking opportunities elsewhere within the town.
- 4.3.2 It can also be seen that Area 5 is the highest generator of parking demand by some margin, accounting for at least 24% of PNR demand. Area 5 is the Tandridge Council Offices car park, and while this is given over to public parking at weekends it has been counted as PNR for this assessment as it is used by council staff and its tenants only during the week.
- 4.3.3 The next largest generators are Area 11, which is a hard-surfaced and marked parking area behind businesses at the northern end of Station Road East between the station and the Little Waitrose store, and Area 21, the Health Centre car park. Both of these locations generate 10.5% of PNR demand each.
- 4.3.4 The next two largest generators are Areas 19 & 20, which generate approximately 7.5% of demand each. Area 19 is a surfaced and marked car park behind Hamways House at 104 Station Road East which serves the businesses within the property. Area 20 is the Morrisons supermarket servicing yard, which also provides parking for members of Morrisons staff.
- 4.3.5 Other PNR areas within the town are largely unmade and unmarked and generate 4.5% of demand or less each.
- 4.3.6 Due to the nature of PNR parking sites it is difficult to calculate the overall PNR capacity of the town. Unmade areas are often subject to very dense parking as business staff seek to maximise usage in what are often areas that are not ideally suited to parking. Even marked car parks can be subject to double parking for the same reason.
- 4.3.7 Site observations during the counts showed that Areas 5, 11, 12, 18, 19 and 21 were parked at capacity whilst Areas 1, 3, 4, 7 & 10 showed a high proportion of spare parking space.

5. ATTITUDINAL SURVEYS

5.1 Background

5.1.1 This chapter presents the findings of a survey undertaken with Oxted town centre users, which formed part of the wider review of parking for this location.

5.1.2 The objectives of the survey were to gain an understanding of:

- The profile of Oxted town centre users and their current parking habits;
- Attitudes towards current parking availability and enforcement in Oxted;
- Attitudes towards the potential introduction of parking charges in Oxted; and
- Stated changes in behaviour if such charges go ahead.

5.2 Methodology

5.2.1 An on-street survey was undertaken across four locations in Oxted town centre, between Tuesday 13th December and Monday 19th December 2017. These were: Station Road East (near Pizza Express); Station Road East (near NatWest); Amy Road and Station Road West.

5.2.2 Concurrently the survey was made available online on the Tandridge District Council website, and paper versions were made available from the Council Offices and Oxted library. The timing of the survey coincided with the wider review of parking in Oxted.

5.2.3 The findings of the self-completion (online and paper) survey, on-street survey undertaken on weekdays, and on-street survey undertaken on Saturdays, are reported separately throughout this chapter. For ease of reading, respondents are referred to as 'online', 'weekday' and 'Saturday' respondents. The table below provides the number of responses from these different respondent groups. In total, views from 920 respondents were collected.

Table 16. Responses

	FREQUENCY	PERCENTAGE
On-street survey: weekdays	348	38%
On-street survey: Saturdays	264	29%
Self-completion survey: Online	307	33%
Self-completion survey: paper	1	< 1%
Total	920	100%

5.2.4 Although the methodology specified that the number of weekday on-street interviews should be equally distributed across the week, this was unable to be achieved due to train strikes, and a third of responses were collected on Fridays. The journey purposes of respondents on Monday to Thursday was compared with those of respondents on Friday

to see if the profile of the two sub-samples were different, and no significant differences were found.

5.2.5 In order to ensure that the sample of on-street respondents represented a random sample of town centre users, interviewers were instructed to approach the third person to pass them once they were ready to select a new respondent.

5.2.6 Copies of the on-street and online questionnaires are provided in **Appendix E**.

5.3 Interpretation of the findings

5.3.1 Where more detailed disaggregation of the data has been reported, this only relates to data collected on-street, and not to the online survey.

5.3.2 Throughout the report, the bases differ in some places due to a small number of respondents omitting some questions.

5.3.3 Where percentages do not total to 100%, this is due to rounding.

5.4 Profile of respondents

5.4.1 This section provides the age and gender profiles of those who responded to this survey.

5.4.2 Over two thirds (69%) of online respondents, and over half of the respondents to the on-street survey (58% in the week and 52% on Saturdays), were female.

Table 17. Respondent gender

	WEEKDAY	SATURDAY	ONLINE
Male	42%	47%	30%
Female	58%	52%	69%
Other/prefer not to say	0%	<1%	1%
Total	100%	99%	100%
Base	344	262	308

5.4.3 The majority of respondents were aged 25-64, with 63% of those interviewed during the week in this age category, 75% of those interviewed on a Saturday, and 81% of those who responded online.

Table 18. Age of respondents

	WEEKDAY	SATURDAY	ONLINE
Under 18	1%	<1%	0%
19-24	7%	2%	4%
25-44	21%	25%	31%
45-54	23%	27%	22%
55-64	19%	23%	28%
65+	30%	22%	15%
Total	101%	99%	100%
Base	340	262	307

5.5 Findings

Part 1 – Visiting Oxted Town Centre

- 5.5.1 Prior to being asked about their parking habits and attitudes towards parking, respondents were asked about their use of Oxted town centre, including how frequently they visit the town centre, how they usually travel there, their purpose for visiting and the length of time spent in the centre.
- 5.5.2 The large majority of respondents (70% or more) visit Oxted town centre once a week or more, regardless of the method by which they were surveyed. Respondents answering the survey online were more likely to be frequent visitors, visiting the town centre at least four times a week (53%), compared with those surveyed on a weekday (26%) or Saturday (20%).

Table 19. Frequency of visits to Oxted town centre

AVERAGE FREQUENCY	WEEKDAY	SATURDAY	ONLINE
6+ days a week	10%	5%	29%
4-5 days a week	16%	15%	24%
2-3 days a week	31%	24%	28%
Once a week	16%	26%	10%
Once a fortnight	9%	6%	3%
Once a month	8%	10%	3%
Less often	10%	14%	4%
Total	100%	100%	101%
Base	348	264	307

5.5.3 Respondents were asked what would encourage them to visit Oxted town centre more often. A greater choice of shops was raised most frequently, by 18% of respondents (162 respondents across the surveys). This was followed by three parking-related comments, all of which were cited more frequently by online respondents: improved parking facilities (84 respondents); an increase in the amount of parking (78 respondents); and provision of free parking (78 respondents). Factors highlighted less frequently included:

- Improved leisure facilities (36 respondents);
- Stricter parking regulations (15 respondents);
- An increase in the duration it is possible to park for (11 respondents);
- Improved public transport (10 respondents);
- Pedestrianised/improved walkways (8 respondents);
- Improved cycle parking (4 respondents); and
- Improved access for people with disabilities (4 respondents).

5.5.4 The majority of respondents to the on-street survey were visiting Oxted to go shopping. Likewise the majority of online respondents indicated that their most recent trip to the town centre was to visit the shops. About one in five of all on-street respondents were visiting for social or leisure activities, and a similar proportion of online respondents last visited Oxted for this reason.

5.5.5 Respondents answering the online survey were more likely to have visited Oxted for work or business (29%) on their most recent trip, than those interviewed on-street, of whom less than one in seven were in Oxted for work or business.

Table 20. Town centre journey purpose

	WEEKDAY	SATURDAY	ONLINE
Shopping	72%	80%	69%
Social/leisure	20%	23%	23%
Restaurants/cafes/pubs	13%	17%	32%
Work/business	12%	5%	29%
Post Office/banks	9%	3%	32%
Healthcare	7%	3%	18%
Commuting/train travel	3%	0%	8%
Education	2%	0%	6%
Tourism	0%	0%	0%
Other	2%	3%	1%
Total	-	-	-
Base	341	264	306

- 5.5.6 The majority of on-street survey respondents stayed in Oxted town centre for between thirty minutes and two hours on their current trip and a similar proportion of online respondents did so on their most recent visit – over 80% of all respondents stayed for less than four hours.
- 5.5.7 Respondents answering the survey online were less likely to spend very short periods of time in the town centre (7%) compared with respondents surveyed on-street on weekdays (15%) or Saturday (14%); and were more likely to spend a full day in the town centre (14%) compared with those surveyed on weekdays (4%) or Saturdays (2%).

Table 21. Length of town centre stay

	WEEKDAY	SATURDAY	ONLINE
Less than 30 mins	15%	14%	7%
30-59 mins	29%	27%	31%
1hr to 1hr 59mins	31%	41%	26%
2hrs to 3hrs 59mins	17%	14%	17%
4hrs to 4hrs 59mins	4%	2%	5%
6hrs or more	4%	2%	14%
Total	100%	100%	100%
Base	347	264	305

5.5.8 The majority of respondents usually travel to the town centre by car, with two thirds (68%) of those surveyed on weekdays specifying car as their most frequent mode, and almost nine in ten (87%) surveyed on Saturday or responding online responding in this way.

5.5.9 Interestingly, travel by bus is a more common method of transport on weekdays (15%), perhaps accounted for by the fact that those travelling to Oxted for work/business or leisure/social purposes were more likely to travel by bus than those visiting for other purposes.

Table 22. Usual method of travel to the town centre

	WEEKDAY	SATURDAY	ONLINE
Car	68%	87%	87%
Walked	12%	10%	11%
Bus	15%	2%	1%
Train	5%	<1%	0%
Motorbike/scooter	<1%	<1%	<1%
Bicycle	0%	0%	1%
Other	0%	<1%	<1%
Total	100%	99%	100%
Base	348	264	308

- 5.5.10 The majority of respondents travel at least sometimes into Oxted town centre by car, although this varied significantly depending on when and how people responded to the survey. Respondents answering online were more likely to always or sometimes travel by car (98%) than those responding on-street on a weekday (76%) or on a Saturday (90%).
- 5.5.11 Those who usually travel to Oxted by car were asked if there are any improvements which could be made which would encourage them to travel a different way. Improving bus services was the most frequently cited comment for encouraging alternative modes of travel into the town centre (suggested by 71 respondents across the surveys), followed by improving rail services (suggested by 47 respondents across the surveys). Less frequently mentioned improvements were lowering the cost of public transport (19 respondents); improving public transport in general (17 respondents); improving walking facilities, including safety aspects (12 respondents); and improving cycling facilities (5 respondents).
- 5.5.12 A number of respondents noted that no improvements could encourage them to travel a different way, citing a number of reasons, which included (in order of decreasing frequency): the inability to carry shopping back from town without use of a car; car being the most convenient form of transport; car use being required for work; and the requirement to use a car because of poor physical health.

Table 23. Travel by car

	WEEKDAY	SATURDAY	ONLINE
Always	57%	56%	72%
Sometimes	19%	34%	26%
Never	24%	10%	2%
Total	100%	100%	100%
Base	348	264	307

Part 2 – Current Parking in Oxted Town Centre

- 5.5.13 The second part of the survey investigated respondents parking habits and attitudes towards current parking in Oxted. This part of the survey was only asked to those who indicated that they always or sometimes travel to Oxted by car.
- 5.5.14 Respondents were asked to name the car parks which they most frequently used. The car park used frequently by the majority of respondents is Ellice Road Car Park. However this car park is used by more Saturday respondents (85%) than weekday (74%) or online (67%) respondents. Morrisons' Car Park is more likely to be used frequently by online respondents (60%) than weekday (49%) or Saturday respondents (24%). Saturday respondents are also less likely to use TDC and the station car park than weekday or online respondents.

Table 24. Use of car parks

CAR PARKS USED FREQUENTLY	WEEKDAY	SATURDAY	ONLINE
Ellice Road Car Park	74%	85%	67%
Morrisons' Car Park	49%	24%	60%
Waitrose's car park	13%	12%	28%
TDC Car Park	15%	3%	15%
Station Car Park	13%	6%	14%
Tandridge Leisure Centre Car Park	3%	6%	7%
Johnsdale Road Car Park	<1%	<1%	4%
On street / other	10%	13%	1%
Total	NA	NA	NA
Base	264	238	273

5.5.15 Respondents answering the online survey were much more likely to find parking in the town centre difficult (53%) than easy (8%). This pattern was similar though less polarised amongst those answering the survey on-street during the week; 43% find it difficult and 18% find it easy. The picture was different for those answering the survey on-street on Saturdays where the same proportion found it easy (34%) as found it difficult (33%).

5.5.16 Respondents that visit Oxted town centre six or more days a week were twice as likely (69%) to state parking in the town was difficult compared to those that visit between two days a week and once a fortnight (35%-36%).

Table 25. Ease of parking

	WEEKDAY	SATURDAY	ONLINE
Easy	18%	34%	8%
Neither easy nor difficult	40%	33%	39%
Difficult	43%	33%	53%
Total	101%	100%	100%
Base	262	232	301

5.5.17 Respondents were asked how often they have to search for a parking space in the town centre. Over a third of online or weekday respondents, and over a quarter of Saturday

respondents said they always have to search for a space – and most of the remainder said they have to search for a space sometimes.

Table 26. Finding a parking space

	WEEKDAY	SATURDAY	ONLINE
Always	36%	27%	39%
Sometimes	57%	58%	55%
Never	7%	15%	7%
Total	100%	100%	101%
Base	262	233	302

5.5.18 The majority of respondents feel that there is not enough short-stay parking in town for shoppers and visitors, with online respondents more likely to indicate that there is not enough parking (71%) than weekday (61%) or Saturday (59%) respondents. Respondents were more likely to state that there is enough parking if their journey purpose was social/leisure than for other purposes.

Table 27. Amount of short-stay parking (for shoppers and visitors)

	WEEKDAY	SATURDAY	ONLINE
Enough	35%	36%	23%
Not enough	61%	59%	71%
Don't know	4%	5%	5%
Total	100%	100%	99%
Base	260	233	293

5.5.19 The majority of weekday (59%) and online (67%) respondents feel that there is not enough long-stay parking for town centre workers and commuters, whereas slightly less than half (48%) of Saturday respondents feel the same way. About one in five respondents indicated they did not know if there is enough long-stay parking or not, which may be expected as the majority of respondents were not long-stay users of the town centre.

Table 28. Amount of long-stay parking (for workers and commuters)

	WEEKDAY	SATURDAY	ONLINE
Enough	21%	32%	12%
Not enough	59%	48%	67%
Don't know	20%	20%	21%
Total	100%	100%	100%
Base	261	233	302

5.5.20 About half of weekday (49%) and Saturday (51%) respondents are satisfied with parking in the town overall, compared with a quarter (24%) of online respondents. Respondents are more likely to be dissatisfied, or very dissatisfied, if they visit the town centre between four to five days a week or more frequently.

Table 29. Satisfaction with town centre parking

	WEEKDAY	SATURDAY	ONLINE
Very satisfied	4%	1%	3%
Satisfied	45%	50%	21%
Neither	25%	24%	24%
Dissatisfied	21%	23%	36%
Very dissatisfied	5%	2%	15%
Total	100%	100%	99%
Base	261	232	301

5.5.21 Whilst the vast majority of weekday (82%) and Saturday (83%) respondents consider that there is enough on-street parking enforcement, less than half (46%) of online respondents do so, with almost one in four (39%) stating that there is too little enforcement.

5.5.22 Respondents that visit the town centre daily are more likely to feel that there is too little on-street parking enforcement than those that visit less frequently.

Table 30. On-street parking enforcement

	WEEKDAY	SATURDAY	ONLINE
Enough	82%	83%	46%
Too much	4%	9%	15%
Too little	13%	8%	39%
Total	99%	100%	100%
Base	250	225	297

5.5.23 As with views on enforcement of on-street parking, weekday and Saturday respondents (both 85%), in addition to the majority of online respondents (63%), feel there is enough enforcement of off-street parking. Online respondents were more likely to state that there is too little-off street parking enforcement.

Table 31. Off-street parking enforcement

	WEEKDAY	SATURDAY	ONLINE
Enough	85%	85%	63%
Too much	3%	8%	15%
Too little	12%	8%	22%
Total	100%	101%	100%
Base	249	225	294

Part 3 – Future Parking in Oxted Town Centre

5.5.24 The final part of the survey investigated respondents’ attitudes towards future parking scenarios in the town centre. This part of the survey was only asked to those who indicated that they always or sometimes travel to Oxted by car.

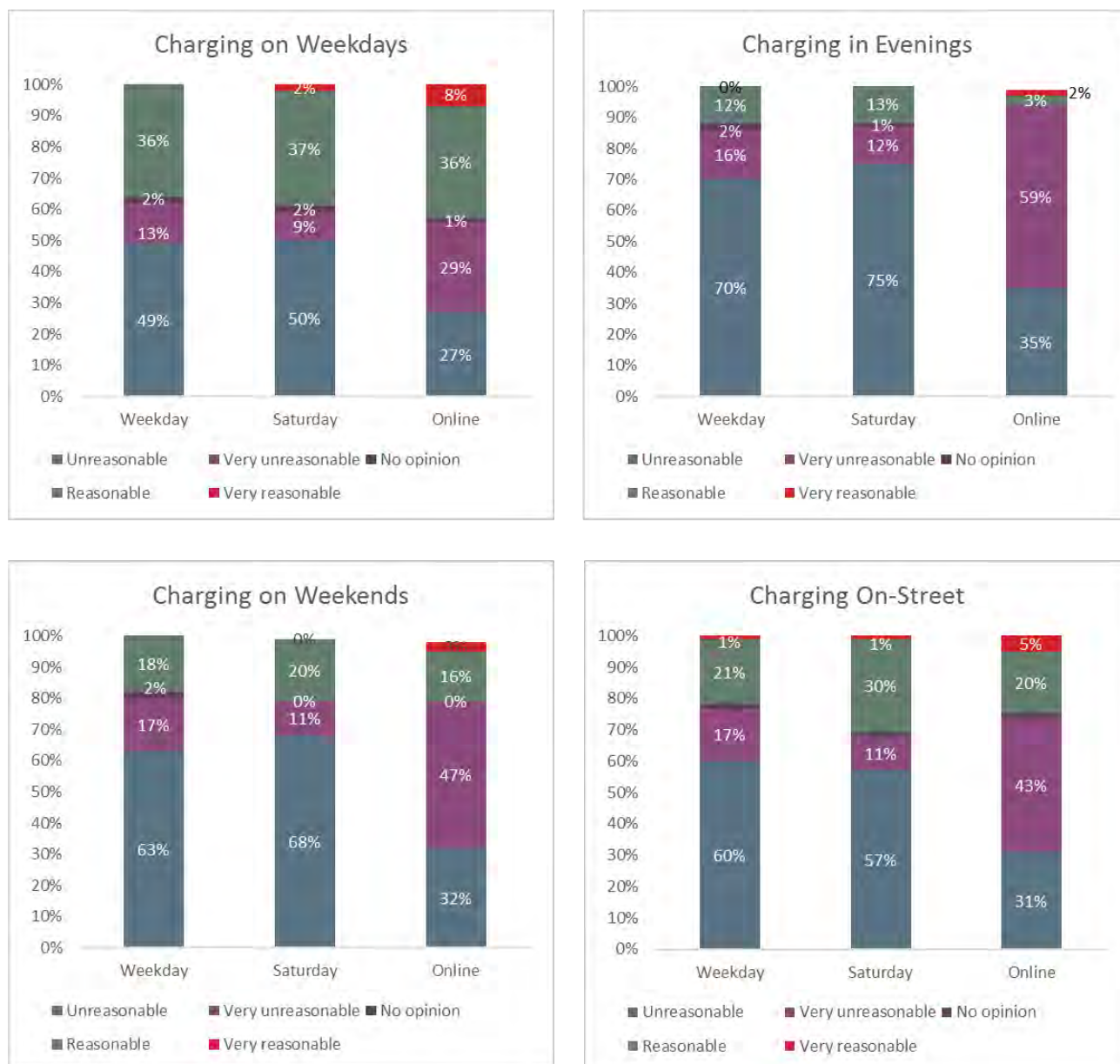
5.5.25 Respondents were asked, on a five point scale, how reasonable or unreasonable it would be for the Council to introduce parking charges in car parks on weekdays, at weekends and in the evenings, and for on-street parking. The findings are summarised in **Figure 4**.

5.5.26 The majority of respondents, regardless of how they were surveyed, consider charging in any scenario to be unreasonable. Parking charges considered most unreasonable are in the evening, with over five out of six weekday (86%) and Saturday (87%) respondents considering these charges to be unreasonable or very unreasonable, and almost all online respondents (94%) considering them unreasonable or very unreasonable.

5.5.27 The parking charge considered least unreasonable by participants was weekday charging – whilst still over half consider it unreasonable or very unreasonable (62% of weekday,

59% Saturday and 56% of online respondents), over a third of online and on-street respondents consider this charge to be reasonable or very reasonable.

Figure 4. Introduction of car parking charges



The base for respondents surveyed on-street on weekdays is 262; the base for respondents surveyed on Saturdays is 233; and the base for online respondents ranges from 297 to 301.

5.5.28 Respondents were asked whether the introduction of parking charges would affect how often they visit the town centre. The findings are summarised in **Figure 5**.

5.5.29 In the region of half the weekday and Saturday respondents and three quarters of online respondents consider they will visit Oxted town centre less often if parking charges are introduced in any of these scenarios. Only online respondents differentiated between the scenarios with fewer (two thirds) saying they would visit less frequently if charges were

introduced in car parks on weekdays than would do so if they were introduced in carparks in the evening or weekends or on-street (around three quarters).

5.5.30 For all scenarios, respondents who visit Oxted more than once a week were between 7% and 10% (depending on the scenario) more likely to say that the introduction of car parking charges would affect the frequency with which they visit Oxted town centre.

Figure 5. Perceived impact of introducing car park charges



The base for respondents surveyed on-street on weekdays is 262; the base for respondents surveyed on Saturdays is 233; and the base for online respondents ranges from 294 to 297.

5.5.31 The large majority of weekday (81%) and Saturday (74%) respondents would prefer to pay for any introduced parking charges through ‘pay and display’, however online respondents provided a more mixed view. Just under half (47%) would also prefer the ‘pay and display’ method, around a third (32%) would prefer to pay when exiting the car park, and about one in five (21%) would prefer to pay by phone/application.

Table 32. Preferred payment method

	WEEKDAY	SATURDAY	ONLINE
Pay and display	81%	74%	47%
Pay by phone/app	6%	8%	21%
Pay on exit (barrier)	13%	19%	32%
Total	100%	101%	100%
Base	257	227	280

5.5.32 The most frequently raised view, voiced by 20% of those who always or sometimes drive to Oxted (151 respondents across the surveys), was that there should be an increase in parking availability in the town centre, with a few specifying that it is difficult to park at peak times and some specifically referring to the lack of parking facilities for people who work in the town.

5.5.33 Comments rejecting the introduction of parking charges, which were more frequently raised by online respondents, included a general statement identifying their negative views towards parking charges (11%) or more specifically parking charges for short stay visitors (3%); a comment raising concern that parking charges would have a negative effect on Oxted (7%), or a comment re-iterating that they would no longer visit Oxted if parking charges were introduced (4%). However, a number of respondents voiced the opinion that the introduction of reasonable parking charges would be acceptable (5%), or would be desirable for long stay parking (2%).

5.5.34 Other comments can be summarised as follows:

- Stricter parking enforcement would be desirable (39 respondents);
- Commuter parking has negative impacts (39 respondents);
- Disability access should be improved (9 respondents);
- Walking access should be improved (7 respondents); and
- There should be increased use of technology, including CCTV, automatic number plate recognition (4 respondents).

5.6 Conclusions

5.6.1 Overall, respondents can be summarised as follows:

- Over half were female and over two thirds were aged 25-64. Those responding online were more likely to fit into these categories than on-street respondents;

- Over 70% visit Oxted town centre once a week or more. Online respondents were more likely to be frequent visitors (visiting at least four times a week) than on-street respondents. A greater choice of shops in Oxted is most likely to encourage increased use of the town, but more parking, and more free of charge parking, is also likely to encourage more frequent use.
- Most were using the town centre to go shopping and the large majority stayed for between 30 minutes and two hours – few stayed longer than four hours;
- Almost all online respondents always or sometimes travel by car (98%), compared to 76% of weekday respondents and 90% of Saturday respondents. However fewer use the car as their most frequent mode of transport to get to Oxted (68% of weekday respondents and 87% of those surveyed on Saturday or responding online). Improvements to the bus and train services, and lowering fares would encourage some people to use alternative modes of travel into the town centre. A few would also be encouraged by improved walking and cycling facilities.
- Ellice Road Car Park is the most frequently used car park by respondents. Morrisons' Car Park, TDC and the station car park are also well used.

5.6.2 A reasonable proportion of people are currently dissatisfied with parking in Oxted at present – around a quarter of on-street respondents and half of online respondents stated that they were dissatisfied or very dissatisfied with parking in the town, and more frequent visitors were less likely to be satisfied.

- Online and weekday survey respondents were much more likely to find parking in the town centre difficult than find it easy, however similar numbers of Saturday respondents find parking easy as find it difficult;
- Over a third of online and weekday respondents, and over a quarter of Saturday respondents always have to search for a space – and most of the remainder said they have to search for a space sometimes;
- Most respondents feel there is not enough short-stay parking in town for shoppers and visitors, or long-stay parking for workers and commuters, although slightly less than half of Saturday respondents had this view about long stay car parks;
- Whilst the vast majority of on-street respondents consider that there is enough on-street and off-street parking enforcement, just under half of online respondents consider this to be the case in relation to on-street parking. Respondents that visit the town centre daily are more likely to feel that there is too little on and off-street parking enforcement than those that visit less frequently.

5.6.3 The majority of respondents considered that the introduction of parking charges in car parks on weekdays, at weekends and in the evenings, and for on-street parking, to be unreasonable or very unreasonable, and many would come to Oxted less frequently if they were introduced. However, many respondents also requested increased parking capacity and increased parking enforcement without reference to the associated costs,

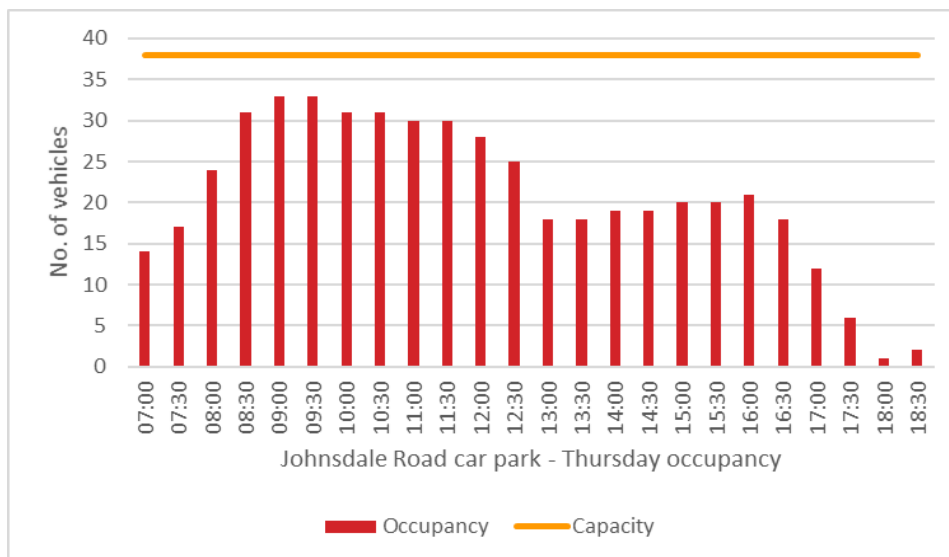
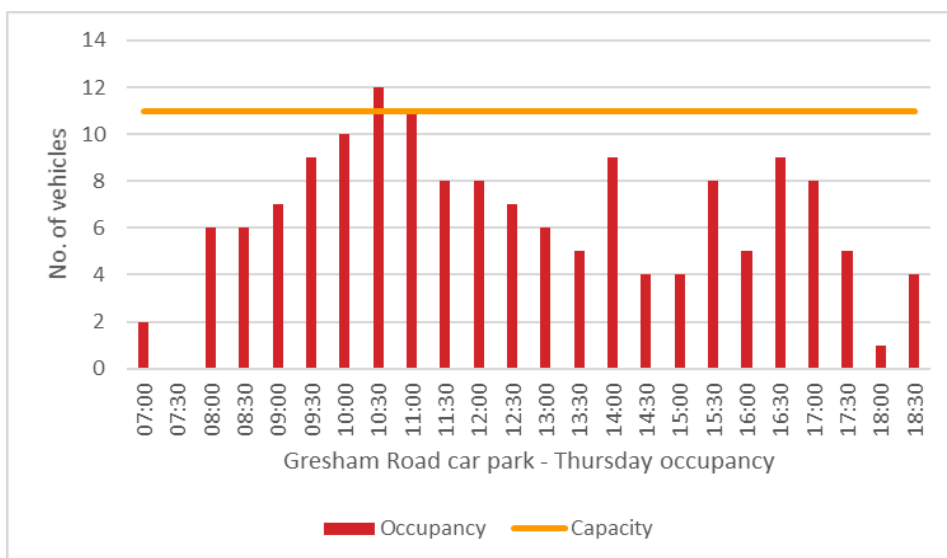
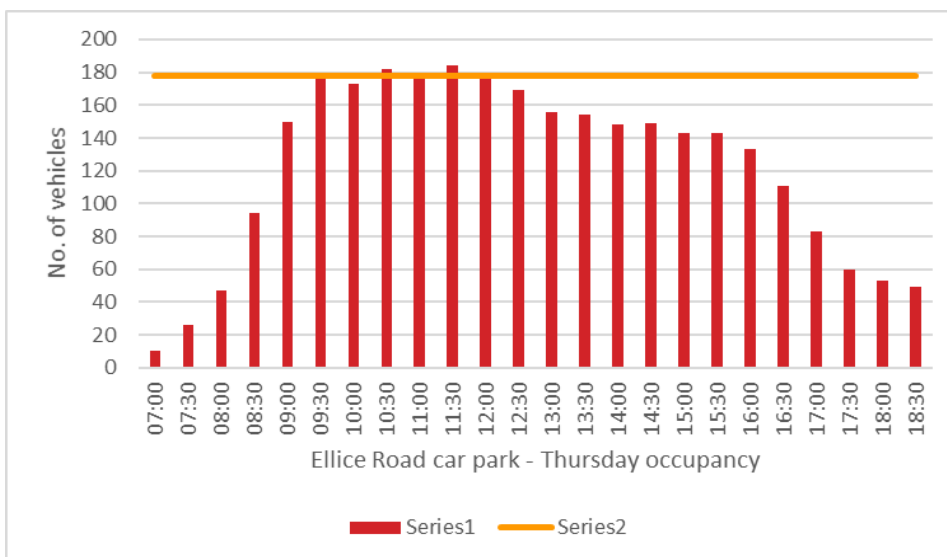
suggesting some public education may be necessary if parking charges are to be introduced.

- Parking charges considered most unreasonable are in the evening, with over five out of six on-line respondents considering these charges to be unreasonable or very unreasonable, and almost all online respondents considering them to be so.
- Parking charges considered least unreasonable by participants are in the weekdays. Whilst still over half of online and on-street respondents consider it unreasonable or very unreasonable, over a third consider this charge to be reasonable or very reasonable.
- In the region of half the on-street respondents and three quarters of online respondents consider they will visit Oxted town centre less often if parking charges are introduced in any of the scenarios. Slightly fewer online respondents said they would visit less frequently if charges were introduced in car parks on weekdays than would do so if they were introduced in carparks in the evening or weekends or on-street.
- Respondents who visit Oxted more than once a week were more likely to say that the introduction of car parking charges would affect the frequency with which they visit Oxted town centre.

