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HIGHWAY & TRANSPORTATION CONSULTANTS



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**FINAL**

**FEASIBILITY STUDY INTO RESIDENTS  
PARKING REVIEW IN BURY ST EDMUNDS**

**FOR WEST SUFFOLK COUNCIL**

## CONTENTS

<b>1.0</b>	<b>INTRODUCTION</b> .....	<b>4</b>
<b>2.0</b>	<b>BACKGROUND</b> .....	<b>6</b>
<b>2.1</b>	<b>PURPOSE OF STUDY</b> .....	<b>9</b>
<b>3.0</b>	<b>EXISTING SITUATION</b> .....	<b>10</b>
<b>3.1</b>	<b>INTRODUCTION</b> .....	<b>10</b>
<b>3.2</b>	<b>ZONE A – BRACKLAND AREA</b> .....	<b>11</b>
<b>3.3</b>	<b>ZONE A SUMMARY</b> .....	<b>19</b>
<b>3.4</b>	<b>ZONE B – NORTHGATE STREET</b> .....	<b>20</b>
<b>3.5</b>	<b>ZONE C – NELSON ROAD</b> .....	<b>21</b>
<b>3.6</b>	<b>ZONE D – SOUTH TOWN CENTRE</b> .....	<b>22</b>
<b>3.7</b>	<b>ZONE D SUMMARY</b> .....	<b>28</b>
<b>3.8</b>	<b>ZONE E – CASTLE ROAD</b> .....	<b>28</b>
<b>3.9</b>	<b>ZONE F – SOUTHGATE CORRIDOR</b> .....	<b>29</b>
<b>3.10</b>	<b>ZONE F SUMMARY</b> .....	<b>35</b>
<b>3.11</b>	<b>ZONE G – THE BROADWAY &amp; MUSTOW STREET</b> .....	<b>36</b>
<b>3.12</b>	<b>ZONE H – VICTORIA STREET AREA</b> .....	<b>37</b>
<b>3.13</b>	<b>ZONE H SUMMARY</b> .....	<b>44</b>
<b>3.14</b>	<b>ZONE J – EASTGATE STREET AREA</b> .....	<b>44</b>
<b>3.15</b>	<b>ZONE J SUMMARY</b> .....	<b>46</b>
<b>3.16</b>	<b>ZONE K – THINGOE HILL</b> .....	<b>47</b>
<b>3.17</b>	<b>ZONE L – GROVE ROAD AREA</b> .....	<b>48</b>
<b>3.18</b>	<b>ZONE L SUMMARY</b> .....	<b>52</b>
<b>3.19</b>	<b>ZONE M – OUT WESTGATE</b> .....	<b>52</b>
<b>3.20</b>	<b>ZONE M SUMMARY</b> .....	<b>55</b>
<b>4.0</b>	<b>PARKING SURVEYS</b> .....	<b>56</b>
<b>4.1</b>	<b>INTRODUCTION</b> .....	<b>56</b>
<b>4.2</b>	<b>ZONE A PARKING SURVEY</b> .....	<b>57</b>
<b>4.3</b>	<b>ZONE B PARKING SURVEY</b> .....	<b>59</b>
<b>4.4</b>	<b>ZONE C PARKING SURVEY</b> .....	<b>59</b>
<b>4.5</b>	<b>ZONE D PARKING SURVEY</b> .....	<b>60</b>
<b>4.6</b>	<b>ZONE E PARKING SURVEY</b> .....	<b>61</b>
<b>4.7</b>	<b>ZONE F PARKING SURVEY</b> .....	<b>62</b>
<b>4.8</b>	<b>ZONE G PARKING SURVEY</b> .....	<b>63</b>

4.9	<b>ZONE H PARKING SURVEY</b> .....	64
4.10	<b>ZONE J PARKING SURVEY</b> .....	65
4.11	<b>ZONE K PARKING SURVEY</b> .....	66
4.12	<b>ZONE L PARKING SURVEY</b> .....	67
4.13	<b>ZONE M PARKING SURVEY</b> .....	68
4.14	<b>SUMMARY OF PARKING SURVEYS</b> .....	70
4.15	<b>ADDITIONAL PARKING SURVEYS</b> .....	71
4.151	<b>FRIDAY 24<sup>TH</sup> JUNE 2022 SURVEY</b> .....	72
4.152	<b>SATURDAY 25<sup>TH</sup> JUNE 2022 SURVEY</b> .....	73
4.153	<b>ZONE D AND ZONE F SURVEY COMPARISON</b> .....	74
5.0	<b>PHASE 1 STAKEHOLDER ENGAGEMENT</b> .....	77
5.1	<b>INTRODUCTION</b> .....	77
5.2	<b>REQUIREMENT FOR CONSULTATION</b> .....	77
5.3	<b>CONSULTATION MATERIAL</b> .....	78
5.4	<b>CONSULTATION APPROACH</b> .....	78
5.5	<b>PUBLIC CONSULTATION RESPONSES</b> .....	79
5.6	<b>VIRTUAL STAKEHOLDER WORKSHOPS</b> .....	80
5.7	<b>QUESTIONNAIRE ANALYSIS</b> .....	82
5.7.1	<b>LOCATION</b> .....	82
5.7.2	<b>QUESTION 2 ASKED ARE YOU RESPONDING AS?</b> .....	84
5.7.3	<b>QUESTION 3 ASKED HOW MANY VEHICLES DO YOU HAVE IN YOUR HOUSEHOLD?</b> .....	85
5.7.4	<b>QUESTION 4 ASKED WHERE DO YOU CURRENTLY PARK YOUR VEHICLE(S) AT THE FOLLOWING TIMES?</b> .....	86
5.7.5	<b>QUESTION 5 ASKED HOW WOULD YOU RATE YOUR ABILITY TO PARK CLOSE TO YOUR HOME AT THE FOLLOWING TIMES?</b> .....	87
5.7.6	<b>QUESTION 6 ASKED HOW WOULD YOU RATE THE FOLLOWING ISSUES REGARDING PARKING IN YOUR STREET?</b> .....	88
5.7.7	<b>QUESTION 7 ASKED HOW FAR AWAY FROM YOUR RESIDENCE DO YOU DEEM AN ACCEPTABLE DISTANCE TO PARK?</b> .....	89
5.7.8	<b>QUESTION 8 ASKED FOR WHAT RESIDENTIAL ZONE THEY ARE RESPONDING AS?</b> .....	90
5.7.9	<b>QUESTION 9 ASKED HOW SATISFIED ARE YOU WITH PARKING IN YOUR RESPECTIVE ZONE?</b> .....	91
5.7.10	<b>QUESTION 10 ASKED WHAT WAS THE REASON FOR YOUR PREVIOUS ANSWER?</b> .....	92

5.7.11	QUESTION 11 ASKED IF YOU REGUARLY EXPERIENCE PARKING PROBLEMS IN YOUR ZONE, WHEN DO YOU NORMAL EXPERIENCE THESE DIFFICULTIES? .....	93
5.7.12	QUESTION 12 ASKED ARE YOU HAPPY WITH THE HOURS OF OPERATION FOR THE PARKING ZONES .....	94
5.7.13	QUESTION 13 ASKED DO YOU BELIEVE THAT THE ZONE THAT YOU BELONG SHOULD BE MODIFIED IN ANYWAY? .....	95
5.7.14	QUESTION 14 ASKED DOES THE FOLLWING APPLY TO YOU OR SOMEONE LIVING IN YOUR HOUSEHOLD? .....	97
5.7.15	QUESTION 15 ASKED IF YOU NEED TO DETAIL ANY FURTHER COMMENTS THEN PLEASE STATE THEM.....	98
6.0	INTERVENTION IDENTIFICATION .....	99
6.1	INTRODUCTION .....	99
6.2	INTERVENTION THEME 1: CONCESSIONS.....	100
6.2.1	ALLOW PERMIT HOLDERS TO USE OFF-STREET CAR PARKS .....	100
6.3	INTERVENTION THEME 2: OPERATIONAL .....	102
6.3.1	EXTEND RPS OPERATION TO LATER IN THE EVENING .....	103
6.3.2	INTEGRATE PERMIT ZONES .....	104
6.3.3	AD-HOC EVENING ENFORCEMENT WITHIN RPS ROADS.....	107
6.4	INTERVENTION THEME 3: ADDITIONAL PARKING .....	109
6.4.1	CONVERT SECTIONS OF SINGLE YELLOW LINE TO PARKING BAYS ..	109
6.4.2	CONVERT SECTIONS OF DOUBLE YELLOW LINE TO SINGLE YELLOW LINE OR PARKING BAYS.....	117
6.5	INTERVENTION THEME 4: SERVICE REQUIREMENT .....	122
6.5.1	INCORPORATE CAR REGISTRATION DETAILS ON PARKING PERMITS.....	124
6.5.4	REVIEW PROCESS OF ISSUING TRADE PERMITS WITHIN RPS ZONES	126
6.6	SUMMARY OF INTERVENTIONS.....	127
7.0	PHASE 2 STAKEHOLDER ENGAGEMENT .....	128
8.0	IMPACT OF STAKEHOLDER FEEDBACK.....	129
8.1	POST CONSULTATION FEEDBACK.....	129
8.11	INTRODUCTION OF A CAR CLUB SCHEME .....	129
8.12	DELIVERY OF PERMIT HOLDERS CAR PARK.....	130
9.0	ACTION PLAN .....	133

## 1.0 INTRODUCTION

2020 Consultancy has been commissioned by West Suffolk Council to carry out a review of the existing Residents Parking Schemes (RPS) in Bury St Edmunds. The purpose of the schemes is to ensure the parking restrictions in place meets the needs of residents and businesses, and manages on street parking capacity in the town.

Bury St Edmunds is a historic market town with the central core laid out on a Medieval grid system of relatively narrow streets. There is adequate off-street parking but limited on street parking, specifically in the town centre.

Within Bury St Edmunds there are 12 resident parking zones (A – M). In most zones households are allowed to purchase a maximum of 2 permits plus visitor vouchers. Whilst these zones have a common terms and conditions where possible, each scheme is tailored to the wishes and needs of the particular community.

A total of 2,437 permits are issued to residents and businesses across the 12 parking zones in the town as set out below in table 1.

Zone	Permits Available
A	590
B	98
C	21
D	341
E	36
F	159
G	21
H	606
J	148
K	16
L	217
M	184
<b>Total</b>	<b>2,437</b>

*Table 1 – RPS permits per Zone*

The population of Bury St Edmunds is around 40,664 (Census 2011). The West Suffolk District is one of five administrative boroughs within the county of Suffolk, (West Suffolk, East Suffolk, Mid Suffolk, Babergh, and Ipswich) which has a population

of 761,350 across the county, making it the 13th largest county in the country. This means that approximately 5% of the Suffolk population live within Bury St Edmunds.

Figure 1 illustrates the location of Bury St Edmunds within the context of the Suffolk region and the five administrative boroughs.



Figure 1 – Location of West Suffolk District in relation to Suffolk region

Bury St Edmunds railway station serves the town, operated by Greater Anglia, on the Ipswich to Ely Line. The station is well served with trains to Ipswich and Cambridge every hour and Peterborough every two hours. An onward connection from Cambridge enables passengers to reach London via Kings Cross and Liverpool Street.

The main interchange for bus and coach services for Bury St Edmunds is the bus and coach station, located on St Andrews Street North in the town centre. Bus services link the town centre with the main residential housing areas of the town. There are regular bus services to key destinations such as Cambridge, Ipswich, Stowmarket, and Sudbury. Coach services provide the opportunity to reach Victoria Coach Station in London, Peterborough, Leicester, Nottingham, Sheffield and Manchester via Cambridge.

## 2.0 BACKGROUND

A Residents Parking Scheme (RPS) has been in operation within Bury St Edmunds for 20 years now. An RPS allows a permit holder to park their vehicle in permit holder only bays, and shared use bays within the resident parking zone stated on the permit. Any vehicle that is parked in a RPS parking bay without a valid permit may receive a Penalty Charge Notice (PCN).

There are 12 parking zones across Bury St Edmunds, which includes 2,437 permits across 66 roads. These roads have been included within the RPS as it has been determined that without parking restrictions in place, the location of the road may encourage parking from commuters and visitors to the area, which may cause parking difficulties for residents and businesses. Examples of attractions that may encourage parking in residential roads includes the town centre offering i.e. shops, cafes, and restaurants, education establishments such as West Suffolk College, and facilities such as BMI St Edmunds Hospital, and the rail station.

Figure 2 illustrates the location of each of the 12 RPS zones across Bury St Edmunds and the roads that are included within the zone.

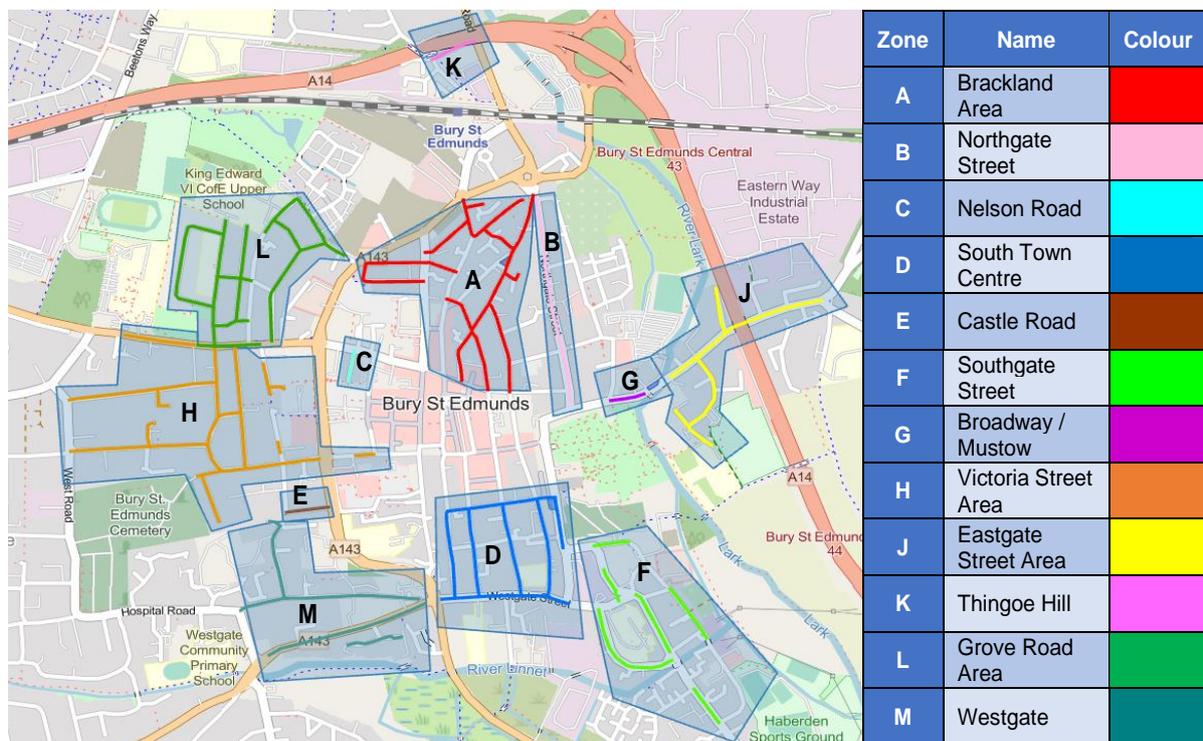


Figure 2 – Location of RPS zones across Bury St Edmunds

As shown in figure 2 above, some zones only include one road whereas other zones include a collection of roads to create a zone area. Table 2 lists the roads that are included within the RPS for each zone.

Zone	Road Name	Zone	Road Name
A	Ipswich Court	G	The Broadway
	Ipswich Street		Mustow Street
	Peckham Street	H	Queens Road
	Long Brackland		Albert Street
	St Martins Street		York Road
	Pea Porridge Green		Princes Street
	Cannonfields		Victoria Street
	Blomfield Street		Chalk Road North
	Bishops Road		Chalk Road South
	St John's Place		Kings Road
	Orchard Street		Shillitoe Close
	Cannon Street		Albert Crescent
	Garland Street		Queens Close
	Well Street		York Close
Short Brackland	Out Risbygate		
B	Northgate Street		J
C	Nelson Road	Barn Lane	
D	Bridewell Lane	The Vinefields	
	Guildhall Street	Minden Close	
	Churchgate Street	K	Thingoe Hill
	Whiting Street		Grove Park
	College Street	L	Grove Road
	Crown Street		Springfield Road
	Chequer Square		Springfield Avenue
Westgate Street	Spring Lane		
E	Castle Road		Chalice Road
F	Honey Hill	M	Out Risbygate
	St Botolph Lane		Jacqueline Close
	Raingate Street		Mill Road (South)
	Southgate Street		Hospital Road
	Maynewater Lane		Out Westgate
	St Mary's Square		Eyre Close
	Sparhawk Street		

Table 2 – Roads included in each RPS zone

Implementing an RPS enables restrictions to be put into place to prevent all-day parking with an exemption for those with a permit. The operation of the RPS within Bury St Edmunds differs from Zone to Zone with Zones A, and B, in operation between Monday and Saturday, 10am to 4pm, Zones C, D, F, and K in operation between Monday and Saturday, 8am to 6pm, Zones E, G, H, and M in operation between Monday and Saturday, 9am to 5pm, Zone J in operation between Monday and Saturday 12:45pm-1:45pm only, and Zone L in operation Monday to Saturday 09:30am to 3pm. Zone C is also in operation on Sunday between 10am and 4pm.

Integrated within the RPS zones are some areas of limited waiting parking, pay and display parking, loading bays, and disabled bays, which is enforced under Civil Parking Enforcement (CPE) powers.

CPE was implemented within West Suffolk Council in April 2020, which enables the Council to undertake enforcement of parking restrictions. Prior to CPE, it was the responsibility of the Police to enforce most on-street parking restrictions. However, West Suffolk Council carried out enforcement of the residential parking bays. Due to limited resource and the requirements to prioritise officer time, there was little enforcement of parking undertaken within Bury St Edmunds by the police.

One of the key objectives of a local authority is to manage traffic congestion. The enforcement of parking restrictions is a key component of effective traffic management and key to improving traffic flow. Poor, dangerous, and obstructive parking can pose a danger to pedestrians by blocking pavements and forcing them onto the streets. It also reduces visibility for other motorists and impedes traffic flow.

CPE allows West Suffolk Council to enforce parking restrictions and issue PCNs for contraventions of on-street parking and waiting restrictions. The purpose of CPE is to increase compliance with parking restrictions and therefore reduce illegal, dangerous, and inconsiderate parking and the negative impact this can have on the public highway. The Council cannot issue PCNs where there are no parking restrictions or the parking restrictions are not on the public highway.

The Traffic Management Act 2004 specifies higher and lower level on-street contraventions. Notices are categorised as 'Higher' or 'Lower' dependent on the severity of the parking infringement. Higher penalties are payable at £70 and lower penalties at £50. These categories are as determined in National Guidance.

Since the introduction of CPE within West Suffolk Council there has been a noticeable reduction in the number of illegally parked vehicles in the town centre as there has been an increase in parking enforcement by Civil Enforcement Officers (CEOs). Although there has been a reduction in the number of illegally parked vehicles, enforcement of the RPS can only be undertaken during the days and hours of operation. For instance, a non-permit holder can park in a road within an RPS after 5pm or all day on a Sunday.

In some RPS zones, particularly in the centre of the town centre, the scheme is over-subscribed with more permits issued than designated on-street parking spaces available. For example, in Zone D there are currently around 341 permits issued to residents in that area with only approximately 175 parking bays available for those with permits. This is because the terms and conditions of the permit area do not allow the authority to restrict the number of issued permits, to match, the number of spaces available.

## 2.1 PURPOSE OF STUDY

Although the introduction of CPE has improved the situation with on-street parking within residential roads in Bury St Edmunds, there are still concerns raised by stakeholders into the operation of the scheme, with the view that there is insufficient parking available within the RPS zones for all the vehicles that wish to park during the day and at night.

Therefore, West Suffolk Council have commissioned a RPS review to better understand the existing situation with regards to parking within each zone, and to identify any improvements that can be made to the scheme that will result in a better operation for residents and businesses that own permits. These improvements may include specific interventions that are relevant to one particular zone or road, or wider scheme interventions that would impact all roads and zones within Bury St Edmunds.

Although this study has been commissioned by West Suffolk Council, it may require Suffolk County Council as the Highway Authority to implement changes. Situations where Suffolk County Council would be required to get involved include amending the traffic regulation orders to make changes to the operation. West Suffolk Council can make changes to the costs of the permits and the number of permits made available.

## 3.0 EXISTING SITUATION

### 3.1 INTRODUCTION

This section summarises the existing situation within each of the RPS roads and zones across Bury St Edmunds including any issues that have been identified through the desktop study and site visits undertaken during the contract. To illustrate the existing operation of the scheme, each road within the RPS has been given a scheme rating between 1-5. Each zone is also given a rating to provide context of the existing operation.

This rating is based purely on the existing operation rather than consideration of any interventions. The rating is an overall rating and considers various factors such as usage, signage, discriminative parking, and effectiveness.

Table 3 reveals what the rating between 1-5 means for each RPS road and zone.

Score	Rating Description
1	RPS operates very poorly with need for major improvements to achieve a successful scheme
2	RPS operates poorly with improvements required to achieve a successful scheme
3	RPS operating to an adequate standard although there is scope for improvement
4	RPS operating to a good standard but some improvements will likely enhance the scheme
5	RPS operating to an excellent standard with little / no room for improvement to the scheme

*Table 3 – Existing RPS scoring methodology*

## 3.2 ZONE A – BRACKLAND AREA

### IPSWICH COURT

Ipswich Court is a small cul-de-sac that is located off Ipswich Road within Zone A. It is situated near the A1302, which is one of the key arterial routes through the town centre. The road is approximately 38.0m in length and provides in the region of 6 parking spaces depending on the size of the vehicles parked and the space left between vehicles. The parking bays appear to be well used through the day and night. The signage and bay markings are in adequate condition.

The road is located within close proximity to a number of key trip generators including the rail station, Tesco superstore, and the town centre, meaning the inclusion within the RPS is critical.

RPS Rating: 3

### IPSWICH ROAD

Ipswich Road is a connector road that is located off the A1302, which is one of the key arterial routes through the town centre, and connects into St John's Street, which leads into the town centre. The road is approximately 105.0m in length and provides in the region of 20 parking spaces depending on the size of the vehicles parked and the space left between vehicles. During the day there appears to be more capacity than demand, although at night there is little if any capacity available. The parking bay markings are a little worn but visible and the signage is in adequate condition.

Ipswich Road is located within close proximity to the town centre as well as other key trip generators such as the rail station, and Tesco superstore, meaning the inclusion within the RPS is critical.

RPS Rating: 3

## **PECKHAM STREET**

Peckham Street is a one-way road that connects Ipswich Road to St Andrews Street North. The road is approximately 147.0m in length and provides in the region of 20 parking spaces depending on the size of the vehicles parked and the space left between vehicles. The road width is narrow, although there is no issue with traffic flow as there is no conflict as a one-way road.

There is little capacity during the day with high usage throughout the day. At night it is clear that demand outweighs supply with a number of vehicles parking on Double Yellow Lines and across Access Protection Markings. The parking bay markings are a little worn but visible and the signage is in adequate condition.

Peckham Street is located within close proximity to the town centre as well as other key trip generators such as the rail station, and Tesco superstore, meaning the inclusion within the RPS is critical.