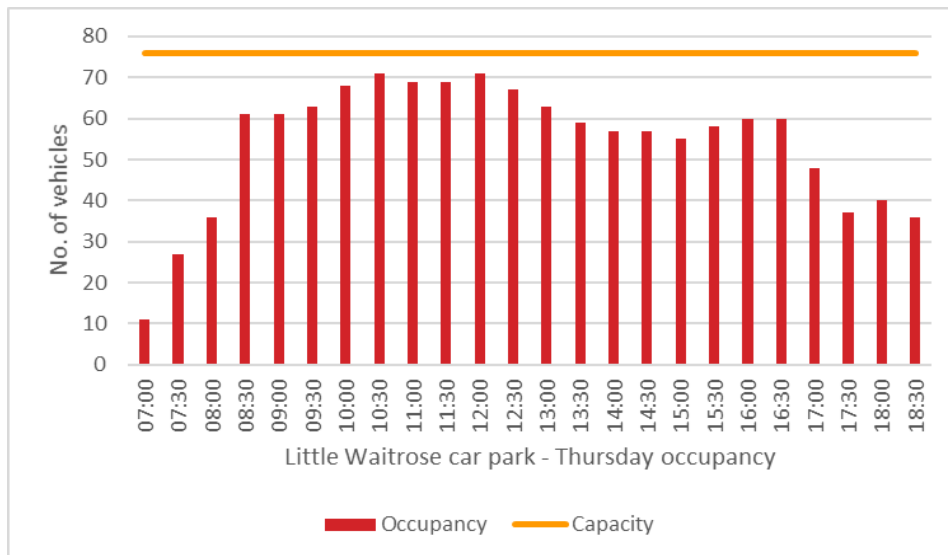
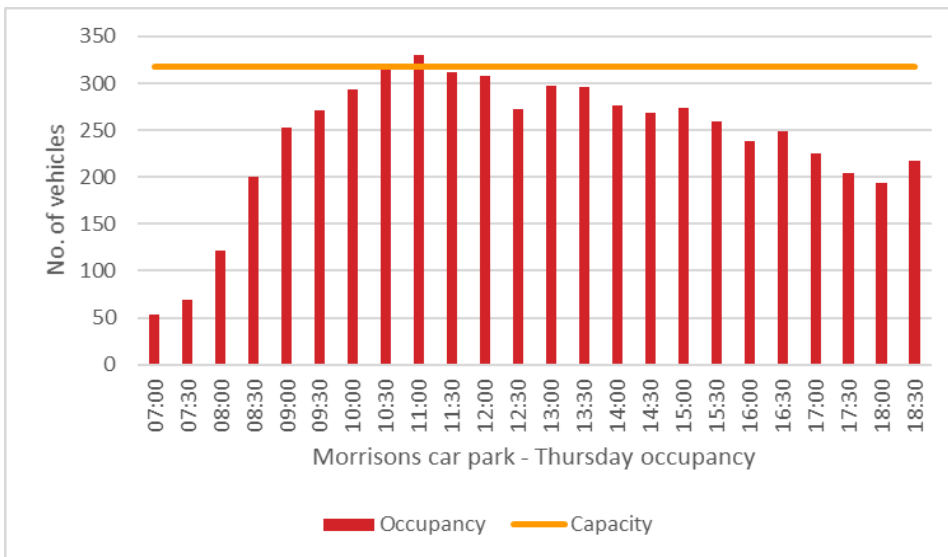
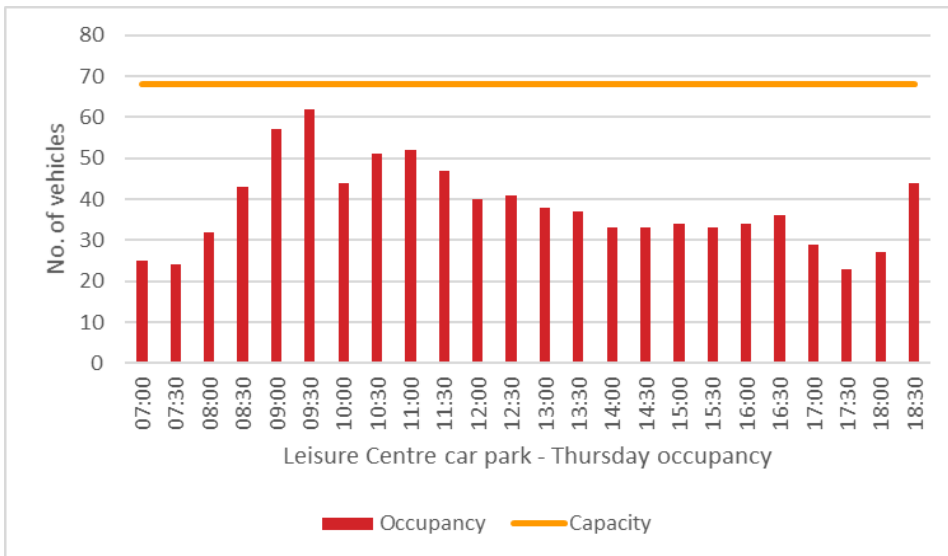
5.6.4 Over three quarters of on-street respondents would prefer to pay for any introduced parking charges through 'pay and display', however online respondents provided a more mixed view with just under half preferring the 'pay and display', around a third preferring to pay when exiting the car park, and about one fifth preferring to pay by phone/application.

CAR PARK PARKING OCCUPANCY GRAPHS

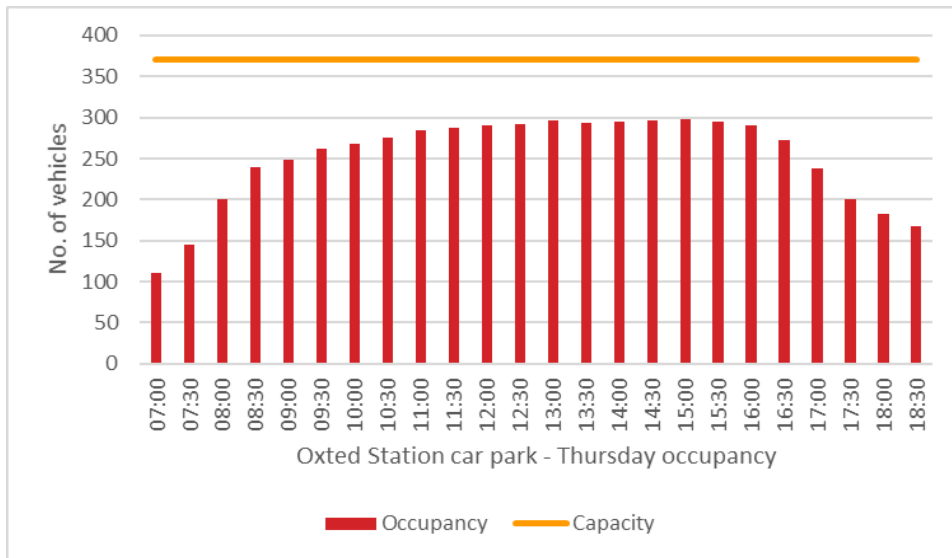
THURSDAY CAR PARK OCCUPANCY LEVELS



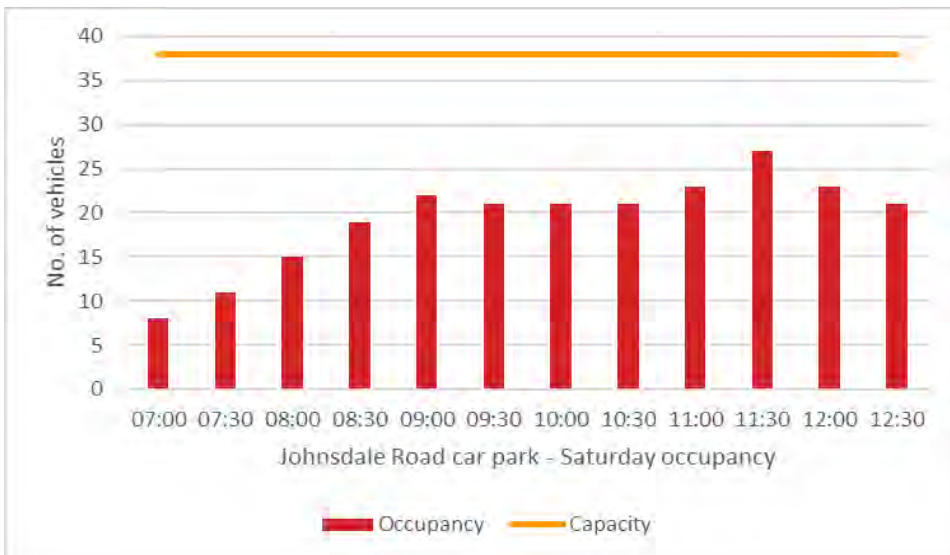
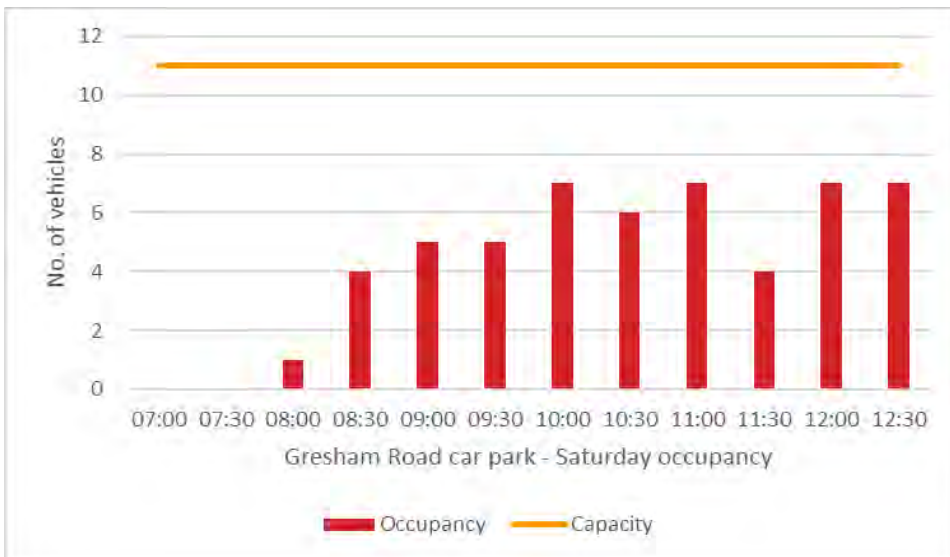
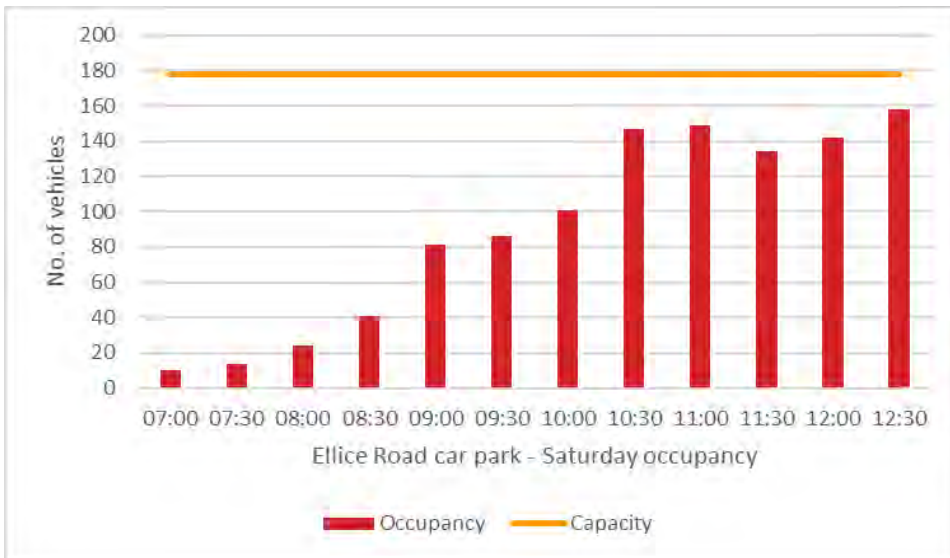
THURSDAY CAR PARK OCCUPANCY LEVELS



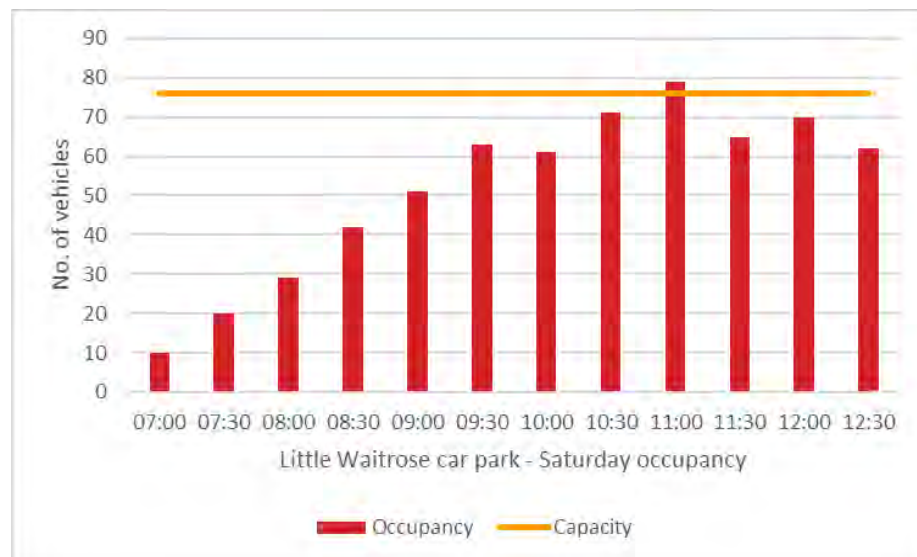
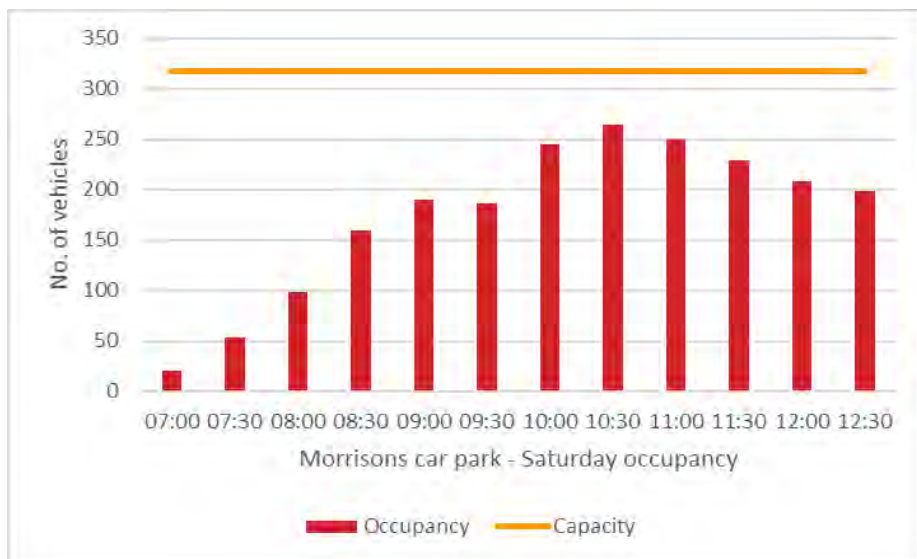
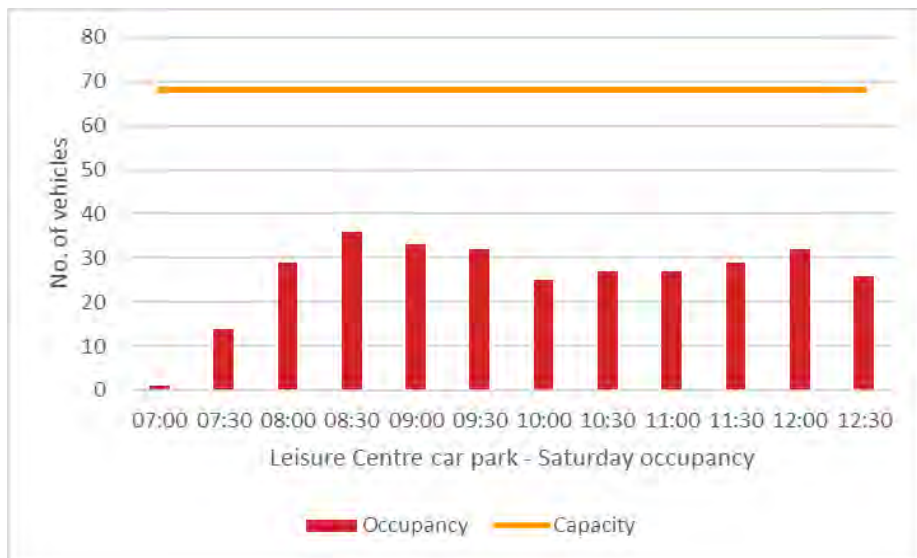
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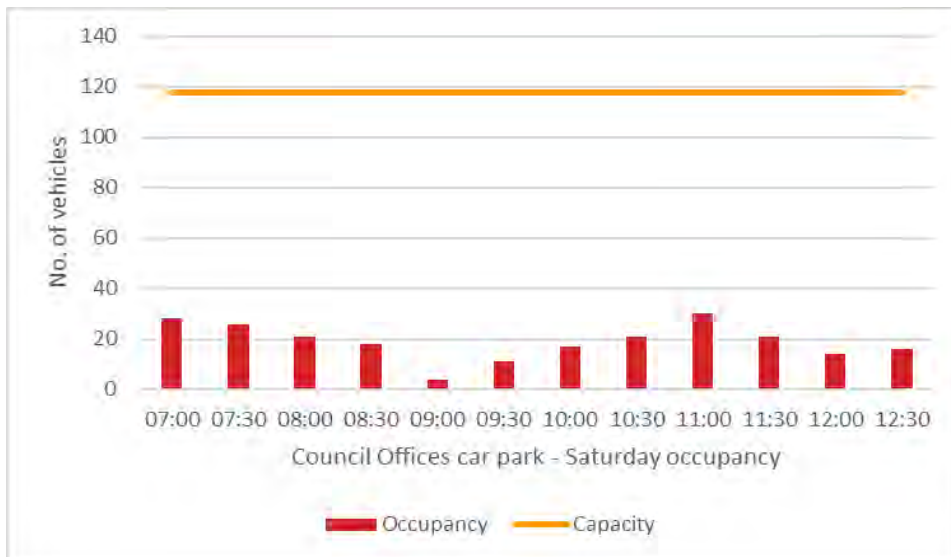
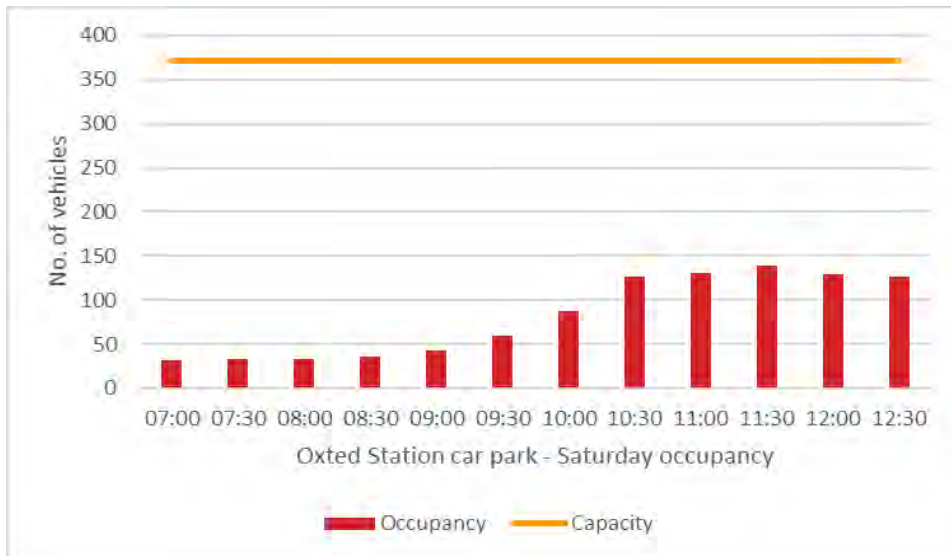
SATURDAY CAR PARK OCCUPANCY LEVELS



SATURDAY CAR PARK OCCUPANCY LEVELS

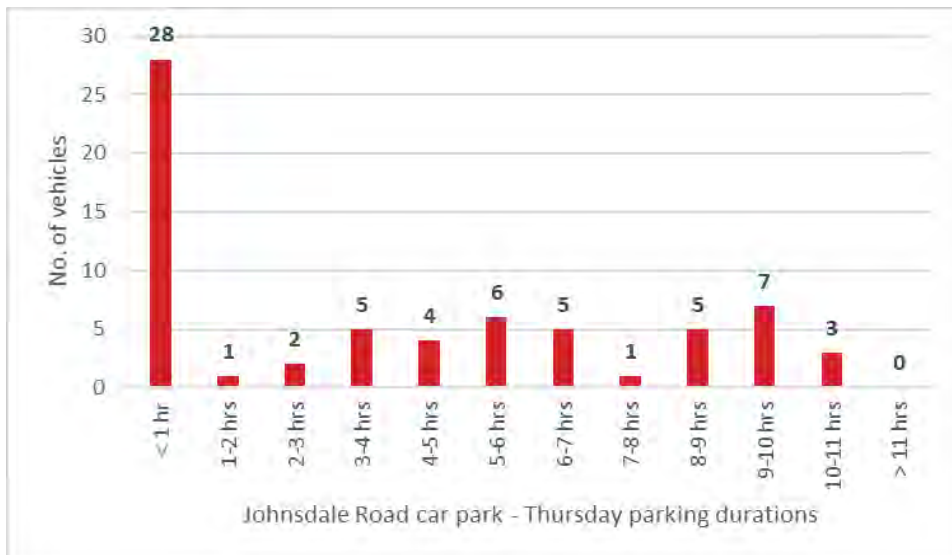
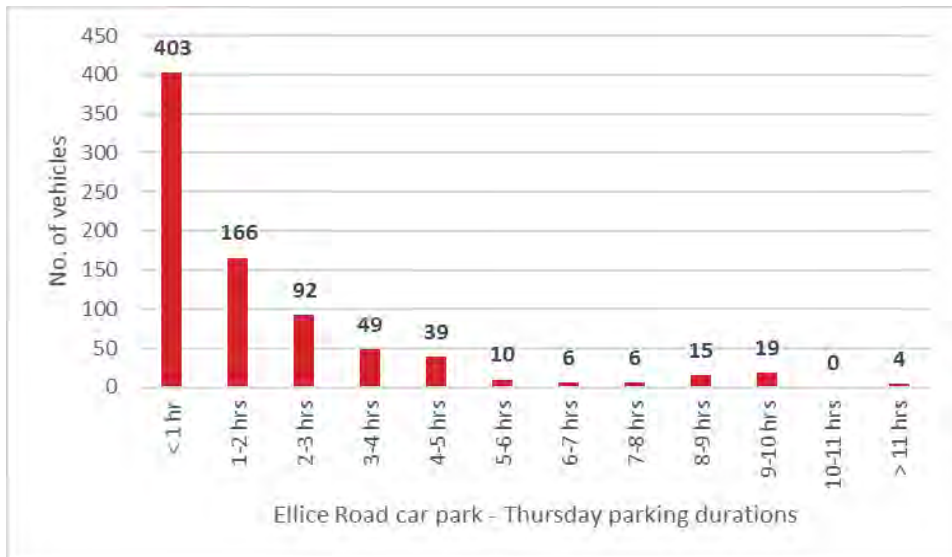


SATURDAY CAR PARK OCCUPANCY LEVELS

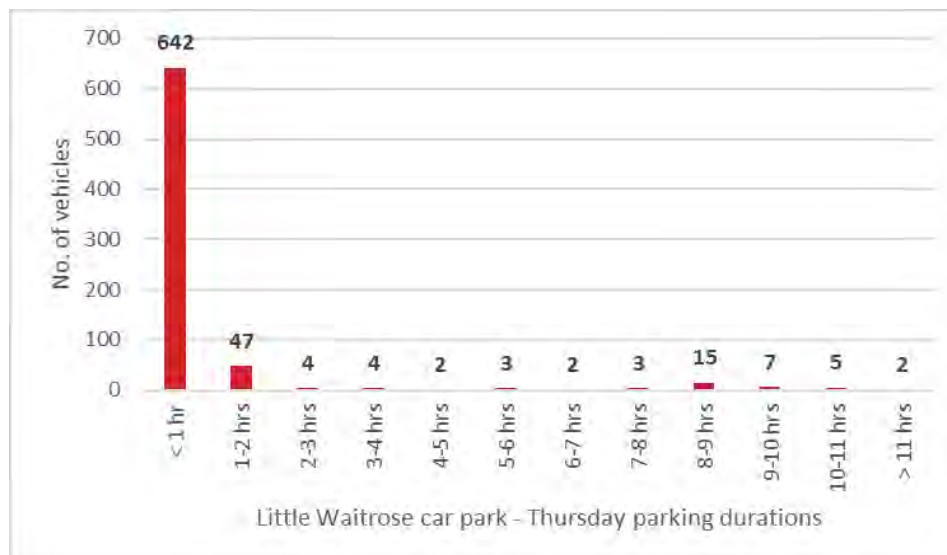
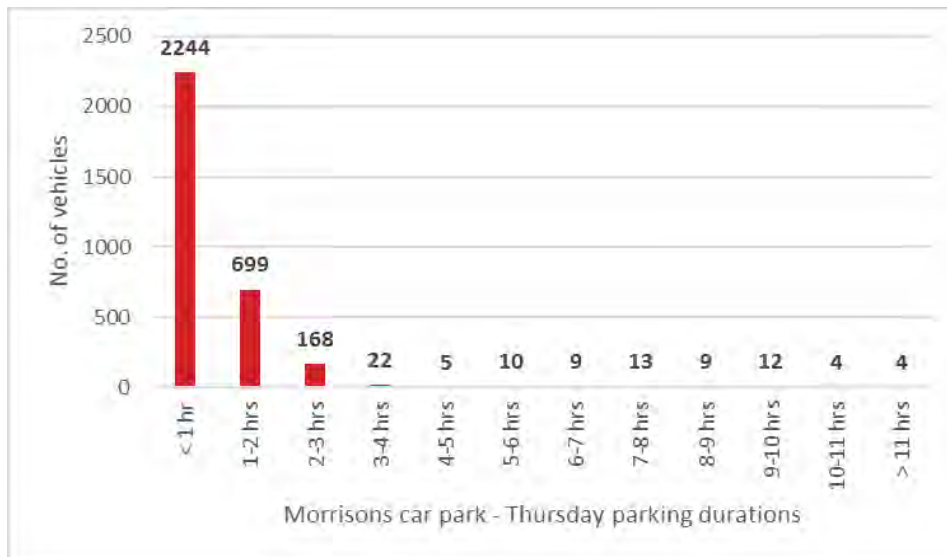
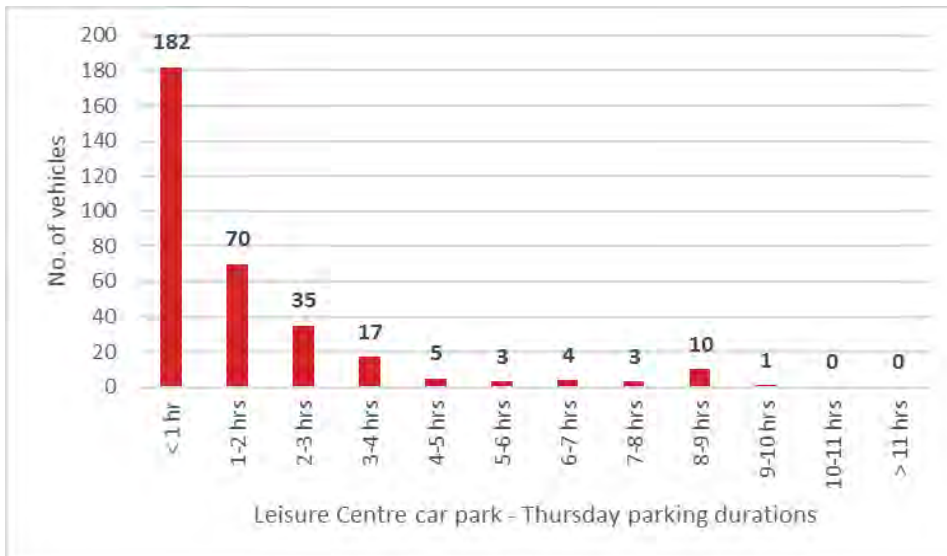