RPS Rating: 3

## **LONG BRACKLAND**

Long Brackland is a no through road that leads on from Ipswich Road at the junction from St John's Street. At the end of the road there are nine parking bays that are situated in a turning head arrangement. The road is approximately 165.0m in length and provides in the region of 32 parking spaces (including the nine parking bays) depending on the size of the vehicles parked and the space left between vehicles.

The parking bays appear to be well used through the day and night, although there is evidence to suggest that demand outweighs supply at night with a few vehicles parking on Double Yellow Lines. The parking bay markings are a little worn but visible and the signage is in adequate condition.

Long Brackland is located within close proximity to the town centre as well as other key trip generators such as the rail station, and Tesco superstore, meaning the inclusion within the RPS is critical.

RPS Rating: 3

## ST MARTIN'S STREET

St Martin's Street is a one-way road that connects Cannon Street to Long Brackland. The road is approximately 100.0m in length and provides in the region of 22 parking spaces depending on the size of the vehicles parked and the space left between vehicles. This is achieved with parking bays located on either side of the carriageway (for one section), which is only possible as a one-way road with no conflict.

There is little capacity during the day with high usage throughout the day. At night it is clear that demand outweighs supply with a number of vehicles parking on Double Yellow Lines and across Access Protection Markings. The parking bay markings are a little worn but visible and the signage is in adequate condition.

St Martin's Street is located within close proximity to the town centre as well as other key trip generators such as the rail station, and Tesco superstore, meaning the inclusion within the RPS is critical.

RPS Rating: 3



## PEA PORRIDGE GREEN

Pea Porridge Green has a triangular area of parking with bays that is located off Cannon Street. The parking bays are designated for residents parking only between 10am and 4pm Monday – Saturday and provides 21 parking spaces. The parking bays are well used during the day with few spaces available throughout the day. In the evening there is excessive demand with vehicles parking in non-bays and along Double Yellow Lines. The signage is looking worn but is visible and the parking bay markings are in adequate condition.

Pea Porridge Green is located within close proximity to the town centre as well as other key trip generators such as a Pub and brewery that is likely to attract visitors, meaning the inclusion within the RPS is critical.

RPS Rating: 3



## **CANNONFIELDS**

Cannonfields is a small cul-de-sac that is located off Cannon Street just south of the Pea Porridge Green parking triangle. The road is approximately 50.0m in length and provides in the region of 16 parking spaces, which includes six parking spaces as well as traditional bay markings. The parking bays appear to be well used through the day and night. The signage and bay markings are in adequate condition.

Cannonfields is located within close proximity to the town centre as well as other key trip generators such as a Pub, and a business park, meaning the inclusion within the RPS is critical.

RPS Rating: 3

## **BLOMFIELD STREET**

Blomfield Street is a one-way road that is part of a circuit loop (eastwards section) that travels west to east off St Andrews Street North. The road is approximately 155.0m in length and provides in the region of 22 parking spaces, depending on the size of the vehicles parked and the space left between vehicles.

During the day there are very few spaces available and at night demand outweighs supply, with many vehicles parking on the Double Yellow Lines on the opposing side to the parking bays. As a one-way road this doesn't create conflict issues although the width of the road is tight when this occurs. The signage is in adequate condition although the parking bays are worn and can be difficult to see during night light.

Blomfield Street is located within close proximity to the town centre as well as other key trip generators such as the rail station, meaning the inclusion within the RPS is critical.

RPS Rating: 2

## **BISHOPS ROAD**

Bishops Road is a one-way road that is part of a circuit loop (westwards section) that travels west to east off St Andrews Street North. The road is approximately 216.0m in length and provides in the region of 35 parking spaces, depending on the size of the vehicles parked and the space left between vehicles.

During the day and night there are very few spaces available although there is more availability than Blomfield Street. There are some vehicles that park on the Double Yellow Lines on the opposing side to the parking bays. As a one-way road this doesn't create conflict issues although the width of the road is tight when this occurs. The signage is in adequate condition although the parking bays are worn and can be difficult to see during night light.

Bishops Road is located within close proximity to the town centre as well as other key trip generators such as the rail station, meaning the inclusion within the RPS is critical.

RPS Rating: 2

## **ST JOHN'S PLACE**

St John's Place is a one-way road that is located off St Andrews Street North at a crossroads junction with Blomfield Street. The road is approximately 85.0m in length and provides in the region of 14 parking spaces, depending on the size of the vehicles parked and the space left between vehicles.

The parking bays appear to be well used through the day and night, although there is evidence to suggest that demand outweighs supply at night with a few vehicles parking on Double Yellow Lines. The signage and bay markings are in adequate condition.

St John's Place is located within close proximity to the town centre as well as other key trip generators such as the rail station, meaning the inclusion within the RPS is critical.

RPS Rating: 3

## **ORCHARD STREET**

Orchard Street is a one-way road that connects Cannon Street and St John's Street. The road is approximately 115.0m in length and provides in the region of 13 parking spaces depending on the size of the vehicles parked and the space left between vehicles. The parking bays appear to be well used through the day and at night there is no spare capacity with vehicles parking in all available locations including the Single Yellow Lines. The signage and bay markings are in adequate condition.

Orchard Street is located within close proximity to the town centre as well as other key trip generators such as amenities, meaning the inclusion within the RPS is critical.

RPS Rating: 3

## **CANNON STREET**

Cannon Street is a long connector road that links Northgate Street to the north with Well Street and Orchard Street to the south. The most northern section (approximately 85.0m) from the junction with Cadney Lane is one-way meaning traffic from Northgate Street cannot enter Cannon Street directly. The total length of the road is 420.0m (including one-way section) and provides in the region of 35 parking spaces depending on the size of the vehicles parked and the space left between vehicles.

The parking bays appear to be well used through the day and at night demand outweighs available supply with some vehicles parking on Double Yellow Lines as well as along all sections of Single Yellow Line that allows parking after 6pm. The parking bay markings are a little worn but visible and the signage is in adequate condition.

Cannon Street is located within close proximity to the town centre as well as other key trip generators such as the rail station and a business park, meaning the inclusion within the RPS is critical.

RPS Rating: 3

## GARLAND STREET

Garland Street is a one-way road that links Cannon Street to the north to Lower Baxter Street to the south. The road is approximately 260.0m in length and provides in the region of 33 parking spaces depending on the size of the vehicles parked and the space left between vehicles. The parking bays appear to be well used through the day and night with little spare capacity. The signage is in adequate condition although the parking bays are worn and can be difficult to see during night light.

Garland Street is located within close proximity to the town centre as well as other key trip generators such as amenities, meaning the inclusion within the RPS is critical.

RPS Rating: 2



## WELL STREET

Well Street is a one-way road that links High Baxter Street from the south to Cannon Street to the north. The road is approximately 172.0m in length and provides in the region of 20 parking spaces depending on the size of the vehicles parked and the space left between vehicles. The parking bays appear to be well used through the day and at night there is a slight issue with capacity as a few vehicles park on Double Yellow Lines. The parking bay markings are a little worn but visible and the signage is in adequate condition.

Well Street is located within close proximity to the town centre as well as other key trip generators such as the Cathedral, meaning the inclusion within the RPS is critical.

RPS Rating: 3

## SHORT BRACKLAND

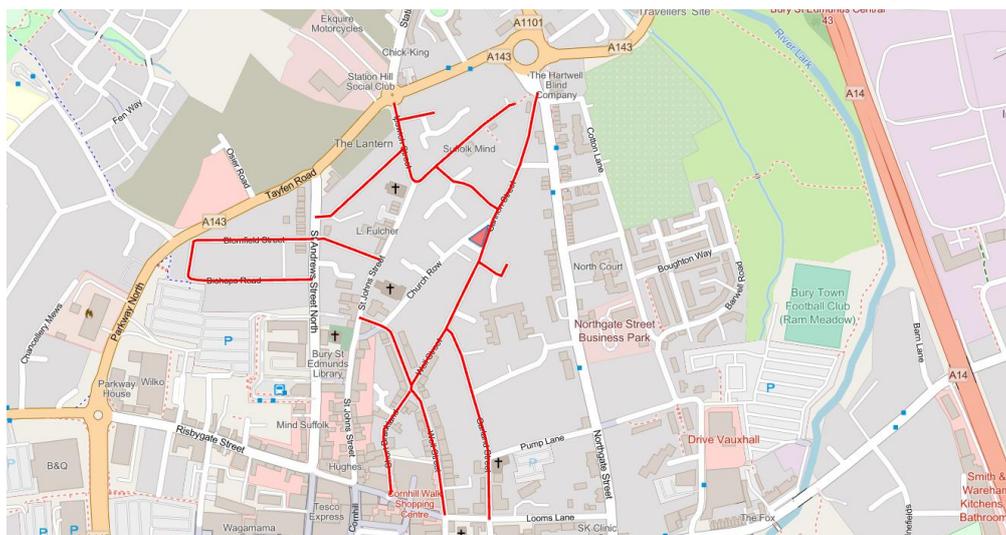
Short Brackland is a no through road that proceeds south from the crossroads junction with Cannon Street / Well Street / Orchard Street. The road is approximately 155.0m in length and provides in the region of eight parking spaces depending on the size of the vehicles parked and the space left between vehicles. During the day there isn't much demand for parking within the bays, although there is excessive demand at night with all bays in use as well as vehicles parked on the Single Yellow Line. The signage and bay markings are in adequate condition.

Short Brackland is located within the heart of the town centre, meaning the inclusion within the RPS is critical.

RPS Rating: 3

### 3.3 ZONE A SUMMARY

On the whole, the roads within Zone A are in adequate condition for the RPS. Zone A is within a critical location with the town centre within walking distance for all roads as well as other key trip generators such as the rail station that would make roads attractive for non-permit holders. The parking bay and yellow lines would benefit from being refreshed in the future to ensure there are no issues with enforcement. There is scope to make improvements to the RPS.



### 3.4 ZONE B – NORTHGATE STREET

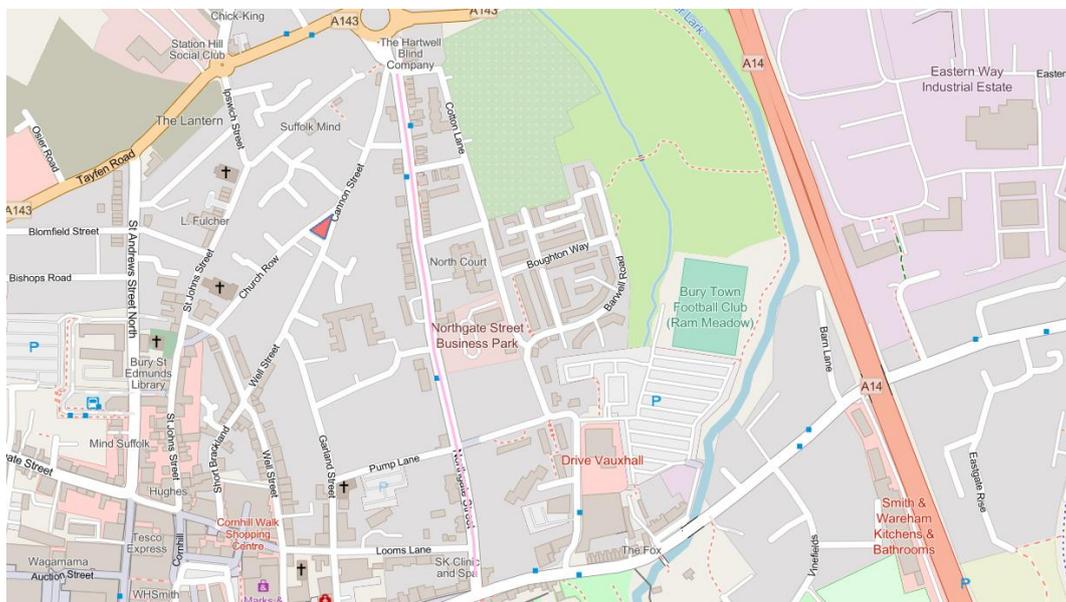
#### NORTHGATE STREET

Northgate Street is the only road within Zone B and is one of the arterial routes into the town centre, travelling south from the A1302 to Mustow Street. The road is approximately 648.0m in length, which makes it one of the longest roads within the scheme and provides in the region of 55 parking spaces depending on the size of the vehicles parked and the space left between vehicles.

Parking demand within the bays appears fairly consistent during the day and night with a few available spaces identified during both periods. There are sections of Single Yellow Line on the opposing side of the parking bays and a few vehicles appear to use this area after 6pm. The bay markings are in adequate condition although some of the signage (and posts) are in a poor condition and would benefit from being replaced.

Due to the length of the road, Northgate Street is within close proximity of several key trip generators such as the town centre, rail station, and amenities, meaning the inclusion within the RPS is critical.

RPS Rating: 4



### 3.5 ZONE C – NELSON ROAD

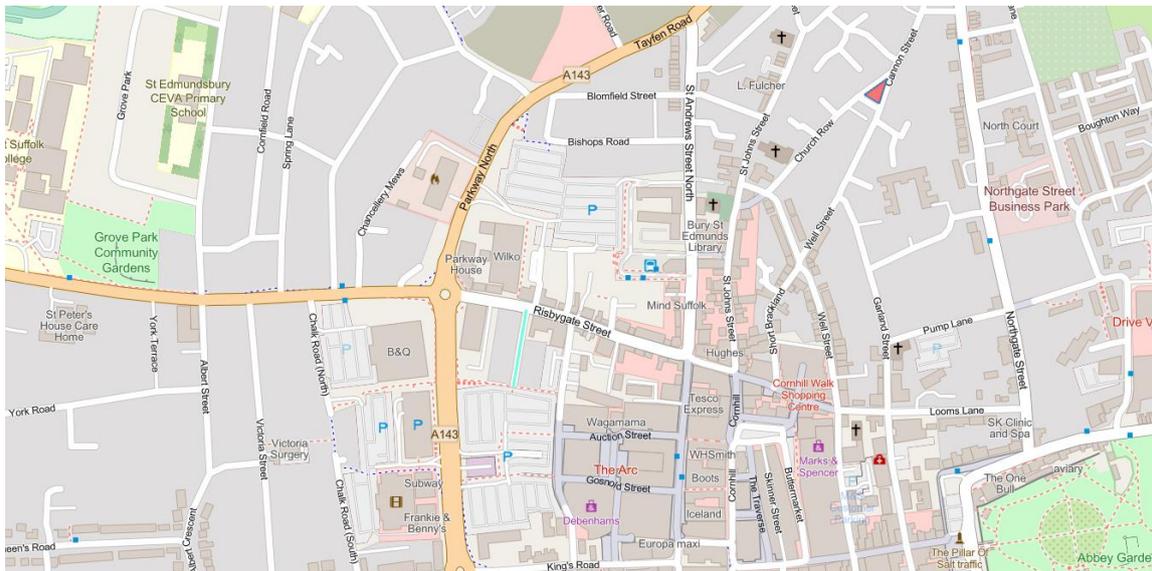
#### NELSON ROAD

Nelson Road is a no through road that is located off Risbygate Street in the centre of Bury St Edmunds town centre. There are properties located within the road that appear to be of recent construction, which may have added to the parking pressure. There is a gate at the end of the road that provides a link into the Cattle Market car park although the gate is shut. The road is approximately 80.0m in length, and provides in the region of 17 parking spaces depending on the size of the vehicles parked and the space left between vehicles.

During the day, there is approximately 50% available spaces. At night, there is higher demand although there was a couple of spaces available, which suggests it isn't common for the road to have excessive parking. The signage and bay markings are in adequate condition.

Nelson Road is located within the heart of the town centre, meaning the inclusion within the RPS is critical.

RPS Rating: 4



## 3.6 ZONE D – SOUTH TOWN CENTRE

### CHURCHGATE STREET

Churchgate Street is located within the town centre medieval grid system and is one of the most recognisable roads within Bury St Edmunds. Churchgate Street is a one-way road that travels west from Crown Street to Guildhall Street. The road is approximately 292.0m in length, and provides in the region of 28 parking spaces depending on the size of the vehicles parked and the space left between vehicles.

The parking bays along Churchgate Street provide a dual purpose as there are Pay & Display facilities integrated alongside the permit parking. The justification for these facilities is due to the close proximity to the town centre and the number of businesses located along the road that would appreciate parking for customers. This would raise concerns if there was high demand for residents to park as this would restrict their opportunity to park despite owning a permit. However, there appears to be sufficient capacity along the road even with the Pay & Display facilities, meaning there is no reason to restrict parking to residents only.

In the evening there is also adequate capacity along the road. In fact, there is often less parking during the evening, which reinforces the justification for the Pay & Display facilities for non-permit holders. The signage and bay markings are in adequate condition.

Due to the location of Churchgate Street in relation to the town centre, it is critical that the road has an RPS in place to allow residents and businesses to park within close proximity to their premises.

RPS Rating: 4

## GUILDHALL STREET

Guildhall Street is located within the town centre medieval grid system and is one of the more recognised roads within Bury St Edmunds. Guildhall Street is a one-way road that travels northwards from the junction with Churchgate Street and one-way southwards from the junction with Churchgate Street. The road is approximately 397.0m in length, and provides in the region of 38 parking spaces depending on the size of the vehicles parked and the space left between vehicles.

As with Churchgate Street, the parking bays along Guildhall Street provide a dual purpose as there are Pay & Display facilities integrated alongside the permit parking. The justification for these facilities is due to the close proximity to the town centre and the number of businesses located along the road that would appreciate parking for customers.

During the day there is adequate capacity along the road to allow the Pay & Display facilities to be retained. In the evening there is less available parking along the road. The signage is in adequate condition although the parking bay markings are worn and require refreshing.

Due to the location of Guildhall Street in relation to the town centre, it is critical that the road has an RPS in place to allow residents and businesses to park within close proximity to their premises.

RPS Rating: 2



## WHITING STREET

Whiting Street is located within the town centre medieval grid system. Whiting Street is a one-way road that travels southwards from the junction with Abbeygate Street to the junction with Churchgate Street, before proceeding south to the junction with Westgate Street. The road is approximately 404.0m in length, and provides in the region of 35 parking spaces depending on the size of the vehicles parked and the space left between vehicles.

During the day, there is around 50% availability of spaces. At night, there is higher demand although there is still sufficient capacity for residents. The signage and bay markings are in adequate condition.

Due to the location of Whiting Street in relation to the town centre, it is critical that the road has an RPS in place to allow residents and businesses to park within close proximity to their premises.

RPS Rating: 3

## COLLEGE STREET

College Street is located within the town centres medieval grid system. College Street is a one-way road that travels northwards from the junction with Westgate Street to the junction with Churchgate Street. The road is approximately 262.0m in length, and provides in the region of 19 parking spaces depending on the size of the vehicles parked and the space left between vehicles.

There is high demand for parking during the day and at night with few spaces available at both times. During the busier times it appears some vehicles park on Double Yellow Lines and block entrances to properties. Parking on Double Yellow Lines would cause access difficulties for larger vehicles such as emergency services. It is unknown if the vehicles blocking entrances are owners to the properties. The signage and bay markings are in adequate condition.

Due to the location of College Street in relation to the town centre, it is critical that the road has an RPS in place to allow residents and businesses to park within close proximity to their premises.

RPS Rating: 2

### **BRIDEWELL LANE**

Bridewell Lane is located within the town centre medieval grid system. Bridewell Lane is a one-way road that travels southwards from the junction with Churchgate Street to the junction with Westgate Street. The road is approximately 281.0m in length, and provides in the region of nine parking spaces depending on the size of the vehicles parked and the space left between vehicles.

Due to the limited number of parking bays along the road, there is excessive demand for parking during the day and night. There wasn't any available spaces during the day during any of the site surveys although there was no parking on yellow lines, which suggests the enforcement regime is working. In the evening when there isn't any enforcement, there are a number of vehicles parking on yellow lines. There is scope within Bridewell Lane to increase the number of parking bays as the road is a one-way. The signage and bay markings are in adequate condition.

Due to the location of Bridewell Lane in relation to the town centre, it is critical that the road has an RPS in place to allow residents and businesses to park within close proximity to their premises.

RPS Rating: 2

### **CROWN STREET**

Crown Street is located at the edge of the town centres medieval grid system. Crown Street is a two-way road between Churchgate Street and Honey Hill and a one-way road from the junction of Westgate Street through to Honey Hill. The road is approximately 302.0m in length, and provides in the region of six parking spaces depending on the size of the vehicles parked and the space left between vehicles. All six spaces are located within the two-way section as the section of one-way has insufficient width for on-street parking.

Despite only offering in the region of six parking spaces, there isn't excessive parking during the day with most surveys demonstrating a 50/50 split of available parking and

parked vehicles. At night the demand increases and all spaces are taken along with parking occurring in other areas that are not included within the RPS. The signage is not in a good condition and should be replaced. Bay markings are not used and instead a different colour set of stone is used to designate the parking area.

Due to the location of Crown Street in relation to the town centre, it is critical that the road has an RPS in place to allow residents and businesses to park within close proximity to their premises.

RPS Rating: 2

### **CHEQUER SQUARE**

Chequer Square is located at the edge of the town centres medieval grid system and has a small parking area. The parking area provides designated parking spaces for 20 vehicles. There is also the opportunity to park at the edge of the carriageway, which offers a further 5/6 parking spaces depending on the size of vehicle. The parking bays are well used during the day with very few spaces available throughout the day. In the evening there is excessive demand with vehicles parking in non-bays. The signage is looking worn but is visible and the parking bay markings are in adequate condition.

Due to the location of Chequer Square in relation to the town centre, it is critical that the road has an RPS in place to allow residents and businesses to park within close proximity to their premises.

RPS Rating: 2



## WESTGATE STREET

Westgate Street is a key east-west route that connects the A1302 to the west with Southgate Street to the east. The far east of the road is a one-way from Southgate Street to Crown Street. A number of the roads within the town centre medieval grid system exit onto Westgate Street. The road is approximately 495.0m in length, and provides in the region of 20 parking spaces depending on the size of the vehicles parked and the space left between vehicles.

The parking bays are well used during the day with very few spaces available throughout the day. In the evening there is excessive demand with vehicles parking on Single Yellow Lines. The signage is in adequate condition although the parking bay markings are worn and require refreshing.

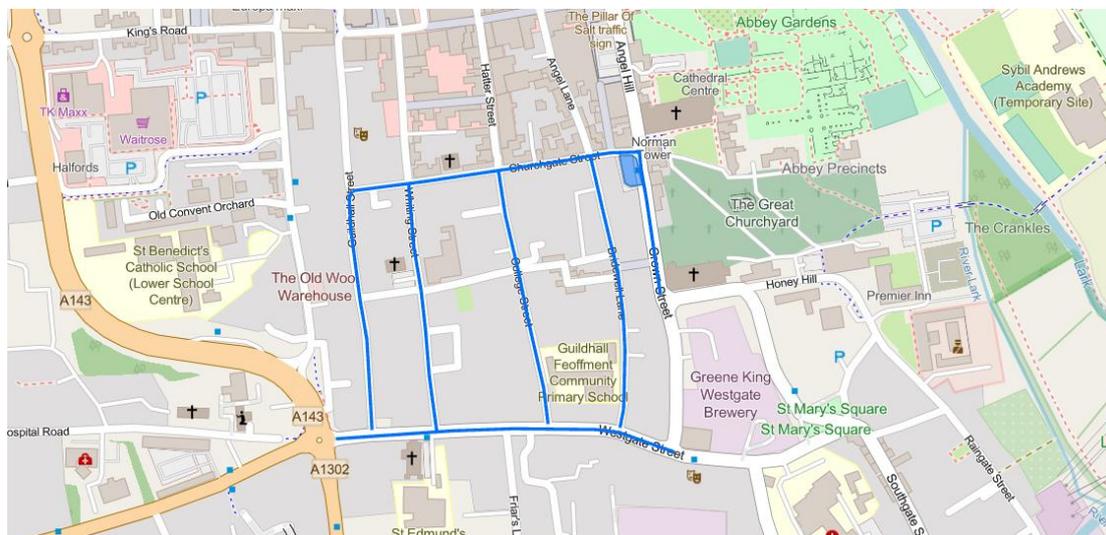
Due to the location of Westgate Street in relation to the town centre, it is critical that the road has an RPS in place to allow residents and businesses to park within close proximity to their premises.