CAR PARK PARKING DURATION GRAPHS

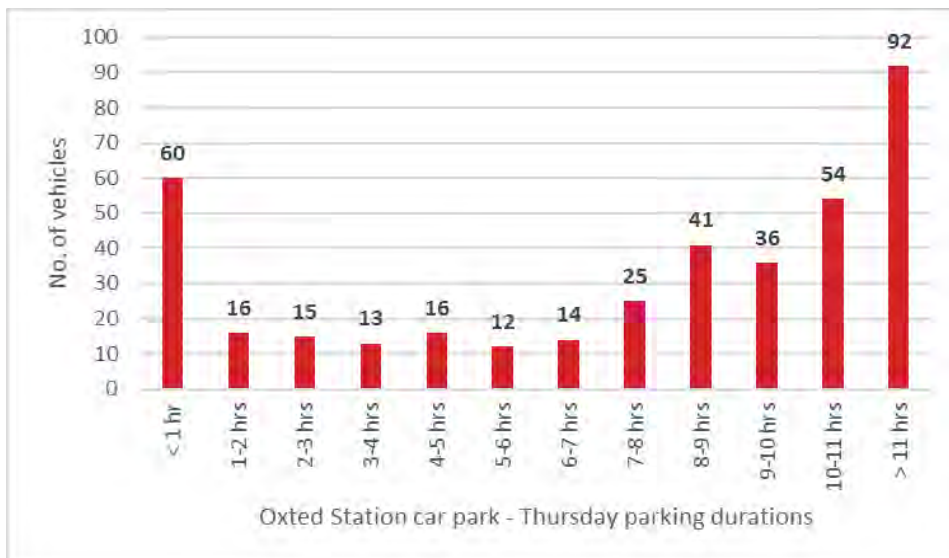
THURSDAY CAR PARK DURATIONS OF STAY



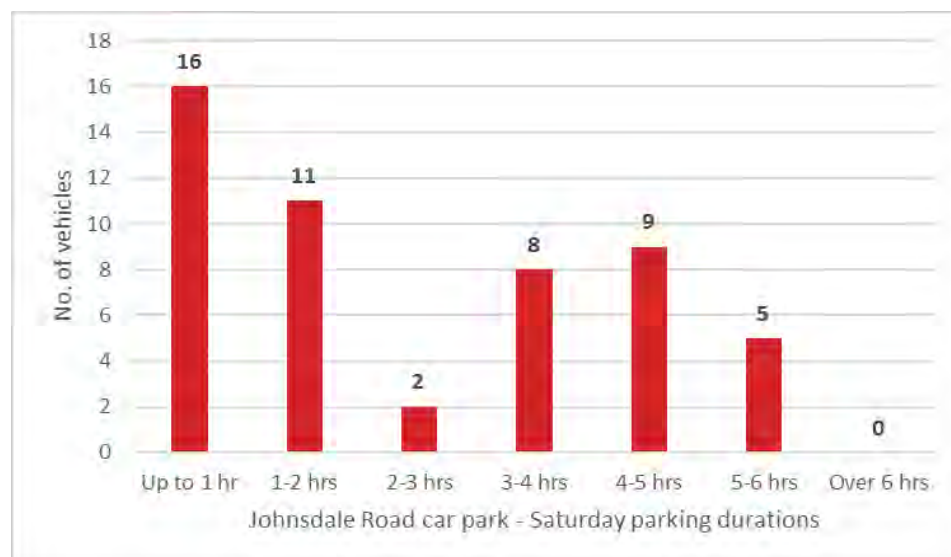
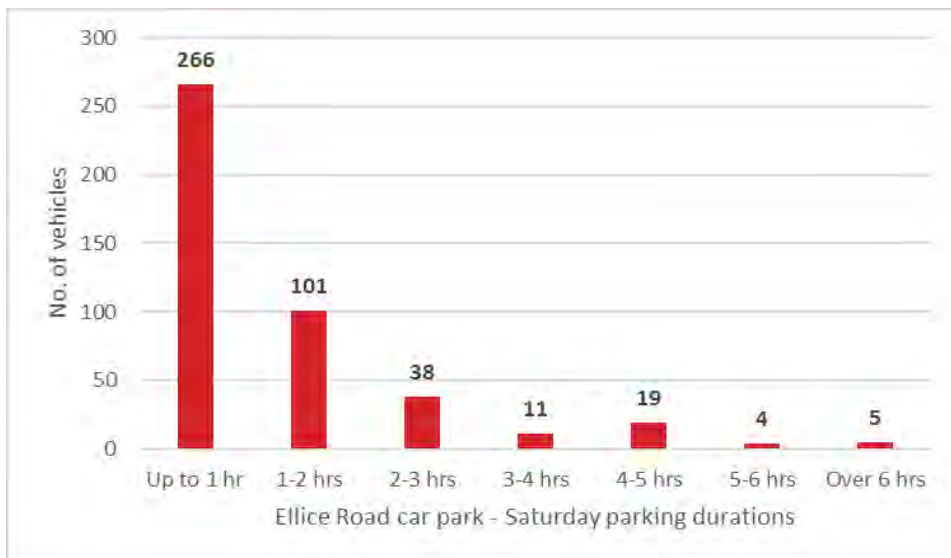
THURSDAY CAR PARK DURATIONS OF STAY



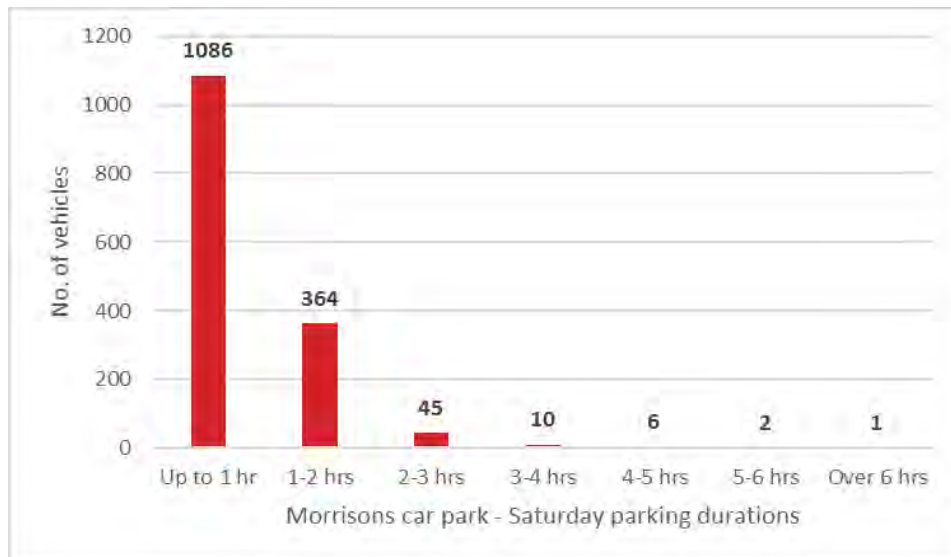
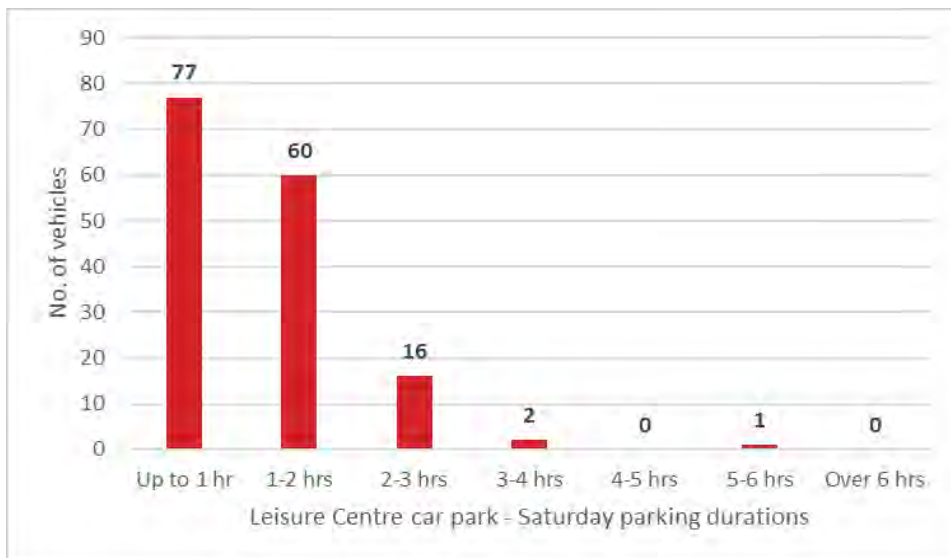
THURSDAY CAR PARK DURATIONS OF STAY



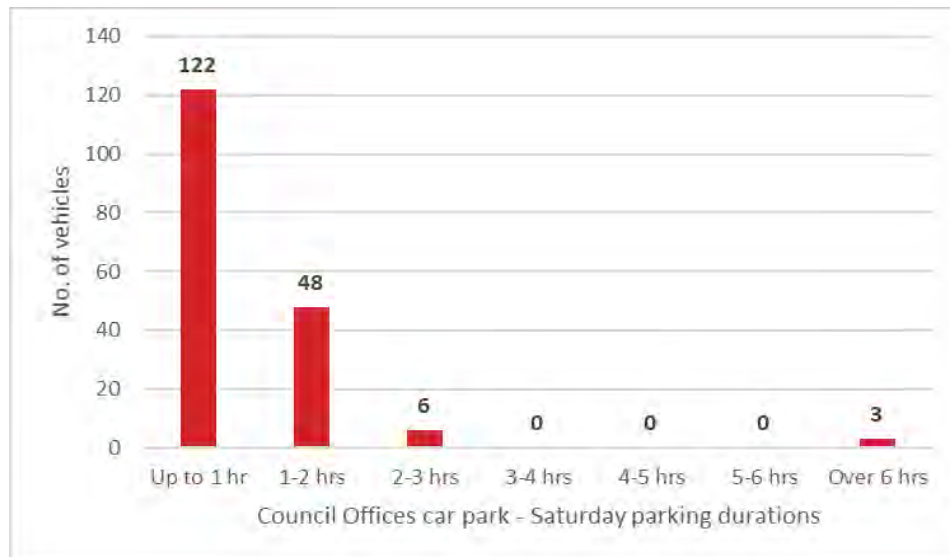
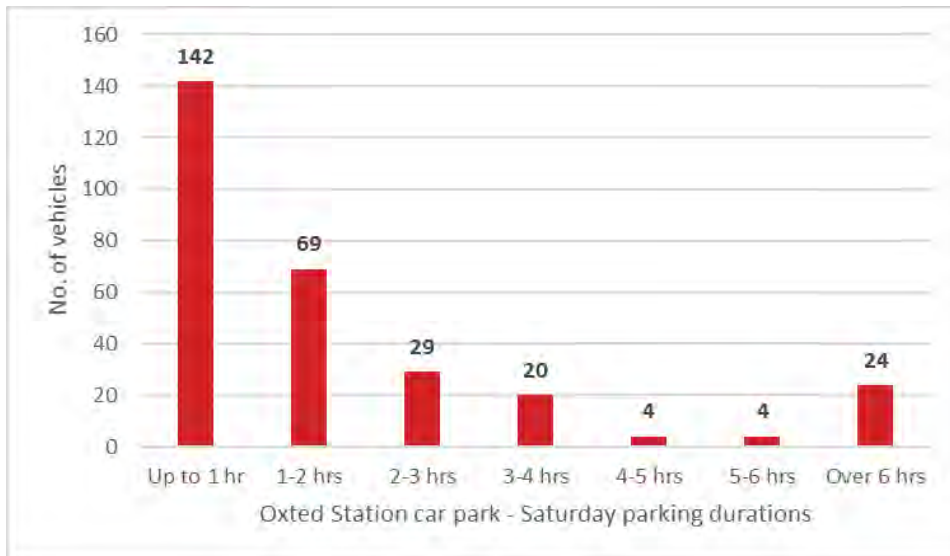
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SATURDAY CAR PARK DURATIONS OF STAY

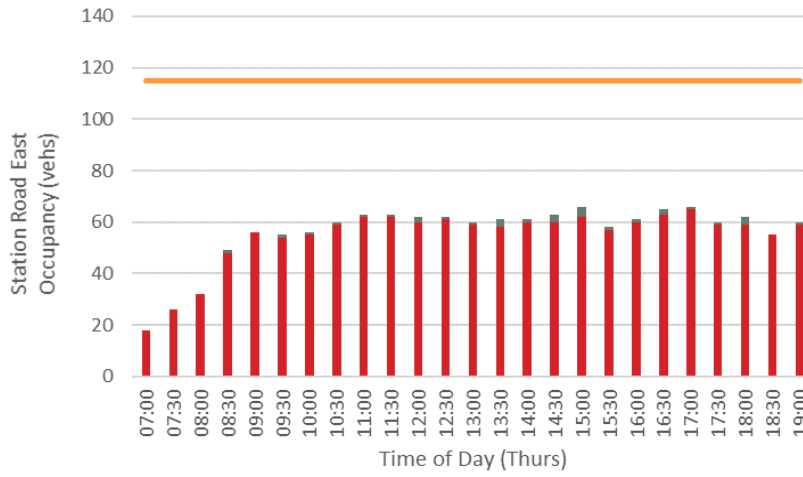


SATURDAY CAR PARK DURATIONS OF STAY

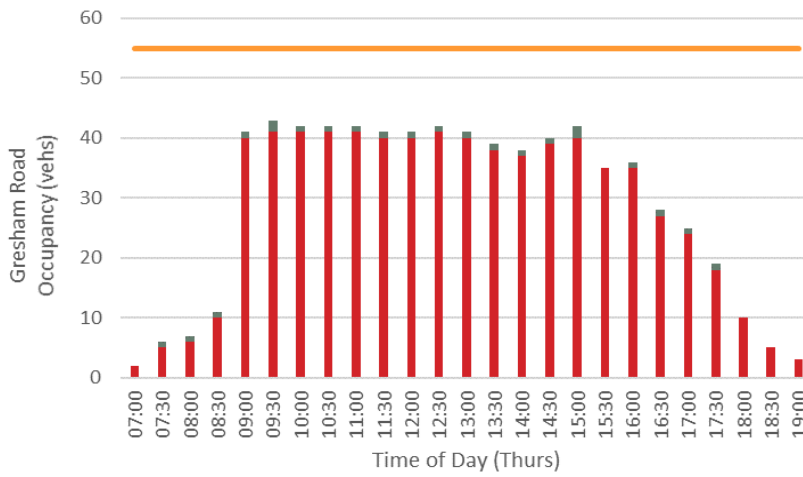


ON-STREET PARKING OCCUPANCY GRAPHS

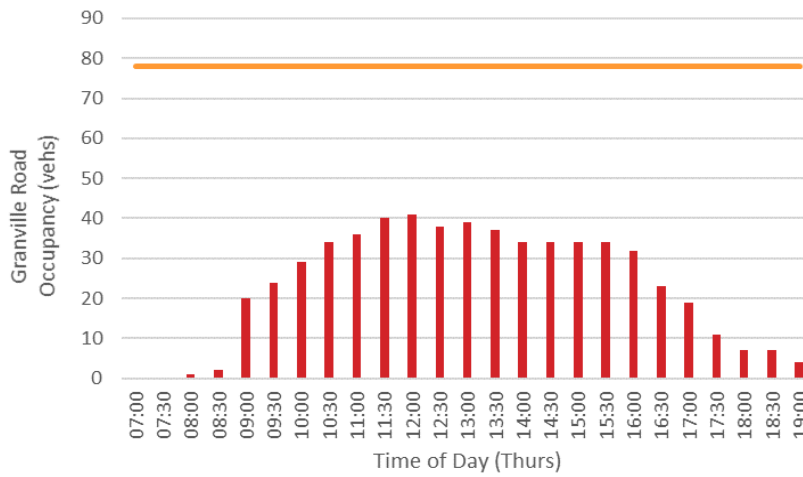
THURSDAY ON-STREET PARKING OCCUPANCY



Legal/desirable Illegal/undesirable Legal capacity

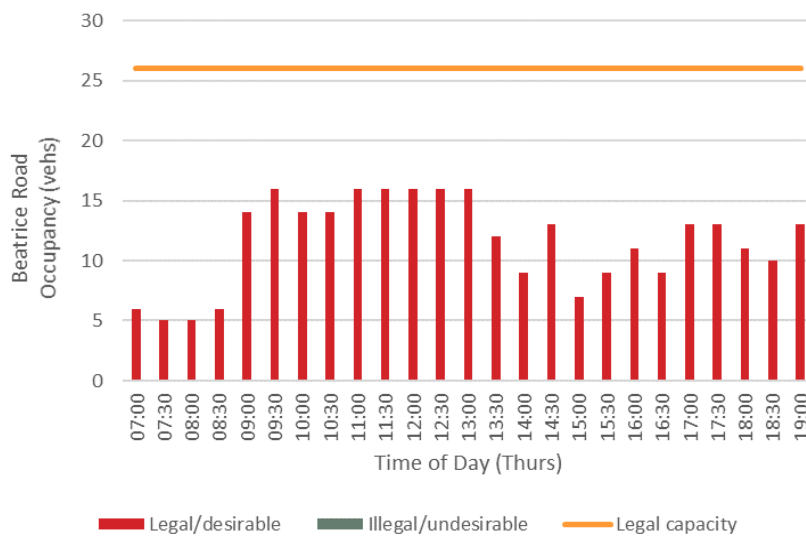
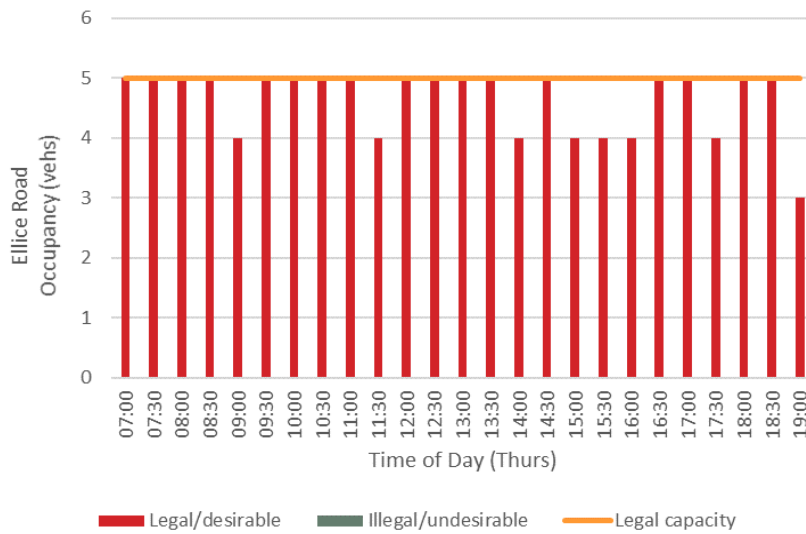
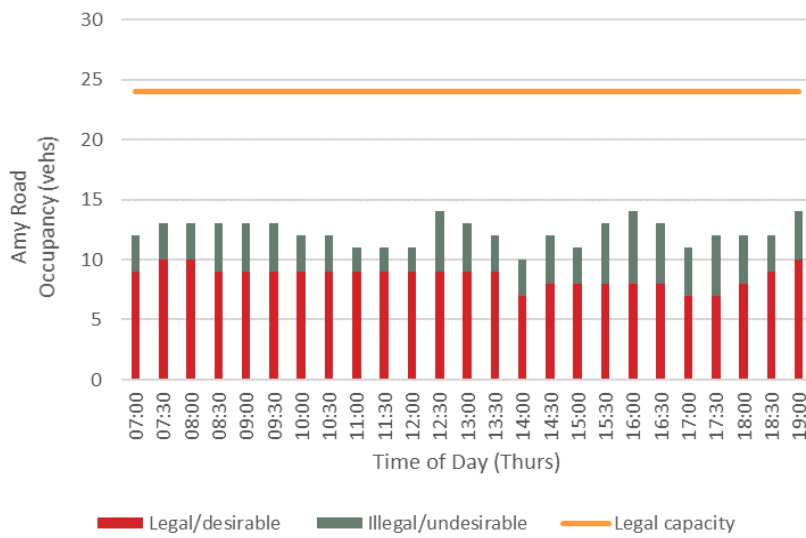


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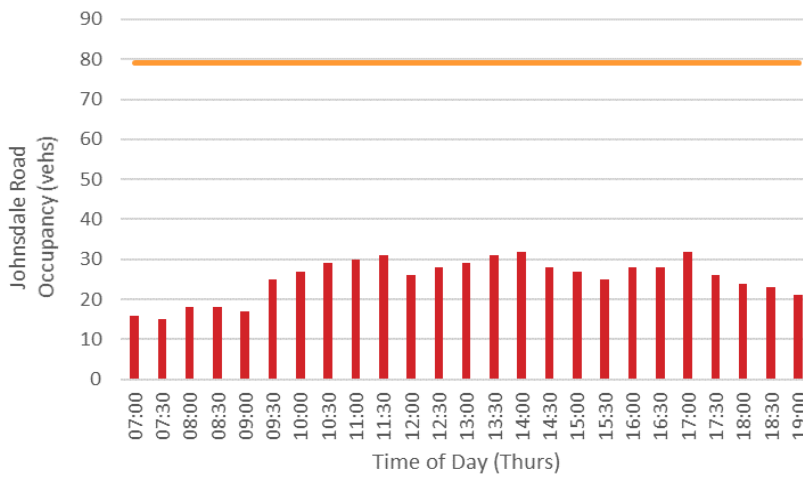


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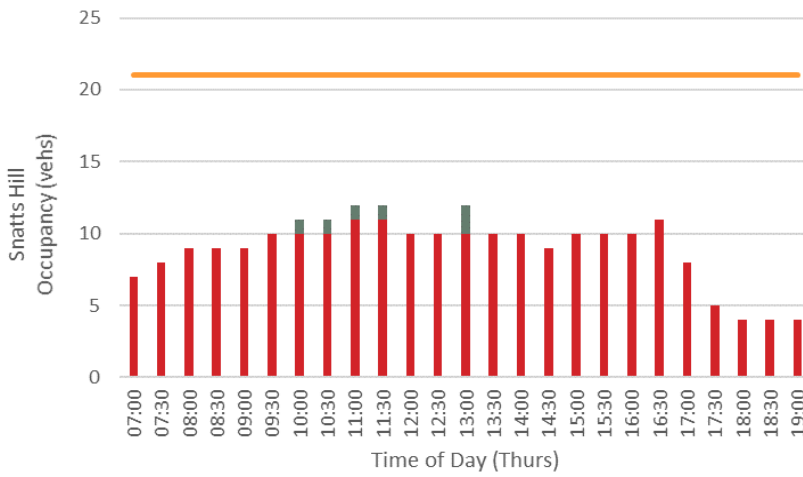
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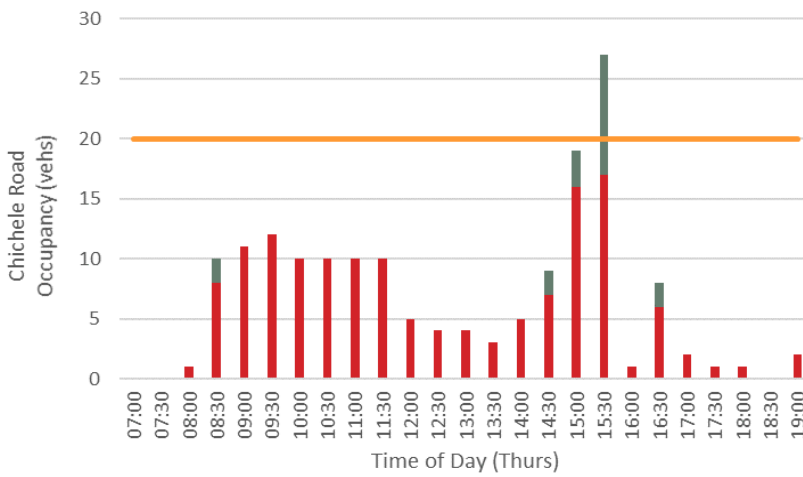
THURSDAY ON-STREET PARKING OCCUPANCY



Legal/desirable Illegal/undesirable Legal capacity

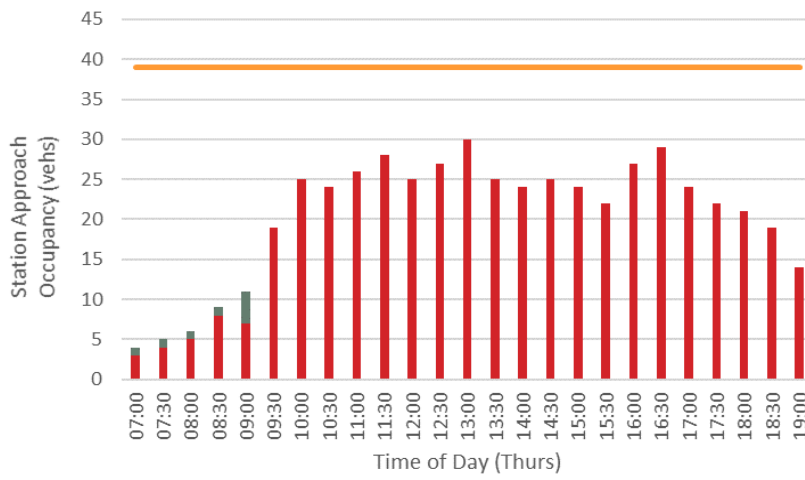


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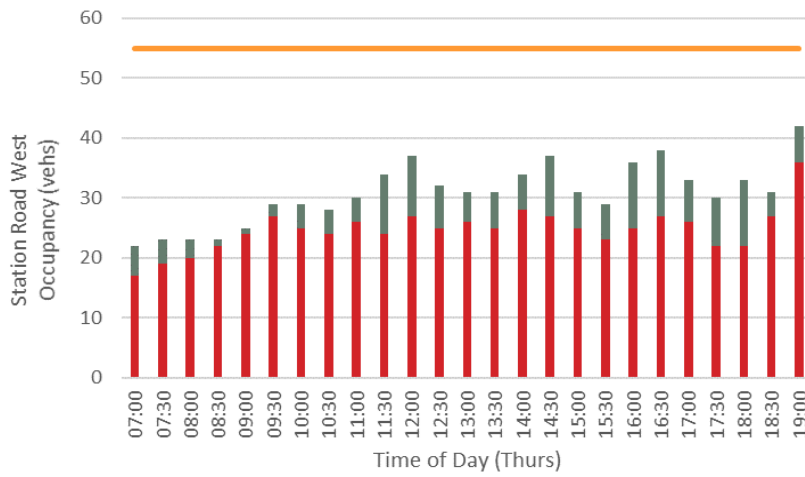


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THURSDAY ON-STREET PARKING OCCUPANCY

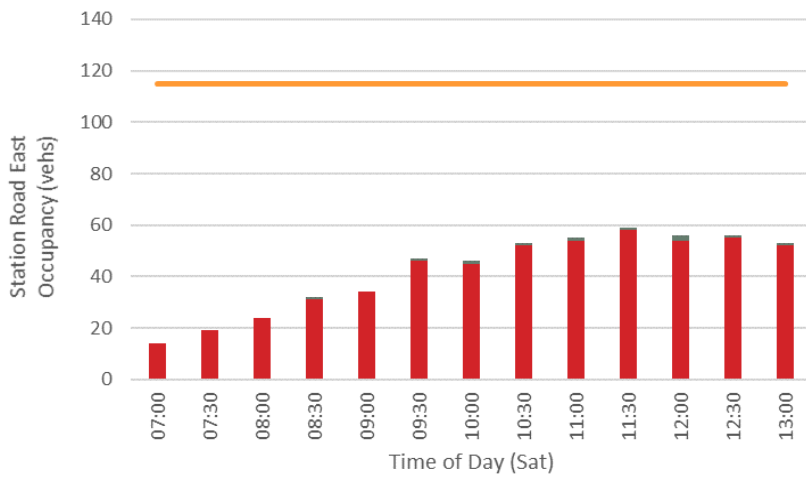


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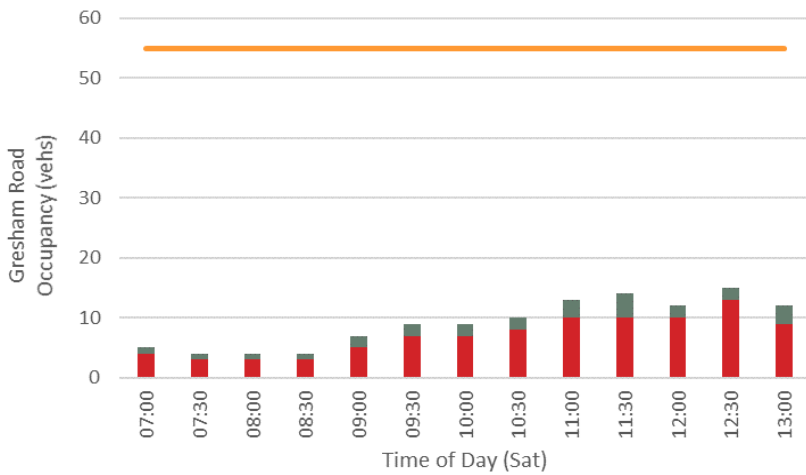


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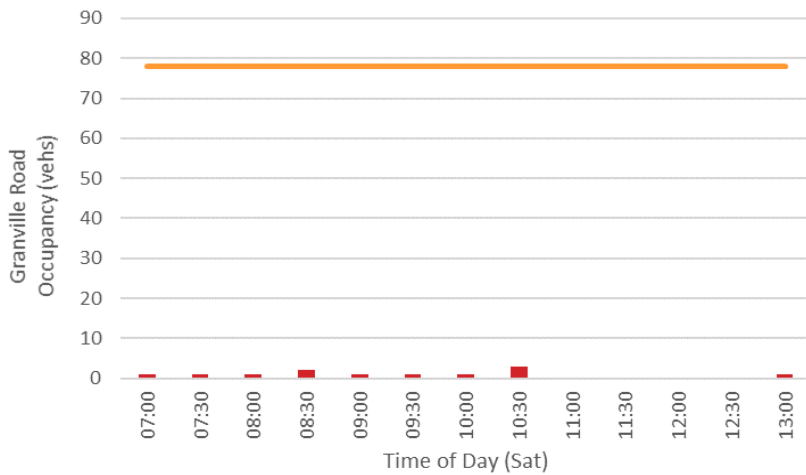
SATURDAY ON-STREET PARKING OCCUPANCY



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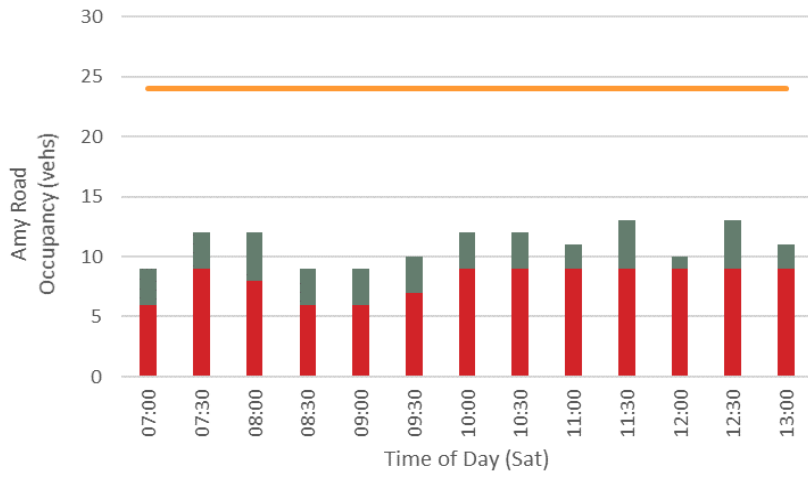


Legal/desirable Illegal/undesirable Legal capacity

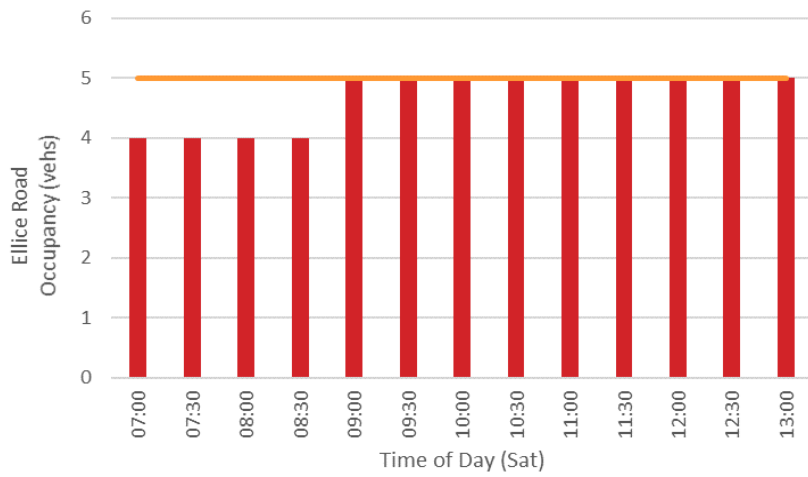


Legal/desirable Illegal/undesirable Legal capacity

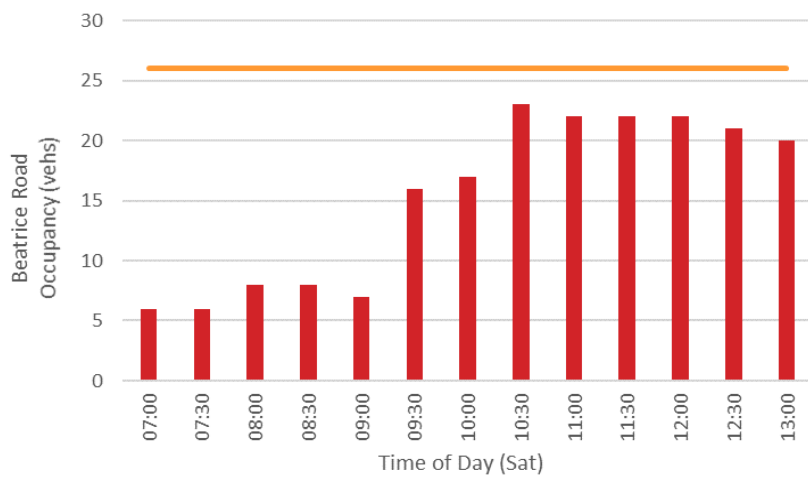
SATURDAY ON-STREET PARKING OCCUPANCY



Legal/desirable Illegal/undesirable Legal capacity

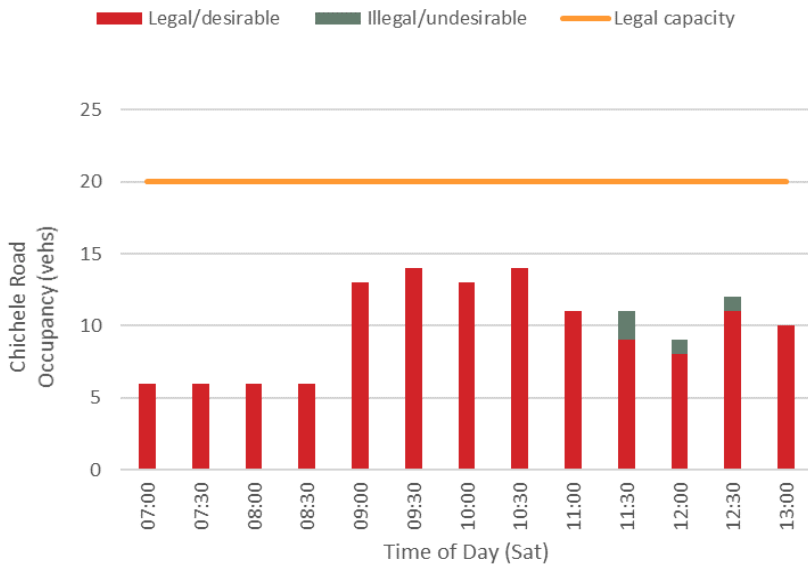
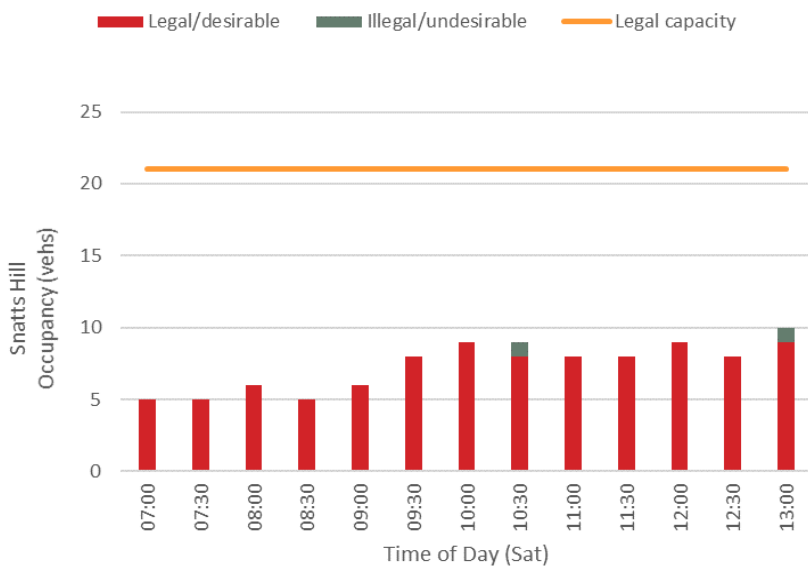
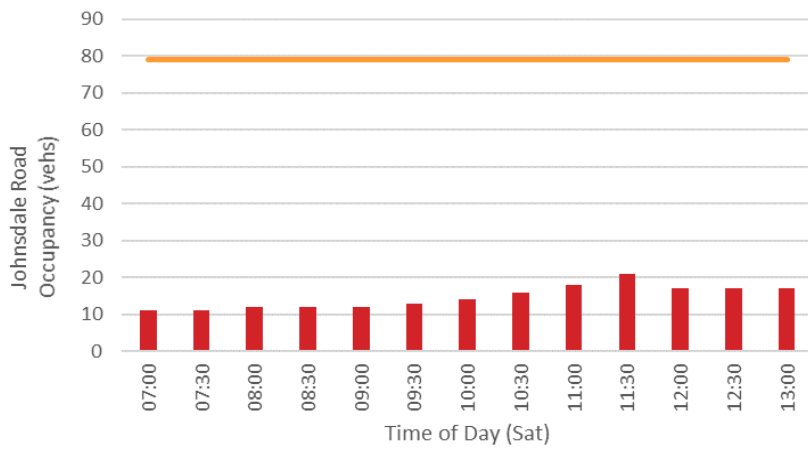


Legal/desirable Illegal/undesirable Legal capacity



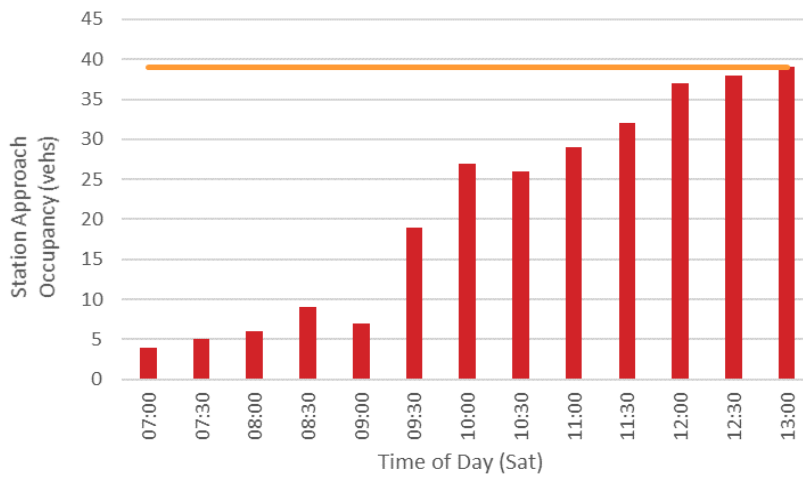
Legal/desirable Illegal/undesirable Legal capacity

SATURDAY ON-STREET PARKING OCCUPANCY

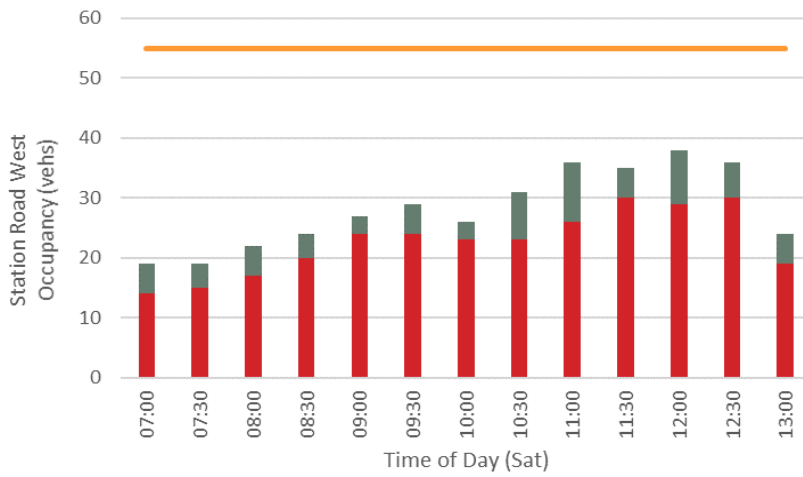


Legend: Legal/desirable (Red), Illegal/undesirable (Green), Legal capacity (Orange)

SATURDAY ON-STREET PARKING OCCUPANCY



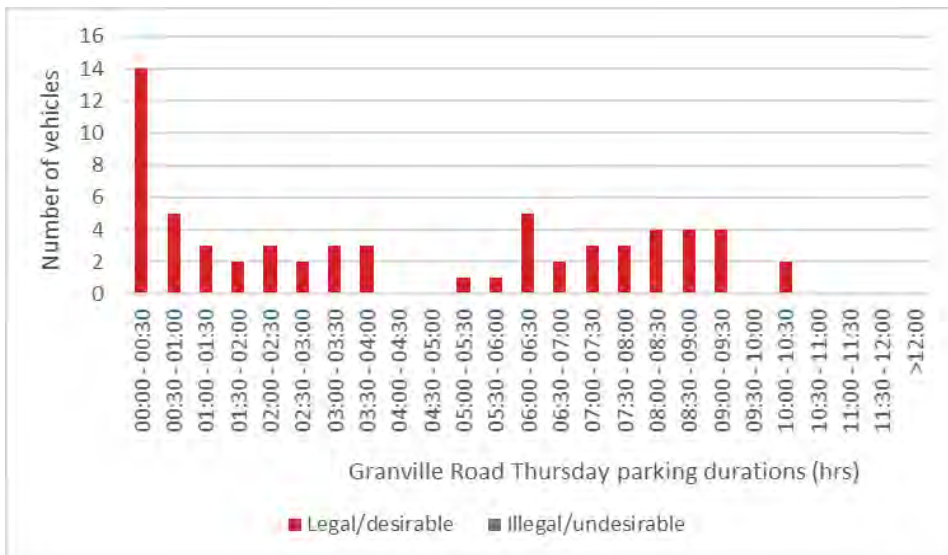
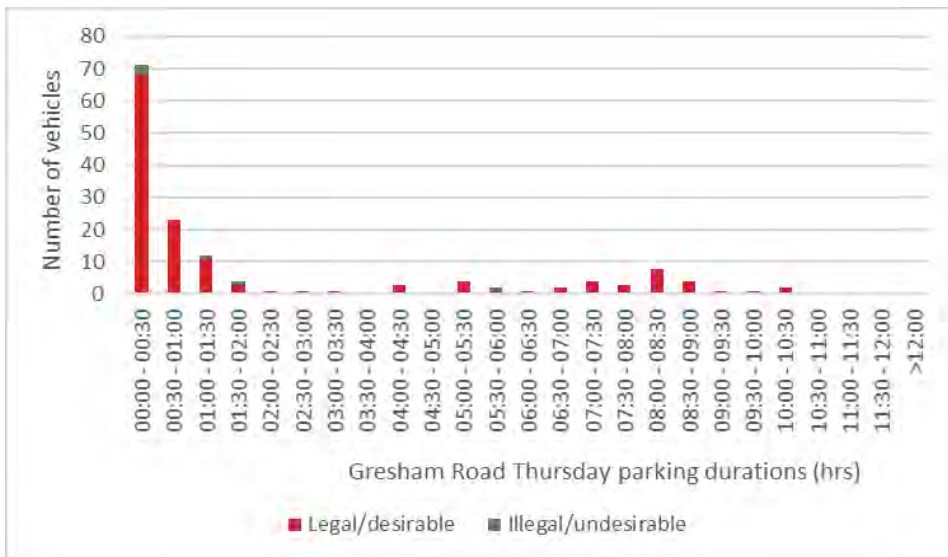
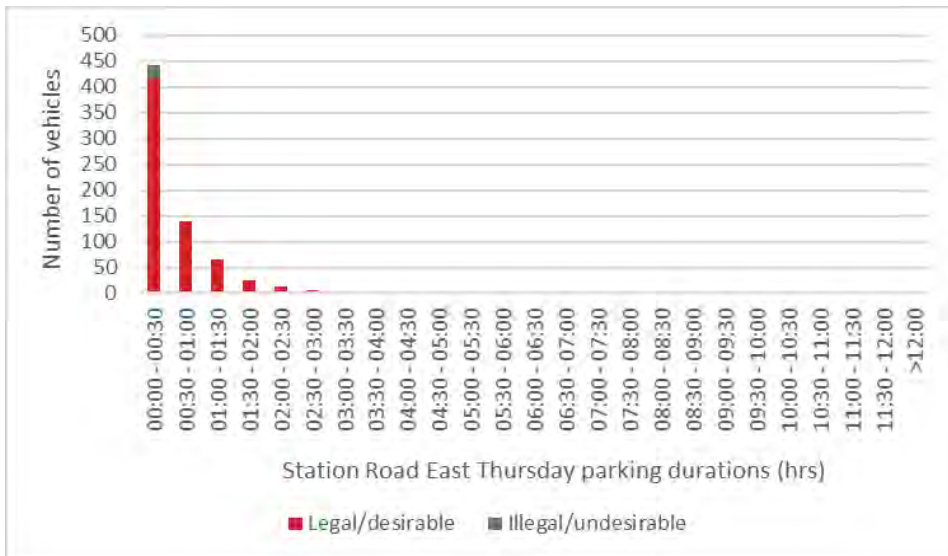
Legal/desirable Illegal/undesirable Legal capacity



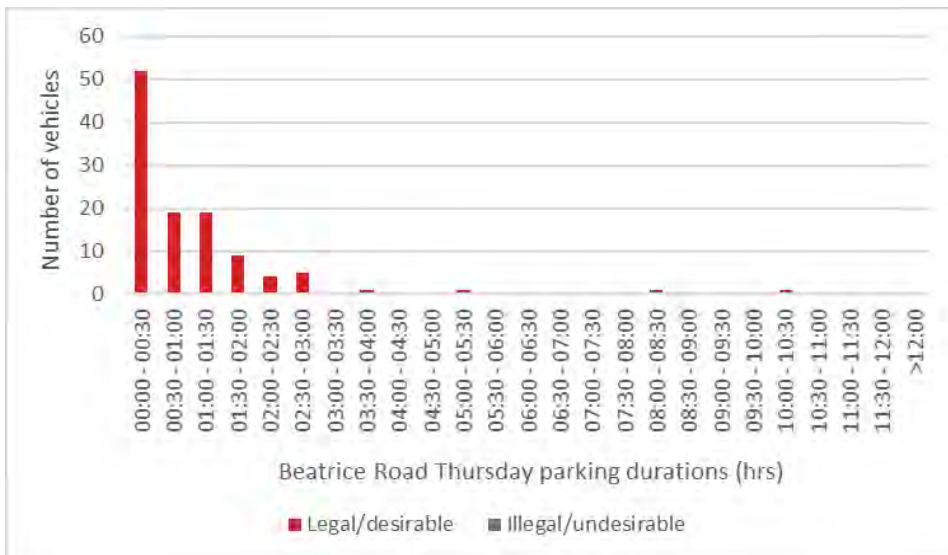
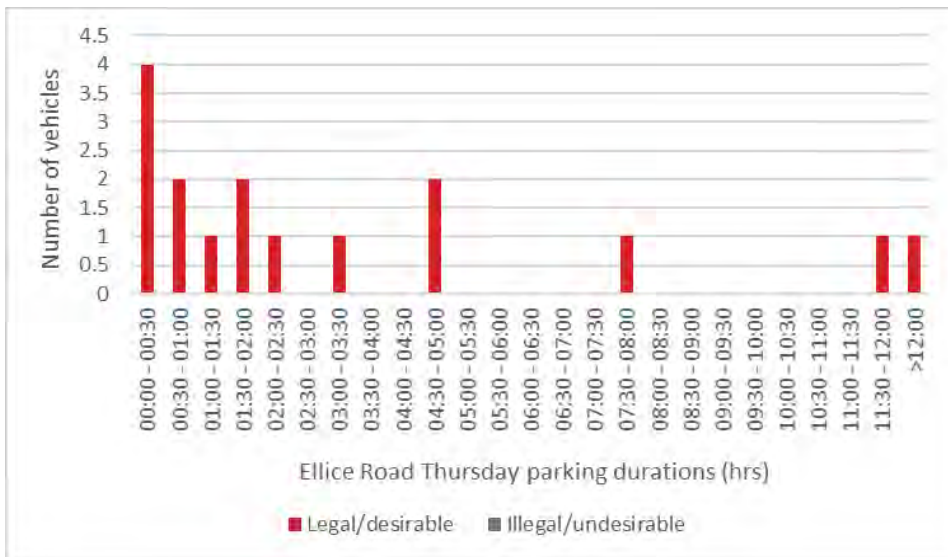
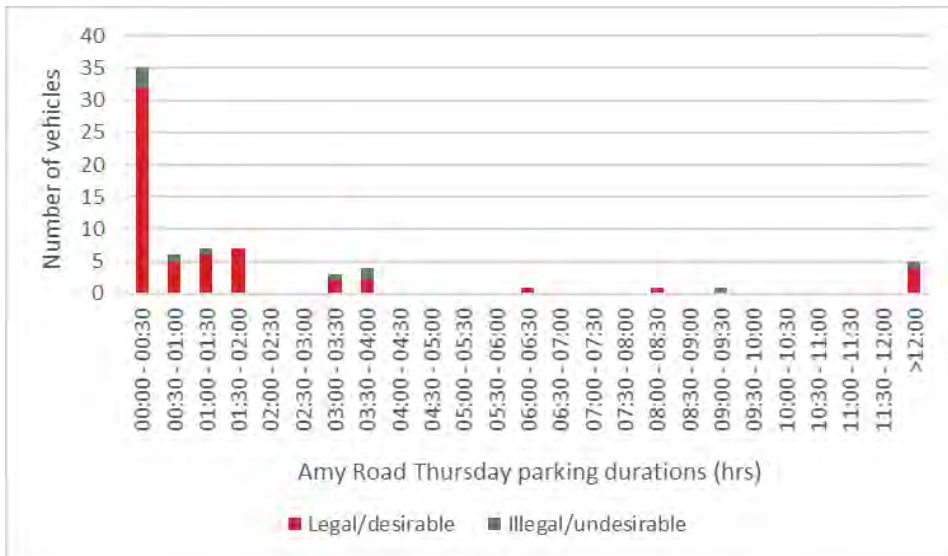
Legal/desirable Illegal/undesirable Legal capacity

ON-STREET PARKING DURATION GRAPHS

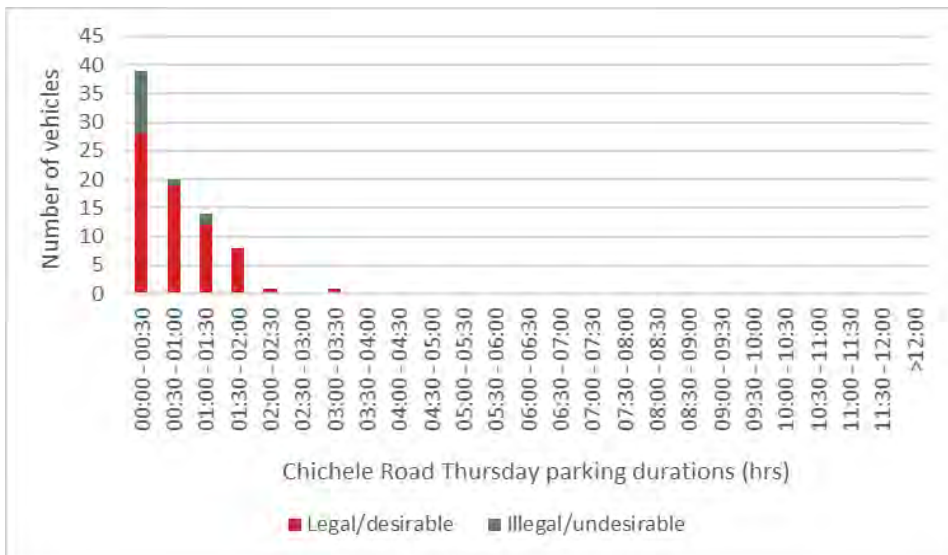
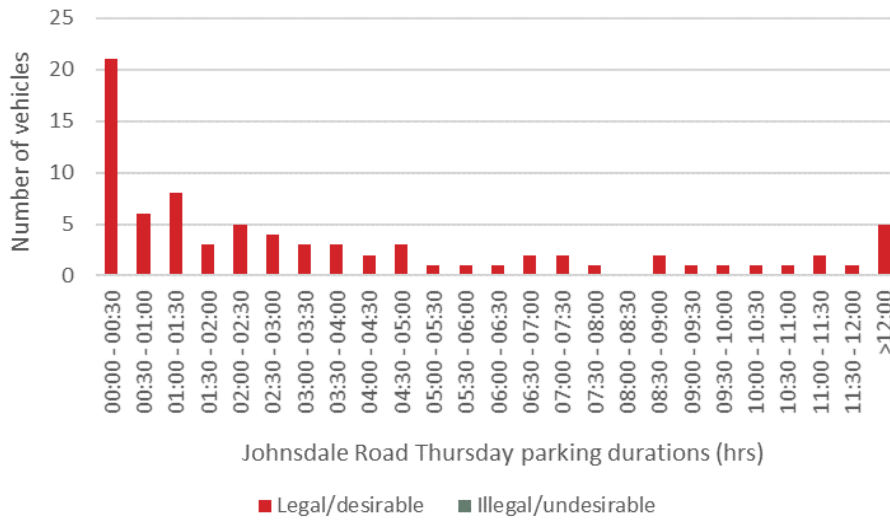
THURSDAY ON-STREET PARKING DURATIONS



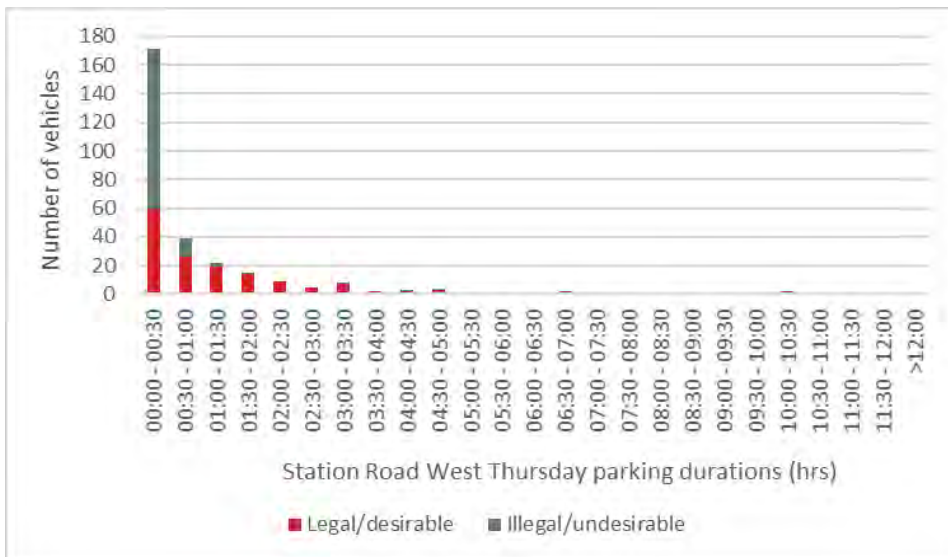
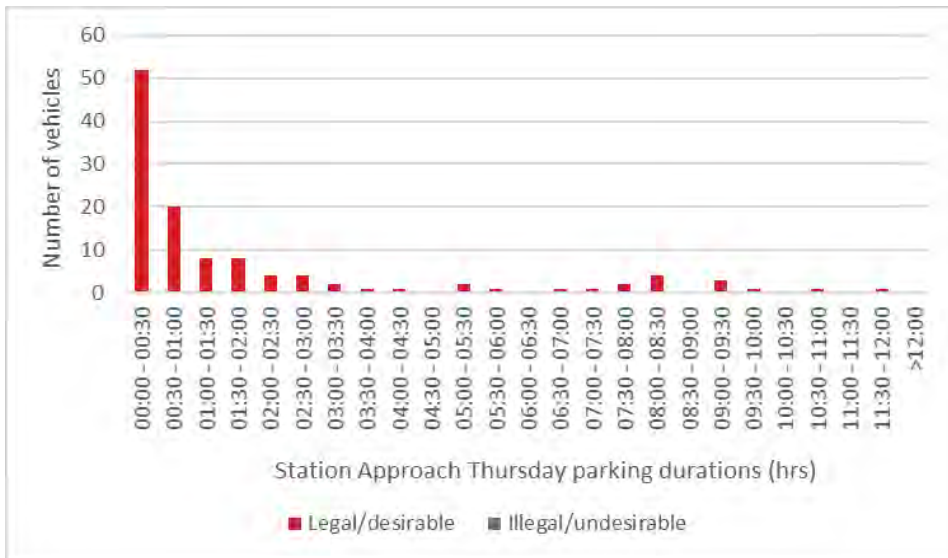
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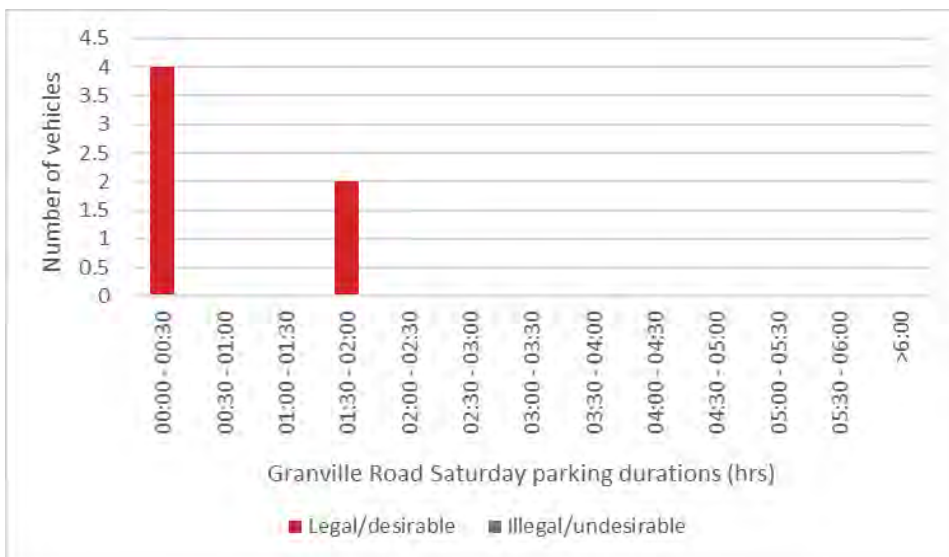
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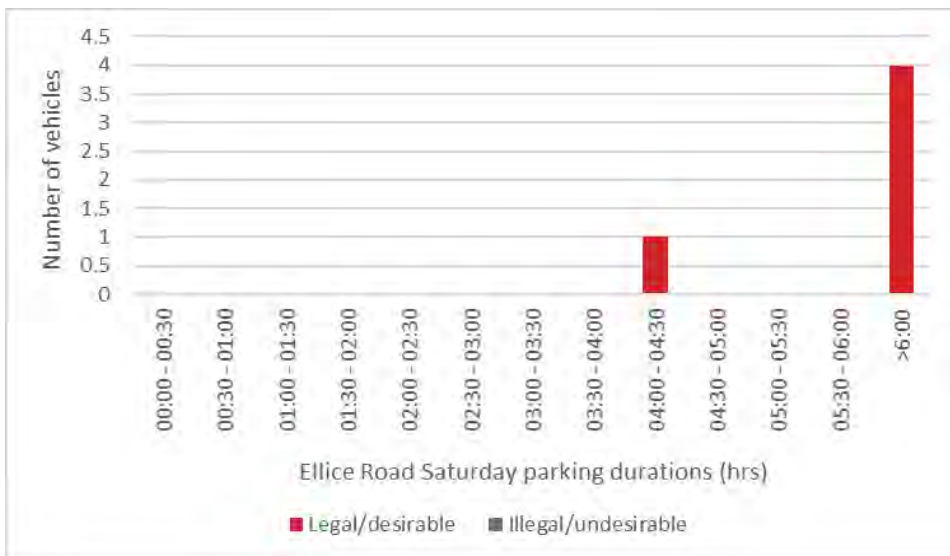
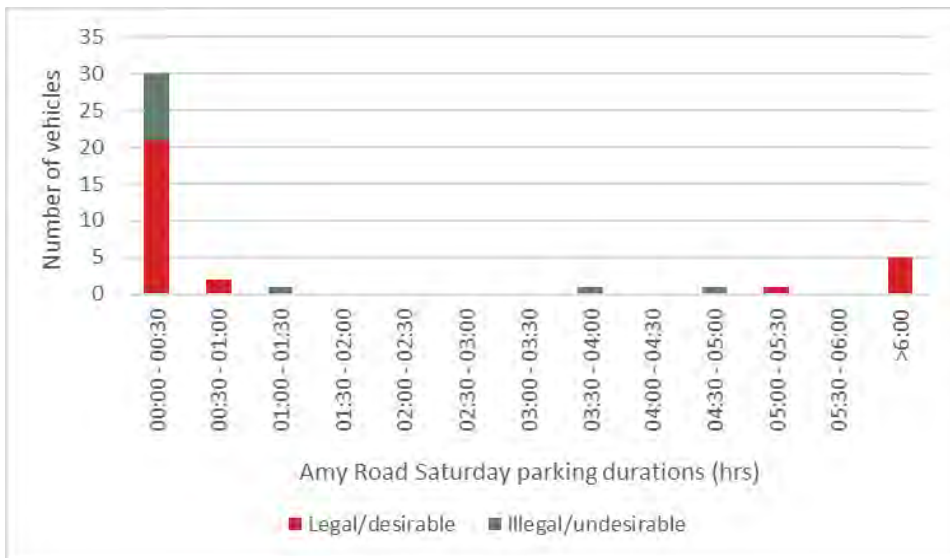
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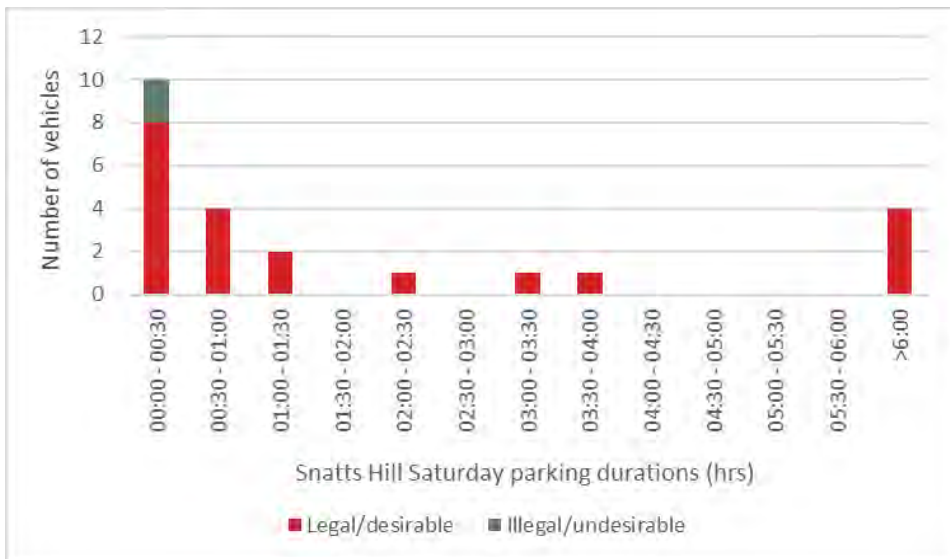
SATURDAY ON-STREET PARKING DURATIONS



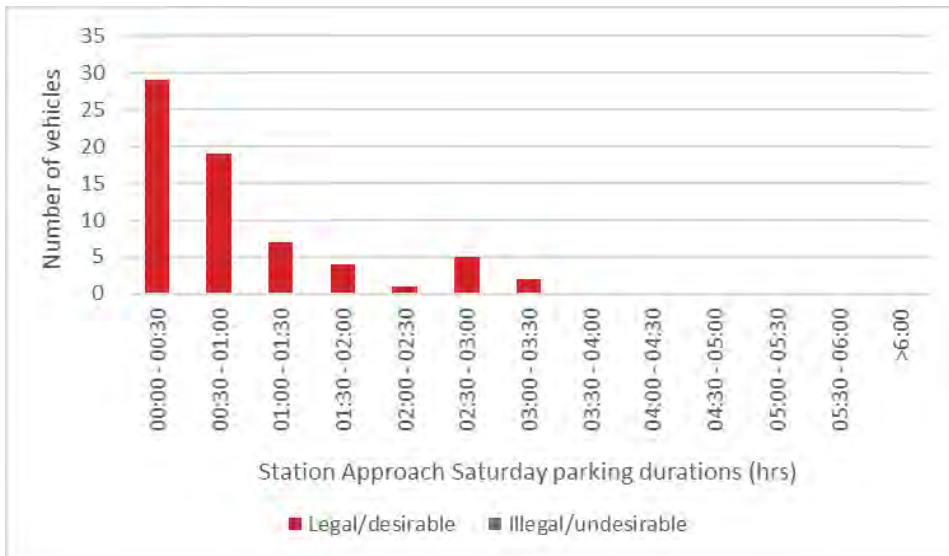
SATURDAY ON-STREET PARKING DURATIONS



SATURDAY ON-STREET PARKING DURATIONS



SATURDAY ON-STREET PARKING DURATIONS



ON-STREET INTERVIEW AND ONLINE QUESTIONNAIRES

Good morning/afternoon. My name is _____ and I am working for Protel Fieldwork on behalf of Tandridge District Council. Would you mind if I ask you a few of questions about your trip to Oxted today. The survey is part of a review of parking across the whole district to make sure car parking arrangements are appropriate for the future.