RPS Rating: 2



### 3.7 ZONE D SUMMARY

On the whole, the roads within Zone D are in adequate condition for the RPS. Zone D is within the heart of the town centre, which would make the roads attractive for non-permit holders. Some parking bays do offer parking for non-permit holders through Pay & Display. However, these roads do have sufficient capacity that this doesn't appear to impact permit holders ability to park within the road. The parking bay and yellow lines would benefit from being refreshed in the future to ensure there are no issues with enforcement. There is scope to make improvements to the RPS. At time of writing there is provisional additions for up to 30 parking spaces which will be considered through consultation with Suffolk County Council.



### 3.8 ZONE E – CASTLE ROAD

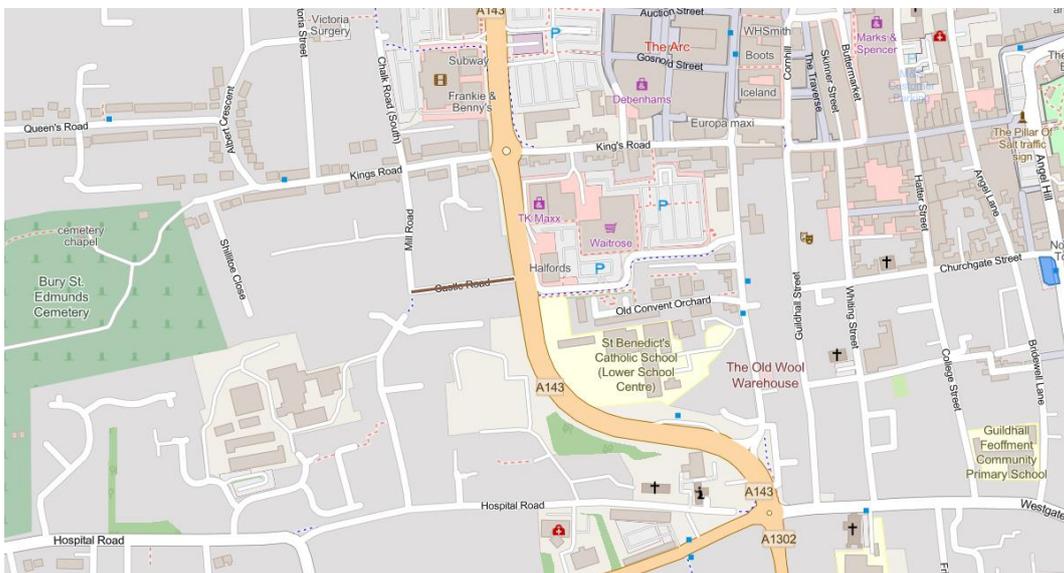
#### CASTLE ROAD

Castle Road is the only primary road within the extents of Zone E. Castle Road is a cul-de-sac approximately 110m in length which is located just west of the A1302. The eastern end of the road has direct pedestrian access to the A1302 and the road has provision for 18 different off-road car parking opportunities and facility for 24 on road permit spaces depending on the size of the vehicles parked and the space left between vehicles.

The parking bays are less occupied during the day than the night. Through the day the street has a few spaces available to use throughout the day and at night these spaces are less in number in comparison. The signage and parking bays are in adequate condition.

The road is located within a good distance to the centre of town, and further key trip generators. Due to the location of Castle Road in relation to the town centre, it is vital that this road has a RPS in place.

RPS Rating: 3



### 3.9 ZONE F – SOUTHGATE CORRIDOR

#### HONEY HILL

Honey Hill located in the east side of Bury St Edmunds and is approximately 175m in length. Honey Hill is a one-way street that travels west-east from the junction with Crown Street until the junction with Raingate Street. The road provides capacity for 40 spaces depending on the size of the vehicles parked and the space left between vehicles.

The parking bays are well occupied during the day with some availability. At night time there seems to be less availability, with the road working at very near full capacity. The signage and parking bays are in adequate condition.

Honey Hill is within proximity of several key trip generators such as the town centre, cathedral, and amenities, meaning the inclusion within the RPS is critical.

RPS Rating: 3



### **ST BOTOLPH'S LANE**

St Botolph's Lane is a road located in the southeast of Bury St Edmunds. It is a road that measures 335m in length and is home to a mix of businesses and residential buildings. The road from the junction of Southgate Street situated to the south is a one-way facility that runs for 179m until the road continues as a two way road for 156m until the junction with Bakers Lane where the road continues as Raingate Street.

The road has capacity for 10 vehicles within the scheme. St Botolph's Lane throughout the day has good availability and at night although busier there is availability. This shows that the RPS scheme along this particular road is working well.

St Botolph's Lane is within close proximity of several key trip generators such as leisure and recreational space, hospital, and amenities, meaning the inclusion within the RPS is critical.

RPS Rating: 3

## RAINGATE STREET

Raingate Street is located in the Southeast area of Bury St Edmunds and is approximately 318m long. The road runs in a north-south orientation with the road to the north starting at the completion of Honey Hill and running until the southern point at which the road continues as St Botolphs Lane.

The northern extent of the road houses a popular hotel chain, police station and then continues primarily as residential housing. The road has a total capacity for 22 vehicles depending on the size of the vehicles parked and the space left between vehicles. The road through the day is at a level of 77% occupation where at night this increases to 100%. The signage and parking bays are in adequate condition.

Raingate Street is within close proximity of several key trip generators such as leisure and recreational space, hospital, and amenities, meaning the inclusion within the RPS is critical.

RPS Rating: 4



## SOUTHGATE STREET

Southgate Street is a road within Bury St Edmunds that runs north-south in orientation. The road is 615m long and runs through to the nearby strategic road network. Initially the road is a one way street to the north and passes through to a two way street when travelling in a southern direction. The road starts at the north at the junction with St Mary's Square and finishes to the southern extent at the junction with the Southgate Green roundabout. The road provides 39 resident parking spaces depending on the size of the vehicles parked and the space left between vehicles.

Within Southgate Street there isn't excessive parking during the day or at night. During the day there is 43% of the capacity being occupied and this increases considerably to 91% at night times. The signage and road markings are in an adequate condition.

Southgate Street is within close proximity to the strategic road network for onward destinations, recreational facilities, and amenities, meaning the inclusion within the RPS is critical.

RPS Rating: 4



## **MAYNEWATER LANE**

Maynewater Lane is a road located in Bury St Edmunds that is situated directly left of the hospital site to the south. The road is 322m in length and it's a one way road which runs from the junction of Southgate Street from the south to the junction with Westgate Street to the north of the road. The road provides capacity for 34 resident parking spaces depending on the size of the vehicles parked and the space left between vehicles.

During the day, the road is occupied at 62% capacity and during the night this increases to 88% of total capacity being utilised. The signage and bay markings are in adequate condition.

Maynewater Lane is within close proximity of both the hospital and the local brewery, meaning inclusion within the RPS is critical.

RPS Rating: 4

## **ST MARY'S SQUARE**

St Mary's Square is a stretch of road that is triangular in orientation around a central piece of greenspace. The road is one-way and totals 119m in length. The north extent of the road is where the road meets at the junction with Sparhawk Street and continues down to the junction with Southgate Street to the east and then proceeds to the west and finishes at the junction with Westgate Street. The road provides 6 number resident parking spaces depending on the size of the vehicles parked and the space left between vehicles.

Despite only offering in the region of 6 parking spaces, there isn't excessive parking during the day with most surveys demonstrating a 50/50 split of available parking and parked vehicles. At night the demand increases and all bar one of the spaces are taken. The signage and parking bays are in adequate condition.

St Mary's Square is positioned near the hospital and the brewery meaning that due to this and other factors the inclusion in the RPS is critical.

RPS Rating: 3

## SPARHAWK STREET

Sparhawk Street is a one way street which links Honey Hill to the north and connects it to St Mary's Square to the south. The road is approximately 135m in length and provides in the region of 8 number spaces depending on the size of the vehicles parked and the space left between vehicles. These spaces are all located in the southern extent of the road. Throughout the day the road is operating at a 50% capacity for the surveyed times and this increases to 100% occupancy during the night. The signage and parking bays are in adequate condition.

Sparhawk Street is within close proximity of both the hospital and the local brewery, meaning inclusion within the RPS is critical.

RPS Rating: 4



### 3.10 ZONE F SUMMARY

Overall, the roads within Zone F are in adequate condition for the RPS. Zone F is within a critical location, situated southeast of the city centre and near the hospital and other key destinations this would make roads attractive for non-permit holders. The parking bay and yellow lines would benefit from being refreshed in the future to ensure there are no issues with enforcement.



### 3.11 ZONE G – THE BROADWAY & MUSTOW STREET

#### THE BROADWAY

The Broadway is a road which leads into an entrance to Ram Meadow Car Park and has a small rectangle section of parking bays at the beginning of the road. The Broadway is located just off Eastgate Street and positioned adjacent to the River Lark. The road is approximately 80m in length and provides in the region of 17 spaces depending on the size of the vehicles parked and the space left between vehicles. Having been surveyed at various times the percentage of spaces occupied was 35% and this then increases to 91% during the night. The signage and parking bays are in adequate condition.

The Broadway is located within close proximity to a Pub and to the Ram Meadow Car Park in addition to further trip generators, meaning inclusion within the RPS is critical.

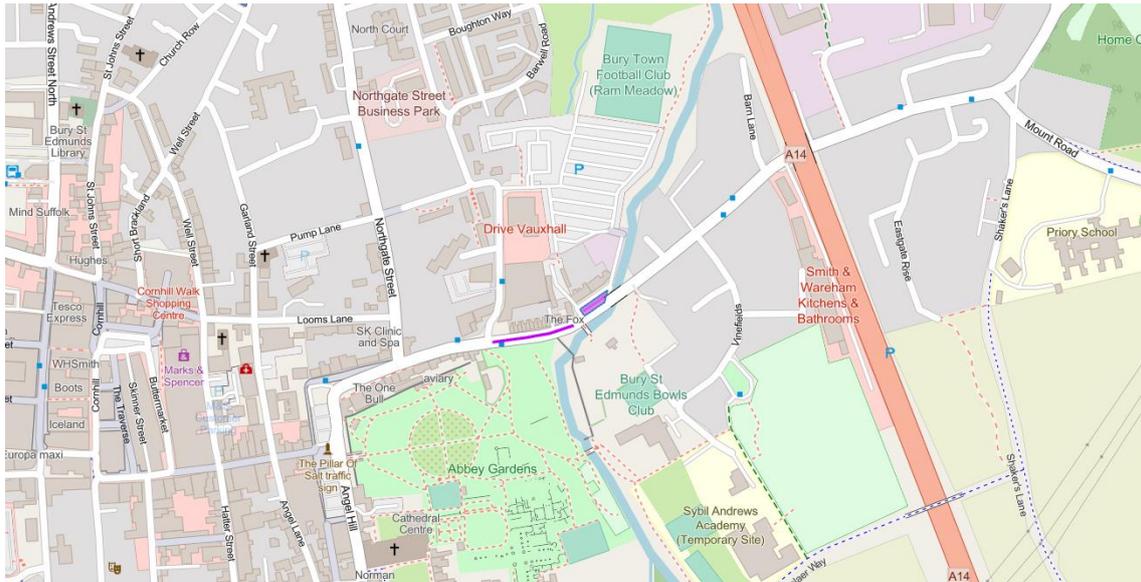
RPS Rating: 4

#### MUSTOW STREET

Mustow Street is a road which starts at the junction with Eastgate Street and The Broadway to the east and continues for approximately 215m until it reaches the junction with Angel Hill and Northgate Street to the west. The road has capacity for in the region of 5 spaces depending on the size of the vehicles parked and the space left between vehicles. As with previous methodology the road was surveyed at several times and was found to have an occupied percentage of 65% during the day and this rose to 100% during the night. The signs and parking bays were seen to be in adequate condition.

Mustow Street is located near Ram Meadow Car Park, this in addition to be located near local businesses and amenities means that it is critical that it remains within the RPS.

RPS Rating: 4



### 3.12 ZONE H – VICTORIA STREET AREA

#### QUEENS ROAD

Queens Road is a road that is located west of the city centre and runs west-east in orientation. The road is approximately 377m in length and has in the region of 82 spaces depending on the size of the vehicles parked and the space left between vehicles. The road starts at the west at the junction with West Road and continues until the junction with Albert Crescent at the opposite end of the road. The road was surveyed at various times to give us the data required. During the day the data recorded showed that the road was at 73% occupancy, and this increased to 95% during the night time. The signs and parking bays were seen to be at an adequate condition level.

Due to the location of Queens Road to amenities and surrounding key roads it is critical that it remains part of the RPS scheme.

RPS Rating: 3

## **ALBERT STREET**

Albert Street is a road that is north-south in orientation and approximately 193m in length. It starts to the north at the junction with the A1302 Out Risbygate and then completes to the south at the Junction with Princes Street. The road is primarily a residential road and has in the region of 21 spaces within the RPS depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times to give an understanding of the occupancy and the road was 90% occupied during the day and this rose to 100% during the night. The signs and parking bays were seen to be in an adequate condition.

Albert Street is located within the vicinity of popular trip generators that means inclusion within the RPS is critical.

RPS Rating: 2

## **YORK ROAD**

York Road is a road located to the west of the city centre. It is west-east in orientation and is approximately 410m in length. Primarily a residential road which finishes to the west at the junction with West Road and then completes to the East at the Junction with Albert Street. The road provides in the region of 113 spaces depending on the size of the vehicles parked and the space left between vehicles. As with previous roads this road was surveyed at various times and was found to be occupied at 66% during the day and this increases to 80% at night. The signs and parking bays were found to be in an adequate condition.

York Road is located near trip generators such as local businesses and amenities and a local college which means that it is critical that it remains part of the RPS.

RPS Rating: 4

## **PRINCES STREET**

Princes Street is a small road which connects Victoria Street to the east and Albert Street to the west. Solely a residential street it is approximately 58m in length and has in the region of 9 spaces available depending on the size of the vehicles parked and the space left between vehicles. The road was part of the survey which analysed capacity and it found that during the day the road was at 44% of total capacity and this rose to 89% during the night. The signs and parking bays were found to be in an adequate condition.

Due to the location of Princes Street in relation to key destinations it is critical that it remains within the RPS.

RPS Rating: 4

## **VICTORIA STREET**

Victoria Street is located just west of the town centre medieval grid system, it is a no through road that has a north to south orientation and connects the A1302 to the north and Kings Road to the South. The road is approximately 347m long and is primarily a residential street which has in the region of 82 spaces depending on the size of the vehicles parked and the space left between vehicles. Along the road there is a small proportion of residents with off road car parking facilities. The road was surveyed at several times and the spaces were found to be occupied at 73% during the day. This then increased to being occupied at 93% during the night time. The signs and parking bays were seen to be in an adequate condition.

Victoria Street is a road with a high number of residential houses this coupled with the proximity to many popular trip generators means inclusion in the RPS is critical.

RPS Rating: 3

## CHALK ROAD NORTH

Chalk Road North is a road located to the west of the city centre. It is a road that is a no through road that runs in a north-south orientation which starts at the junction with A1302. The road is predominantly residential housing along with direct access to B&Q. The road has a connecting pedestrian only access which leads onto Chalk Road South. The road is 161m in length and has in the region of 21 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was 57% and this increased to 86% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Chalk Road North in relation to businesses and key trip generators it is critical that this road remains a part of the RPS scheme.

RPS Rating: 3

## CHALK ROAD SOUTH

Chalk Road South is a narrow road located to the northwest of the city centre. It is a no through road that runs in a north-south orientation which starts at the junction with Kings Road. The road is predominantly residential housing and has several pedestrian only access points to the large business park that is located nearby. The road has a connecting pedestrian only access which leads onto Chalk Road North. The road is 155m in length and has in the region of 18 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 50% and this increased to 89% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Chalk Road South in relation to businesses and key trip generators it is critical that this road remains a part of the RPS scheme.

RPS Rating: 3

## **KINGS ROAD**

Kings Road is located just west of the town centre, it is a road that has a West-East orientation and to the eastern extent starts at the junction with St Andrew's Street South and continues in a western direction as a one-way street until the junction with Prospect Row. The road continues as a two way facility until the Parkway roundabout for approximately 238m. The road continues onwards from the roundabout in a westerly direction for approximately 345m until it reaches a dead end. The road has current capacity for 11 spaces depending on the size of the vehicles parked and the space left between vehicles. Along the road there is a small proportion of residents with off road car parking facilities. The road was surveyed at several times and the spaces were found to be occupied at 73% during the day. This then increased to being occupied at 100% during the night time. The signs and parking bays were seen to be in an adequate condition.

Due to the location and proximity to key businesses and amenities, it is critical that Kings Road remains within the RPS scheme.

RPS Rating: 2

## **SHILLITOE CLOSE**

Shillitoe Close is a residential cul-de-sac located just off Kings Road to the west of the city centre. The road runs in a north-south orientation and is 130m in length, the road has in the region of 16 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 63% and this increased to 94% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Shillitoe Close to key surrounding roads it is critical that it remains within the RPS scheme.

RPS Rating: 3

## **ALBERT CRESCENT**

Albert Crescent is a road situated to the west of the city centre. It is a road with a north-south orientation with the road starting to the south at the junction with Kings Road and continues in a northern direction for approximately 173m. The road orientates and continues as Queen Street in a westerly direction, but Albert Crescent continues after a junction point in a northern direction. The road has capacity for 22 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 73% and this increased to 95% during the night. The signs and parking bays were seen to be in an adequate condition.

Albert Crescent is located within close proximity to the town centres medieval grid system and key trip generators hence why it is critical that it remains a part of the RPS scheme.

RPS Rating: 3

## **QUEENS CLOSE**

Queens Close is a road located to the west of the city centre. It is a no through road with a Garage block located at the end of the road which is 71m in length. The road which is off Queens Road and has in the region of 12 car spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 58% and this increased to 92% during the night.

Queens Close is located within close proximity to local amenities and key destinations, which means it is critical that this road remains a part of the RPS scheme.

RPS Rating: 3

## **YORK CLOSE**

York Close is a road that is located west of the city centre and is entirely residential housing along it. It is located just off York Road and is approximately 73m in length. The road has a garage block located at the end of the road. The road has in the region of 11 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 55% and this increased to 100% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of York Close to key surrounding roads it is critical that it remains within the RPS scheme.

RPS Rating: 2

## **OUT RISBYGATE**

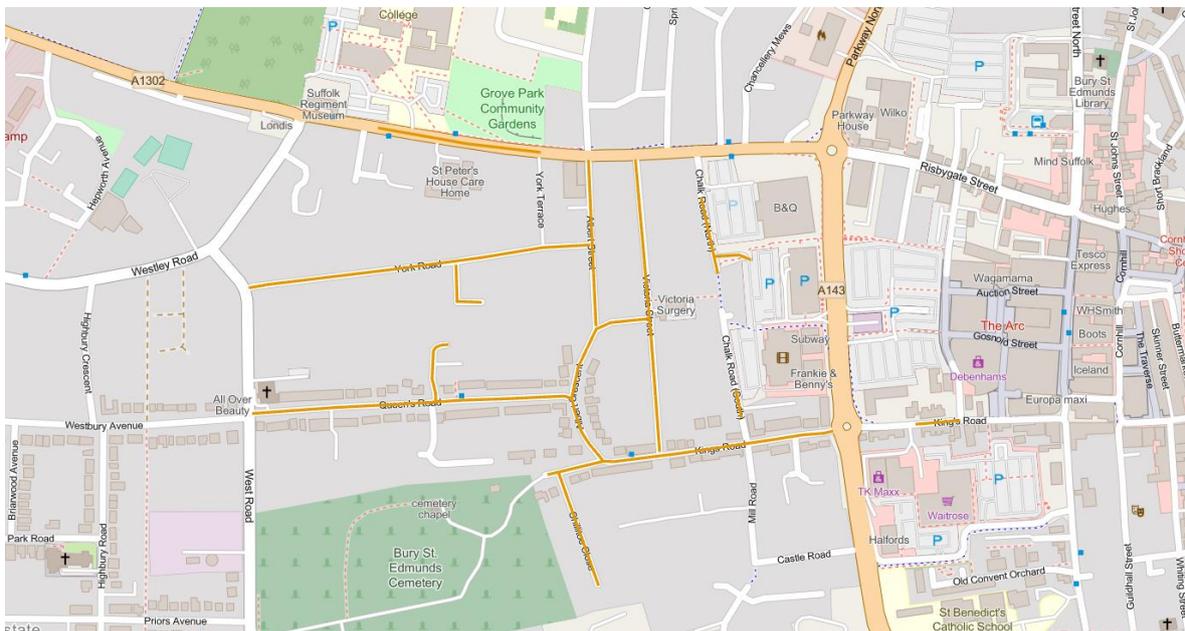
Out Risbygate is a primary arterial road which runs in a west-east orientation. It is a supportive road which links traffic in and out of the west side of Bury St Edmunds which runs approximately 425m in length. The road starts to the east at the junction with Spring Lane and continues until the roundabout with Newmarket Road and Westley Road, the RPS within this zone is a small section located opposite the Hospital. The road has in the region of 12 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 75% and this increased to 92% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Out Risbygate to key surrounding roads, hospitals, and recreational areas it is critical that it remains within the RPS scheme.

RPS Rating: 3

### 3.13 ZONE H SUMMARY

Overall, the roads within Zone H are in adequate condition for the RPS. Zone H is within a critical location, situated west of the city centre and is a dense residential housing area with key businesses and amenities situated in close proximity this would make roads attractive for non-permit holders. The parking bay and yellow lines would benefit from being refreshed in the future to ensure there are no issues with enforcement. There is scope to make improvements to the RPS, which is discussed in section 6.0 of this report.



### 3.14 ZONE J – EASTGATE STREET AREA

#### EASTGATE STREET

Eastgate Street is a connector road which contributes to supporting traffic flow from the east into the centre of Bury St Edmunds. It is a road which passes underneath the A14 and is approximately 660m in length. It starts at the furthest point east at the roundabout with Barton Road and Hollow Road and then travels in a westerly direction until the junction with The Broadway. The road has in the region of 64 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day

the overall occupancy was at 70% and this increased to 86% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Eastgate Street to key destinations and local businesses it is critical that it remains within the RPS scheme.

RPS Rating: 3

## **BARN LANE**

Barn Lane is a narrow no through road located off Eastgate Street, west of the city centre. The road is 137m in length and is primarily a residential area. It is located very close to the local football club and has a small greenspace area to the north of the road which is accessible by NMU's only. The road has in the region of 18 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 50% and this increased to 83% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Barn Lane to many key destinations in the surrounding area it is critical that it remains within the RPS scheme.