Part 1 - Oxted Town Centre

1. On average, how often do you visit Oxted town centre? **(tick one answer only)**

- | | |
|--|---|
| 1 <input type="checkbox"/> 6+ days a week | 5 <input type="checkbox"/> Once a fortnight |
| 2 <input type="checkbox"/> 4-5 days a week | 6 <input type="checkbox"/> Once a month |
| 3 <input type="checkbox"/> 2-3 days a week | 7 <input type="checkbox"/> Less than once a month |
| 4 <input type="checkbox"/> Once a week | 8 <input type="checkbox"/> Less often |

2. How do you usually travel to the town centre? (Please tick one answer)

(If they use more than one form of transport for this journey, tick the one which forms the last part of their journey into the town centre)

- | | |
|-----------------------------------|---|
| 1 <input type="checkbox"/> Car | 5 <input type="checkbox"/> Motorbike/Scooter |
| 2 <input type="checkbox"/> Walked | 6 <input type="checkbox"/> Bicycle |
| 3 <input type="checkbox"/> Bus | 7 <input type="checkbox"/> Other, specify |
| 4 <input type="checkbox"/> Train | |

3. If you usually travel by car, are there any improvements which could be made which would encourage you to travel a different way?

.....

4. What is the purpose of your visit to the town centre today? **(tick all that apply)**

- | | |
|--|---|
| 1 <input type="checkbox"/> Shopping | 6 <input type="checkbox"/> Post Office / banks |
| 2 <input type="checkbox"/> Social/leisure | 7 <input type="checkbox"/> Work/business |
| 3 <input type="checkbox"/> Restaurants /cafes / pubs | 8 <input type="checkbox"/> Commuting / train travel |
| 4 <input type="checkbox"/> Education | 9 <input type="checkbox"/> Tourism |
| 5 <input type="checkbox"/> Healthcare | 10 <input type="checkbox"/> Other (specify |

5. How long do you intend to spend in the town centre today? **(tick one answer only)**

- | | | |
|-------------------------------------|---|---|
| <input type="checkbox"/> <30 mins | <input type="checkbox"/> 1 hr to 1 hr 59 mins | <input type="checkbox"/> 4 hrs to 4 hrs 59 mins |
| <input type="checkbox"/> 30-59 mins | <input type="checkbox"/> 2 hrs to 3 hrs 59 mins | <input type="checkbox"/> 6 hrs or more |

6. What would encourage you to visit the town centre more often?

.....

7. Do you ever travel to the town centre by car, either as a driver or as a passenger?

- 1 Always (continue) 2 Sometimes (continue) 3 Never **(Go to Q19)**

Part 2 – Parking in Oxted town centre

8. When you drive to Oxted, which car parks do you most frequently park in? (tick all that apply)

- | | |
|--|---|
| 1 <input type="checkbox"/> Ellice Road Car Park | 6 <input type="checkbox"/> TDC Car Park |
| 2 <input type="checkbox"/> Morrisons Car Park | 7 <input type="checkbox"/> Station Car Park |
| 3 <input type="checkbox"/> Tandridge Leisure Centre Car Park | 8 <input type="checkbox"/> On Street, specify |
| 4 <input type="checkbox"/> Waitrose Car Park | 9 <input type="checkbox"/> Other, specify |
| 5 <input type="checkbox"/> Johnsdale Road Car Park | |

9. Do you find it easy or difficult to park in the town centre?
 1 Easy 2 Neither easy nor difficult 3 Difficult
10. How often do you have to search for a parking space in the town centre?
 1 Always 2 Sometimes 3 Never
11. Do you feel there is enough or not enough short-stay parking (for shoppers and visitors) in the town?
 1 Enough 2 Not enough 3 Don't know
12. Do you feel there is enough or not enough long-stay parking (for town centre workers and commuters) in the town?
 1 Enough 2 Not enough 3 Don't know
13. Overall, how satisfied or dissatisfied are you with parking in the town?
 1 Very satisfied 3 Neither 5 Very dissatisfied
 2 Satisfied 4 Dissatisfied
14. What is your opinion about how parking is currently enforced in the area? Is the parking enforcement for **on-street** parking:
 1 Enough 2 Too much 3 Too little
15. Is the parking enforcement for off street parking:
 1 Enough 2 Too much 3 Too little
16. If the Council introduced charges for parking, how reasonable or unreasonable are the following suggestions, in principle:

		Very reasonable	Reasonable	Unreasonable	Very unreasonable	No opinion
16.1	Charging in car parks on weekdays	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16.2	Charging in car parks in the evening	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16.3	Charging in car parks at weekends	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16.4	Charging for on-street parking	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

If the council introduced charges for parking would this affect how often you visit the town centre?

		Yes	No
16.5	Charging in car parks on weekdays	1 <input type="checkbox"/>	2 <input type="checkbox"/>
16.6	Charging in car parks in the evening	1 <input type="checkbox"/>	2 <input type="checkbox"/>
16.7	Charging in car parks at weekends	1 <input type="checkbox"/>	2 <input type="checkbox"/>
16.8	Charging for on-street parking	1 <input type="checkbox"/>	2 <input type="checkbox"/>

17. If the Council introduced charges for parking, how would you prefer to pay? (please tick one)
 1 Pay and display 2 Pay by phone / app 3 Pay on exit (barrier)
18. Do you have any other views about changes to parking in Oxted, or are there any other improvements to parking which you would like to see?

.....

Part 3 About you

19. Please can you state your gender: (please tick one)

1 Male

2 Female

3 Other / prefer not to say

20. Please can you state which age category you are in

1 Under 18

2 19-24

3 35-44

4 45-54

5 55-64

6 65-74

7 75+

21. Please can you provide your postcode _____

22. Interviewer location

1 Station Road East (near Pizza Express)

2 Station Road East (near NatWest)

5 Amy Road

6 Station Road West

23. Time of interview _____ am / pm

24. Date of interview

1 Tuesday 13th December

2 Wednesday 14th December

3 Thursday 15th December

4 Friday 16th December

5 Saturday 17th December

6 Saturday 24th December

7 Other (specify)

Thank you for completing this survey

INTERVIEWER DECLARATION

I certify that I have conducted this interview with a person previously not known to me according to the Market Research Society Code of Conduct and the instructions provided.

Signed:

Name:

Parking Survey

A review of parking across the whole district is being carried out by Tandridge District Council to make sure car parking arrangements are appropriate for the future. We are starting with a parking survey for Oxted. Please fill in the survey below to give us your views.

Part 1 - Oxted Town Centre

1. On average, how often do you visit Oxted town centre? (**tick one answer only**)

- | | | | |
|----------------------------|-----------------|----------------------------|------------------------|
| 1 <input type="checkbox"/> | 6+ days a week | 5 <input type="checkbox"/> | Once a fortnight |
| 2 <input type="checkbox"/> | 4-5 days a week | 6 <input type="checkbox"/> | Once a month |
| 3 <input type="checkbox"/> | 2-3 days a week | 7 <input type="checkbox"/> | Less than once a month |
| 4 <input type="checkbox"/> | Once a week | 8 <input type="checkbox"/> | Less often |

2. How do you usually travel to the town centre? (Please tick one answer)

(If they use more than one form of transport for this journey, tick the one which forms the last part of their journey into the town centre)

- | | | | |
|----------------------------|--------|----------------------------|----------------------|
| 1 <input type="checkbox"/> | Car | 5 <input type="checkbox"/> | Motorbike/Scooter |
| 2 <input type="checkbox"/> | Walked | 6 <input type="checkbox"/> | Bicycle |
| 3 <input type="checkbox"/> | Bus | 7 <input type="checkbox"/> | Other, specify |
| 4 <input type="checkbox"/> | Train | | |

3. If you usually travel by car, are there any improvements which could be made which would encourage you to travel a different way?

.....

4. What was the purpose of your most recent visit to the town centre? (**tick all that apply**)

- | | | | |
|----------------------------|---------------------------|-----------------------------|--------------------------|
| 1 <input type="checkbox"/> | Shopping | 6 <input type="checkbox"/> | Post Office / banks |
| 2 <input type="checkbox"/> | Social/leisure | 7 <input type="checkbox"/> | Work/business |
| 3 <input type="checkbox"/> | Restaurants /cafes / pubs | 8 <input type="checkbox"/> | Commuting / train travel |
| 4 <input type="checkbox"/> | Education | 9 <input type="checkbox"/> | Tourism |
| 5 <input type="checkbox"/> | Healthcare | 10 <input type="checkbox"/> | Other (specify |

5. How long did you stay in the town centre for your most recent visit? (**tick one answer only**)

- | | | | | | |
|--------------------------|------------|--------------------------|------------------------|--------------------------|------------------------|
| <input type="checkbox"/> | <30 mins | <input type="checkbox"/> | 1 hr to 1 hr 59 mins | <input type="checkbox"/> | 4 hrs to 4 hrs 59 mins |
| <input type="checkbox"/> | 30-59 mins | <input type="checkbox"/> | 2 hrs to 3 hrs 59 mins | <input type="checkbox"/> | 6 hrs or more |

6. What would encourage you to visit the town centre more often?

.....

7. Do you ever travel to the town centre by car, either as a driver or as a passenger?

- 1 Always (continue) 2 Sometimes (continue) 3 Never (**Go to Q19**)

Part 2 – Parking in Oxted town centre

8. When you drive to Oxted, which car parks do you most frequently park in? (tick all that apply)

- | | | | |
|----------------------------|-----------------------------------|----------------------------|--------------------------|
| 1 <input type="checkbox"/> | Ellice Road Car Park | 6 <input type="checkbox"/> | TDC Car Park |
| 2 <input type="checkbox"/> | Morrisons Car Park | 7 <input type="checkbox"/> | Station Car Park |
| 3 <input type="checkbox"/> | Tandridge Leisure Centre Car Park | 8 <input type="checkbox"/> | On Street, specify |

- 4 Waitrose Car Park
 5 Johnsdale Road Car Park

9 Other, specify

9. Do you find it easy or difficult to park in the town centre?

- 1 Easy 2 Neither easy nor difficult 3 Difficult

10. How often do you have to search for a parking space in the town centre?

- 1 Always 2 Sometimes 3 Never

11. Do you feel there is enough or not enough short-stay parking (for shoppers and visitors) in the town?

- 1 Enough 2 Not enough 3 Don't know

12. Do you feel there is enough or not enough long-stay parking (for town centre workers and commuters) in the town?

- 1 Enough 2 Not enough 3 Don't know

13. Overall, how satisfied or dissatisfied are you with parking in the town?

- 1 Very satisfied 3 Neither 5 Very dissatisfied
 2 Satisfied 4 Dissatisfied

14. What is your opinion about how parking is currently enforced in the area? Is the parking enforcement for **on-street** parking:

- 1 Enough 2 Too much 3 Too little

15. Is the parking enforcement for off street parking:

- 1 Enough 2 Too much 3 Too little

16. If the Council introduced charges for parking, how reasonable or unreasonable are the following suggestions, in principle:

		Very reasonable	Reasonable	Unreasonable	Very unreasonable	No opinion
16.1	Charging in car parks on weekdays	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16.2	Charging in car parks in the evening	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16.3	Charging in car parks at weekends	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16.4	Charging for on-street parking	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

If the council introduced charges for parking would this affect how often you visit the town centre?

		Yes	No
16.5	Charging in car parks on weekdays	1 <input type="checkbox"/>	2 <input type="checkbox"/>
16.6	Charging in car parks in the evening	1 <input type="checkbox"/>	2 <input type="checkbox"/>
16.7	Charging in car parks at weekends	1 <input type="checkbox"/>	2 <input type="checkbox"/>
16.8	Charging for on-street parking	1 <input type="checkbox"/>	2 <input type="checkbox"/>

17. If the Council introduced charges for parking, how would you prefer to pay? (please tick one)

- 1 Pay and display 2 Pay by phone / app 3 Pay on exit (barrier)

18. Do you have any other views about changes to parking in Oxted, or are there any other improvements to parking which you would like to see?

.....

Part 3 About you

19. Please can you state your gender: (please tick one)

1 Male

2 Female

3 Other / prefer not to say

20. Please can you state which age category you are in

1 Under 18

2 19-24

3 35-44

4 45-54

5 55-64

6 65-74

7 75-84

8 85+

21. Please can you provide your postcode _____

Thank you for completing this survey

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T: +44 (0)141 221 4030 F: +44 (0)800 066 4367

Leeds

100 Wellington Street, Leeds, LS1 1BA
T: +44 (0)113 397 9740 F: +44 (0)113 397 9741

Liverpool

Cotton Exchange, Bixteth Street, Liverpool, L3 9LQ
T: +44 (0)151 230 1930

Reading

Soane Point, 6-8 Market Place, Reading,
Berkshire, RG1 2EG
T: +44 (0)118 334 5510

London

Seventh Floor, 15 Old Bailey
London EC4M 7EF United Kingdom
T: +44 (0)20 7529 6500 F: +44 (0)20 3427 6274

London

5 Old Bailey, London EC4M 7BA United Kingdom
T: +44 (0)203 714 4400

Manchester – 16th Floor, City Tower

16th Floor, City Tower, Piccadilly Plaza
Manchester M1 4BT United Kingdom
T: +44 (0)161 831 5600

Manchester, 25th Floor, City Tower

25th Floor, City Tower, Piccadilly Plaza
Manchester M1 4BT United Kingdom
T: +44 (0)161 236 0282 F: +44 (0)161 236 0095

Newcastle

PO Box 438, Newcastle upon Tyne, NE3 9BT
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T: +44 (0)191 2136157

Perth

13 Rose Terrace, Perth PH1 5HA
T: +44 (0)1738 621 377 F: +44 (0)1738 632 887

Reading

Soane Point, 6-8 Market Place, Reading,
Berkshire, RG1 2EG
T: +44 (0)118 334 5510

Woking

Dukes Court, Duke Street
Woking, Surrey GU21 5BH United Kingdom
T: +44 (0)1483 728051 F: +44 (0)1483 755207

Other locations:

France:

Bordeaux, Lille, Lyon, Marseille, Paris

Northern Europe:

Astana, Copenhagen, Kiev, London, Moscow, Riga, Wroclaw

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Madrid, Rabat, Rome, Sofia, Tunis

Middle East:

Cairo, Dubai, Riyadh

Asia Pacific:

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Seoul, Shanghai, Singapore, Shenzhen, Taipei

Africa:

Abidjan, Douala, Johannesburg, Kinshasa, Libreville, Nairobi

Latin America:

Lima, Mexico, Rio de Janeiro, Santiago, São Paulo

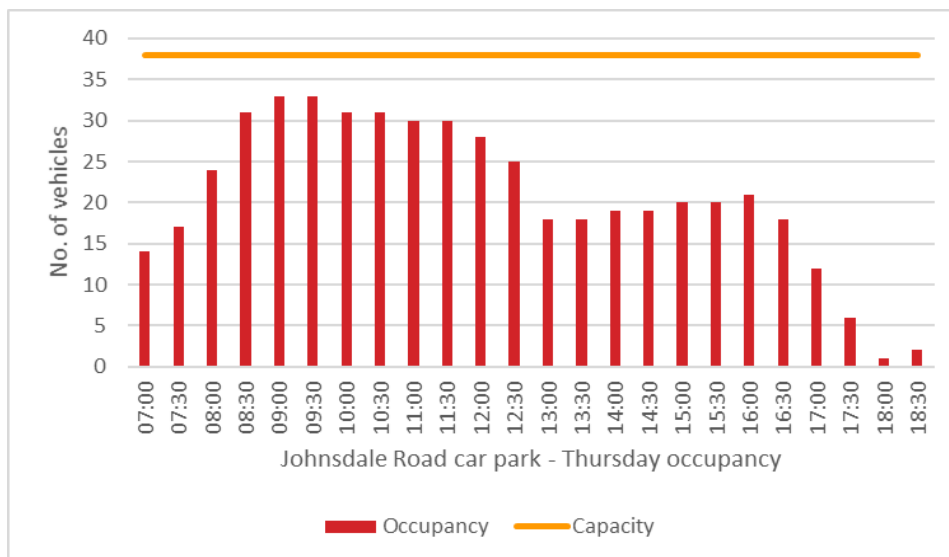
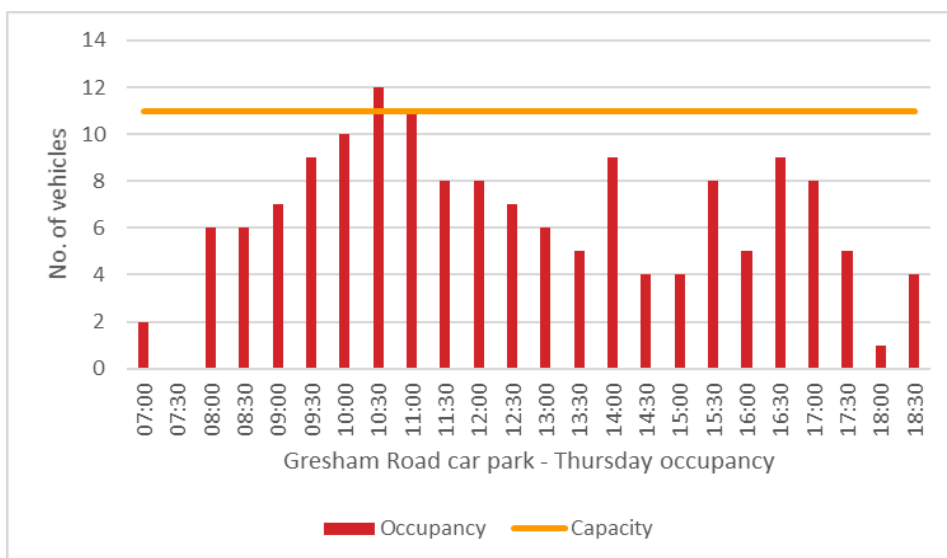
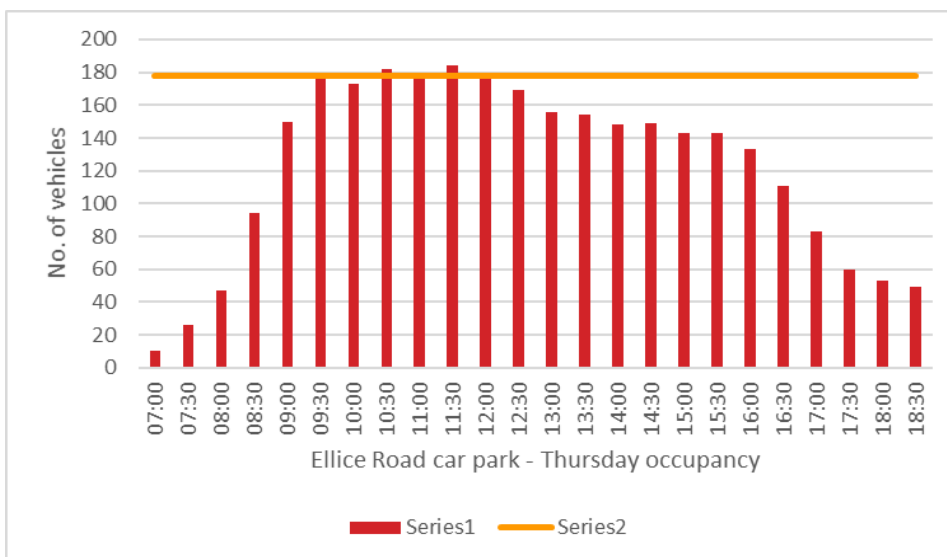
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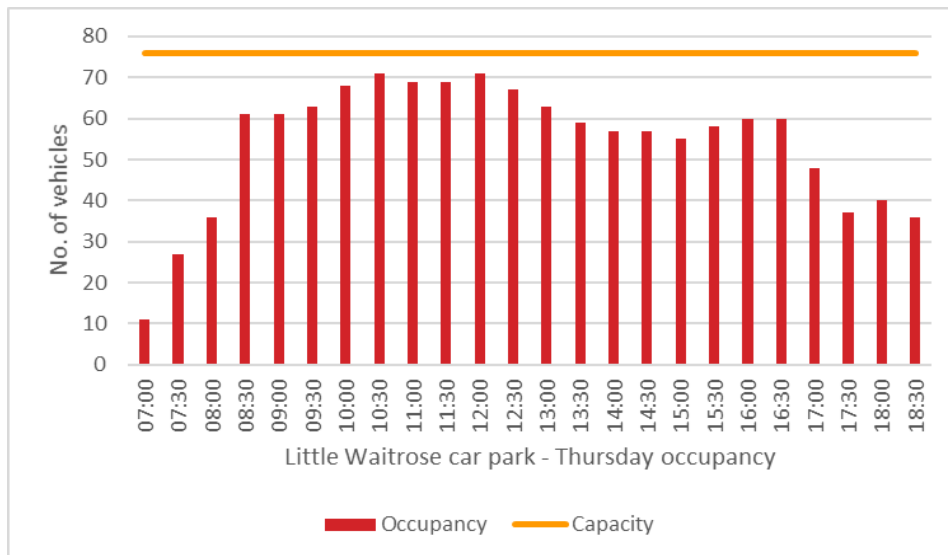
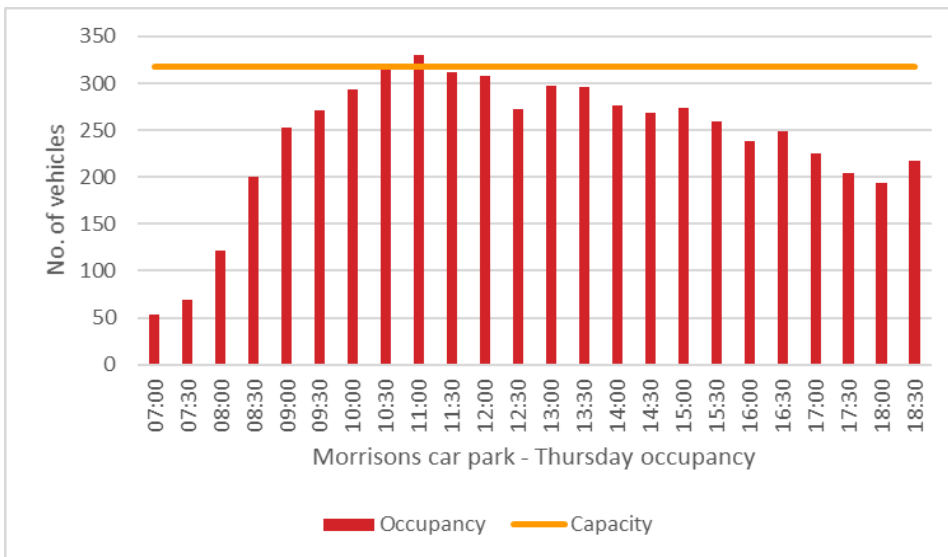
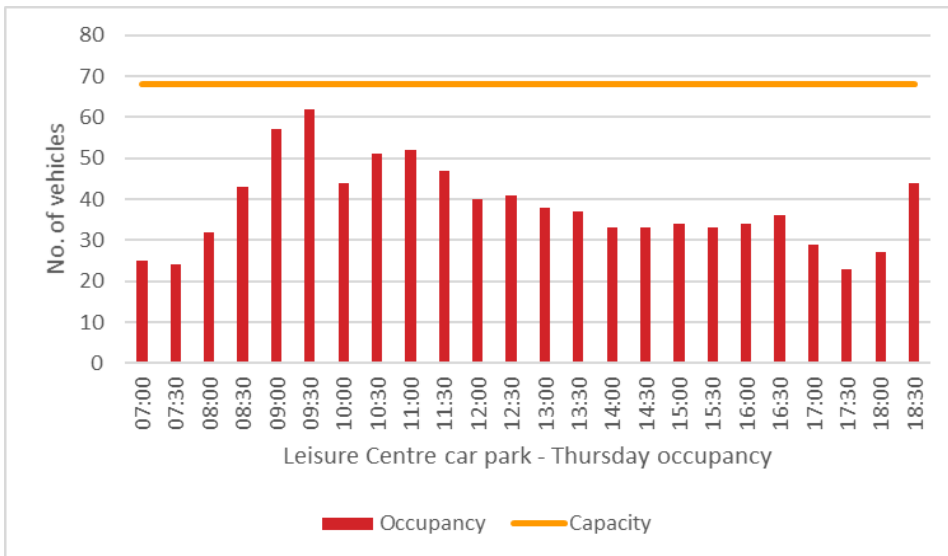