RPS Rating: 3

## **THE VINEFIELDS**

The Vinefields is a no through road which is located just off Eastgate Street. The orientation of the road runs north-south and the road is approximately 360m long. The road is predominantly a residential area with a number of businesses and recreational facilities within the vicinity. The road has in the region of 34 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 70% and this increased to 94% during the night. The signs and parking bays were seen to be in an adequate condition.

The Vinefields is a densely populated road with few parking opportunities, with its close proximity to key destinations it is therefore critical that it remains part of the RPS scheme.

RPS Rating: 3

### **MINDEN CLOSE**

Minden Close is a small no through road off The Vinefields. It is approximately 62m long and is adjacent to both a bowling green and tennis facilities. The northern extent has Non-Motorised User facilities onto greenspace areas and further recreational facilities. The road has in the region of 12 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 25% and this increased to 83% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Minden Close to many key destinations in the surrounding area it is critical that it remains within the RPS scheme.

RPS Rating: 4

### **3.15 ZONE J SUMMARY**

Overall, the roads within Zone J are in adequate condition for the RPS. Zone J is within a critical location, situated to the east of the city centres medieval grid and near open greenspaces and recreational facilities this would make roads attractive for non-permit holders. The parking bay and yellow lines would benefit from being refreshed in the future to ensure there are no issues with enforcement. There is scope to make improvements to the RPS, which is discussed in section 6.0 of this report.



### 3.16 ZONE K – THINGOE HILL

Thingoe Hill is a road located to the North of the city centre. It is a road located just before the Underpass on the A1101 and is 207m long. It is predominantly a residential area and has a Non-Motorised User access bridge which passes over the nearby A14. The road has in the region of 16 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 50% and this increased to 94% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Thingoe Hill to many key destinations in the surrounding area including the local train station means that it is critical that it remains within the RPS scheme.

RPS Rating: 3



### 3.17 ZONE L – GROVE ROAD AREA

#### GROVE PARK

Grove Park is a road located to the Northwest of the city centre. It is a road which orientates in a circuit loop along Grove Road and is approximately 406m in length. Predominantly a residential area, it has in the region of 57 spaces depending on the size of the vehicles parked and the space left between the vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 40% and this increased to 86% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Grove Park to many key destinations in the surrounding area including the local college and leisure facilities means that it is critical that it remains within the RPS scheme.

RPS Rating: 3

## GROVE ROAD

Grove Road is a road located to the Northwest of the city centre. It is positioned just off the A1302 and is approximately 370m in length. Predominantly a road with residential housing it is also home to the St Edmundsbury C of E Primary School and the Potters House Church. The road has in the region of 68 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 53% and this increased to 88% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the proximity of Grove Road to the school and other key destinations it is critical that it remains within the RPS scheme.

RPS Rating: 3

## SPRINGFIELD ROAD

Springfield Road is located to the North West of the city centre and is a road that is located off the A1302. The access points to Springfield Road are the A1302 Out Risbygate to the Southern access point and the A1302 Parkway which is the northwest extent of the road layout. The road is approximately 455m in length and is predominantly a residential road. The road has in the region of 45 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 69% and this increased to 96% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Springfield Road in relation to the key destinations, it is critical that the road has an RPS in place to allow residents to park within close proximity to their premises.

RPS Rating: 3

## **SPRINGFIELD AVENUE**

Springfield Avenue is located to the North West of the city centre and is a small road which connects Spring Lane to the north of the road and Springfield Road to the South of the road. Predominantly a residential area, it has in the region of 34 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 65% and this increased to 88% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Springfield Avenue to many key destinations in the surrounding area including the school and nursery means that it is critical that it remains within the RPS scheme.

RPS Rating: 3

## **SPRING LANE**

Spring Lane is a road located to the North West of the city centre. It is a road which is approximately 610m in length and separated at 270m by a no vehicle through section. Predominantly a residential area in addition to having large school and car park facilities situated to the northern extent. The RPS is located in the northern extent as the southern section of the road doesn't have adequate width to introduce parking bays. The road has in the region of 28 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 71% and this increased to 93% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Spring Lane to many key destinations in the surrounding area including the school and church means that it is critical that it remains within the RPS scheme.

RPS Rating: 3

## **CHALLICE ROAD**

Challice Road is located to the North West of the city and is a small road west-east in orientation which connects Spring Lane the furthest point to the east of the road and Grove Road which is the furthest point of the road to the west. Predominantly a residential area complete with a small Garage Block it has in the region of 8 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 88% and this increased to 138% during the night. This meant that the data showed that there were 3 vehicles parked on double yellow lines when the survey was taken at night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Challice Road to many key destinations in the surrounding area including the school and church means that it is critical that it remains within the RPS scheme.

RPS Rating: 2

## **OUT RISBYGATE**

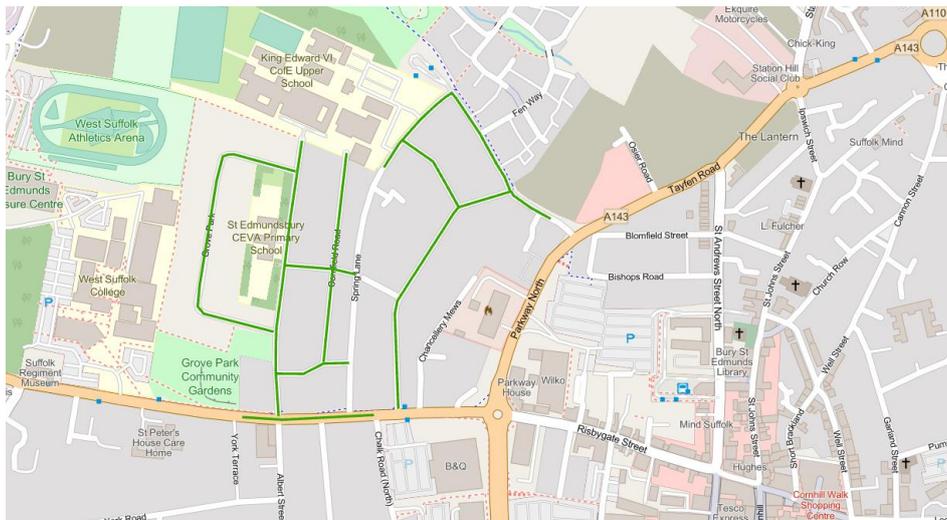
Out Risbygate is a primary arterial road which runs in a west-east orientation. It is a supportive road which links traffic in and out of the west side of Bury St Edmunds and runs approximately 425m in length. The road starts at the east at the junction with Spring Lane and continues until the roundabout with Newmarket Road and Westley Road, the RPS within this zone is a small section located west of the Hospital. The road has in the region of 6 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 83% and this increased to 100% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Out Risbygate to key surrounding roads, hospitals, and recreational areas it is critical that it remains within the RPS scheme

RPS Rating: 2

### 3.18 ZONE L SUMMARY

Overall, the roads within Zone L are in adequate condition for the RPS. Zone L is within a critical location, situated northwest of the city centre and near educational facilities and open greenspaces this would make roads attractive for non-permit holders. The parking bay and yellow lines would benefit from being refreshed in the future to ensure there are no issues with enforcement. There is scope to make improvements to the RPS, which is discussed in section 6.0 of this report.



### 3.19 ZONE M – OUT WESTGATE

#### JACQUELINE CLOSE

Jacqueline Close is road located to the South West of the city centre and is approximately 32m in length. It is situated just off Mill Road South and has a large greenspace area to the north of the road. Solely a residential area, it has in the region of 6 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 60% and this increased to 100% during the night. The signs and parking bays were seen to be in an adequate condition.

Jacqueline Close is located near a dense residential area and could be used as an overflow area for surrounding roads which would inhibit residents in parking outside their homes, hence it is critical that this road remains a part of the RPS scheme.

RPS Rating: 2

## **MILL ROAD SOUTH**

Mill Road South is a no through road located to the south west of the City Centre. It is a road that is north-south in orientation and starts at the furthest point south, at the junction with Hospital Road and continues to the Non-Motorised User access only to Mill Road. Solely a residential area, the road has in the region of 21 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 75% and this increased to 95% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Mill Road South to key surrounding roads, amenities, and recreational areas it is critical that it remains within the RPS scheme.

RPS Rating: 3

## **HOSPITAL ROAD**

Hospital Road is a road located to the southwest of the City Centre. It is a road that is west-east in orientation and starts at the furthest point east, at a Non-Motorised User access only point which gives connection to the A143 and continues into a western direction until the junction with Abbot Road. The complete extent of Hospital Road is approximately 958m in length, yet the section which has RPS parking present is the furthest point east and continues west until the junction with Petticoat Lane. Predominantly a residential area, the road has in the region of 41 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 80% and this increased to 88% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Hospital Road to key surrounding roads, St Peter's Church, and key local businesses it is critical that it remains within the RPS scheme.

RPS Rating: 3



## OUT WESTGATE

Out Westgate is a busy arterial road located to the southwest of Bury St Edmunds city centre. It contributes to traffic flow exiting and entering the city to and from the south. The road stretches for approximately 563m and has a mix of local business and residential housing situated on it. The road has in the region of 40 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that during the day the overall occupancy was at 95% and this increased to 100% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Out Westgate to key surrounding businesses and the increased traffic flow through the road it is key that it remains within the RPS scheme.

RPS Rating: 2

## EYRE CLOSE

Eyre Close is situated directly south of the town's medieval grid system and is positioned just off the A143 Out Westgate. Solely a residential road it is a no through road which measures approximately 217m in length. The road has in the region of 23 spaces depending on the size of the vehicles parked and the space left between vehicles. The road was surveyed at various times and the data collected showed that

during the day the overall occupancy was at 75% and this increased to 96% during the night. The signs and parking bays were seen to be in an adequate condition.

Due to the location of Eyre Close to key surrounding roads and the densely populated nature of the road it is key that it remains within the RPS scheme.

RPS Rating: 3

### 3.20 ZONE M SUMMARY

Overall, the roads within Zone M are in adequate condition for the RPS. Zone M is within a critical location, situated south of the city centre and near key arterial roads and large businesses this would make roads attractive for non-permit holders. The parking bay and yellow lines would benefit from being refreshed in the future to ensure there are no issues with enforcement.



## 4.0 PARKING SURVEYS

### 4.1 INTRODUCTION

As part of the investigation into the RPS within Bury St Edmunds, 2020 Consultancy undertook parking surveys across all roads within the 12 zones to better understand parking behaviour, and parking demand at different times of the day and night. To ensure the data captured during the parking surveys was a true reflection of the existing situation, the parking surveys were carried out over two days with a third date pencilled in. Resident parking should have a high degree of consistency. Therefore, if data collected over two days was broadly similar, a third site visit wouldn't be required.

The first parking survey was undertaken on Thursday 22<sup>nd</sup> April 2021 and the second parking survey was undertaken on Monday 26<sup>th</sup> April 2021. Both parking surveys involved visiting each road at various times of the day and night to understand the turnover of spaces and how many spaces are available. Each road was visited three times during each parking survey. The times are shown below.

- 10am;
- 2pm;
- 12am.

The purpose of the 10am survey is to understand the amount of parking when most residents working during the day would have left for work. The second survey began around 2pm, and the purpose of this is to provide a comparison with the 10am survey. It's likely that a slightly higher percentage of residents will be away from their property compared to 10am. At 12am it can be assumed that the majority of residents will be at home (subject to a small percentage working at night) so this is the time where demand for parking will be at the highest.

One of the benefits of carrying out the 10am and 2pm parking surveys is to compare the data with the data collected at the 12am survey. It is a fair assumption that a high percentage of vehicles displaying a permit at 10am and 2pm but not at 12am are Business Permit holders who are working within Bury St Edmunds.

After undertaking the parking surveys on the 22<sup>nd</sup> April and 26<sup>th</sup> April analysis was carried out to identify any differences with the data. Based on the consistent nature of resident parking, a 10% threshold was applied to the data analysis. This means that if the results of the two surveys had a higher than 10% difference, it could be assumed that there was sufficient difference to justify a third survey to understand the average figures. For example if a road with 100 vehicles had more than 10 different between the two days, it would be necessary to carry out a third survey.

Across the two surveys, there wasn't any roads that had a higher than 10% difference, meaning there wasn't a requirement for a third survey.

The results of the parking surveys are summarised below. For this analysis the two surveys have been combined to create an average. For example, if a road had 100 vehicles for the first survey and 106 vehicles for the second survey, a figure of 103 has been taken forward for the analysis.

## 4.2 ZONE A PARKING SURVEY

There were 15 roads surveyed as part of Zone A. During the night time survey (12am) the average occupancy of resident parking bays was 107%. This means that 7% of the total number of vehicles couldn't park within a bay and were required to park on either a Single Yellow Line (permitted) or a Double Yellow Line (not permitted). Over 75% of these vehicles were confirmed permit holders.

During the day time visit (10am and 2pm) the average occupancy of resident parking bays was 71%. This means there was 29% of the available parking available for residents to park that wasn't utilised. Comparing the night time occupancy to the day time occupancy demonstrates a 36% fluctuation between the two.

Short Brackland was subject to the highest occupancy at night within Zone A with an occupancy of 150%. This means that half of the total number of parking spaces available for vehicles were unable to park within a bay. Ipswich Court had the lowest occupancy at night within Zone A with an occupancy of 83%. This means that there was a spare capacity of 17%.

Blomfield Street was subject to the highest occupancy during the day within Zone A with an occupancy of 95%. This means there was only a spare capacity of 5%. Surprisingly, Short Brackland had the lowest occupancy during the day with an occupancy of 38%. This means there was a spare capacity of 62%.

As Short Brackland had the highest night time occupancy and lowest day time occupancy, this is the road with the highest fluctuation with a difference of 112%. However, there is only in the region of 8 parking spaces along the road, meaning the low number will skew results slightly. The road also has a higher amount of Single Yellow Line compared to other roads within Zone A, which means there is more scope to park in the evening compared to the day.

Garland Street had the lowest fluctuation within Zone A with a difference of only 6%. As Garland Street has high occupancy for both night time and day time, it seems that fewer residents are travelling by car to destinations compared to other roads. The evening occupancy was 30 vehicles and the average day time occupancy was 28, meaning a difference of only two.

Table 4 presents the data for the parking surveys in Zone A.

Road	Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
Ipswich Court	A	6	5	3	83%	50%	33%
Ipswich Street	A	20	18	9	90%	45%	45%
Peckham Street	A	20	23	17	115%	85%	30%
Long Brackland	A	32	33	21	103%	66%	37%
St Martins Street	A	22	25	15	114%	68%	46%
Pea Porridge Green	A	21	24	17	120%	85%	35%
Cannonfields	A	16	16	12	100%	75%	25%
Blomfield Street	A	22	30	21	136%	95%	41%
Bishops Road	A	35	33	28	94%	80%	14%
St Johns Place	A	14	14	11	100%	79%	21%
Orchard Street	A	13	14	9	100%	64%	36%
Cannon Street	A	35	37	25	106%	71%	35%
Garland Street	A	33	30	28	91%	85%	6%
Well Street	A	20	21	16	105%	80%	25%
Short Brackland	A	8	12	3	150%	38%	112%

<b>AVERAGE</b>		<b>21</b>	<b>22</b>	<b>16</b>	<b>107%</b>	<b>71%</b>	<b>36%</b>
<b>TOTAL</b>		317	335	235			

Table 4 – Zone A parking survey data

### 4.3 ZONE B PARKING SURVEY

Zone B only includes one road, Northgate Street. During the night time survey (12am) the occupancy of resident parking bays was 85%. This means there was 15% of the available parking available for residents to park that wasn't utilised.

During the day time visit (10am and 2pm) the average occupancy of resident parking bays was 82%. This means there was 18% of the available parking available for residents to park that wasn't utilised. Comparing the night time occupancy to the day time occupancy demonstrates a 3% fluctuation between the two. This represents two vehicles.

Table 5 presents the data for the parking surveys in Zone B.

Road	Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
Northgate Street	B	55	47	45	85%	82%	3%

Table 5 – Zone B parking survey data

### 4.4 ZONE C PARKING SURVEY

Zone C only includes one road, Nelson Road. During the night time survey (12am) the occupancy of resident parking bays was 88%. This means there was 12% of the available parking available for residents to park that wasn't utilised.

During the day time visit (10am and 2pm) the average occupancy of resident parking bays was 59%. This means there was 41% of the available parking available for residents to park that wasn't utilised. Comparing the night time occupancy to the day time occupancy demonstrates a 29% fluctuation between the two. This represents five vehicles.

Table 6 presents the data for the parking surveys in Zone C.

Road	Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
Nelson Road	C	17	15	10	88%	59%	29%

Table 6 – Zone C parking survey data

## 4.5 ZONE D PARKING SURVEY

There were eight roads surveyed as part of Zone D. During the night time survey (12am) the average occupancy of resident parking bays was 85%. This means there was 15% of the available parking available for residents to park that wasn't utilised. This availability can broadly be allocated to Guildhall Street, with 77% space occupancy seen at night.

During the day time visit (10am and 2pm) the average occupancy of resident parking bays was 80%. This means there was 20% of the available parking available for residents to park that wasn't utilised. Comparing the night time occupancy to the day time occupancy demonstrates a 0% fluctuation between the two, which means that across the zone night time and day time occupancy figures are the same.

Bridewell Lane, Crown Street, and Westgate Street are all subject to high occupancy rates at night within Zone D with an occupancy of 100%. This means there are no available spaces within these roads. Chequer Square had one vehicle parking on double yellow lines, which means the occupancy rate was the highest at 105%. Guildhall Street had the lowest occupancy at night within Zone D with an occupancy of 33%. This is followed by Churchgate Street with a 68% occupancy rate at night.

Bridewell Lane was subject to the highest occupancy during the day within Zone D with an occupancy of 111%. This means there was 11% of vehicles parking in areas outside of the parking bays. As this was during the day, there was a risk of vehicles receiving PCNs if parked outside of bays. This does only equate to one vehicle on average due to the low numbers. Crown Street had the lowest occupancy during the day with an occupancy of 50%. This means there was a spare capacity of 50%.

As Guildhall Street has a night time occupancy rate of 33% and a day time occupancy rate of 100%, this is the road with the highest fluctuation at 77%. This is a difference of 17 vehicles on average. Across the entire town centre scheme this is uncommon to see much greater day time occupancy rates compared to night time occupancy rates. Crown Street has a 50% fluctuation between night time and day time, with the higher rates at night, which is a lot more common across the RPS in Bury St Edmunds.

Table 7 presents the data for the parking surveys in Zone D.

Road	Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
Churchgate Street	D	25	17	19	68%	76%	-8%
Guildhall Street	D	18	6	23	33%	100%	-77%
Whiting Street	D	22	22	20	100%	91%	9%
College Street	D	19	18	16	95%	84%	11%
Bridewell Lane	D	9	9	10	100%	111%	-11%
Crown Street	D	6	6	3	100%	50%	50%
Chequer Square	D	20	21	19	105%	95%	10%
Westgate Street	D	31	24	19	77%	61%	16%
AVERAGE		28	22	16	85%	78%	0%
TOTAL		178	145	145			

Table 7 – Zone D parking survey data

#### 4.6 ZONE E PARKING SURVEY

Zone E only includes one road, Castle Road. During the night time survey (12am) the occupancy of resident parking bays was 79%. This means there was 21% of the available parking available for residents to park that wasn't utilised.

During the day time visit (10am and 2pm) the average occupancy of resident parking bays was 63%. This means there was 37% of the available parking available for residents to park that wasn't utilised. Comparing the night time occupancy to the day time occupancy demonstrates a 16% fluctuation between the two. This represents four vehicles.

Table 8 presents the data for the parking surveys in Zone E.

Road	Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
Castle Road	E	24	19	15	79%	63%	16%

Table 8 – Zone C parking survey data

## 4.7 ZONE F PARKING SURVEY

There were seven roads surveyed as part of Zone F. During the night time survey (12am) the average occupancy of resident parking bays was 91%. This means there was 9% of the available parking available for residents to park that wasn't utilised. This is approximately two vehicle spaces.

During the day time visit (10am and 2pm) the average occupancy of resident parking bays was 59%. This means there was 41% of the available parking available for residents to park that wasn't utilised. Comparing the night time occupancy to the day time occupancy demonstrates a 32% fluctuation between the two, which equates to six vehicles on average.

Raingate Street, and Sparhawk Street are both subject to the highest occupancy at night within Zone F with an occupancy of 100%. This means there are no available spaces within these roads. Greater emphasis should be given to Raingate Street as there is more parking capacity. St Botolph's Lane had the lowest occupancy at night within Zone F with an occupancy of 80%. This means that there was a spare capacity of 20%.

Honey Hill was subject to the highest occupancy during the day within Zone F with an occupancy of 83%. This means there was 17% of the available parking available for residents to park that wasn't utilised. Southgate Street had the lowest occupancy during the day with an occupancy of 43%. This means there was a spare capacity of 57%.

Sparhawk Street has the highest fluctuation between night time and day time parking at 50%. However, this is only four vehicles due to the small number of parking spaces. Southgate Street has a fluctuation of 48% between night and day, which is perhaps a greater impact as this is a difference of 11 vehicles on average.

Table 9 presents the data for the parking surveys in Zone F.

Road	Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
Honey Hill	F	40	39	33	98%	83%	15%
St Botolph's Lane	F	10	8	5	80%	50%	30%
Raingate Street	F	22	22	17	100%	77%	23%
Southgate Street	F	39	21	10	91%	43%	48%
Maynewater Lane	F	34	30	21	88%	62%	26%
St Mary's Square	F	6	5	3	83%	50%	33%
Sparhawk Street	F	8	8	4	100%	50%	50%
AVERAGE		21	19	13	91%	59%	32%
TOTAL		143	133	93			40

Table 9 – Zone F parking survey data

#### 4.8 ZONE G PARKING SURVEY

Zone G only includes two roads, The Broadway, and Mustow Street. During the night time survey (12am) the average occupancy of resident parking bays was 91%. This means there was 9% of the available parking available for residents to park that wasn't utilised. Mustow Street was fully occupied at 100% and The Broadway had 82% occupancy, which is approximately space for three vehicles.

During the day time visit (10am and 2pm) the average occupancy of resident parking bays was 50%. This means there was 5% of the available parking available for residents to park that wasn't utilised. The Broadway had an occupancy rate of 35% and Mustow Street had an occupancy rate of 65%.

Comparing the night time occupancy to the day time occupancy demonstrates a 41% fluctuation between the two. This represents five vehicles. The fluctuation within The Broadway was 47% (eight vehicles) and Mustow Street was 35% (two vehicles).

Table 10 presents the data for the parking surveys in Zone G.

Road	Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
The Broadway	G	17	14	6	82%	35%	47%
Mustow Street	G	5	5	3	100%	65%	35%
AVERAGE		11	10	5	91%	50%	41%
TOTAL		22	19	9			

Table 10 – Zone G parking survey data

## 4.9 ZONE H PARKING SURVEY

There were 13 roads surveyed as part of Zone H. During the night time survey (12am) the average occupancy of resident parking bays was 93%. This means there was 7% of the available parking available for residents to park that wasn't utilised. This is approximately two vehicle spaces.

During the day time visit (10am and 2pm) the average occupancy of resident parking bays was 65%. This means there was 35% of the available parking available for residents to park that wasn't utilised. Comparing the night time occupancy to the day time occupancy demonstrates a 28% fluctuation between the two, which equates to seven vehicles on average.

Albert Street, Kings Road, and York Close are both subject to the highest occupancy at night within Zone H with an occupancy of 100%. This means there are no available spaces within these roads. Greater emphasis should be given to Albert Street as there is more parking capacity. York Road had the lowest occupancy at night within Zone H with an occupancy of 80%. This means that there was a spare capacity of 20%. However, it should be noted that York Road has the highest number of parking spaces across the entire RPS with a capacity of approximately 113.

Albert Street was subject to the highest occupancy during the day within Zone H with an occupancy of 90%. This means there was 10% of the available parking available for residents to park that wasn't utilised. Princes Street had the lowest occupancy during the day with an occupancy of 44%. This means there was a spare capacity of 56%.

Princes Street and York Close both had the highest fluctuation between night time and day time parking at 45%. However, both these roads have low numbers of parking spaces. Chalk Road North has a fluctuation of 39% between night and day, which is a greater impact on spaces with a difference of seven vehicles on average.

Table 11 presents the data for the parking surveys in Zone H.

Road	Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
Queens Road	H	82	78	60	95%	73%	22%
Albert Street	H	21	21	19	100%	90%	10%
York Road	H	113	90	74	80%	66%	14%
Princes Street	H	9	8	4	89%	44%	45%
Victoria Street	H	82	76	60	93%	73%	20%
Chalk Road North	H	21	18	12	86%	57%	29%
Chalk Road South	H	18	16	9	89%	50%	39%
Kings Road	H	11	11	8	100%	73%	27%
Shillitoe Close	H	16	15	10	94%	63%	31%
Albert Crescent	H	22	21	16	95%	73%	22%
Queens Close	H	12	11	7	92%	58%	34%
York Close	H	11	11	6	100%	55%	45%
Out Risbygate	H	12	11	9	92%	75%	17%
AVERAGE		33	31	24	93%	65%	28%
TOTAL		429	387	294			

Table 11 – Zone H parking survey data

#### 4.10 ZONE J PARKING SURVEY

There were 4 roads surveyed as part of Zone J. During the night time survey (12am) the average occupancy of resident parking bays was 87%. This means there was 13% of the available parking available for residents to park that wasn't utilised. This is approximately four vehicle spaces.

During the day time visit (10am and 2pm) the average occupancy of resident parking bays was 54%. This means there was 46% of the available parking available for residents to park that wasn't utilised. Comparing the night time occupancy to the day time occupancy demonstrates a 33% fluctuation between the two, which equates to eight vehicles on average.

The Vinefields is subject to the highest occupancy at night within Zone J with an occupancy of 94%. This means there was 6% of the available parking available for residents to park that wasn't utilised. This is approximately two vehicle spaces. Barn Lane and Minden Close had the lowest occupancy at night within Zone J with an occupancy of 83%. This means that there was a spare capacity of 17%.

Eastgate Street and The Vinefields was subject to the highest occupancy during the day within Zone J with an occupancy of 70%. This means there was 30% of the available parking available for residents to park that wasn't utilised. Minden Close had the lowest occupancy during the day with an occupancy of 25%. This means there was a spare capacity of 75%.

Minden Close had the highest fluctuation between night time and day time parking at 58%. This works out to be approximately seven vehicles on average.

Table 12 presents the data for the parking surveys in Zone J.

Road	Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
Eastgate Street	J	64	55	45	86%	70%	16%
Barn Lane	J	18	15	9	83%	50%	33%
The Vinefields	J	34	32	24	94%	70%	24%
Minden Close	J	12	10	3	83%	25%	58%
AVERAGE		32	28	20	87%	54%	33%
TOTAL		128	112	81			

Table 12 – Zone J parking survey data

#### 4.11 ZONE K PARKING SURVEY

Zone K only includes one road, Thingoe Hill. During the night time survey (12am) the occupancy of resident parking bays was 94%. This means there was 6% of the available parking available for residents to park that wasn't utilised.

During the day time visit (10am and 2pm) the average occupancy of resident parking bays was 50%. This means there was 50% of the available parking available for residents to park that wasn't utilised. Comparing the night time occupancy to the day time occupancy demonstrates a 44% fluctuation between the two. This represents seven vehicles.

Table 13 presents the data for the parking surveys in Zone K.

Road	Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
Thingoe Hill	K	16	15	8	94%	50%	44%

Table 13 – Zone K parking survey data

## 4.12 ZONE L PARKING SURVEY

There were seven roads surveyed as part of Zone L. During the night time survey (12am) the average occupancy of resident parking bays was 90%. This means there was 10% of the available parking available for residents to park that wasn't utilised. This is approximately five vehicle spaces.

During the day time visit (10am and 2pm) the average occupancy of resident parking bays was 60%. This means there was 40% of the available parking available for residents to park that wasn't utilised. Comparing the night time occupancy to the day time occupancy demonstrates a 31% fluctuation between the two, which equates to 16 vehicles on average.

Challice Road is subject to the highest occupancy at night within Zone L with an occupancy of 138%. This means there is over a third of the vehicles that are parking outside of bays, potentially in contravention of the TRO, which is approximately three vehicle spaces. Grove Park had the lowest occupancy at night within Zone L with an occupancy of 86%. This means that there was a spare capacity of 14%.

Challice Road was subject to the highest occupancy during the day within Zone J with an occupancy of 88%. This means there was 12% of the available parking available for residents to park that wasn't utilised (one vehicle). Grove Park had the lowest occupancy during the day with an occupancy of 40%. This means there was a spare capacity of 60%.

Challice Road had the highest fluctuation between night time and day time parking at 50%. However, this only equates to be approximately four vehicles on average. This is also likely due to the limited number of parking bays within the road. Grove Park has a fluctuation of 46%, which is a greater impact with a difference of approximately 26 vehicles.

Table 14 presents the data for the parking surveys in Zone L.

Road	Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
Grove Park	L	57	49	23	86%	40%	46%
Grove Road	L	68	60	36	88%	53%	35%
Springfield Road	L	45	43	31	96%	69%	27%
Springfield Avenue	L	34	30	22	88%	65%	23%
Spring Lane	L	28	26	20	93%	71%	22%
Challice Road	L	8	11	7	138%	88%	50%
Out Risbygate	L	6	6	5	100%	83%	17%
AVERAGE		47	42	26	90%	60%	31%
TOTAL		246	225	144			

Table 14 – Zone L parking survey data

### 4.13 ZONE M PARKING SURVEY

There were five roads surveyed as part of Zone M. During the night time survey (12am) the average occupancy of resident parking bays was 96%. This means there was 4% of the available parking available for residents to park that wasn't utilised. This is approximately one vehicle space.

During the day time visit (10am and 2pm) the average occupancy of resident parking bays was 77%. This means there was 23% of the available parking available for residents to park that wasn't utilised. Comparing the night time occupancy to the day time occupancy demonstrates a 19% fluctuation between the two, which equates to three vehicles on average.

Jacqueline Close, and Out Westgate are subject to the highest occupancy at night within Zone M with an occupancy of 100%. This means there are no available spaces within these roads. Greater emphasis should be given to Out Westgate as there is more parking capacity. Hospital Road had the lowest occupancy at night within Zone M with an occupancy of 88%. This means that there was a spare capacity of 12%.

Out Westgate was subject to the highest occupancy during the day within Zone M with an occupancy of 95%. This means there was 5% of the available parking available for residents to park that wasn't utilised (two vehicles). Jacqueline Close had the lowest occupancy during the day with an occupancy of 60%. This means there was a spare capacity of 40%.

Jacqueline Close had the highest fluctuation between night time and day time parking at 40%. However, this only equates to be approximately two vehicles on average. This is also likely due to the limited number of parking bays within the road. There is a sizeable gap between Jacqueline Close and the road with the next highest fluctuation, which is Eyre Close (21%). As it is a larger zone there is a greater difference between vehicles (five).

Table 15 presents the data for the parking surveys in Zone M.

Road	Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
Jacqueline Close	M	6	6	4	100%	60%	40%
Mill Road (South)	M	21	20	16	95%	75%	20%
Hospital Road	M	41	36	33	88%	80%	8%
Out Westgate	M	40	40	38	100%	95%	5%
Eyre Close	M	23	22	17	96%	75%	21%
<b>AVERAGE</b>		<b>26</b>	<b>25</b>	<b>22</b>	<b>96%</b>	<b>77%</b>	<b>19%</b>
<b>TOTAL</b>		<b>131</b>	<b>124</b>	<b>108</b>			

*Table 15 – Zone M parking survey data*

#### 4.14 SUMMARY OF PARKING SURVEYS

Table 16 below summarises the results of each of the 12 zones, including the average quantity for night, and day, the average percentage occupied for night, and day, and the average fluctuation difference between night and day.

Zone	Capacity	Quantity Night	Quantity Day	Occupied Night	Occupied Day	Fluctuation Night / Day
Zone A	317	335	235	106%	74%	32%
Zone B	55	47	45	85%	82%	3%
Zone C	17	15	10	88%	59%	29%
Zone D	178	145	145	85%	85%	0%
Zone E	24	19	15	79%	63%	16%
Zone F	143	133	93	93%	65%	28%
Zone G	22	19	9	86%	41%	45%
Zone H	429	387	294	90%	69%	21%
Zone J	128	112	81	88%	63%	25%
Zone K	16	15	8	94%	50%	44%
Zone L	246	225	144	91%	59%	32%
Zone M	131	124	108	95%	82%	13%
<b>AVERAGE</b>	<b>145</b>	<b>129</b>	<b>98</b>	<b>89%</b>	<b>65%</b>	<b>24%</b>
TOTAL	1706	1576	1187			

Table 16 – Summary of the parking surveys across all 12 Zones

Table 16 demonstrates that across the entire town centre scheme, there does appear to be sufficient capacity for permit holders during the night and day. However, this isn't a true reflection on the situation as there are a number of roads that have excessive demand and it's not viable to expect residents from a road in Zone A to park in a road in Zone B as there is more capacity. However, this provides encouragement that with the appropriate interventions, the roads with excessive parking can be reduced, which will result in further capacity improvements across the town centre.

As expected, there is far greater capacity for permit parking during the day. As the RPS is in operation during the day only, this provides confirmation that the scheme is effective in what it serves i.e. enabling permit holders to park within roads that may be difficult to do so without a permit parking scheme. None of the zones had excessive parking during the day overall, although some did have excessive parking in individual roads.

Zone D is the only Zone where there are equal amounts of parking during the day and night. With Pay & Display facilities increasing the potential to park during the day, along with the limited number of residential properties within Zone D, this isn't a surprise.

Zone G has the biggest fluctuation between night parking and day parking with a 45% difference and Zone B has the smallest fluctuation between night parking and day parking with a 3% difference.

Across the entire RPS, on average there is 389 more vehicles parking at night compared to during the day. However, this is slightly offset with the availability of Single Yellow Lines in several roads that enables additional parking to occur in the evening without discriminate parking occurring.

#### 4.15 ADDITIONAL PARKING SURVEYS

As part of the phase 2 stakeholder engagement process undertaken as part of this project, there were specific requests made for additional surveys to be undertaken in Zone D, and Zone F, due to concerns raised with the data provided, which included the surveys being undertaken during Covid-19 restrictions. Therefore, West Suffolk Council requested an additional survey to be undertaken on a weekday, and on a Saturday in both Zone D, and Zone F.

These additional surveys were undertaken on Friday 24<sup>th</sup> June, and Saturday 25<sup>th</sup> June 2022. The surveys were undertaken at the following times for both the Friday and Saturday:

- 10am;
- 12pm;
- 2pm;
- 5pm.

The results of these surveys are shown in the tables below.

**4.151 FRIDAY 24<sup>TH</sup> JUNE 2022 SURVEY**

\*no occupancy data due to road closure at time of survey

Road	Zone	Capacity	10am	Occupied	12am	Occupied	2pm	Occupied	5pm	Occupied
Churchgate Street	D	25	26	104%	26	104%	25	100%	27	108%
Guildhall Street *	D	18	-	-	-	-	-	-	-	-
Whiting Street	D	22	21	95%	21	95%	21	95%	20	91%
College Street	D	19	13	68%	12	63%	12	63%	13	68%
Bridewell Lane	D	9	7	78%	8	89%	7	78%	8	89%
Crown Street	D	6	3	50%	2	33%	3	50%	4	67%
Chequer Square	D	20	19	95%	18	90%	18	90%	19	95%
Westgate Street	D	31	23	74%	22	71%	24	77%	27	87%
<b>AVERAGE</b>		<b>28</b>	<b>16</b>	<b>81%</b>	<b>16</b>	<b>78%</b>	<b>16</b>	<b>79%</b>	<b>17</b>	<b>86%</b>
<b>TOTAL</b>		<b>175</b>	<b>112</b>		<b>109</b>		<b>111%</b>		<b>118</b>	

Table 17 – Zone D parking survey data from Friday 24<sup>th</sup> June 2022

Road	Zone	Capacity	10am	Occupied	12am	Occupied	2pm	Occupied	5pm	Occupied
Honey Hill	F	40	30	75%	22	55%	21	53%	23	58%
St Botolph's Lane	F	10	5	50%	5	50%	4	40%	5	50%
Raingate Street	F	22	15	68%	11	50%	14	64%	16	73%
Southgate Street	F	39	23	59%	23	59%	22	56%	23	59%
Maynewater Lane	F	34	16	47%	15	44%	17	50%	14	41%
St Mary's Square	F	6	3	50%	3	50%	3	50%	3	50%
Sparhawk Street	F	8	6	75%	6	75%	6	75%	6	75%
<b>AVERAGE</b>		<b>20</b>	<b>14</b>	<b>66%</b>	<b>12</b>	<b>61%</b>	<b>12</b>	<b>61%</b>	<b>13</b>	<b>64%</b>
<b>TOTAL</b>		<b>143</b>	<b>98</b>		<b>85</b>		<b>87</b>		<b>90</b>	

Table 18 – Zone F parking survey data from Friday 24<sup>th</sup> June 2022

#### 4.152 SATURDAY 25<sup>TH</sup> JUNE 2022 SURVEY

\*no occupancy data due to road closure at time of survey

Road	Zone	Capacity	10am	Occupied	12am	Occupied	2pm	Occupied	5pm	Occupied
Churchgate Street	D	25	27	108%	26	104%	28	112%	24	96%
Guildhall Street *	D	18	-	-	-	-	-	-	-	-
Whiting Street	D	22	20	91%	21	95%	21	95%	21	95%
College Street	D	19	13	68%	14	74%	13	68%	12	63%
Bridewell Lane	D	9	8	89%	8	89%	8	89%	8	89%
Crown Street	D	6	5	83%	4	67%	4	67%	4	67%
Chequer Square	D	20	20	100%	19	95%	19	95%	20	100%
Westgate Street	D	31	27	87%	28	90%	23	74%	28	90%
<b>AVERAGE</b>		<b>28</b>	<b>17</b>	<b>89%</b>	<b>17</b>	<b>88%</b>	<b>17</b>	<b>86%</b>	<b>17</b>	<b>86%</b>
<b>TOTAL</b>		<b>175</b>	<b>120</b>		<b>120</b>		<b>116</b>		<b>117</b>	

Table 19 – Zone D parking survey data from Saturday 25<sup>th</sup> June 2022

Road	Zone	Capacity	10am	Occupied	12am	Occupied	2pm	Occupied	5pm	Occupied
Honey Hill	F	40	20	50%	22	55%	21	53%	25	63%
St Botolph's Lane	F	10	4	40%	3	30%	2	20%	5	50%
Raingate Street	F	22	16	73%	16	73%	15	68%	17	77%
Southgate Street	F	39	28	72%	31	79%	27	69%	27	69%
Maynewater Lane	F	34	24	71%	17	50%	18	53%	15	44%
St Mary's Square	F	6	3	50%	4	67%	3	50%	2	33%
Sparhawk Street	F	8	7	88%	6	75%	6	75%	7	88%
<b>AVERAGE</b>		<b>20</b>	<b>15</b>	<b>71%</b>	<b>14</b>	<b>69%</b>	<b>13</b>	<b>62%</b>	<b>14</b>	<b>67%</b>
<b>TOTAL</b>		<b>143</b>	<b>102</b>		<b>99</b>		<b>92</b>		<b>98</b>	

Table 20 – Zone F parking survey data from Saturday 25<sup>th</sup> June 2022

#### 4.153 ZONE D AND ZONE F SURVEY COMPARISON

A comparison has been undertaken between the survey data collected during April 2021 when there were Covid-19 restrictions in place, and the data collected in zone D and F in June 2022. As there were Covid-19 restrictions in place, it could be assumed that there would be a higher likelihood of more residents being at home, which would result in higher occupancy rates during April 2021.

Table 21 provides a comparison between the data collected within the zone D streets during the April 2021 survey, and the Friday 24<sup>th</sup> June 2022, and Saturday 25<sup>th</sup> June 2022 surveys. Table 22 provides a comparison between the data collected within the zone F streets during the April 2021 survey, and the Friday 24<sup>th</sup> June 2022, and Saturday 25<sup>th</sup> June 2022 surveys.

Road	Zone	Capacity	Apr-21 %	June 22 (Fri) %	Change (Apr-21) %	June 22 (Sat) %	Change (Apr-21) %	Change (Jun-22) %
Churchgate Street	D	25	76	104	28	105	29	1
Guildhall Street *	D	18	100	-	-	-	-	-
Whiting Street	D	22	91	94	3	94	3	0
College Street	D	19	84	66	-18	68	-16	2
Bridewell Lane	D	9	111	84	-27	89	-22	5
Crown Street	D	6	50	50	0	71	21	21
Chequer Square	D	20	95	93	-2	98	3	5
Westgate Street	D	31	61	77	16	85	24	8
<b>AVERAGE</b>		<b>28</b>	<b>78</b>	<b>81</b>	<b>3</b>	<b>87</b>	<b>9</b>	<b>6</b>

Table 21 – Summary of the parking surveys across all 12 Zones

Road	Zone	Capacity	Apr-21 %	June 22 (Fri) %	Change (Apr-21) %	June 22 (Sat) %	Change (Apr-21) %	Change (Jun-22) %
Honey Hill	F	40	83	60	-23	55	-28	-5
St Botolph's Lane	F	10	50	48	-2	35	-15	-13
Raingate Street	F	22	77	64	-13	73	-4	9
Southgate Street	F	39	43	58	15	72	29	14
Maynewater Lane	F	34	62	46	-16	55	-7	9
St Mary's Square	F	6	50	50	0	50	0	0
Sparhawk Street	F	8	50	75	25	82	32	7
<b>AVERAGE</b>		<b>20</b>	<b>59</b>	<b>57</b>	<b>-2</b>	<b>60</b>	<b>1</b>	<b>3</b>

Table 22 – Summary of the parking surveys across all 12 Zones

Although it can be assumed the April 2021 survey data would illustrate higher occupancy rates than the June 2022 survey data, overall across all Zone D streets, the data collected in the June surveys is higher than the April 2021 survey data. The Friday 24<sup>th</sup> June 2022 survey illustrates an overall increase of 3%, whereas the Saturday 25<sup>th</sup> June survey illustrate an overall increase of 9%. This means there is a 6% increase between the Friday and Saturday surveys in June 2022.

Three streets within Zone D have a higher occupancy rate on the Friday 24<sup>th</sup> June 2022 survey compared to the April 2021 survey, whereas three streets within Zone D have a higher occupancy rate from the April 2021 survey compared to the Friday 24<sup>th</sup> June 2022 survey. The remaining street (Crown Street) has the same occupancy rate from the April 2021 survey, and the Friday 24<sup>th</sup> June 2022 survey.

Five streets within Zone D have a higher occupancy rate on the Saturday 25<sup>th</sup> June 2022 survey compared to the April 2021 survey, whereas two streets within Zone D have a higher occupancy rate from the April 2021 survey compared to the Saturday 25<sup>th</sup> June 2022 survey.

Six streets within Zone D have a higher occupancy rate on the Saturday 25<sup>th</sup> June 2022 survey, compared to the Friday 24<sup>th</sup> June 2022 survey. One street has the same data on both dates (Whiting Street). No street has higher occupancy rates on the Friday 24<sup>th</sup> June 2022 survey compared to the Saturday 25<sup>th</sup> June 2022 survey.

Comparing individual streets within Zone D demonstrates that 27% is the highest increase in occupancy across any of the survey dates, which occurred along Bridewell Lane. This is a 27% reduction from the April 2021 survey and the Friday 24<sup>th</sup> June 2022 survey.

Comparing the data collection from Zone F demonstrates a smaller amount of fluctuation between the survey dates. Whilst the overall data from the Friday 24<sup>th</sup> June 2022 survey illustrates a 2% reduction in overall occupancy across the zone compared to the April 2021, the Saturday 25<sup>th</sup> June survey data illustrates a 1% increase from the April 2021 survey. This means there is a 3% increase between the Friday and Saturday surveys in June 2022.

Two streets within Zone F have a higher occupancy rate on the Friday 24<sup>th</sup> June 2022 survey compared to the April 2021 survey, whereas four streets within Zone F have a higher occupancy rate from the April 2021 survey compared to the Friday 24<sup>th</sup> June 2022 survey. The remaining street (St Mary's Square) has the same occupancy rate from the April 2021 survey, and the Friday 24<sup>th</sup> June 2022 survey.

Two streets within Zone F have a higher occupancy rate on the Saturday 25<sup>th</sup> June 2022 survey compared to the April 2021 survey, whereas four streets within Zone F have a higher occupancy rate from the April 2021 survey compared to the Saturday 25<sup>th</sup> June 2022 survey. The remaining street (St Mary's Square) has the same occupancy rate from the April 2021 survey, and the Saturday 25<sup>th</sup> June 2022 survey.

Four streets within Zone F have a higher occupancy rate on the Saturday 25<sup>th</sup> June 2022 survey, compared to the Friday 24<sup>th</sup> June 2022 survey. Two streets have a higher occupancy rate on the Friday 24<sup>th</sup> June 2022 survey compared to the Saturday 25<sup>th</sup> June 2022 survey. The remaining street (St Mary's Square) has the same occupancy rate on both the Friday 24<sup>th</sup> June 2022 survey, and the Saturday 25<sup>th</sup> June 2022 survey.

Comparing individual streets within Zone F demonstrates that 32% is the highest increase in occupancy across any of the survey dates, which occurred along Sparhawk Street. This is a 32% increase from the April 2021 survey and the Saturday 25<sup>th</sup> June 2022 survey.

## 5.0 PHASE 1 STAKEHOLDER ENGAGEMENT

### 5.1 INTRODUCTION

As a part of the feasibility study, 2020 Consultancy arranged for a public consultation to be undertaken to understand opinion on the Resident Parking Scheme across the district, both views on existing facilities and barriers to usage, as well as views on where improvements should be focused. The results of the consultation will feed in to the optioneering exercise undertaken as part of the commission and contribute to the prioritisation of interventions.

This section describes the overall stakeholder engagement exercise undertaken. It explains the nature of the choice offered to and the manner in which it was presented, it summarises the results and responses to questionnaires and written contributions.

### 5.2 REQUIREMENT FOR CONSULTATION

The aim of the public consultation is to give the public and stakeholders an opportunity to express their views on the Resident Parking Scheme (RPS) across the district, both the existing provision and potential improvements. The results of the consultation will be used as part of the optioneering of possible interventions. Stakeholder comments over the duration of this process will be digested and used to shape the exploration of possible interventions.