CAR PARK PARKING OCCUPANCY GRAPHS

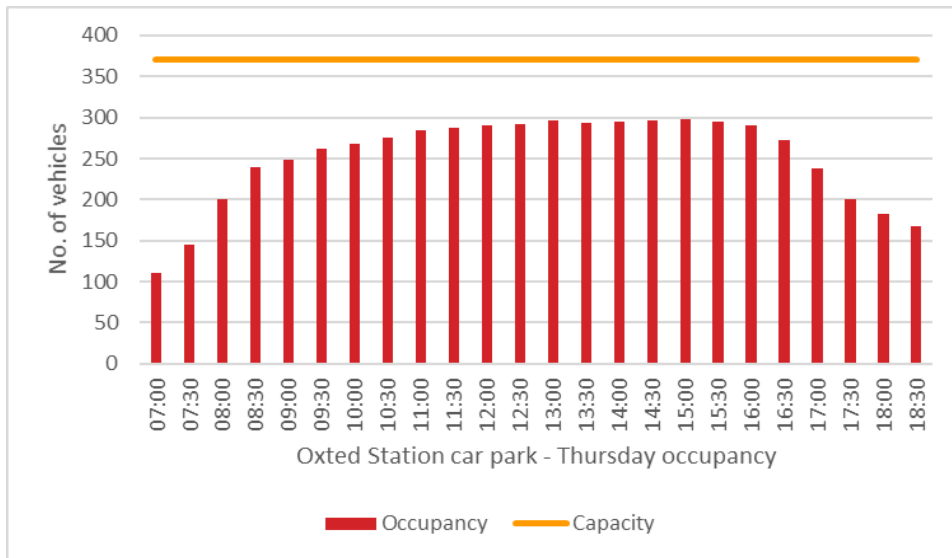
THURSDAY CAR PARK OCCUPANCY LEVELS



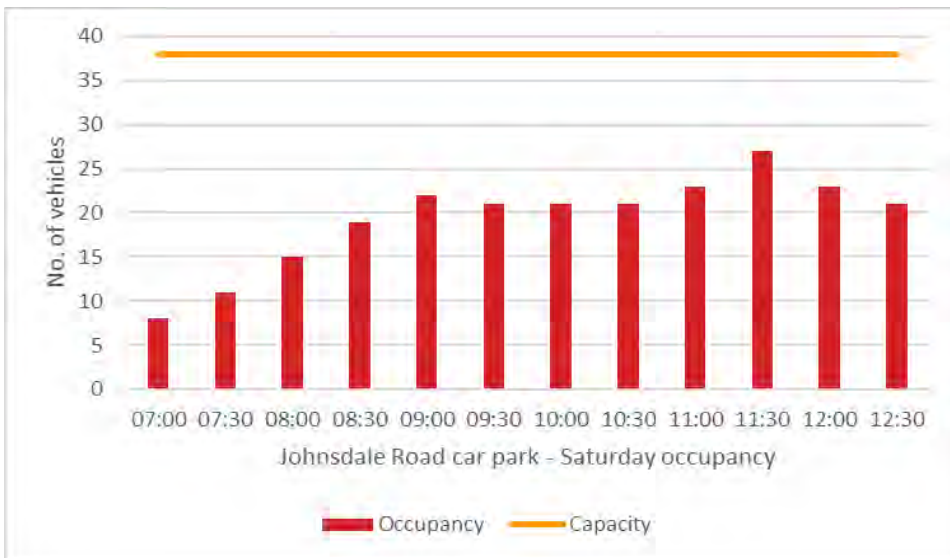
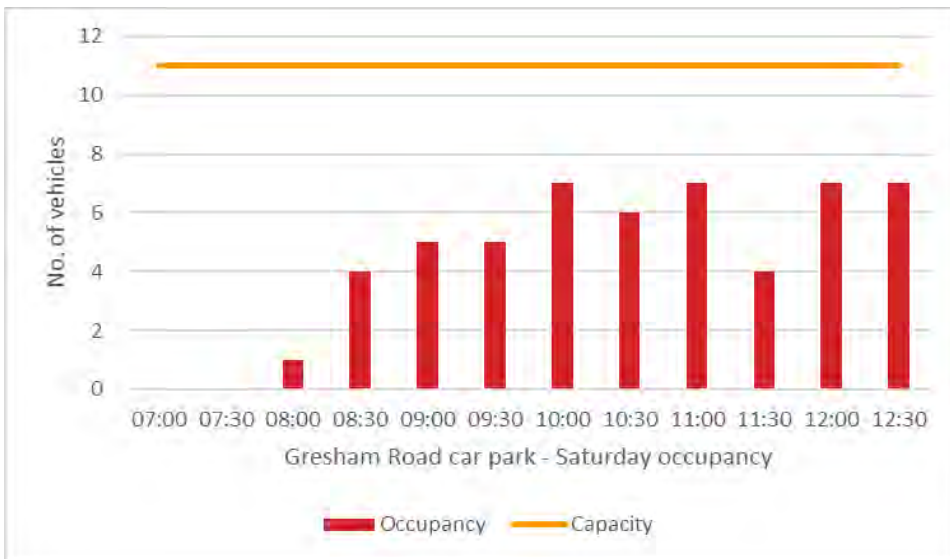
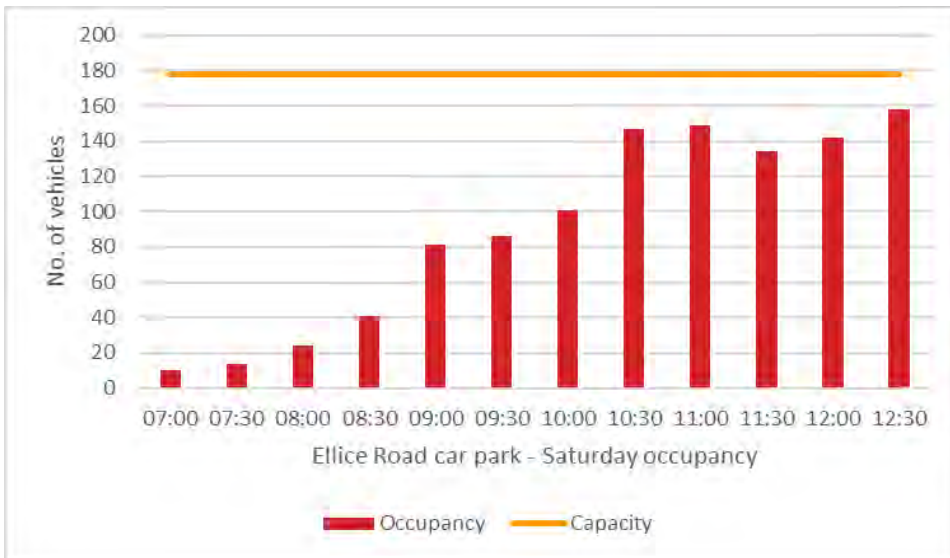
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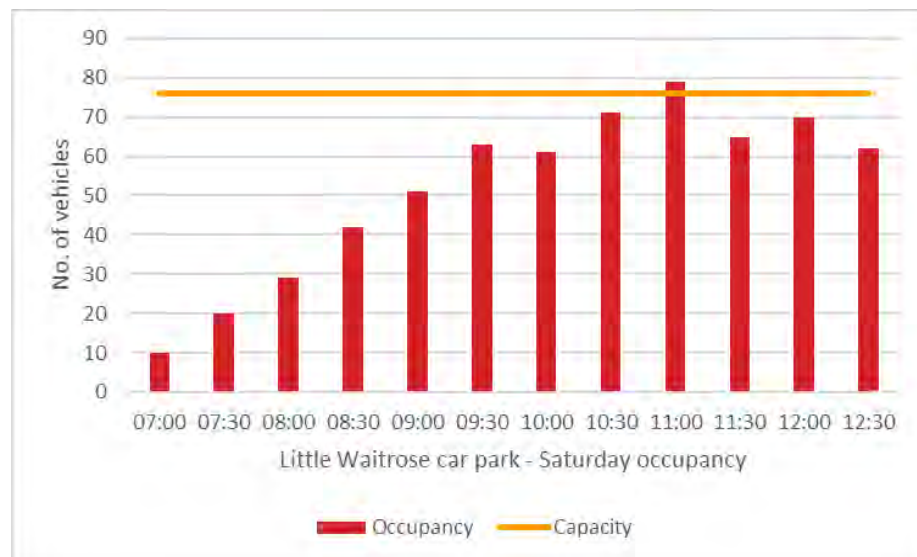
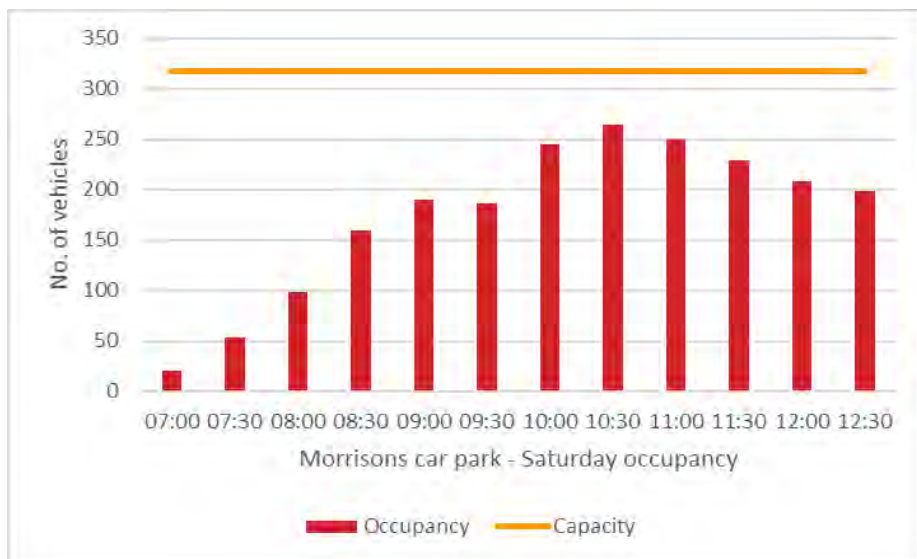
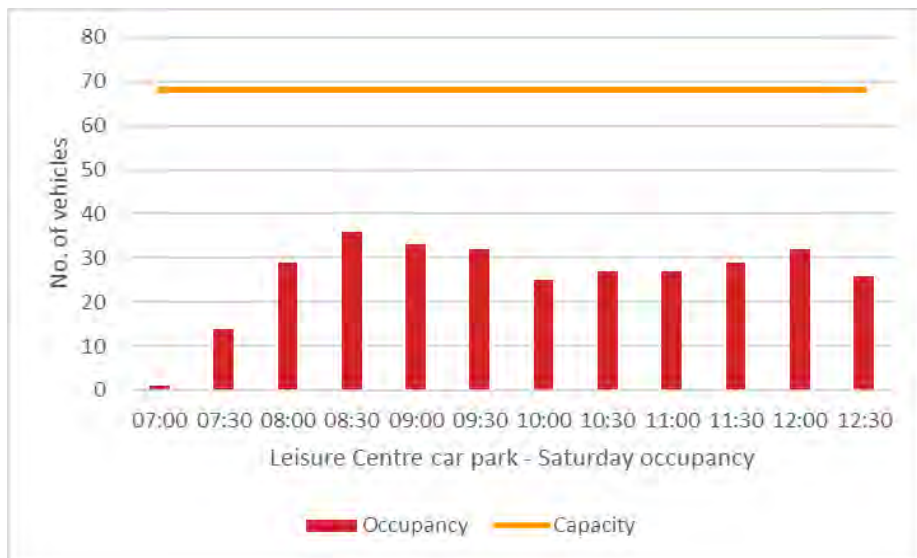
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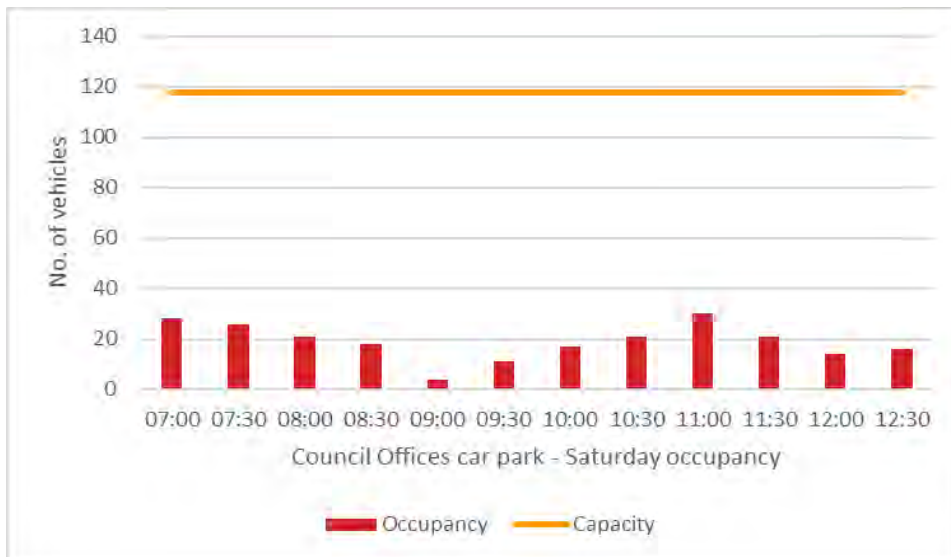
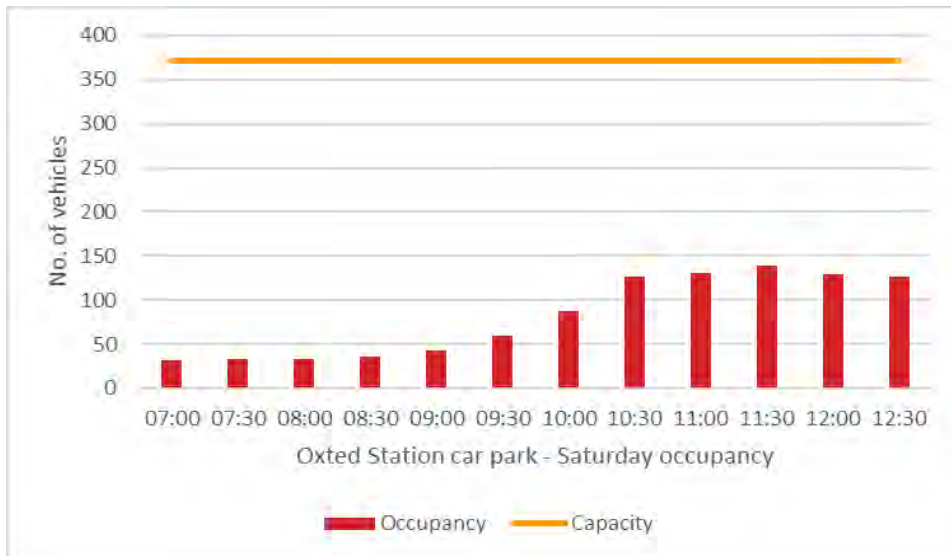
SATURDAY CAR PARK OCCUPANCY LEVELS



SATURDAY CAR PARK OCCUPANCY LEVELS

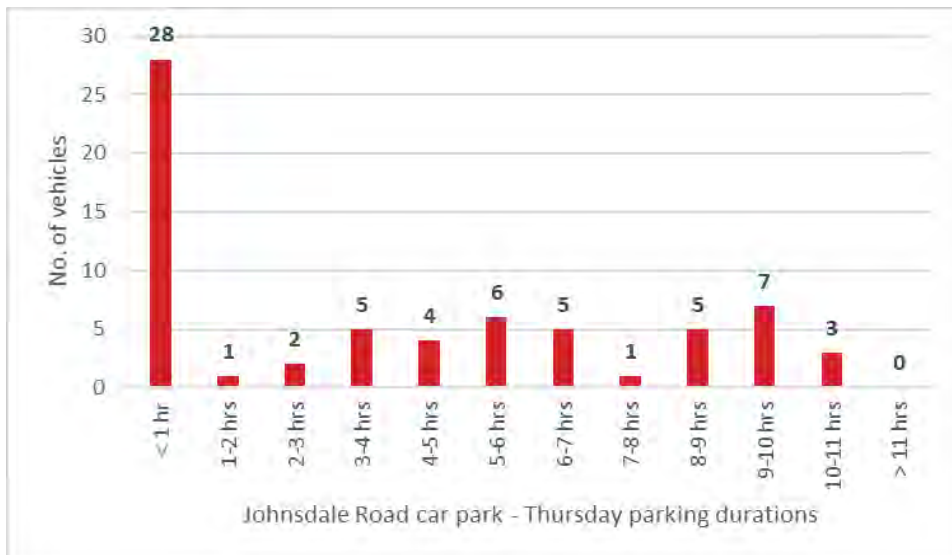
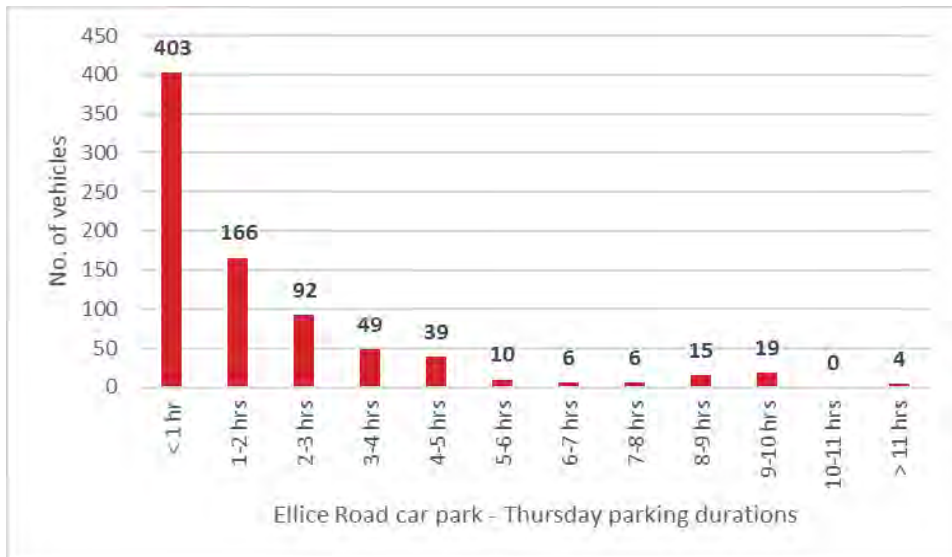


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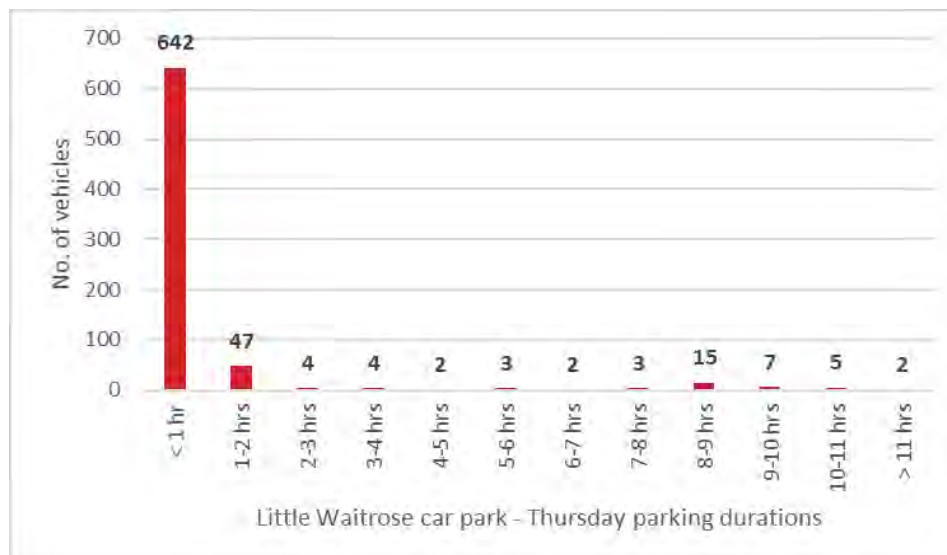
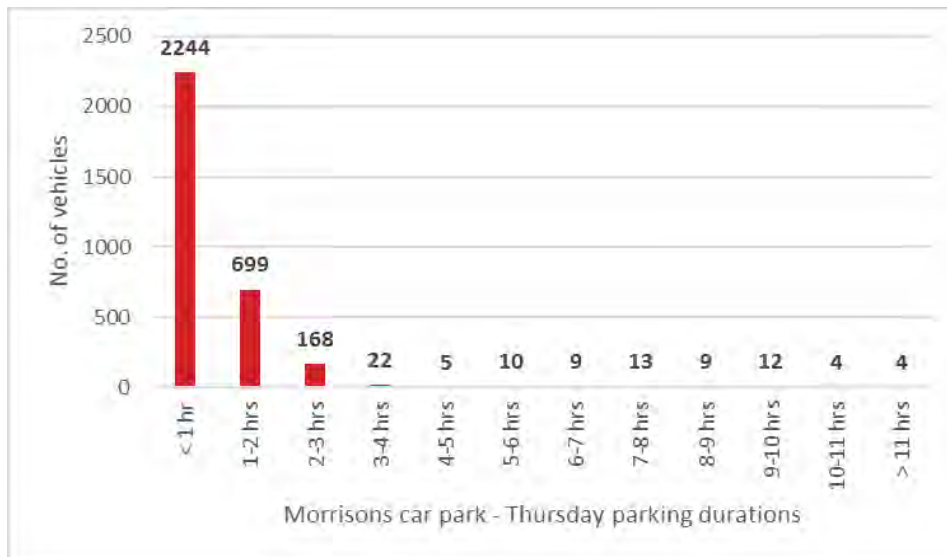
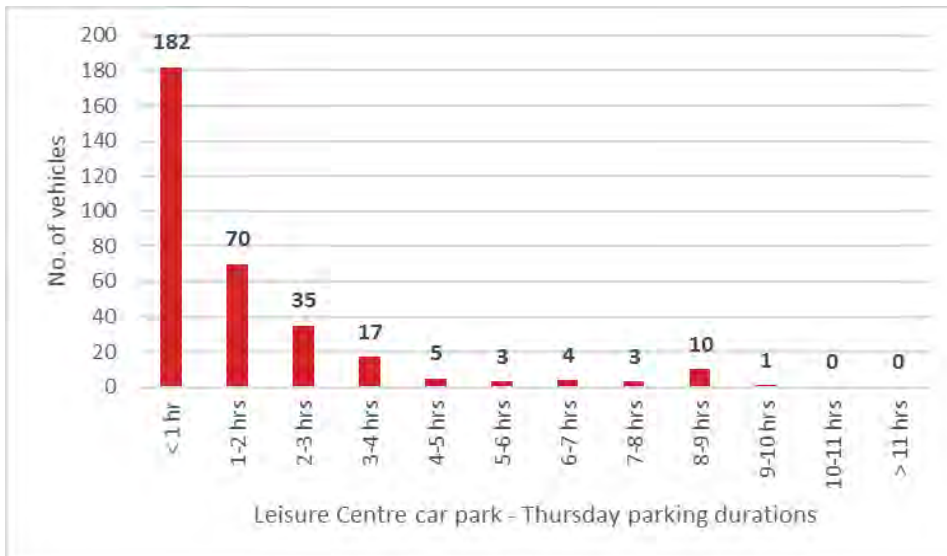


CAR PARK PARKING DURATION GRAPHS

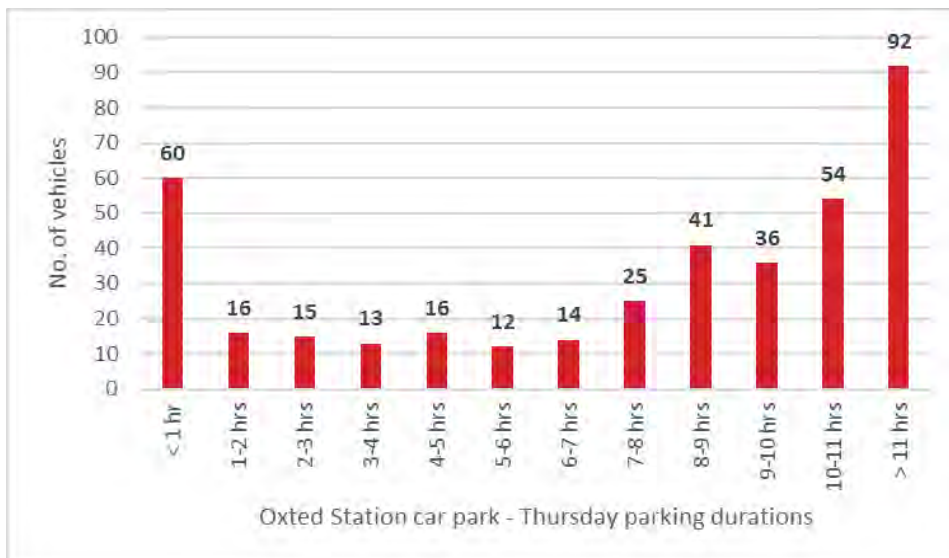
THURSDAY CAR PARK DURATIONS OF STAY



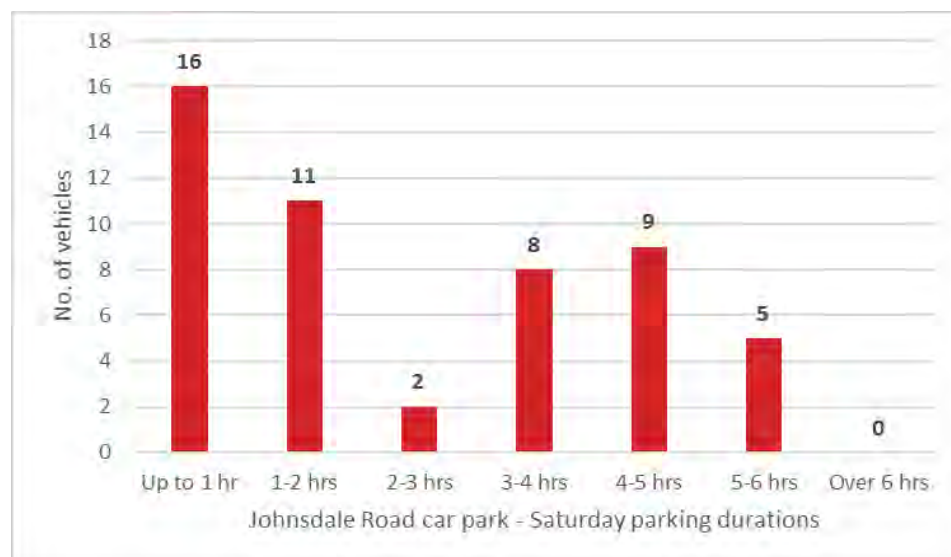
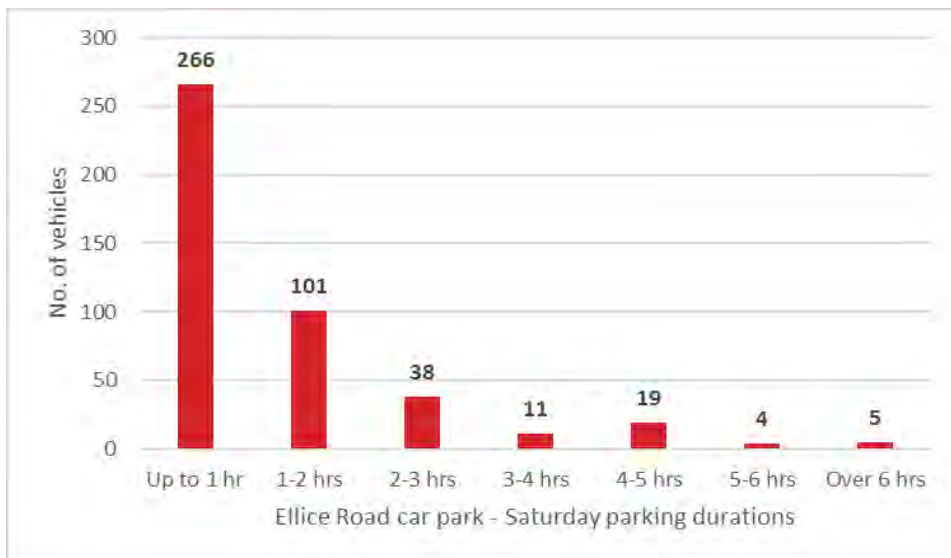
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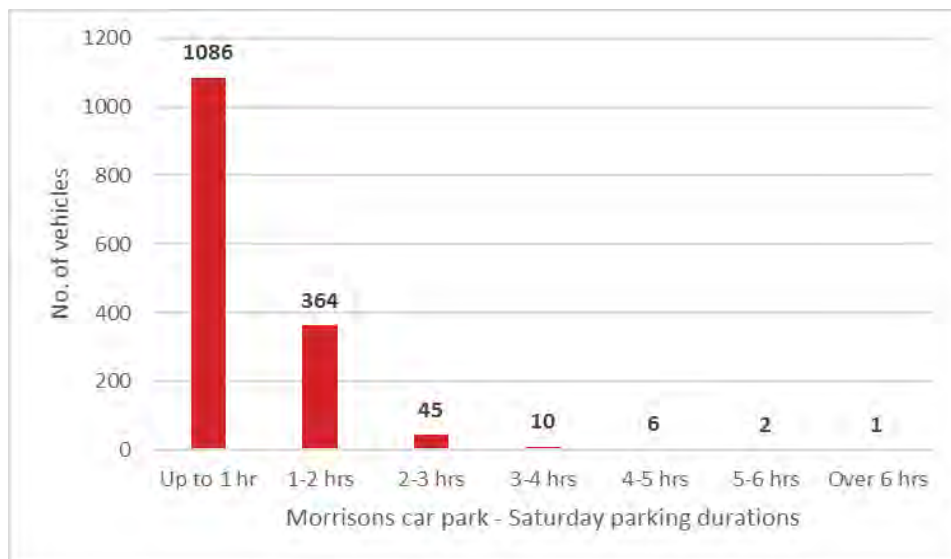
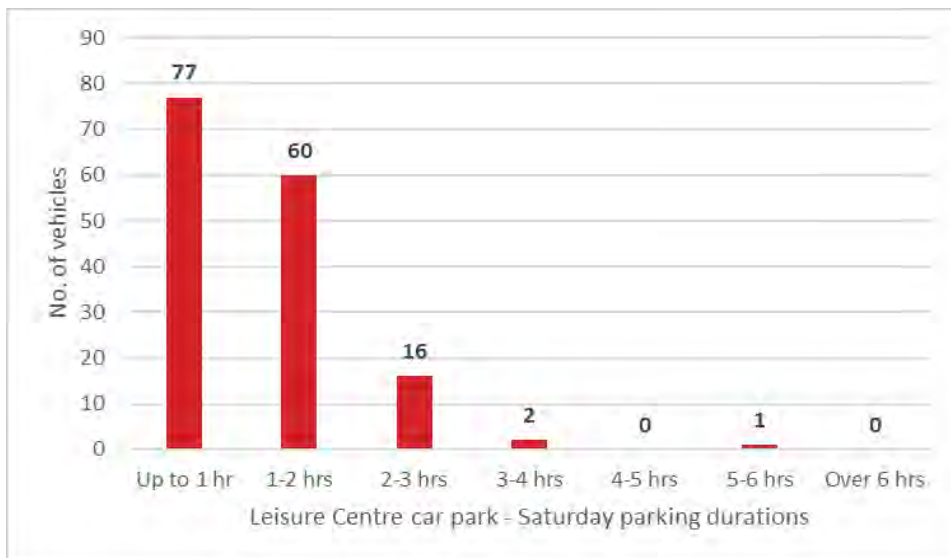
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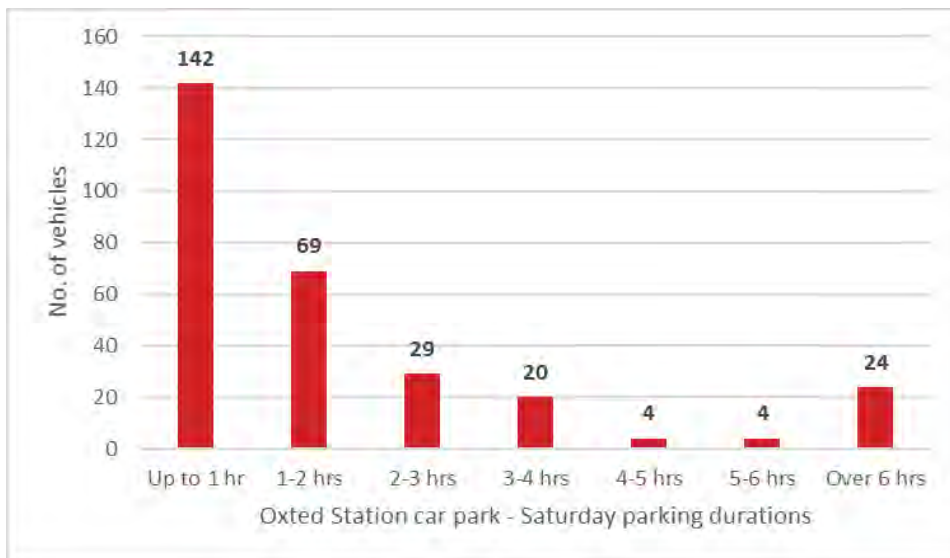
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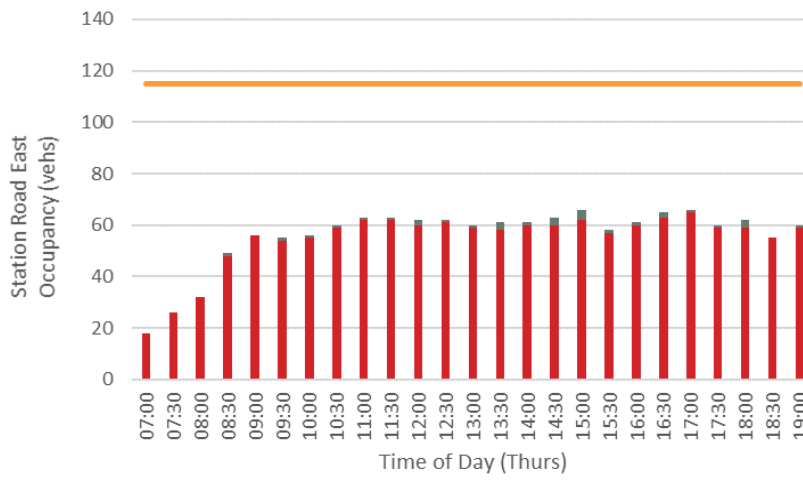


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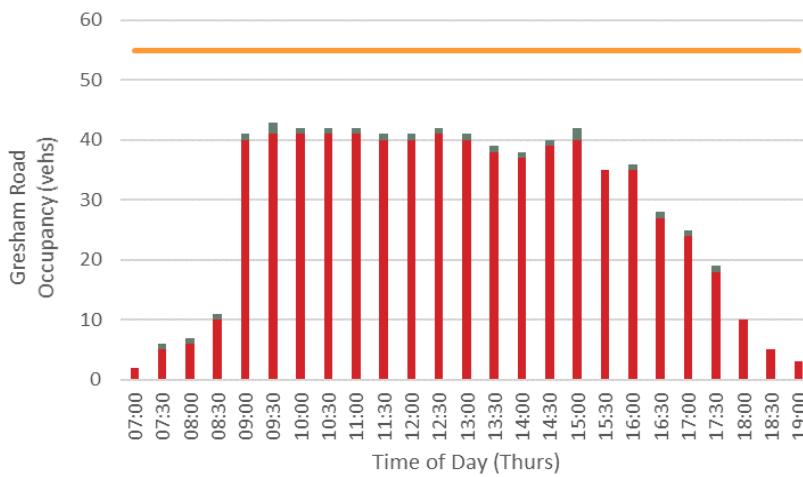