#### **Note on COVID-19**

In March 2020, the UK Government issued guidelines in response to the COVID-19 pandemic. To reduce the spread of the COVID-19 virus, the general public were instructed to remain two meters away from anyone outside of their household and unnecessary travel was not permitted. Public buildings were also closed, and large events banned. Whilst restrictions have been eased in the recent weeks, and look to be unrestricted further soon, the planning and delivery of stakeholder engagement and public consultation will continue to be impacted for some time with many choosing to continue any engagement remotely.

To ensure that government guidelines are adhered to 2020 Consultancy considered the alternative arrangements for consultation including the undertaking of virtual engagement and public consultation. This allowed stakeholders the opportunity to provide their comments and feedback on the key questions regarding the RPS, whilst accommodating the needs of the hard to reach groups, without impacting upon the project programme and maintaining social distancing. The virtual consultation process was offered to various key stakeholders along with an online questionnaire, it was carried out in line with the UK government guidelines and advice provided by the UK Planning Inspectorate (PINS) and the Consultation Institute (TCI).

### 5.3 CONSULTATION MATERIAL

To promote the consultation, a leaflet was prepared and distributed to stakeholders. The leaflet was also used on the West Suffolk Council website and advertised on various forms of social media.

### 5.4 CONSULTATION APPROACH

Public Consultation for the Bury St Edmunds Residents Parking Scheme began on Monday 31<sup>st</sup> May 2021 and was due to last for four weeks, ending on Friday 25<sup>th</sup> June 2021. However, it was agreed to extend the consultation for a further week due to a decision to allow an opportunity for a greater engagement total. Therefore, the consultation process lasted five weeks in total concluding on Friday 2<sup>nd</sup> July 2021.

As with the majority of public consultation exercises, it was agreed to include both targeted consultation where stakeholders with a known interest were contacted, as well as non-direct consultation, which involved hosting the consultation online for all stakeholders to participate. During the early stages of the project, 2020 Consultancy worked with Bury St Edmunds Council officers to identify stakeholders that would be directly contacted. These stakeholders included:

- Churchgate Area Association;
- The Bury Society;
- Suffolk Police;
- Bury St Edmunds Town Council;

- Our Bury St Edmunds;
- Well Street residents;
- Suffolk County Council;
- Bury St Edmunds Chamber of Commerce;
- West Suffolk Councillors.

These stakeholders were contacted approximately 10 days prior to the consultation commencing to introduce the project and provide key milestones within the consultation. This included the opportunity to attend a virtual stakeholder workshop, which involved a presentation from 2020 into the project, including findings to date, and details of the optioneering process. Whilst there was a level of interest from the targeted stakeholders to attend a virtual workshop, there was insufficient numbers to make this an effective exercise. Therefore, 2020 Consultancy contacted these stakeholders to discuss the project on a 1-1 basis. A summary of the key points highlighted during these conversations can be found below.

Whilst the virtual workshops were crucial to gain feedback from the targeted stakeholders, the main focus of this initial consultation was a questionnaire that was developed to capture views and opinions on the existing RPS operation. A copy of the questionnaire is contained in Appendix A of this report.

## **5.5 PUBLIC CONSULTATION RESPONSES**

During the consultation period responses received from stakeholders were logged and analysed. This included returned questionnaires, emails, and letters. All communication received from stakeholders was acknowledged and where necessary a reply was provided, which included emails and phone calls.

## 5.6 VIRTUAL STAKEHOLDER WORKSHOPS

As previously detailed, there were virtual workshops offered to targeted stakeholders. The details of the study and relevant details were presented in the initial contact email. Along with this, there were various dates offered as part of the engagement process which allowed for the participant to decide on which date to attend the virtual meeting.

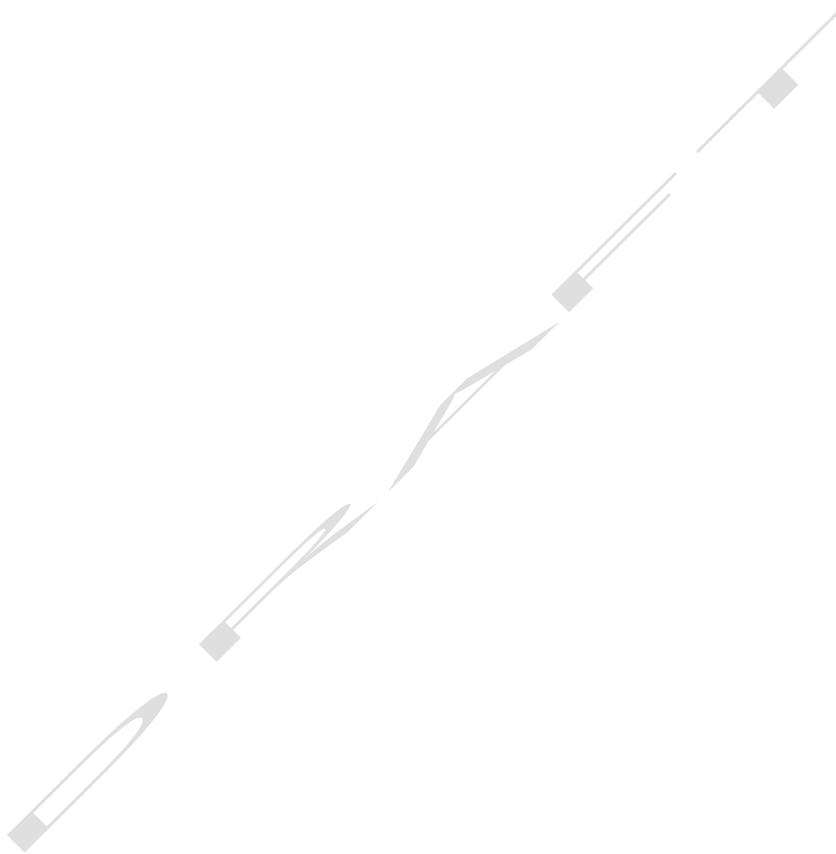
It was consequently decided due to the low number of stakeholders wishing to attend that the offering would be personalised by supplying a one to one phone conversation/email correspondence for which the participant can raise any key points they wished, along with this these stakeholders were advised to complete the online questionnaire to ensure that their comments fed into the wider study. The key points from these phone calls can/emails be found in table 23 below.

### Key points raised in phone and email consultation

- Over supply of permits
- Review the present yellow lines to allow for more parking spaces.
- Extend hours of operation.
- Lots of abuse of parking by passing permits to third parties
- Trade vehicles not having space and parking on yellow lines
- Parking spaces that have been promised were not delivered from previous studies
- No promotion of alternative travel facilities which encourage reduced car ownership.
- The scheme is so oversubscribed.
- Changing road markings (Double/Single/Loading bays) to accommodate increased an increased number of parking opportunities.
- Make sure parking permits are only available to residents by requiring increased amounts of information prior to purchase including registration numbers and vehicle information.
- Change permit hours
- Civil enforcement dispensation for residents when it comes to unloading vehicles (Proposed 30mins instead of the current 5mins)
- Zone A resident parking regulations have become contentious and in some cases the source of neighbourhood feuds. Complaints to the appropriate people are ignored. Too many permits are issued to trades without the appropriate checks.
- Reviewing the present yellow lines to allow for more parking spaces,
- The timing limits not suitable for evening parking,
- Abuse of parking by passing permits to third parties such as retail workers and by providing day parking tickets to retail workers.
- Lack of space for those moving out of or into houses and displacement of parking,

- Trades peoples' vehicle not having space and parking on yellow lines,
- Enforcement
- Increased traffic due to take away services and new residential development requiring parking,
- Parking spaces provided out of town supported by public transport systems into town centres,
- Electric charging points,
- Companies offering shared vehicle services,
- Addressing problems facing meeting obligations/commitments to reduce the impact we all have on the environment.

*Table 23 – Summary of comments from direct contact*



## 5.7 QUESTIONNAIRE ANALYSIS

A Questionnaire was developed to allow stakeholders to participate in the resident parking scheme consultation, which focused on identifying the current scheme, barriers to using the scheme, where improvements should be made and the prioritisation of different options going forward. This section reviews the 668 completed questionnaires that were received during the consultation period.

### 5.7.1 LOCATION

The questionnaire started with a request for the respondent to provide their post code. This information allowed the responses to be understood in the context of location. Figure 3 provides a heat map of completed responses across Bury St Edmunds. This demonstrates that the majority of responses came from the town centre. The image has produced a heat map, calculated from all responses submitted. It shows a core concentration of responses gathered around the central areas of Bury St Edmunds. It shows large numbers of responses in areas highlighted with red colour. This is the concentration of major zones.



Figure 3 – Heatmap of consultation responses

The above demonstrates, as expected that the majority of responders are based close to the town centre. They are primarily based within the resident parking zones again as expected.

The questionnaire contained a further 14 questions of both open and closed format and the data processed to access the responses and is summarised on the following pages.

### 5.7.2 QUESTION 2 ASKED ARE YOU RESPONDING AS?

This single selection question enabled a simple tabulation of responses. This question received 667 answers meaning one respondent skipped this question.

Out of the 667 completed responses, 10 choose other. All these responses can be classified as one of the provided answers.

Figure 4 below shows the breakdown of responses based on their specific role in the scheme.

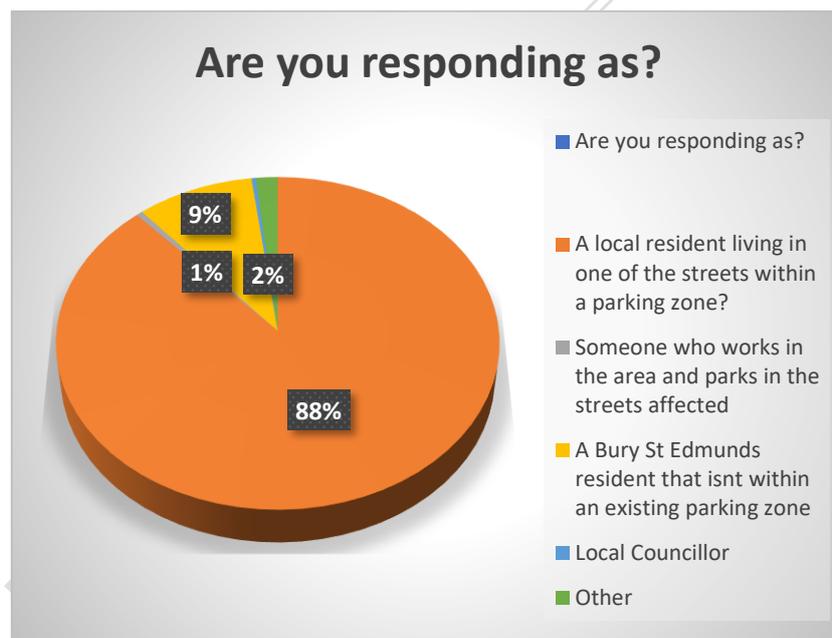


Figure 4 – In what capacity are you responding as?

The purpose of the question was to identify the different groups for which the participants were responding from. The results demonstrated that the majority at 88% were responding as a local resident living in one of the streets within the parking zones.

This suggests that the majority of the respondents are directly affected by the resident parking scheme being a resident in the zones designated. This is encouraging

meaning the comments and suggestions have been submitted by people directly in the scheme which who would have primary experience of the scheme to date.

### 5.7.3 QUESTION 3 ASKED HOW MANY VEHICLES DO YOU HAVE IN YOUR HOUSEHOLD?

This single selection question enabled a simple tabulation of responses. This question received 667 answers meaning 1 respondent skipped this question.

Figure 5 below shows the breakdown of responses based on how many vehicles they have in the household.

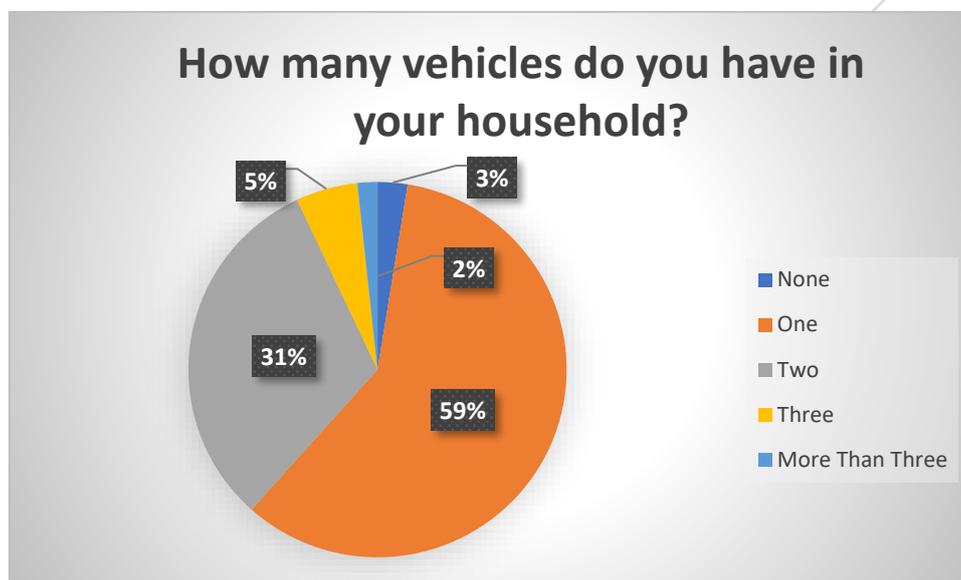


Figure 5 – How many vehicles do you have within your household?

Respondents were asked to indicate how many vehicles did their household have and were given the options above.

The purpose of this question is to identify how many vehicles are owned on average by each household. We have found as detailed above in Figure 3 a large majority of responses choose One (59%) and the next largest selection was Two (31%). The minority responses were made up of None (3%), more than Three (2%) and Three (5%). This suggest that although the large number of vehicles per household was a low percentage it demonstrates that multiple car vehicle households are using the scheme.

#### 5.7.4 QUESTION 4 ASKED WHERE DO YOU CURRENTLY PARK YOUR VEHICLE(S) AT THE FOLLOWING TIMES?

This multiple selection question enabled a simple tabulation of the responses. This question received 662 answers meaning 6 respondents skipped this question.

Figure 6 below shows a breakdown of response based on where vehicles are parked at specific times.

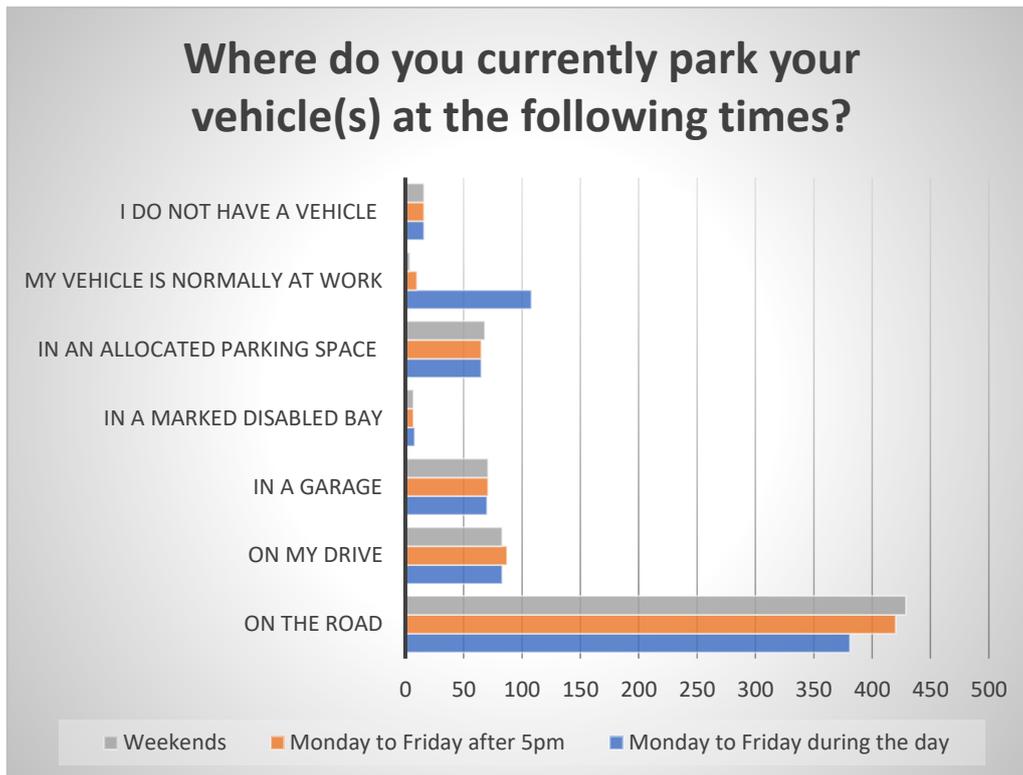


Figure 6 – Where vehicles are parked at particular times

Respondents were asked to confirm where their vehicle(s) were parked at specific times.

The purpose of this question is to identify where the cars owned by each household are parked and how that data gives an indication of how vehicles interact with the scheme at differing times. It is shown in Figure 4 above that the majority of responses came for the selection *on the road* and that the rest of the possible selections had a fairly even spread apart from in a marked disabled bay which only had a small number of respondents select this option. This shows that the majority of cars owned are kept on the streets at the designated times offered in the question.

### 5.7.5 QUESTION 5 ASKED HOW WOULD YOU RATE YOUR ABILITY TO PARK CLOSE TO YOUR HOME AT THE FOLLOWING TIMES?

This multiple selection question enabled a simple tabulation of the responses. This question received 648 answers meaning 20 respondents skipped this question.

Figure 7 below shows a breakdown of response based on how the respondent rated the ability to park close to their home at specific times.

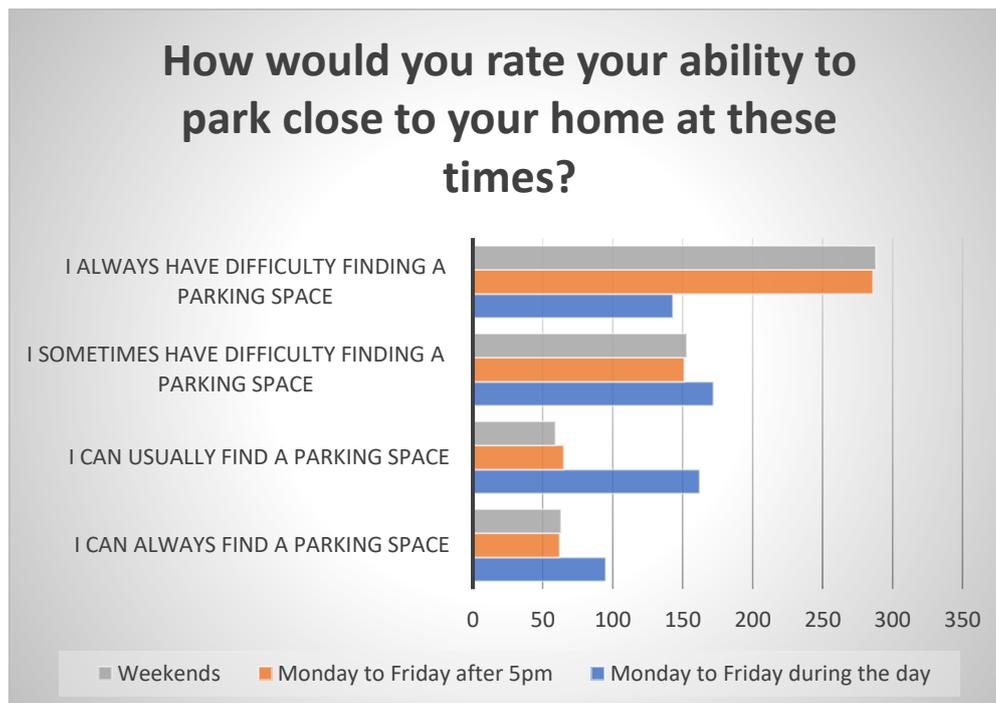


Figure 7 – How the respondents rated their ability park outside their homes at specific times.

Respondents are asked to rate their ability to park outside their own home at specific times.

The purpose of this question is to identify how the respondent felt when trying to park at particular times and then how that data can be interpreted and give an overall satisfaction of the scheme at particular times. In figure 5 above the majority of responses came for the selection *I always have difficulty finding a parking space*, this is significant in understanding how the respondents feel in general about their ability to park outside their homes. Although it is minority the data above shows that are respondents that can find a space outside their own home at specific times.

### 5.7.6 QUESTION 6 ASKED HOW WOULD YOU RATE THE FOLLOWING ISSUES REGARDING PARKING IN YOUR STREET?

This multiple selection question enabled a simple tabulation of the responses. This question received 664 answers meaning 4 respondents skipped this question.

Figure 8 below shows a breakdown of responses based on how the respondents rated certain issues regarding parking in the street.

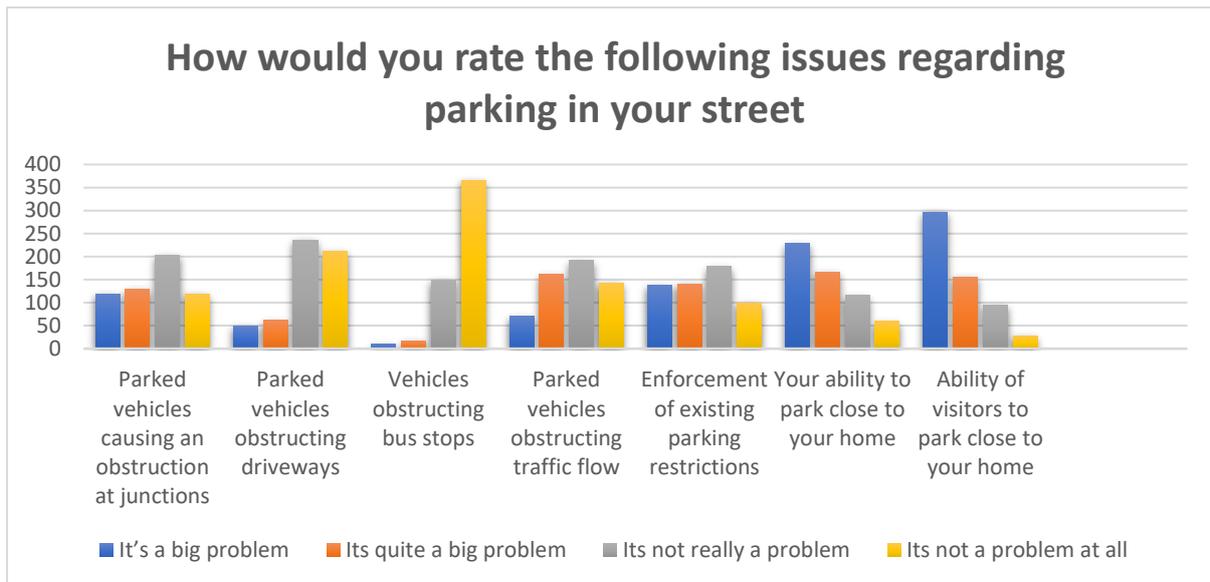


Figure 8 – How respondents rated particular issues in regard to parking in their street

Respondents were asked to rate particular issues regarding parking in their street by means of particular answers detailed above.

The purpose of this question is to try to highlight what issues are ones that the respondents rate as being the biggest issue. It shows that the ability of visitors to park close to the respondents home is rated as a big problem by the majority. It also shows that the ability to park close to your homes and enforcement of existing restrictions is regarded as a problem by many. This also highlights that there are multiple issues that respondents face when parking outside their home.

### 5.7.7 QUESTION 7 ASKED HOW FAR AWAY FROM YOUR RESIDENCE DO YOU DEEM AN ACCEPTABLE DISTANCE TO PARK?

This single selection question enabled a simple tabulation of responses. This question received 661 answers meaning 7 respondents skipped this question.

Figure 9 below shows the breakdown of responses based on what the respondent deemed an acceptable distance to park from their residence.

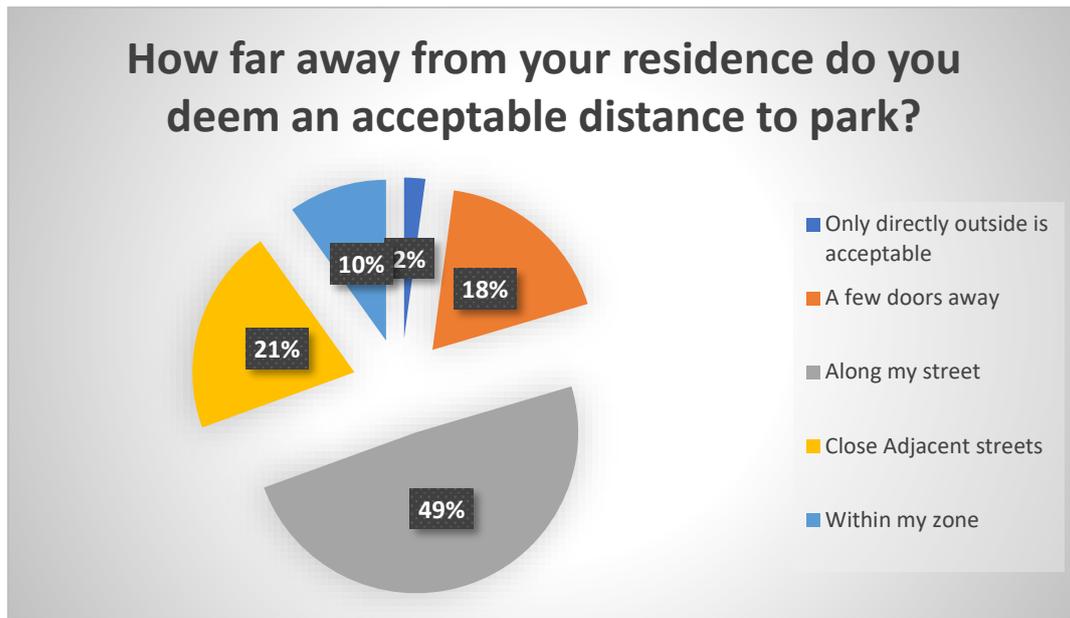


Figure 9 – How far is an acceptable distance for respondents to park from their residence.

Respondents were asked to select an acceptable distance they deemed was acceptable for which to park from their residence.

The purpose of this question is to garner understanding into what residences felt was an acceptable distance to park away from their homes. In Figure 7 it shows that Along my street (49%) was the selection most picked by respondents. Following that close adjacent streets (21%) and a few doors away (18%) were the next most selected options. This was again followed by Within my zone (10%) and Only directly outside (2%). This data shows that 10% of respondents deem within their zone to be an acceptable distance. Whereas the vast majority consider only down their own street to be an acceptable distance to park.

**5.7.8 QUESTION 8 ASKED FOR WHAT RESIDENTIAL ZONE THEY ARE RESPONDING AS?**

This single selection question enabled a simple tabulation of responses. This question received 662 answers meaning 6 respondents skipped this question.

Figure 10 below shows the breakdown of responses based on which zone the respondents belong to.

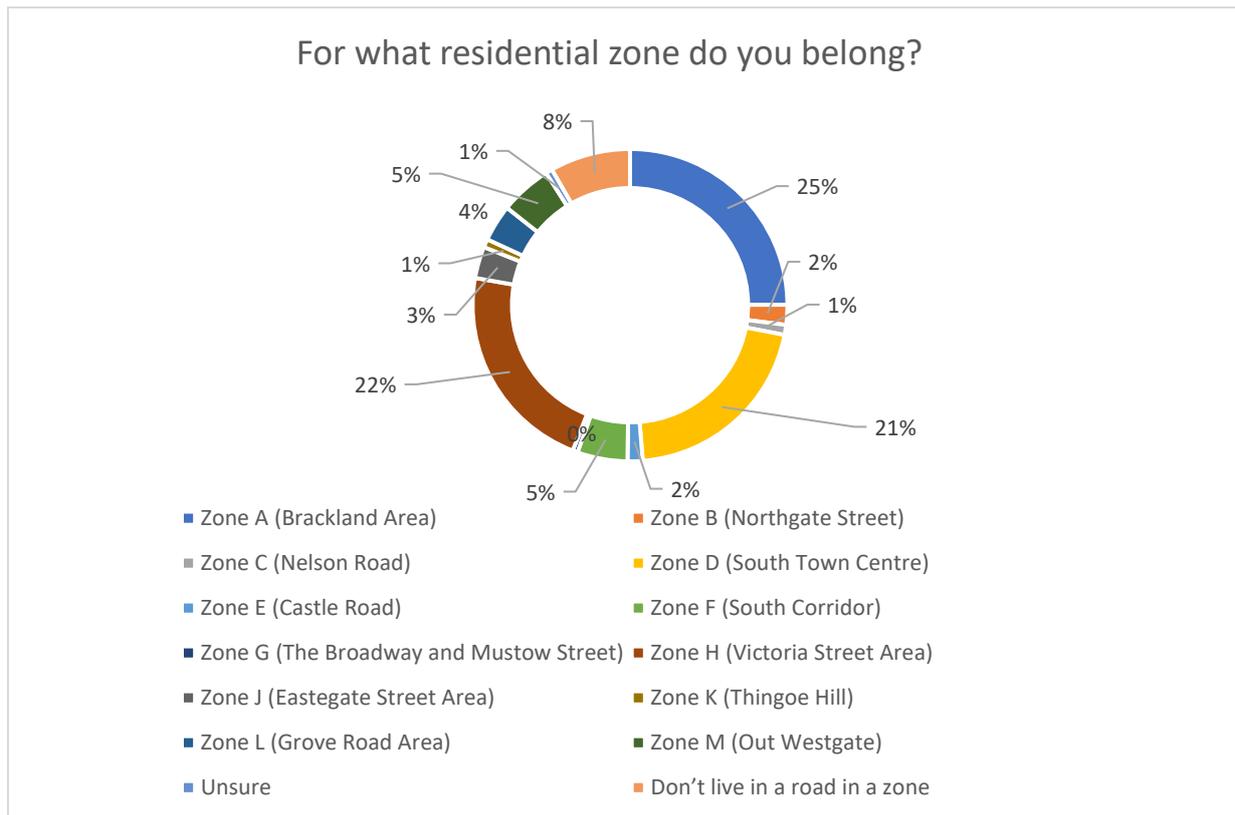


Figure 10 – details which zone the respondents are answering from.

Respondents were asked to confirm from which one they were responding from.

The purpose of this question is to understand for which zone respondents belong. As figure 8 above shows, the zone most represented from within the questionnaire results was Zone A (25%) closely followed by Zone H (22%) and Zone D (21%). There are 12 zones so over 68% of all responses came from those three specific zones, albeit the zones do vary in size. This would indicate that those three particular zones have the most residents wishing to engage in this consultation process.

### 5.7.9 QUESTION 9 ASKED HOW SATISFIED ARE YOU WITH PARKING IN YOUR RESPECTIVE ZONE?

This single selection question enabled a simple tabulation of responses. This question received 651 answers meaning 17 respondents skipped this question.

Figure 11 below shows the breakdown of responses based on the satisfaction of respondents within their zone.

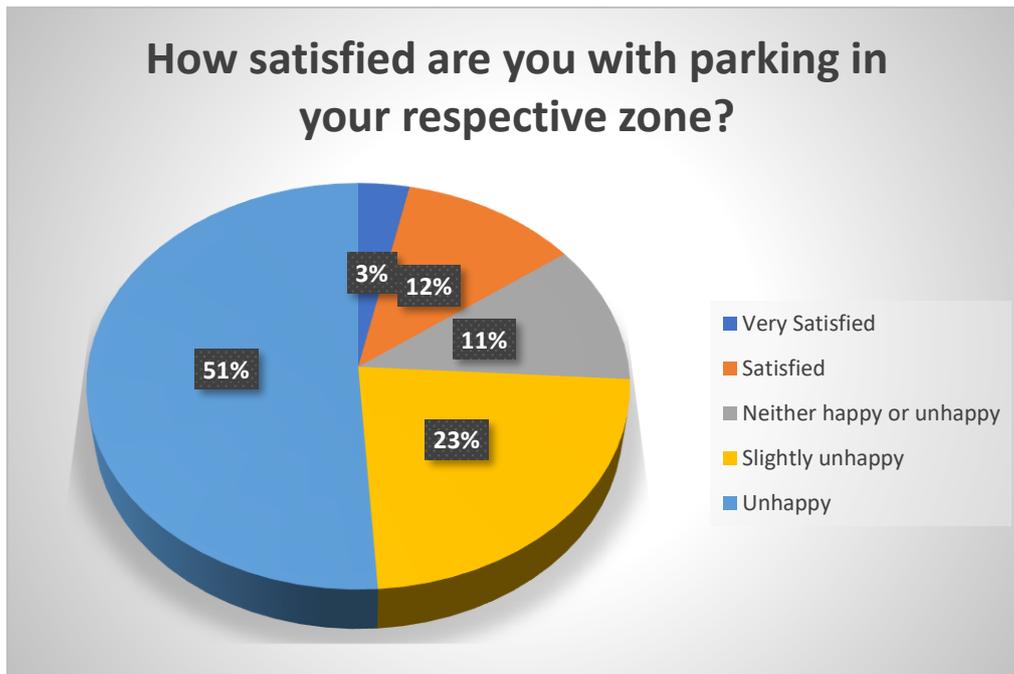


Figure 11 – How satisfied are you in your respective zone?

Respondents were asked what how satisfied they were with the parking scheme within their particular zone.

The purpose of this question is to gain an understanding of overall satisfaction levels from all respondents within all zones. As figure 9 above shows. That most of the respondents are unhappy (51%) with the next most selected option being slightly unhappy (23%). This contributes to a majority of 74% having some level of unhappiness regarding the resident parking scheme. It is important to note that 15% of respondents were either satisfied (12%) or very satisfied (3%) which demonstrates that there is a fair number of people that are happy with the current parking in their respective zone.

### 5.7.10 QUESTION 10 ASKED WHAT WAS THE REASON FOR YOUR PREVIOUS ANSWER?

This single selection question enabled a simple tabulation of responses. This question received 653 answers meaning fifteen respondents skipped this question.

Out of the 653 completed responses, 202 choose to select other. All these responses can be classified as one of the answers listed below in figure 10.

Figure 12 below shows the breakdown of responses received for the reason chosen as to why the respondent selected their particular option on the previous question.

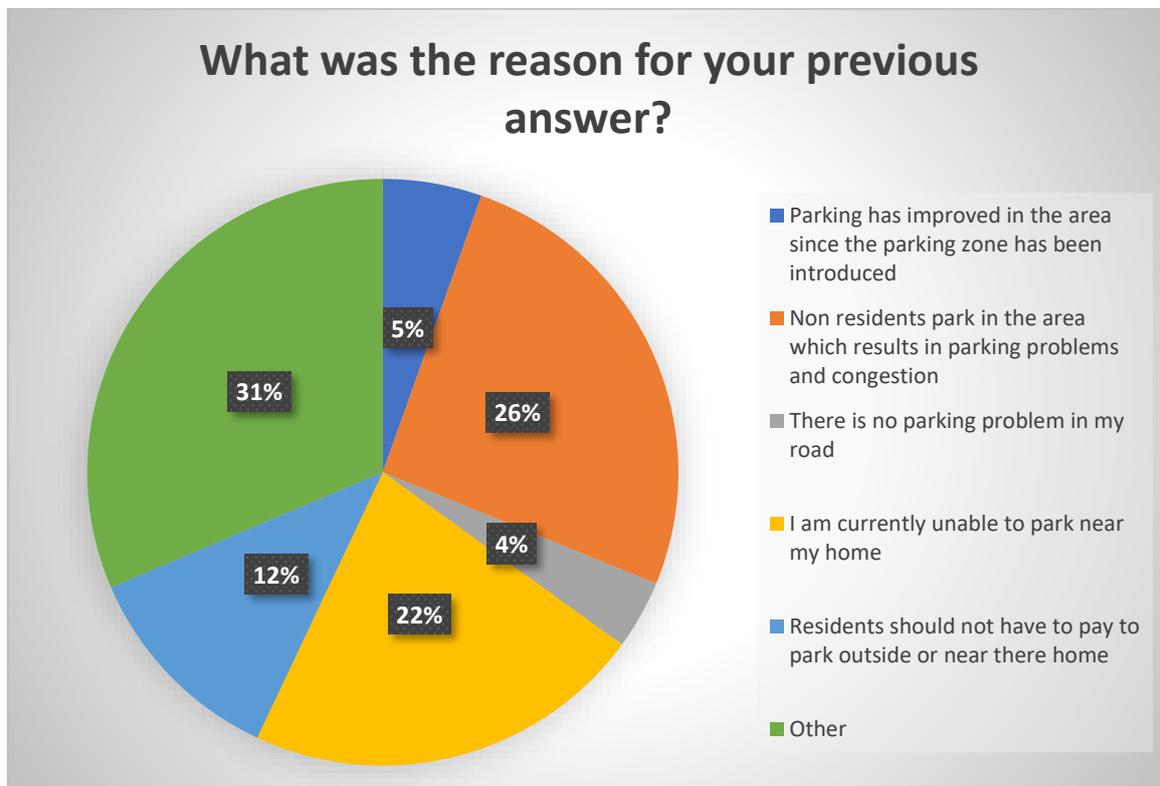


Figure 12 – What was the reason for your previous answer.

Respondents were asked to confirm the reason they choose the answer in question 9.

The purpose of this question is to go into further detail about question 9. Question 9 asked the respondent how satisfied they are with parking in their respective zones, and question 10 looks to explore the reasons for this satisfaction level. The question has a range of answers to choose from and as detailed above in figure 10 the largest selected of those was other (31%) and the next most selected was Non-residents park

in the area which results in parking problems and congestion (26%) and the third most selected was I am currently unable to park near my home (22%).

### 5.7.11 QUESTION 11 ASKED IF YOU REGULARLY EXPERIENCE PARKING PROBLEMS IN YOUR ZONE, WHEN DO YOU NORMAL EXPERIENCE THESE DIFFICULTIES?

This multiple selection question enabled a simple tabulation of the responses. This question received 595 answers meaning 73 respondents skipped this question.

Out of the 595 completed responses, 78 respondents choose to select other. All these selections can be classified under the pre-selected options supplied below.

Figure 13 below shows a breakdown of responses based on when respondents experience parking problems in their zone.

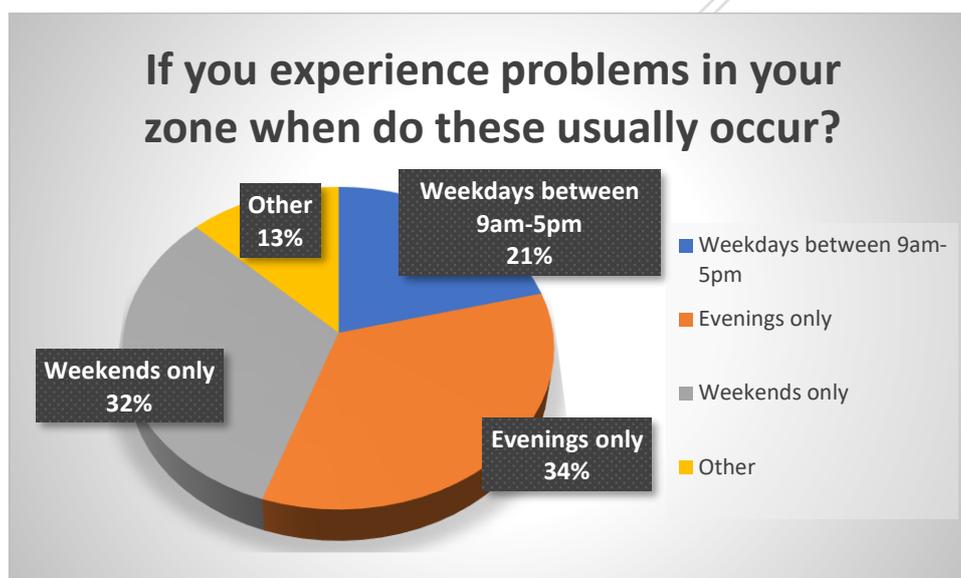


Figure 13 – When do the problems you experience usually occur?

Respondents were asked to confirm as to when they usually experience problems in their zone.

The purpose of this question is to establish when the highest number of respondents experience problems with parking in their zone. In Figure 11 above the results show that Evenings only (34%) is the most frequently selected option by respondents. The next most selected option was Weekends only (32%) which shows that 66% of the

problems experienced are outside conventional working hours of 9am-5pm. This highlights that the issues faced by many respondents are the evenings and weekends.

### 5.7.12 QUESTION 12 ASKED ARE YOU HAPPY WITH THE HOURS OF OPERATION FOR THE PARKING ZONES

This single selection question enabled a simple tabulation of responses. This question received 608 answers meaning 60 respondents skipped this question.

Figure 14 below shows the breakdown of responses based on the respondents happiness with the hours of operation for the parking zones.

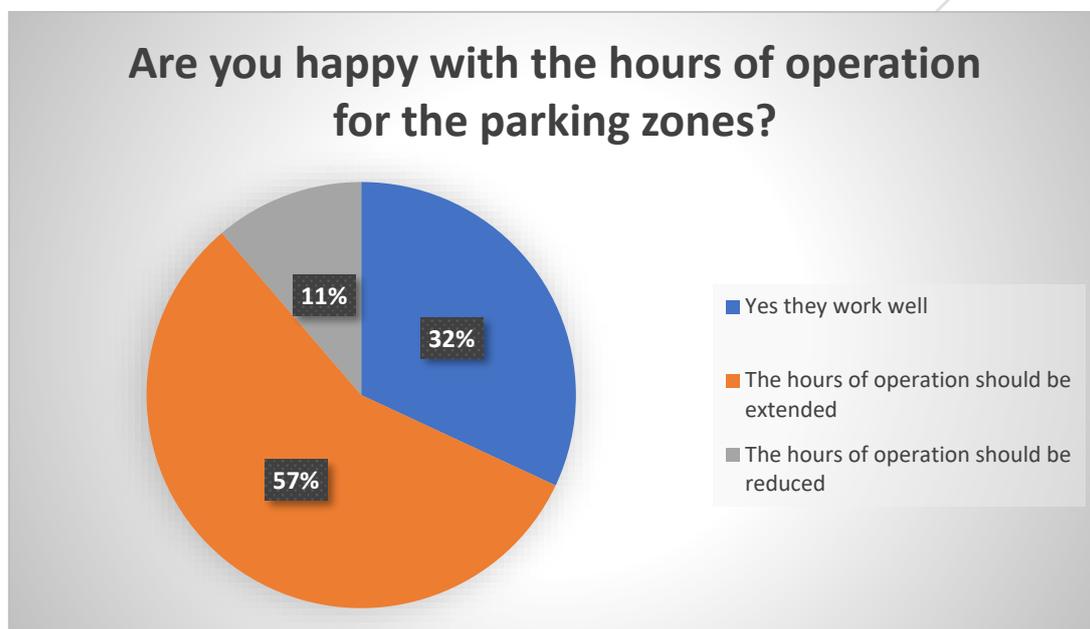


Figure 14 – Are the respondents happy with the hours of operation for the parking zones.

Respondents were asked to confirm if they were happy with the hours of operation for the parking zones.

The purpose of this question was to gain understanding into the perceived effectiveness of the hours in operation the parking zones are used. In figure 12 above the majority of the respondents choose the selection the hours of operation should be extended (57%) and yes, they work well (32%) which shows that a large majority wish the operation times were extended and a good number at 32% of all respondents think the existing times work well. This data shows that there is a split in effectiveness with regard to the times currently used of the parking zones.

### 5.7.13 QUESTION 13 ASKED DO YOU BELIEVE THAT THE ZONE THAT YOU BELONG SHOULD BE MODIFIED IN ANYWAY?

This single selection question enabled a simple tabulation of the responses. This question received 595 answers meaning 73 respondents skipped this question.

Within this question was an option to leave comment. In all the responses received 245 respondents decided to leave comment. Table 24 below) summarises the themes for the comments that do not fall into the options provided within the question.

Type of Comment (Theme)	Number of Comments
Allowing use of Car Parks	43
Operation times	22
Road markings	18
Increased Enforcement	14
Permit Display improvements	7

Table 24 – Comment theme for question 13

Figure 15 below shows a breakdown of responses based on when respondents experience parking problems in their zone.

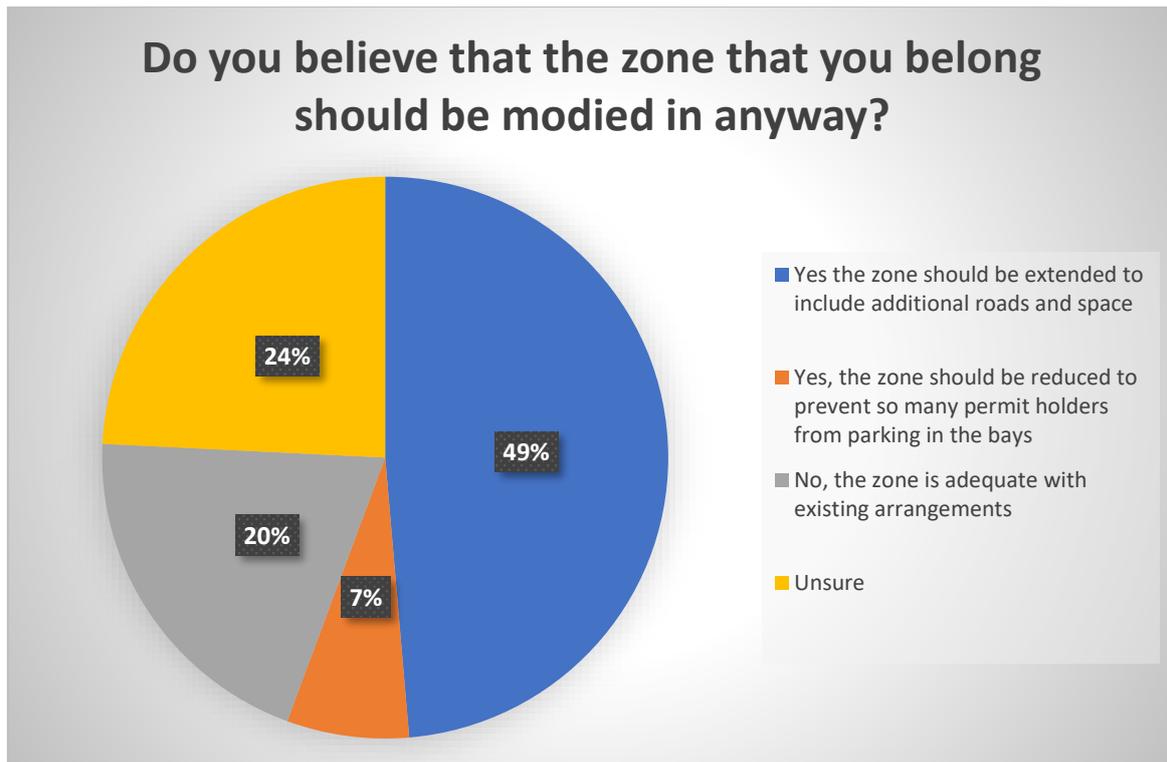


Figure 15 – Do you believe that the zone that you belong should be modified?