ON-STREET PARKING OCCUPANCY GRAPHS

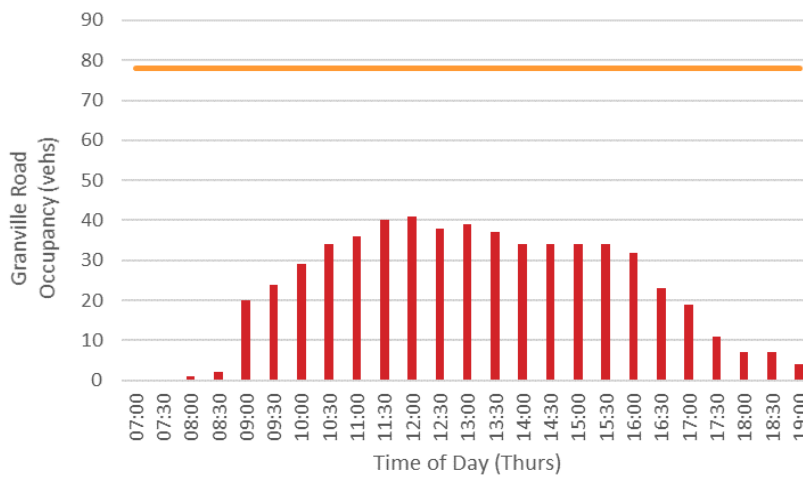
THURSDAY ON-STREET PARKING OCCUPANCY



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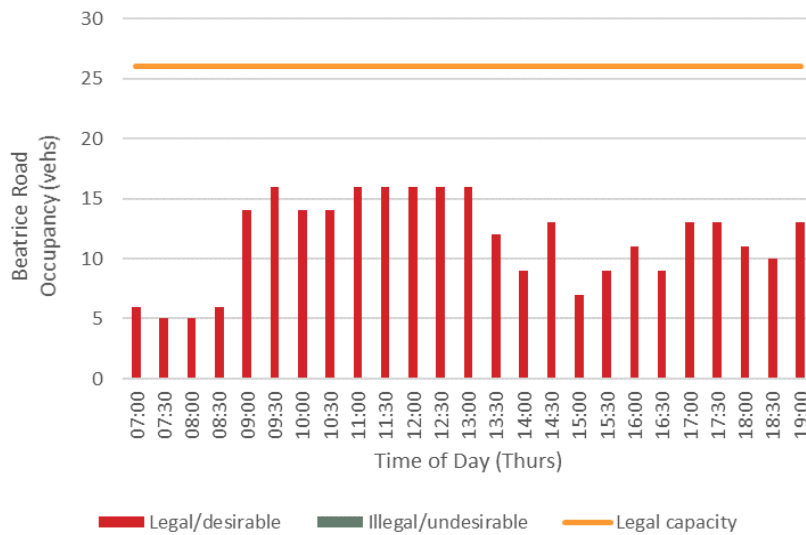
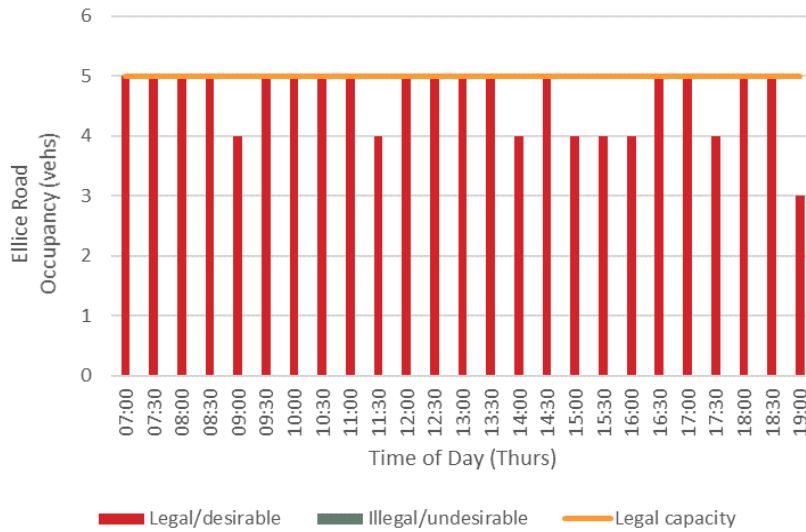
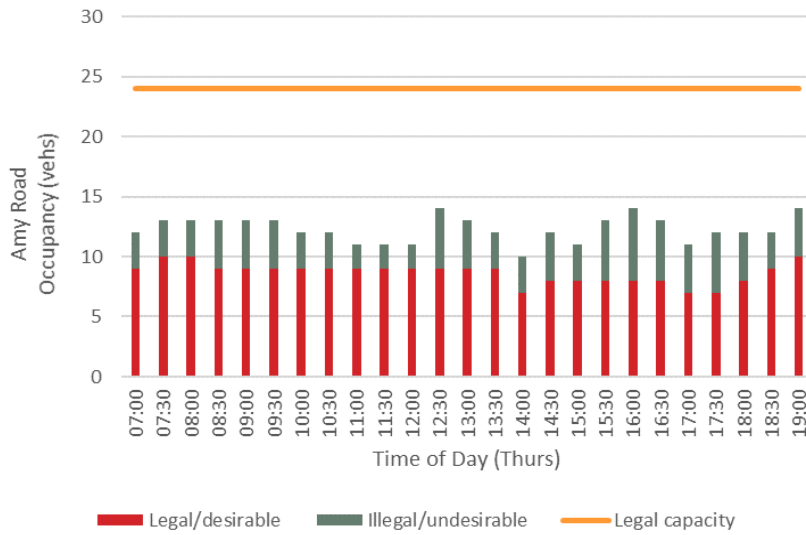


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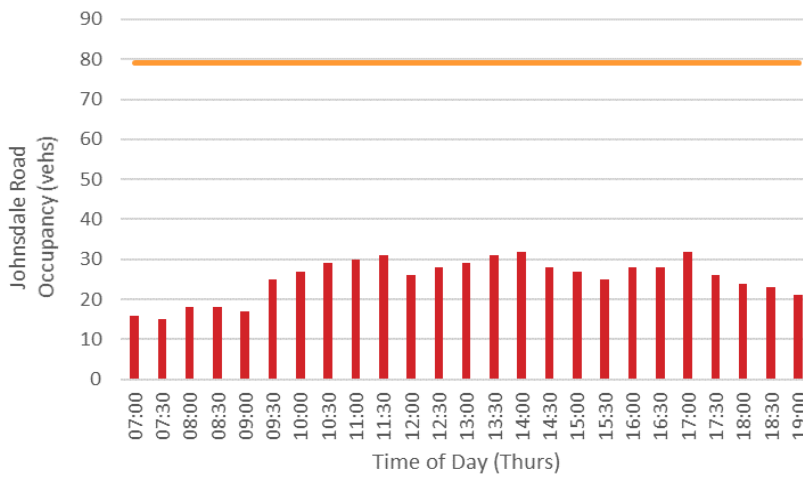


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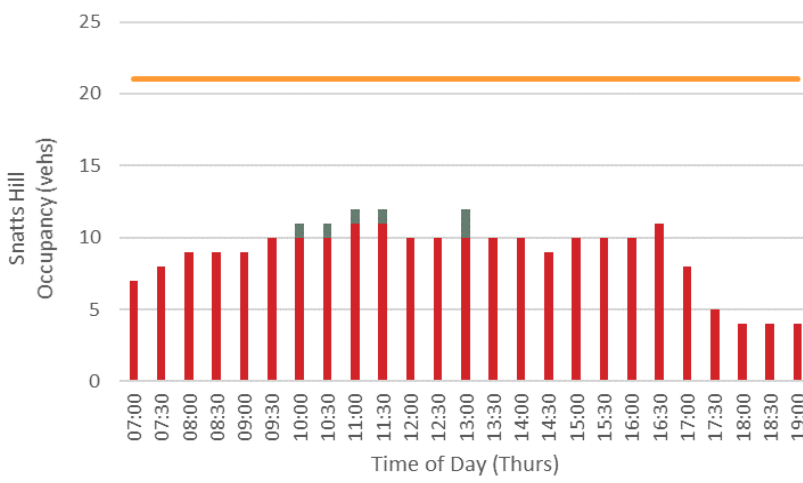
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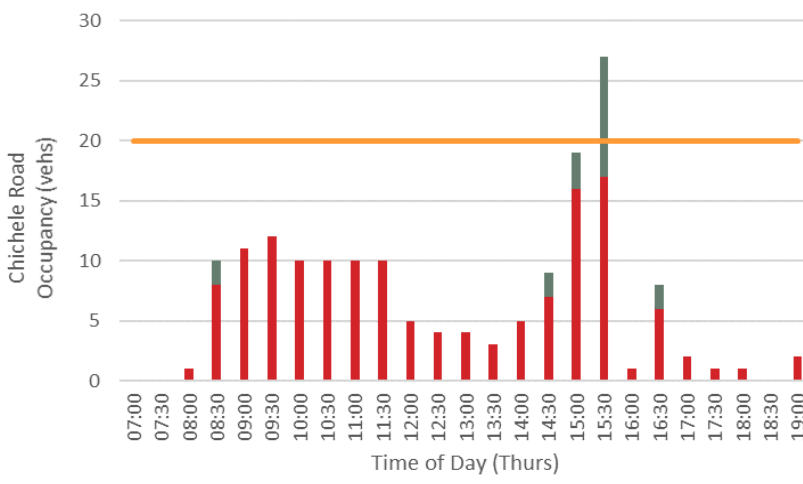
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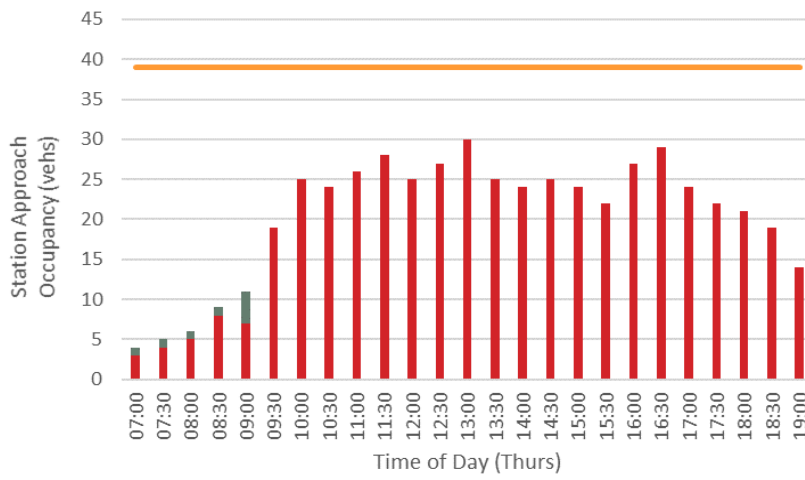


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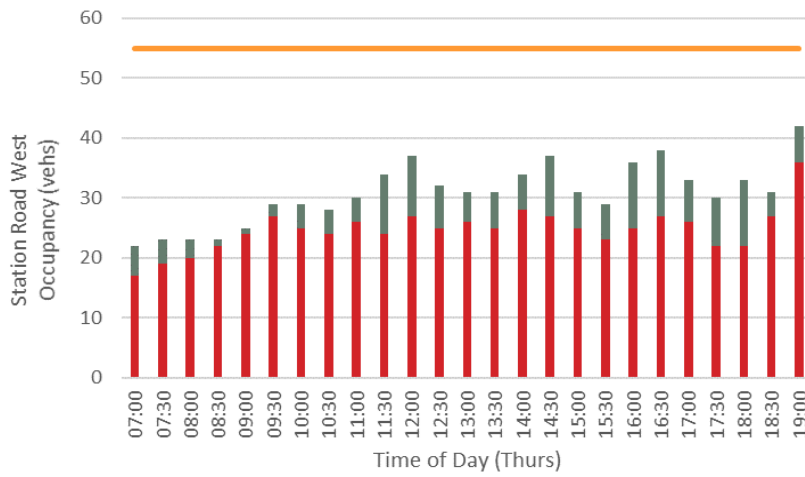


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THURSDAY ON-STREET PARKING OCCUPANCY

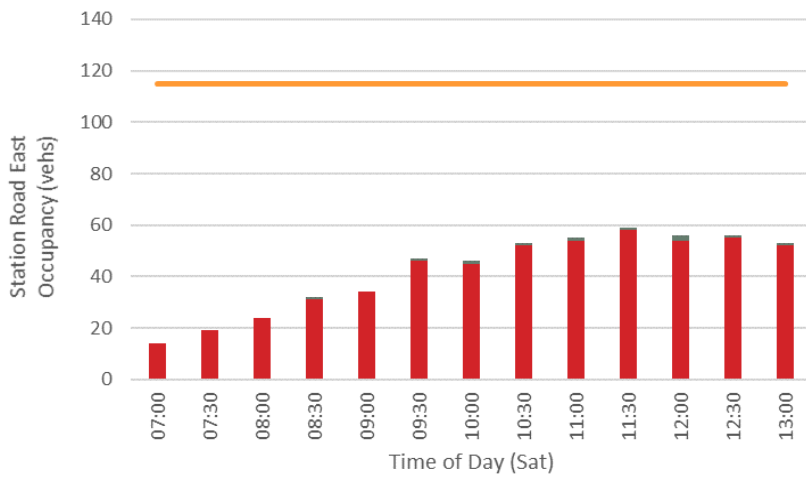


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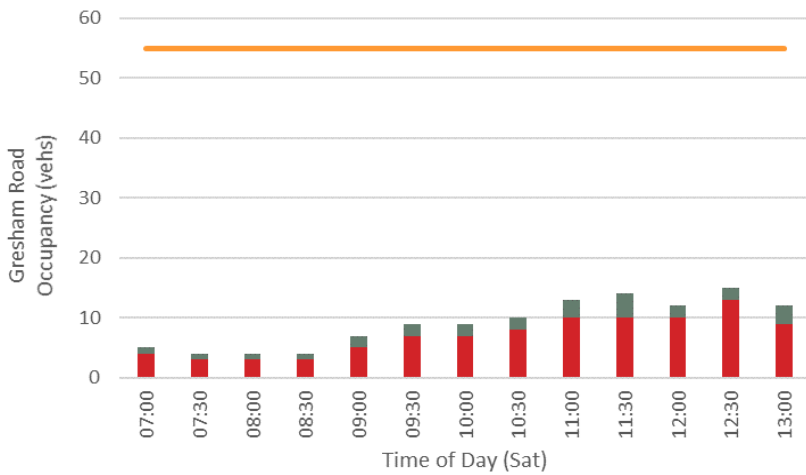


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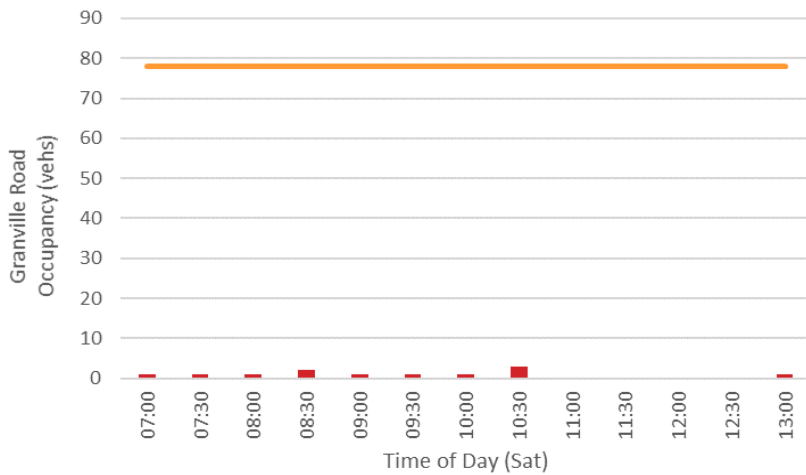
SATURDAY ON-STREET PARKING OCCUPANCY



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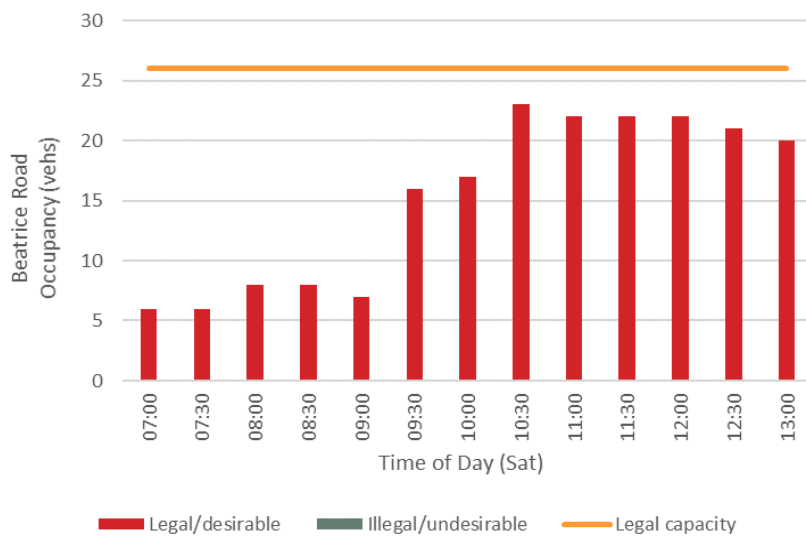
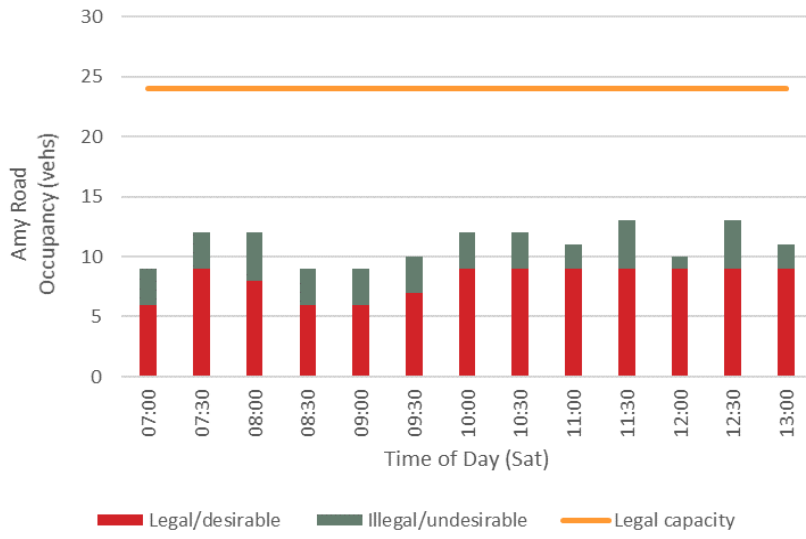


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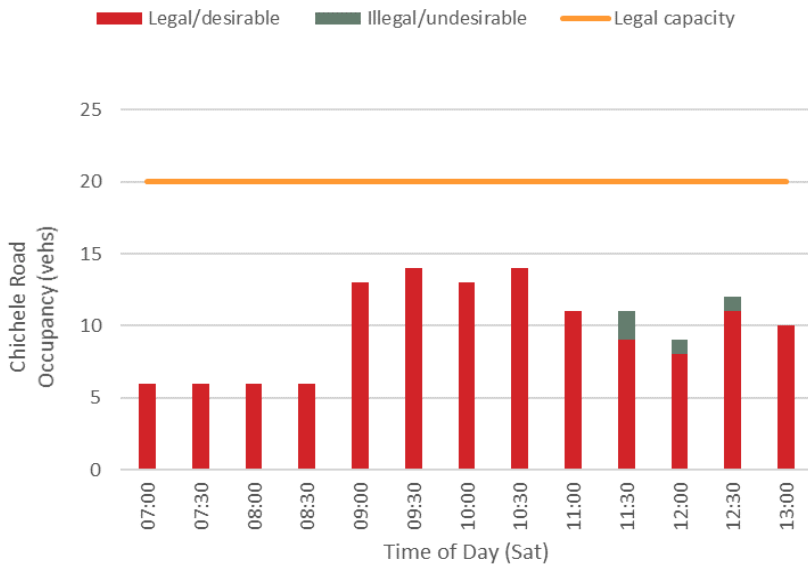
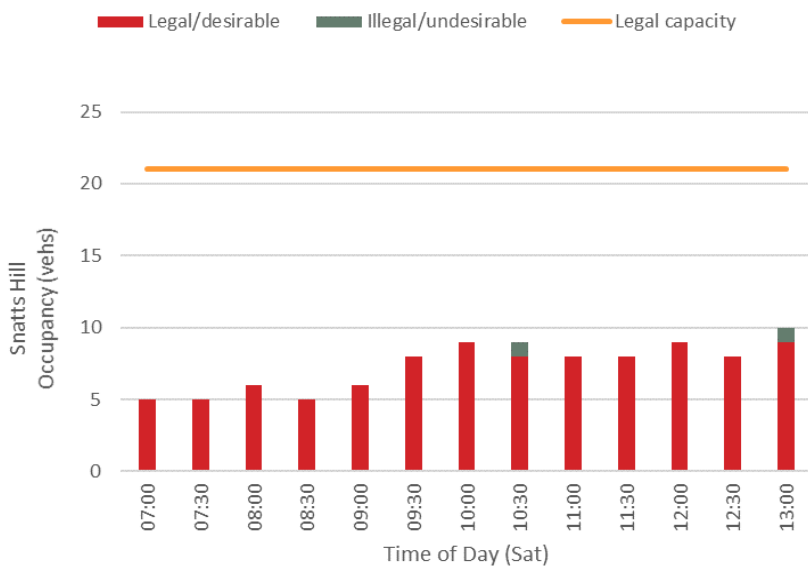
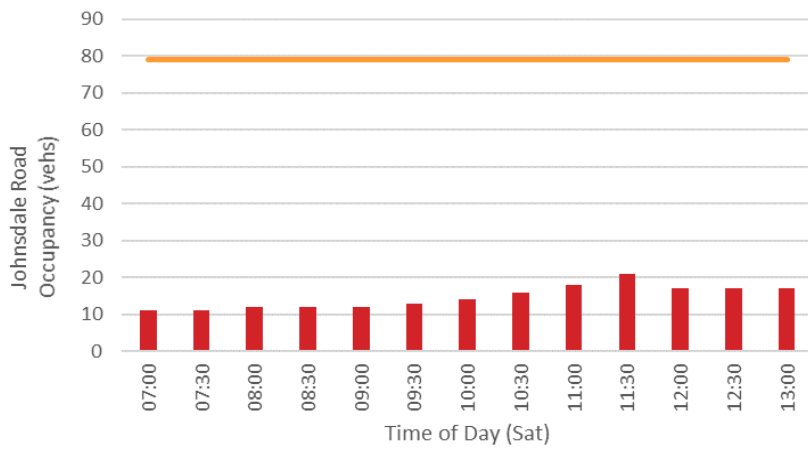


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SATURDAY ON-STREET PARKING OCCUPANCY

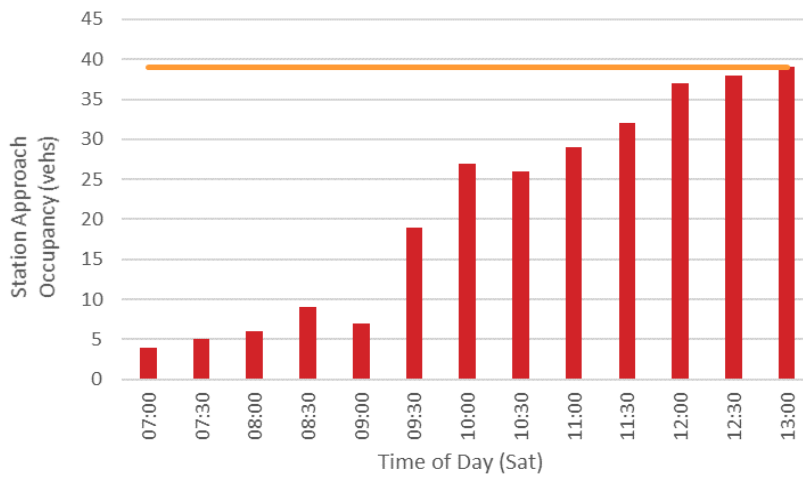


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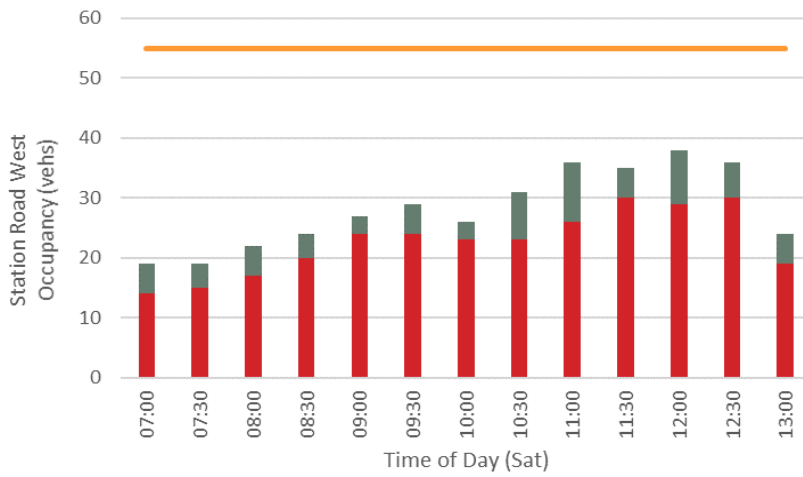


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SATURDAY ON-STREET PARKING OCCUPANCY



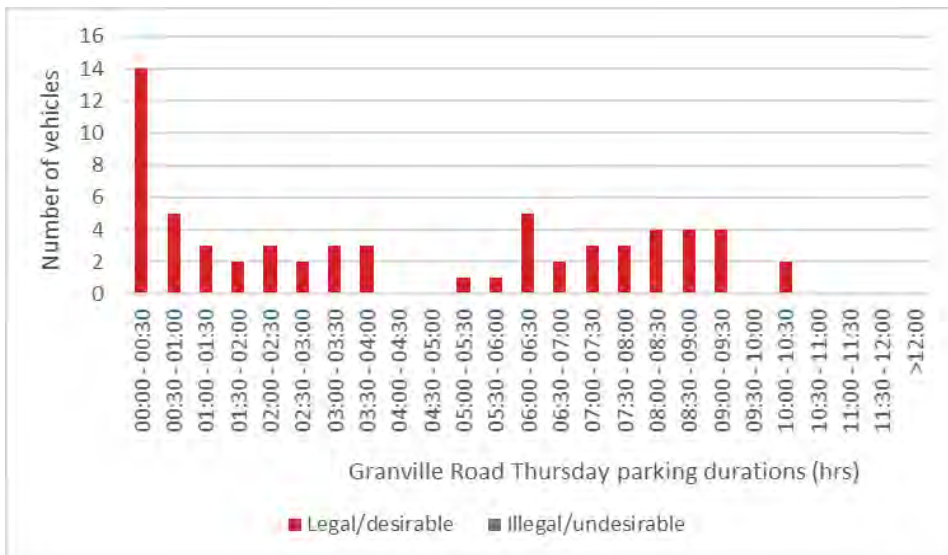
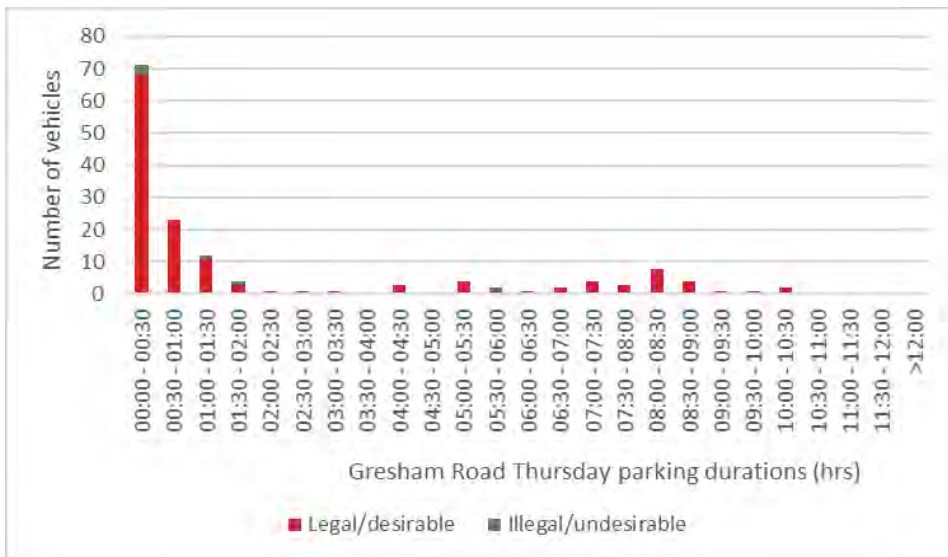
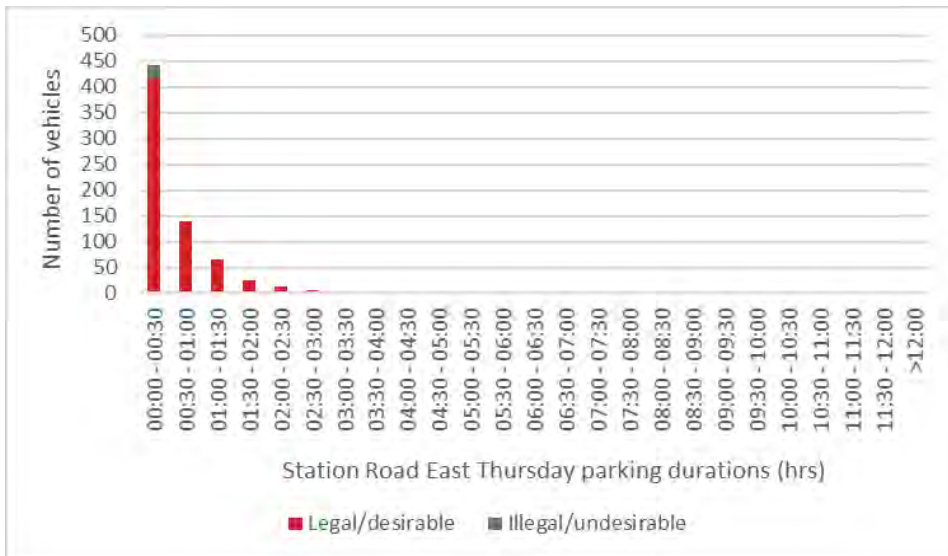
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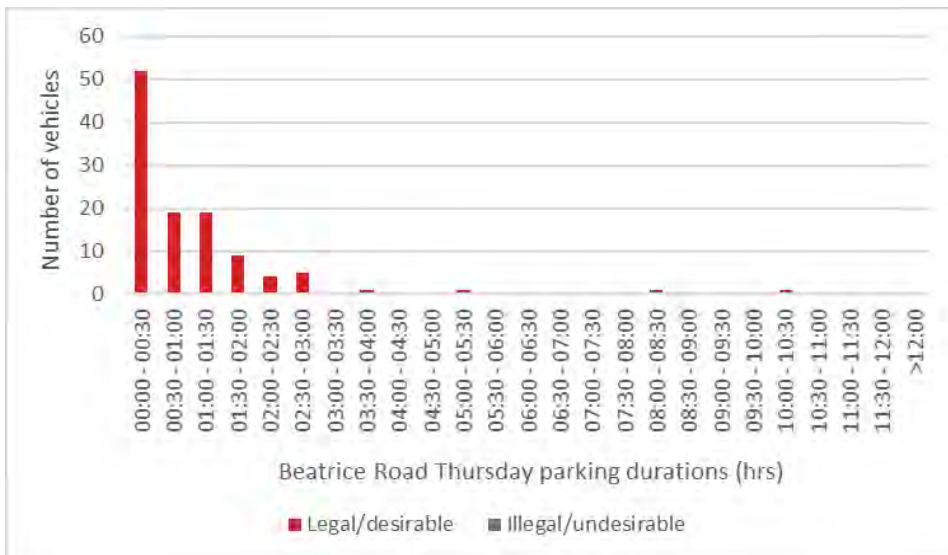
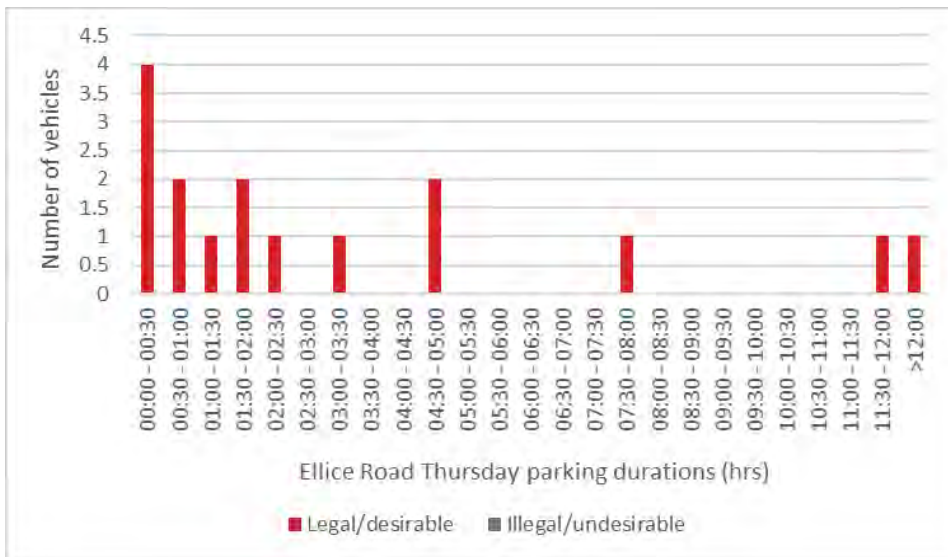
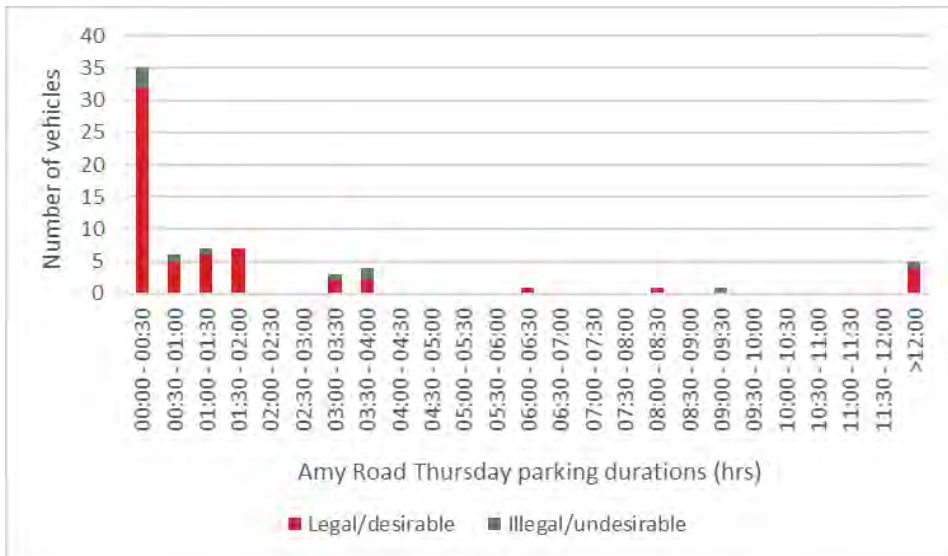
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ON-STREET PARKING DURATION GRAPHS

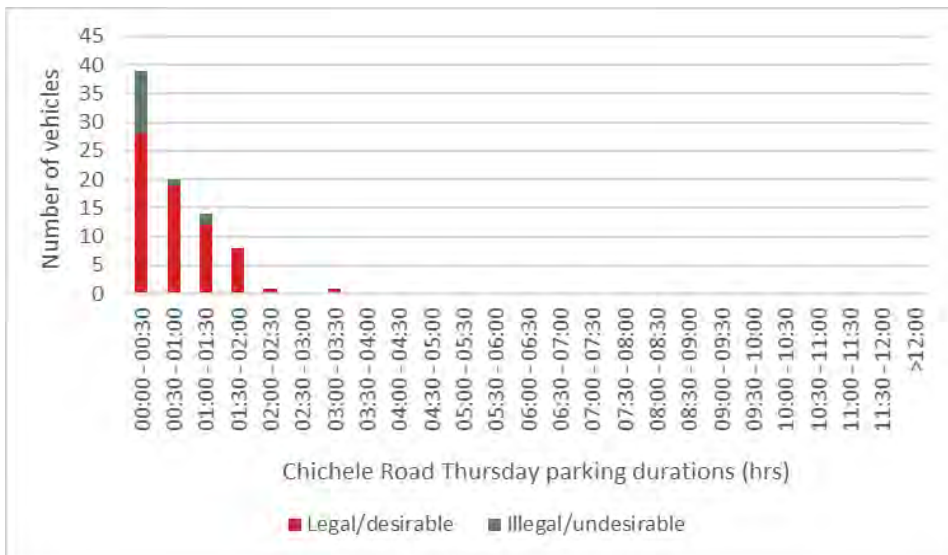
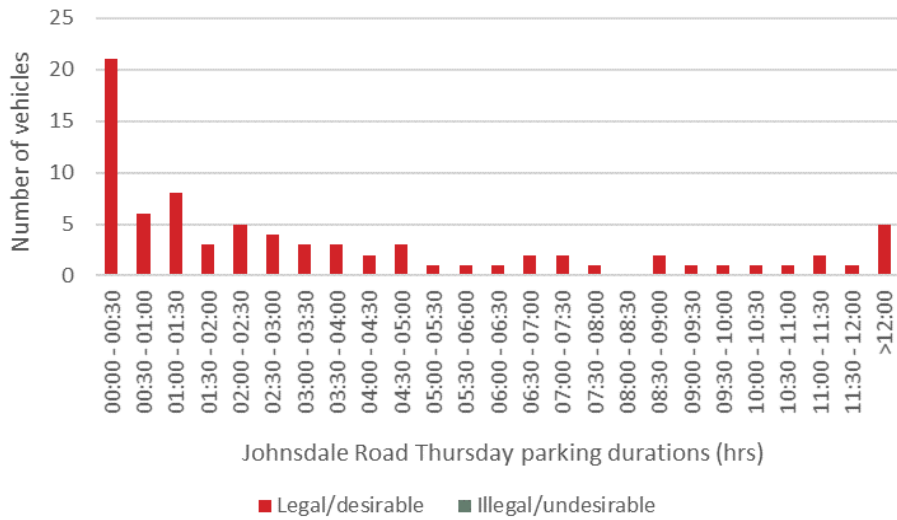
THURSDAY ON-STREET PARKING DURATIONS



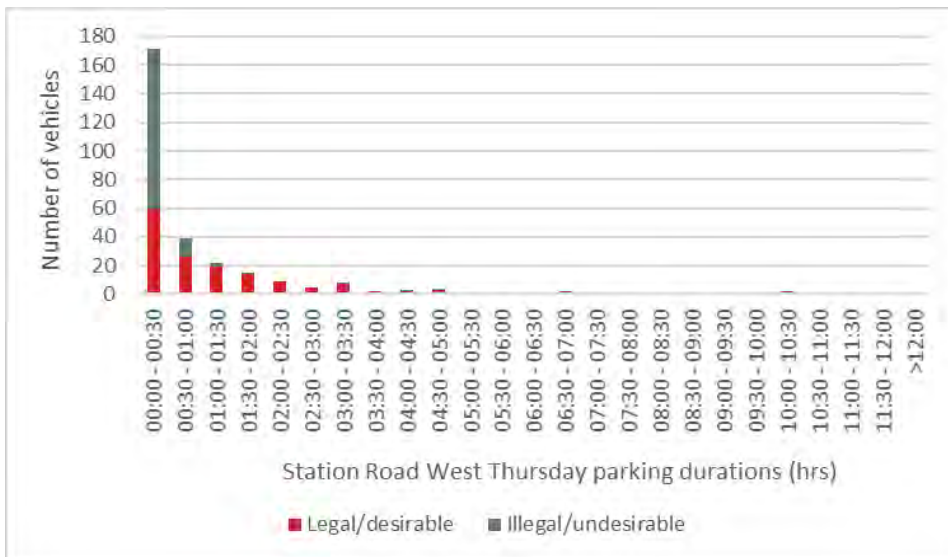
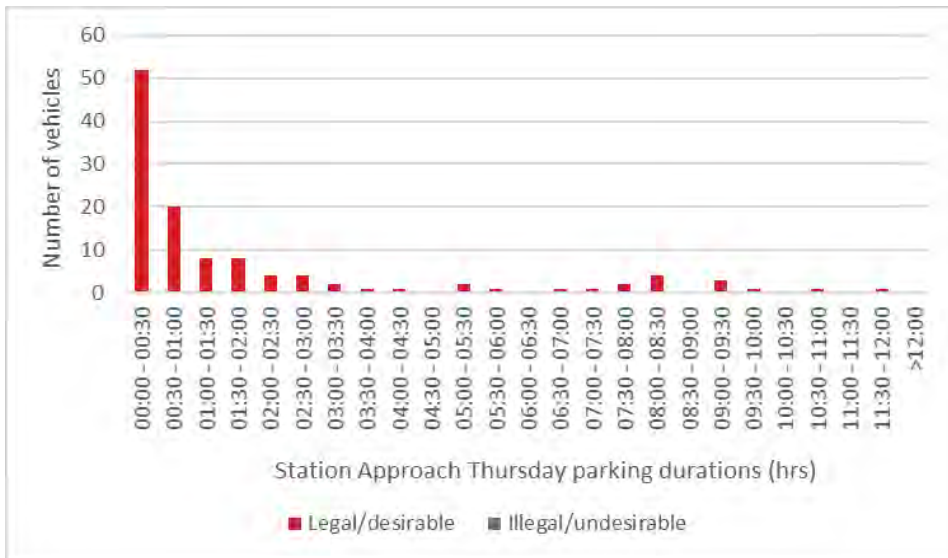
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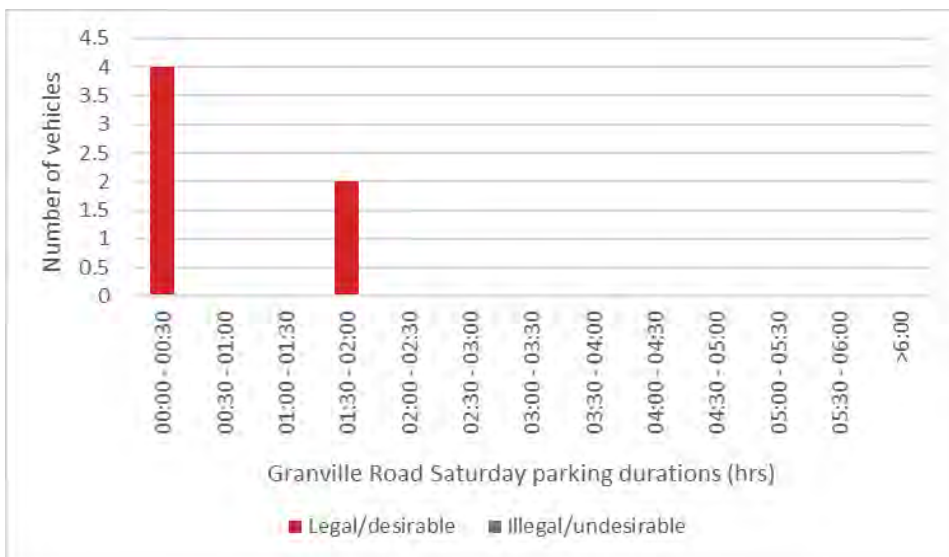
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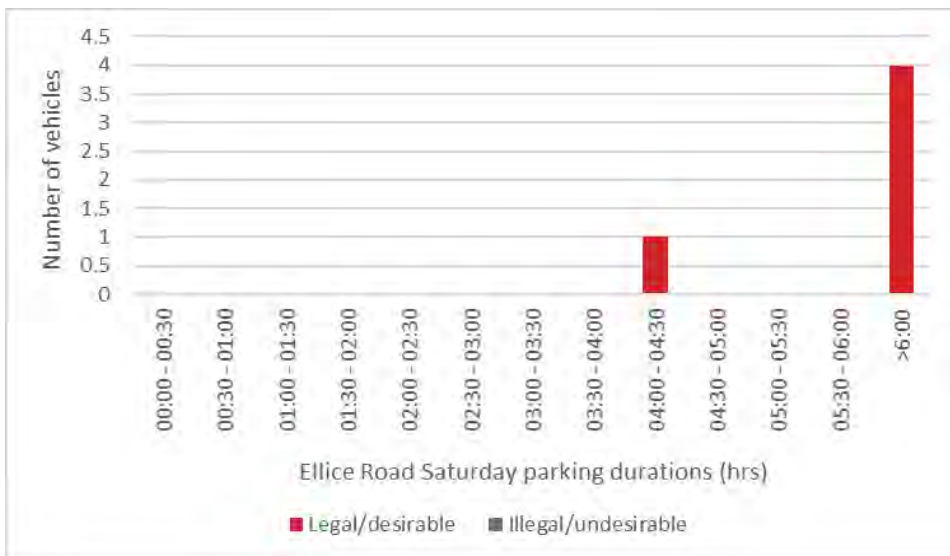
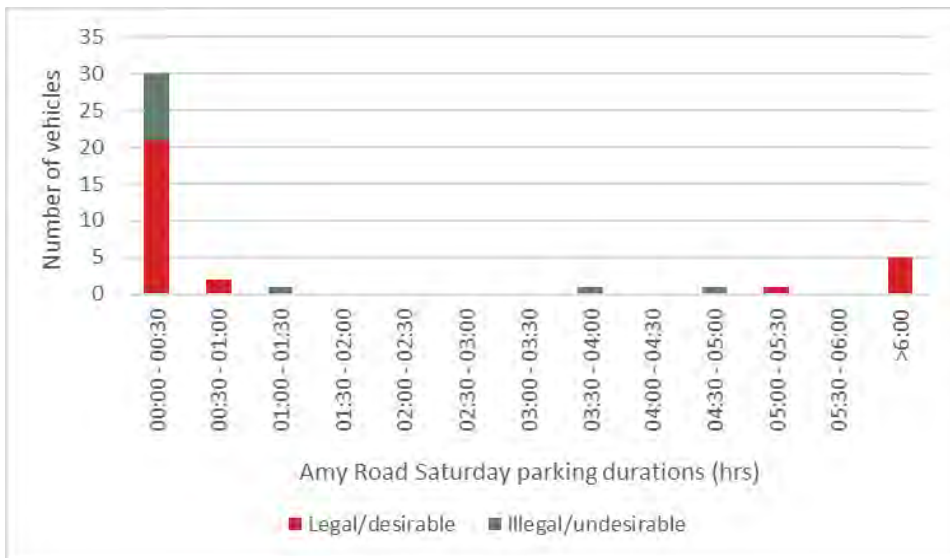
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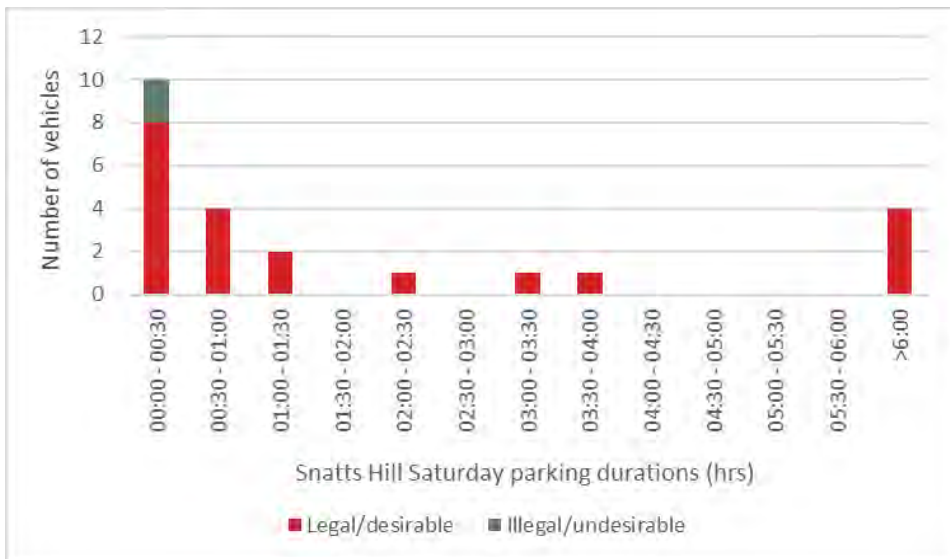
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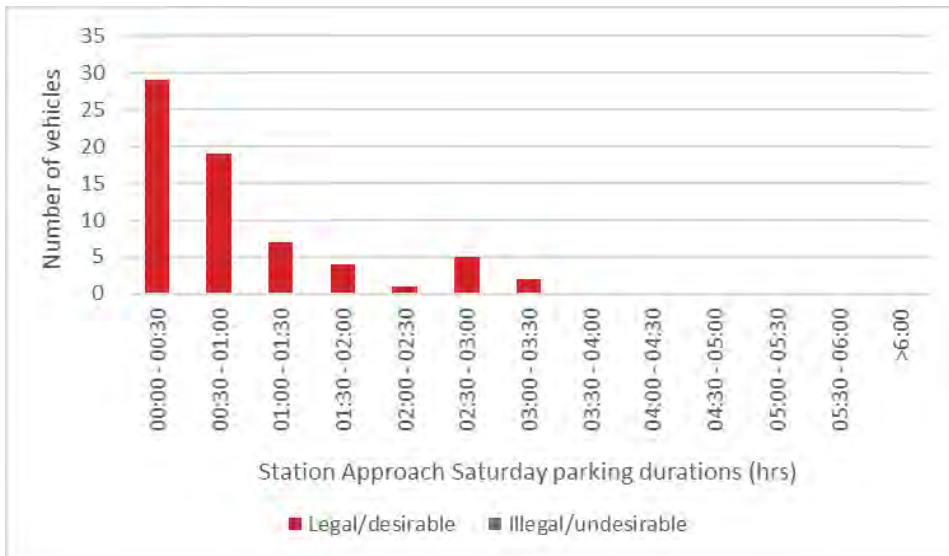
SATURDAY ON-STREET PARKING DURATIONS



SATURDAY ON-STREET PARKING DURATIONS



SATURDAY ON-STREET PARKING DURATIONS



ON-STREET INTERVIEW AND ONLINE QUESTIONNAIRES

Good morning/afternoon. My name is _____ and I am working for Protel Fieldwork on behalf of Tandridge District Council. Would you mind if I ask you a few of questions about your trip to Oxted today. The survey is part of a review of parking across the whole district to make sure car parking arrangements are appropriate for the future.

Part 1 - Oxted Town Centre

1. On average, how often do you visit Oxted town centre? **(tick one answer only)**

- | | |
|--|---|
| 1 <input type="checkbox"/> 6+ days a week | 5 <input type="checkbox"/> Once a fortnight |
| 2 <input type="checkbox"/> 4-5 days a week | 6 <input type="checkbox"/> Once a month |
| 3 <input type="checkbox"/> 2-3 days a week | 7 <input type="checkbox"/> Less than once a month |
| 4 <input type="checkbox"/> Once a week | 8 <input type="checkbox"/> Less often |

2. How do you usually travel to the town centre? (Please tick one answer)

(If they use more than one form of transport for this journey, tick the one which forms the last part of their journey into the town centre)

- | | |
|-----------------------------------|---|
| 1 <input type="checkbox"/> Car | 5 <input type="checkbox"/> Motorbike/Scooter |
| 2 <input type="checkbox"/> Walked | 6 <input type="checkbox"/> Bicycle |
| 3 <input type="checkbox"/> Bus | 7 <input type="checkbox"/> Other, specify |
| 4 <input type="checkbox"/> Train | |

3. If you usually travel by car, are there any improvements which could be made which would encourage you to travel a different way?

.....

4. What is the purpose of your visit to the town centre today? **(tick all that apply)**

- | | |
|--|---|
| 1 <input type="checkbox"/> Shopping | 6 <input type="checkbox"/> Post Office / banks |
| 2 <input type="checkbox"/> Social/leisure | 7 <input type="checkbox"/> Work/business |
| 3 <input type="checkbox"/> Restaurants /cafes / pubs | 8 <input type="checkbox"/> Commuting / train travel |
| 4 <input type="checkbox"/> Education | 9 <input type="checkbox"/> Tourism |
| 5 <input type="checkbox"/> Healthcare | 10 <input type="checkbox"/> Other (specify |

5. How long do you intend to spend in the town centre today? **(tick one answer only)**

- | | | |
|-------------------------------------|---|---|
| <input type="checkbox"/> <30 mins | <input type="checkbox"/> 1 hr to 1 hr 59 mins | <input type="checkbox"/> 4 hrs to 4 hrs 59 mins |
| <input type="checkbox"/> 30-59 mins | <input type="checkbox"/> 2 hrs to 3 hrs 59 mins | <input type="checkbox"/> 6 hrs or more |

6. What would encourage you to visit the town centre more often?

.....

7. Do you ever travel to the town centre by car, either as a driver or as a passenger?

- 1 Always (continue) 2 Sometimes (continue) 3 Never **(Go to Q19)**

Part 2 – Parking in Oxted town centre

8. When you drive to Oxted, which car parks do you most frequently park in? (tick all that apply)

- | | |
|--|---|
| 1 <input type="checkbox"/> Ellice Road Car Park | 6 <input type="checkbox"/> TDC Car Park |
| 2 <input type="checkbox"/> Morrisons Car Park | 7 <input type="checkbox"/> Station Car Park |
| 3 <input type="checkbox"/> Tandridge Leisure Centre Car Park | 8 <input type="checkbox"/> On Street, specify |
| 4 <input type="checkbox"/> Waitrose Car Park | 9 <input type="checkbox"/> Other, specify |
| 5 <input type="checkbox"/> Johnsdale Road Car Park | |

9. Do you find it easy or difficult to park in the town centre?
 1 Easy 2 Neither easy nor difficult 3 Difficult
10. How often do you have to search for a parking space in the town centre?
 1 Always 2 Sometimes 3 Never
11. Do you feel there is enough or not enough short-stay parking (for shoppers and visitors) in the town?
 1 Enough 2 Not enough 3 Don't know
12. Do you feel there is enough or not enough long-stay parking (for town centre workers and commuters) in the town?
 1 Enough 2 Not enough 3 Don't know
13. Overall, how satisfied or dissatisfied are you with parking in the town?
 1 Very satisfied 3 Neither 5 Very dissatisfied
 2 Satisfied 4 Dissatisfied
14. What is your opinion about how parking is currently enforced in the area? Is the parking enforcement for **on-street** parking:
 1 Enough 2 Too much 3 Too little
15. Is the parking enforcement for off street parking:
 1 Enough 2 Too much 3 Too little
16. If the Council introduced charges for parking, how reasonable or unreasonable are the following suggestions, in principle:

		Very reasonable	Reasonable	Unreasonable	Very unreasonable	No opinion
16.1	Charging in car parks on weekdays	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16.2	Charging in car parks in the evening	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16.3	Charging in car parks at weekends	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16.4	Charging for on-street parking	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

If the council introduced charges for parking would this affect how often you visit the town centre?

		Yes	No
16.5	Charging in car parks on weekdays	1 <input type="checkbox"/>	2 <input type="checkbox"/>
16.6	Charging in car parks in the evening	1 <input type="checkbox"/>	2 <input type="checkbox"/>
16.7	Charging in car parks at weekends	1 <input type="checkbox"/>	2 <input type="checkbox"/>
16.8	Charging for on-street parking	1 <input type="checkbox"/>	2 <input type="checkbox"/>

17. If the Council introduced charges for parking, how would you prefer to pay? (please tick one)
 1 Pay and display 2 Pay by phone / app 3 Pay on exit (barrier)
18. Do you have any other views about changes to parking in Oxted, or are there any other improvements to parking which you would like to see?

.....

Part 3 About you

19. Please can you state your gender: (please tick one)

1 Male

2 Female

3 Other / prefer not to say

20. Please can you state which age category you are in

1 Under 18

2 19-24

3 35-44

4 45-54

5 55-64

6 65-74

7 75+

21. Please can you provide your postcode _____

22. Interviewer location

1 Station Road East (near Pizza Express)

2 Station Road East (near NatWest)

5 Amy Road

6 Station Road West

23. Time of interview _____ am / pm

24. Date of interview

1 Tuesday 13th December

2 Wednesday 14th December

3 Thursday 15th December

4 Friday 16th December

5 Saturday 17th December

6 Saturday 24th December

7 Other (specify)

Thank you for completing this survey

INTERVIEWER DECLARATION

I certify that I have conducted this interview with a person previously not known to me according to the Market Research Society Code of Conduct and the instructions provided.

Signed:

Name:

Parking Survey

A review of parking across the whole district is being carried out by Tandridge District Council to make sure car parking arrangements are appropriate for the future. We are starting with a parking survey for Oxted. Please fill in the survey below to give us your views.

Part 1 - Oxted Town Centre

1. On average, how often do you visit Oxted town centre? **(tick one answer only)**

- | | | | |
|----------------------------|-----------------|----------------------------|------------------------|
| 1 <input type="checkbox"/> | 6+ days a week | 5 <input type="checkbox"/> | Once a fortnight |
| 2 <input type="checkbox"/> | 4-5 days a week | 6 <input type="checkbox"/> | Once a month |
| 3 <input type="checkbox"/> | 2-3 days a week | 7 <input type="checkbox"/> | Less than once a month |
| 4 <input type="checkbox"/> | Once a week | 8 <input type="checkbox"/> | Less often |

2. How do you usually travel to the town centre? (Please tick one answer)

(If they use more than one form of transport for this journey, tick the one which forms the last part of their journey into the town centre)

- | | | | |
|----------------------------|--------|----------------------------|----------------------|
| 1 <input type="checkbox"/> | Car | 5 <input type="checkbox"/> | Motorbike/Scooter |
| 2 <input type="checkbox"/> | Walked | 6 <input type="checkbox"/> | Bicycle |
| 3 <input type="checkbox"/> | Bus | 7 <input type="checkbox"/> | Other, specify |
| 4 <input type="checkbox"/> | Train | | |

3. If you usually travel by car, are there any improvements which could be made which would encourage you to travel a different way?

.....

4. What was the purpose of your most recent visit to the town centre? **(tick all that apply)**

- | | | | |
|----------------------------|---------------------------|-----------------------------|--------------------------|
| 1 <input type="checkbox"/> | Shopping | 6 <input type="checkbox"/> | Post Office / banks |
| 2 <input type="checkbox"/> | Social/leisure | 7 <input type="checkbox"/> | Work/business |
| 3 <input type="checkbox"/> | Restaurants /cafes / pubs | 8 <input type="checkbox"/> | Commuting / train travel |
| 4 <input type="checkbox"/> | Education | 9 <input type="checkbox"/> | Tourism |
| 5 <input type="checkbox"/> | Healthcare | 10 <input type="checkbox"/> | Other (specify |

5. How long did you stay in the town centre for your most recent visit? **(tick one answer only)**

- | | | | | | |
|--------------------------|------------|--------------------------|------------------------|--------------------------|------------------------|
| <input type="checkbox"/> | <30 mins | <input type="checkbox"/> | 1 hr to 1 hr 59 mins | <input type="checkbox"/> | 4 hrs to 4 hrs 59 mins |
| <input type="checkbox"/> | 30-59 mins | <input type="checkbox"/> | 2 hrs to 3 hrs 59 mins | <input type="checkbox"/> | 6 hrs or more |

6. What would encourage you to visit the town centre more often?

.....

7. Do you ever travel to the town centre by car, either as a driver or as a passenger?

- 1 Always (continue) 2 Sometimes (continue) 3 Never **(Go to Q19)**

Part 2 – Parking in Oxted town centre

8. When you drive to Oxted, which car parks do you most frequently park in? (tick all that apply)

- | | | | |
|----------------------------|-----------------------------------|----------------------------|--------------------------|
| 1 <input type="checkbox"/> | Ellice Road Car Park | 6 <input type="checkbox"/> | TDC Car Park |
| 2 <input type="checkbox"/> | Morrisons Car Park | 7 <input type="checkbox"/> | Station Car Park |
| 3 <input type="checkbox"/> | Tandridge Leisure Centre Car Park | 8 <input type="checkbox"/> | On Street, specify |

- 4 Waitrose Car Park
 5 Johnsdale Road Car Park

9 Other, specify

9. Do you find it easy or difficult to park in the town centre?

- 1 Easy 2 Neither easy nor difficult 3 Difficult

10. How often do you have to search for a parking space in the town centre?

- 1 Always 2 Sometimes 3 Never

11. Do you feel there is enough or not enough short-stay parking (for shoppers and visitors) in the town?

- 1 Enough 2 Not enough 3 Don't know

12. Do you feel there is enough or not enough long-stay parking (for town centre workers and commuters) in the town?

- 1 Enough 2 Not enough 3 Don't know

13. Overall, how satisfied or dissatisfied are you with parking in the town?

- 1 Very satisfied 3 Neither 5 Very dissatisfied
 2 Satisfied 4 Dissatisfied

14. What is your opinion about how parking is currently enforced in the area? Is the parking enforcement for **on-street** parking:

- 1 Enough 2 Too much 3 Too little

15. Is the parking enforcement for off street parking:

- 1 Enough 2 Too much 3 Too little

16. If the Council introduced charges for parking, how reasonable or unreasonable are the following suggestions, in principle:

		Very reasonable	Reasonable	Unreasonable	Very unreasonable	No opinion
16.1	Charging in car parks on weekdays	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16.2	Charging in car parks in the evening	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16.3	Charging in car parks at weekends	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
16.4	Charging for on-street parking	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

If the council introduced charges for parking would this affect how often you visit the town centre?

		Yes	No
16.5	Charging in car parks on weekdays	1 <input type="checkbox"/>	2 <input type="checkbox"/>
16.6	Charging in car parks in the evening	1 <input type="checkbox"/>	2 <input type="checkbox"/>
16.7	Charging in car parks at weekends	1 <input type="checkbox"/>	2 <input type="checkbox"/>
16.8	Charging for on-street parking	1 <input type="checkbox"/>	2 <input type="checkbox"/>

17. If the Council introduced charges for parking, how would you prefer to pay? (please tick one)

- 1 Pay and display 2 Pay by phone / app 3 Pay on exit (barrier)

18. Do you have any other views about changes to parking in Oxted, or are there any other improvements to parking which you would like to see?

.....

Part 3 About you

19. Please can you state your gender: (please tick one)

1 Male

2 Female

3 Other / prefer not to say

20. Please can you state which age category you are in

1 Under 18

2 19-24

3 35-44

4 45-54

5 55-64

6 65-74

7 75-84

8 85+

21. Please can you provide your postcode _____

Thank you for completing this survey

SYSTRA provides advice on transport, to central, regional and local government, agencies, developers, operators and financiers.

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