Respondents were asked if the zone that they belong should be modified in anyway.

The purpose of this question was to understand from the list of options if the respondents believed that the zone they belong should be modified. In figure 13 above the results show that Yes the zone should be extended to include additional roads and space (49%) and the next most selected option was unsure (24%). The remaining two options No the zone is adequate with existing arrangements (20%) and Yes the zone should be reduced to prevent so many permit holders from parking in the bays (7%) make up the complete set of options. This shows that the majority believe that the zones should be extended, whereas nearly a quarter of the respondents were unsure as what if any modifications need to happen.

#### 5.7.14 QUESTION 14 ASKED DOES THE FOLLOWING APPLY TO YOU OR SOMEONE LIVING IN YOUR HOUSEHOLD?

This single selection question enabled a simple tabulation of responses. This question received 645 answers meaning 23 respondents skipped this question.

Figure 16 below shows the breakdown of responses based on if the respondent or anyway they live with have a blue badge.

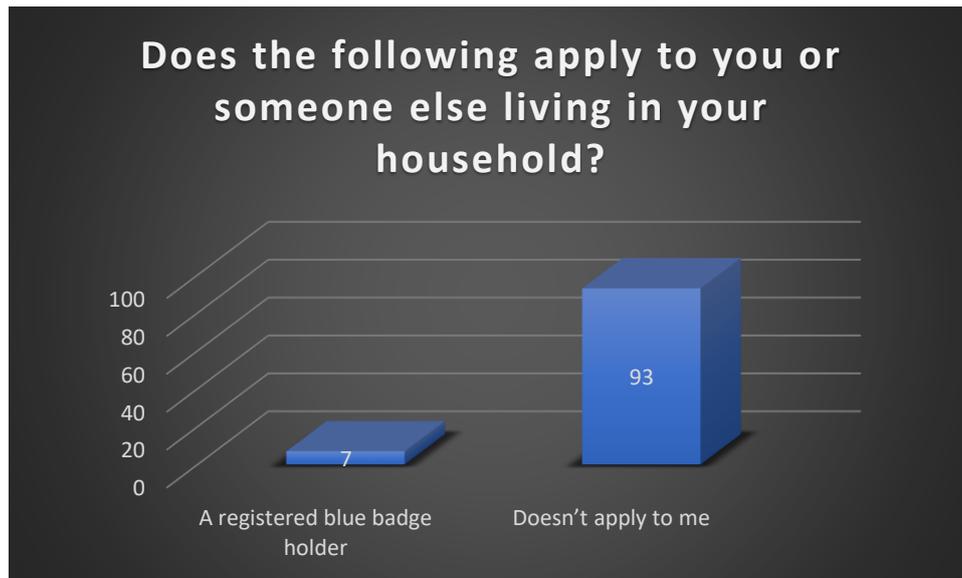


Figure 16 – Do you or anyone you live with own a blue badge?

Respondents were asked if they or anyone they live with own a blue badge.

The purpose of this question is to gain an understanding of the residents that require a blue badge. This is to see what residents need possible extra provision due to mobility issues. Figure 14 above shows that 93% of respondents do not require a blue badge and 7% of the respondents require a blue badge. This shows that within the resident parking scheme there is small proportion of residents that require a blue badge.

### 5.7.15 QUESTION 15 ASKED IF YOU NEED TO DETAIL ANY FURTHER COMMENTS THEN PLEASE STATE THEM

This part of the questionnaire was an area that was supplied to offer the respondent a place to put any further views that they felt they couldn't address in the previous 14 questions. The comments submitted in this area can be submitted within a free text area that allows for a good sized response if needed.

There were many comments submitted for this section. Lots of comments touched on multiple themes for which attributing to appropriate themes would be difficult. The overall topics touched on many themes covered in question 13.

These and further topics include:

- Enforcement
- The need for an increase in spaces
- Road Marking designation to be re-worked
- Increase/Decrease in zonal areas
- Extending permit hours
- Stricter measures for administering permits
- Size of vehicle that has a permit to be regulated
- Car parks should be made free for residents
- Increase in guest vouchers
- Increase consideration for trades working in the area

The comments have been processed into a table and can be located within the full phase 1 consultation report, which is included as Appendix B of this review report. The full report also considers the local responses from individual Zones for a comparison.

## 6.0 INTERVENTION IDENTIFICATION

### 6.1 INTRODUCTION

This RPS review has detailed the existing situation, which in places shows that there should be scope to consider improvements to the scheme, both from a service perspective, and operational perspective. This section lists the interventions that have been considered as part of the review, and provides the benefits (and drawbacks if any) it will bring roads within Bury St Edmunds.

These interventions will be subject to consultation with stakeholders to gain feedback and where possible, the interventions can be modified to meet the requirements of stakeholders. Following on from the consultation process, a series of recommendations will be put forward to West Suffolk Council such as a list of the interventions that should be implemented immediately, and those that may benefit from waiting to see how the initial interventions impact the scheme.

The potential interventions have been assessed on an independent basis without any preconceptions. An assessment of the impacts of these interventions in other places and their appropriateness to Bury St Edmunds is presented in the following section. The potential intervention themes are presented in Table 25.

Ref	Intervention Theme
1	Concessions
2	Operational
3	Additional Parking
4	Service Requirement

*Table 25 – Intervention themes for RPS*

## 6.2 INTERVENTION THEME 1: CONCESSIONS

When introducing an RPS, there will be a certain assumption amongst residents and businesses purchasing parking permits that this will enable them to park outside their property, or at least near their property. Whilst this is a common misconception with RPS, for some of the roads where demand outweighs supply, it isn't possible to even park within the road. If neighbouring roads are also at capacity, this can create significant impacts for permit holder who do not have off-street parking available. Where parking demand is a major issue, and it isn't possible to increase the capacity of a road, consideration should be given to offering concessions for alternative parking methods that would improve the parking provision.

### 6.2.1 ALLOW PERMIT HOLDERS TO USE OFF-STREET CAR PARKS

During the Covid-19 pandemic, West Suffolk Council made provision to allow residents with a parking permit to utilise the off-street car parks across the town centre. As the lockdowns were preventing the town centre being open (apart from essential services) it was acknowledged that the car parks would be subject to low occupancy rates, meaning residents parking overnight wouldn't create any issues with a loss of income.

Although the lockdowns have now finished, and restrictions have been lifted, there isn't an issue with retaining this provision to allow permit holders to park without charge in the off-street car parks. This intervention would only cover the times where the RPS isn't in operation i.e. 6pm to 8am. As there is limited town centre offerings during these times compared to the day time offering, the demand on off-street parking spaces will not be present.

Whilst it is acknowledged that for many of the RPS roads, having the option to park in a West Suffolk Council owned car park overnight without charge will not be a benefit due to the location of the car parks, there are a number of roads that are located within close proximity to West Suffolk Council car parks.

Figure 17 illustrates the location of West Suffolk Council owned car parks and highlights RPS roads that are within close proximity to the car parks.

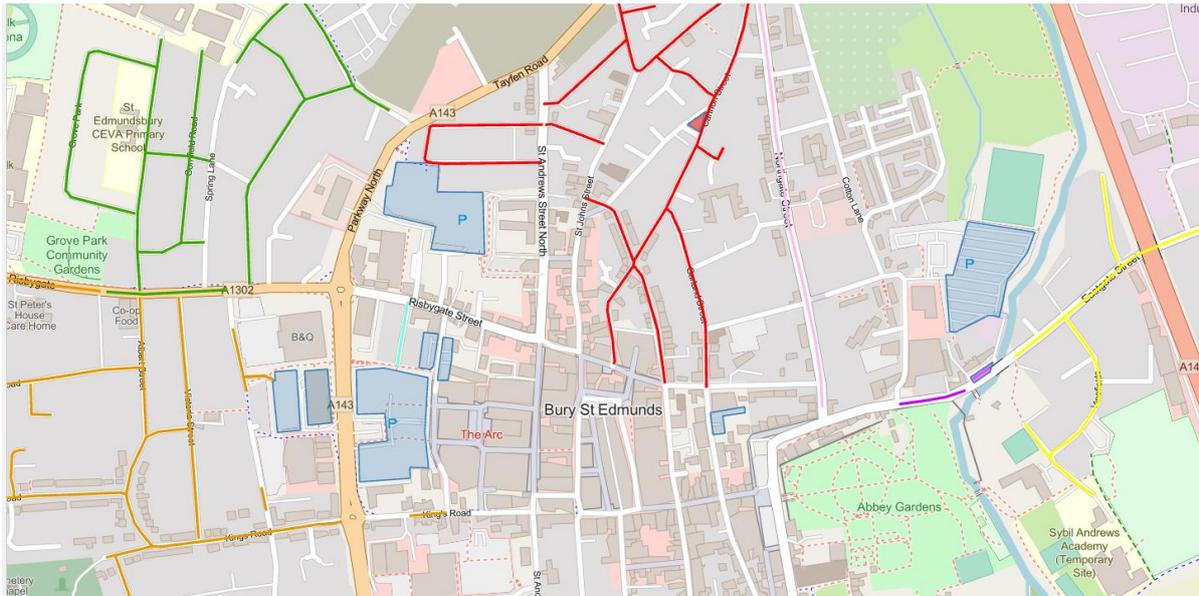


Figure 17 – Location of WSC off-street car parks

Figure 17 highlights eight West Suffolk Council owned car parks that are within close proximity to RPS roads. Whilst the intervention should be delivered as a scheme wide initiative, it will be more relevant for roads closer to the car parks.

Table 26 below, captures all roads within the RPS that we consider to be located close enough to the car parks for residents to use when there is no capacity on-road. For the purpose of this study, the roads that have been included are based on a five minute walk (400m).

RPS Roads within 5 minute walk of WSC car parks		
Bishops Road	Ipswich Court (part of)	Well Street
Blomfield Street	Long Brackland (part of)	Short Brackland
St John’s Place	St Martins Street (part of)	Garland Street (part of)
Peckham Street	Cannon Street (part of)	Nelson Road
Ipswich Street	Cannonfields (part of)	Chalk Road North
Springfield Road	Albert Crescent	Chalk Road South
Spring Lane	Queens Road (part of)	Kings Road
Northgate Street	York Road (part of)	Victoria Street
Eastgate Street	Castle Road	Shillitoe Close
The Broadway	The Vinefields	Minden Close
Barn Lane	Cornfield Road (part of)	Queens Close

Table 26 - RPS Roads within 5 minute walk of WSC car parks

Table 20 highlights 33 roads (or part of roads) that are within a five minute walk of a West Suffolk Council owned car park. It isn't feasible to expect residents in all these roads to utilise car parks as there will be certain circumstances that wouldn't make it practical. For instance, some residents wouldn't feel safe walking between the car park and their property, especially at night, or some roads require busy roads to be crossed such as the A143.

However, even if 5% of residents across all these roads utilised the opportunity to park in the car parks when the residential roads were at capacity, this would likely see in the region of 30-40 vehicles that would have to park on Double Yellow Lines being able to park in a suitable location.

As this intervention was previously in place as part of the Covid-19 restrictions, it should be simplistic to implement the intervention as a permanent solution. As this covers the periods when car park occupancy levels are lower, there should be no objection from stakeholders concerned with the impact on revenue generation for the authority. Whilst there shouldn't be any reason for other stakeholders to object to this intervention, some may feel it will not be effective in solving the issue as the uptake of usage may not be high. As there isn't any cost involved in this intervention this shouldn't be an issue.

### **6.3 INTERVENTION THEME 2: OPERATIONAL**

Implementing an RPS is usually as a result of parking concerns raised by local residents and businesses. The purpose of an RPS is to restrict parking to those that have legitimate reasons to park i.e. live in a property or own a business. However, it often requires the implementation of a scheme to identify issues that require mitigating against. Often, these issues are operational adjustments that resolve the issues. Examples of this include adjusting the times of enforcement and the locations permit holders can park within the Zones.

### 6.3.1 EXTEND RPS OPERATION TO LATER IN THE EVENING

The current RPS across Bury St Edmunds has various different times of operation with some roads operating until 4pm i.e. Zone A, some roads operating until 5pm i.e. Zone H, and some roads operating until 6pm i.e. Zone D. Whilst there may be specific reasons for different Zones to have different times of operation, there is benefit in extending the times of operation to a point further in the evening to avoid non-permit holders parking within roads before permit holders have returned home.

In roads where the times of operation are 8am to 4pm, it provides the opportunity for non-permit holders to leave the road and return whereas some permit holders may not leave their property until after 8am and will not return until later in the afternoon, by which time there may be no spaces available. Whilst there is nothing stopping non-permit holders working round the times of operation, permit holders that do not have the opportunity to do that may feel aggrieved at having a permit.

There are benefits from having consistent hours of operation across the town centre. It will make the enforcement process easier to manage and will prevent any confusion with non-permit holders parking in roads that are still within operation. Zone D currently has the longest hours of operation working from 8am to 6pm.



Extending the hours of operation to 8pm would allow a lot more permit holders to return to their properties before non-permit holders have the opportunity to park within permit roads. This would be reliant on increasing the hours of enforcement for the town centre. Enforcement wouldn't necessarily be required till 8pm each day as an ad-hoc arrangement would still likely prevent non-permit holders from parking in RPS roads through the fear of receiving a PCN.

Unless there is a specific reason, it is recommended to extend the hours of operation to 8pm for all 12 zones within the RPS. This is likely to reduce the demand on parking in the evening as non-permit holders would need to find alternative locations prior to the end of operation. It's unlikely that vehicles would then be moved into RPS roads after the hours of operation have ended.

This intervention will require the Traffic Regulation Orders to be modified. Therefore, this requires the support and approvals of Suffolk County Council as the Local Highway Authority. Adjusting the hours of operation will require a statutory consultation, which means there is an opportunity for stakeholders (including residents and businesses) to formally object to the proposals. Based on the processes in place for Suffolk County Council, this may not be able to proceed. However, this would only likely be an issue if a number of objections were received.

As this intervention would benefit permit holders, it is likely that it should be well supported. There will be a slight impact on income as the hours of enforcement would increase, even if it's only ad-hoc enforcement i.e. once or twice a week.

### 6.3.2 INTEGRATE PERMIT ZONES

Table 16 illustrated the different levels of parking demand across the 12 Zones within Bury St Edmunds. For instance, Zone M has an average day time occupancy rate of 82%, whereas Zone G has an average day time occupancy rate of 41%. This is half the rate of Zone M. There are also different levels of parking demand in the evening, with an average occupancy rate in Zone A 21% higher than Zone D.

This demonstrates that some Zones have more capacity than other Zones. To support the overall operation of the RPS, consideration should be given to combining Zones to utilise additional capacity for Zones where there are limited parking places available. It isn't sensible or practical to combine all Zones as it would be irrelevant for Permit holders in Zone A that there may be parking spaces available in Zone F as the distance is too far.

However, there is a certain degree of interconnection between many of the Zones across Bury St Edmunds that may unlock additional parking in areas of high demand. From the results of the parking surveys, there doesn't appear to be any Zones that

through integration would cause other Zones to reach capacity as the numbers do not show this as a possibility.

Figure 18 illustrates the 12 parking Zones across Bury St Edmunds and those that have scope to be integrated. It is recommended to only consider integrating two Zones together to avoid confusion and the potential for additional staff resource within the back office function. The exception to this intervention is Zones C and K. Both these are single road Zones and the location of the roads offer no benefit in integrating with other Zones.

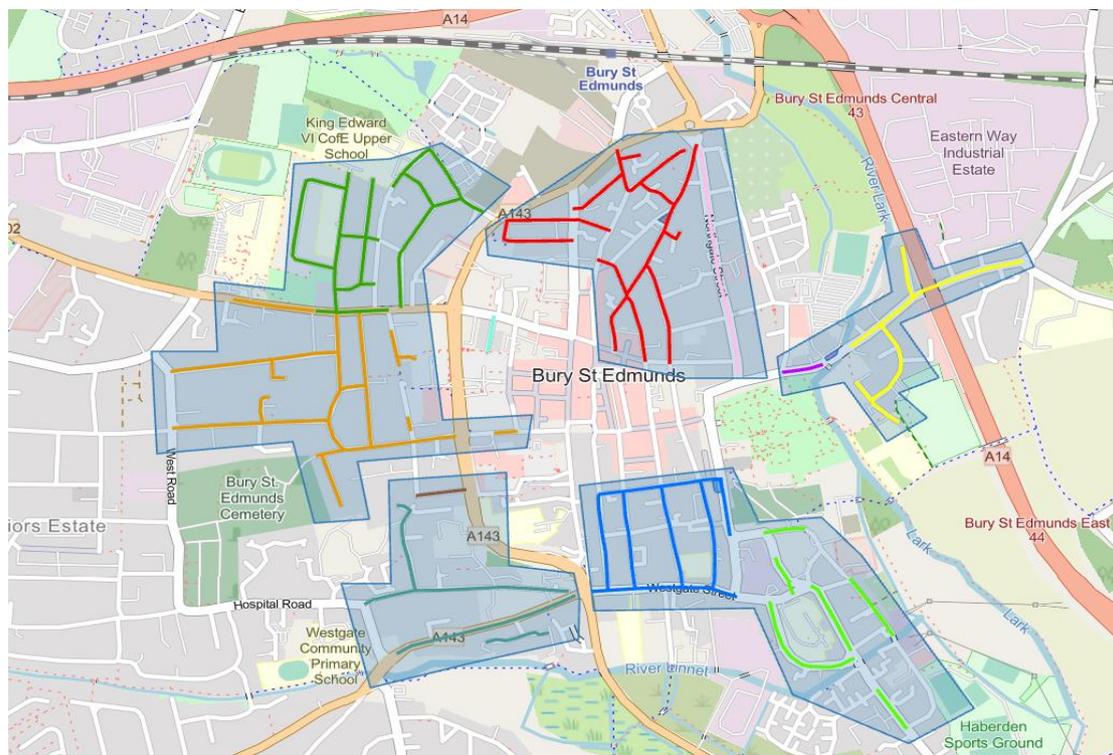


Figure 18 – Examples of RPS Zone integration

Figure 18 involves the following Zones to be combined for the RPS in Bury St Edmunds town centre:

- Zone A and Zone B;
- Zone D and Zone F;
- Zone E and Zone M;
- Zone G and Zone J;
- Zone H and Zone L.

Table 27 provides the night time and day time overall occupancy rates for the combined Zones and the difference from these rates as single Zones (existing situation).

Zones	Occupied Night	Occupied Day	Difference Night		Difference Day	
Zone A & B	96%	77%	-11%	+11%	+6%	-5%
Zone D & F	88%	72%	+3%	-3%	-12%	+13%
Zone E & M	88%	70%	+9%	-8%	+7%	-7%
Zone G & J	87%	52%	+1%	-1%	+11%	-11%
Zone H & L	91%	64%	+1%	0%	-5%	+5%

Table 27 – Impact of integrating Zones

Whilst these Zones have been integrated through geographic location, i.e. Zones that are closest to each other, fortunately it appears that some of the higher demanded Zones are combined with lower demanded Zones, which creates better occupancy rates. For instance, Zone A has an average occupancy rate at night of 106%. Zone B has an average occupancy rate of 85%. Combining these two Zones allows the additional vehicles from Zone A to utilise Zone B without causing Zone B to exceed 100%.

For the purpose of this intervention it isn't recommended to simply combine the Zones, but to integrate the Zones to reference both Zones. So all reference to the Zones including the signage would be Zone A & B rather than individual Zones. Permit holders will then understand that they can use either Zone, depending on the availability of space.

This intervention will require the Traffic Regulation Orders to be modified to integrate Zones. Therefore, this requires the support and approvals of Suffolk County Council as the Local Highway Authority. As the Traffic Regulation Orders will require modifying, it will be necessary to undertake a statutory consultation. This does provide the opportunity for formal objections that will require Suffolk County Council to action such as committee reports to justify the intervention.

The level of support for this intervention may be mixed depending on the Zone. For instance, permit holders in Zone A may welcome this intervention as there is scope for additional parking, whereas permit holders in Zone B may be more reserved with concerns on the impact it will have on parking space availability within their road. If

there are high levels of objection it isn't recommended to progress with the intervention.

In the case of Zones D and F, additional stakeholder feedback strongly indicates that this intervention is not supported by Zone D residents. It is therefore proposed that this intervention for Zones D and F is not recommended for immediate implementation but is to be reviewed at a later date once the effects of other interventions can be assessed including the effectiveness of this recommendation in other zones where it has shown stronger support. This will subsequently require further consultation with stakeholders.

### **6.3.3 AD-HOC EVENING ENFORCEMENT WITHIN RPS ROADS**

It has been noted that there has been a noticeable improvement in parking within the RPS roads since West Suffolk Council gained CPE powers within the region. This enables Civil Enforcement Officers to enforce parking restrictions rather than relying on the Police, who are unlikely to have much opportunity to enforce with higher crime priorities. Whilst the parking issues during the day appear to be largely resolved with good compliance of the parking restrictions, there is a considerable number of sites across the 12 Zones where discriminate parking occurs at night.

As discussed above, the hours of operation across the 12 Zones differs, but currently the enforcement doesn't proceed past 6pm. The recommendation to extend this to 8pm will assist in resolving the issue but will not mitigate it completely as after 8pm residents will be aware there will not be enforcement. There are no issues with non-permits parking in resident bays as the hours of operation have expired and vehicles can also park on Single Yellow Lines as these are time permitted as well.

However, parking on Double Yellow Lines is not permitted as this covers "at any time". Residents will assume that parking on Double Yellow Lines will be possible providing the vehicle has moved before 8am the following day. Whilst there may be a lot less traffic on the road network in the evening, it is assumed that Double Yellow Lines are in place to prevent dangerous parking. During the parking surveys at night, there were a number of instances where vehicles were parked on Double Yellow Lines and causing safety issues through restricted visibility or preventing access for larger vehicles such as emergency services.

Carrying out ad-hoc enforcement in the evenings i.e. up till 10pm or 11pm will reduce the likelihood of residents parking on Double Yellow Lines, creating safety issues. Regardless how often the evening enforcement is carried out, residents will be aware of the potential to receive PCNs, which will likely result in parking in alternative locations.



With other interventions proposed as part of this study, it is hoped that there are viable alternatives for vehicles to park elsewhere as opposed to Double Yellow Lines. Therefore, it is hoped that this will be an intervention that is only required for a short period of time.

This intervention has been implemented in other RPS locations across the Country with positive outcomes such as a reduction in the number of vehicles parking discriminately at night.

Carrying out evening enforcement will require staff to work longer hours, which will have a slight impact on costs within the parking service. This may cause some concern with stakeholders. However, the income generated from PCNs issued during the evening enforcement will likely cover these costs. Concerns regarding safety may be raised by staff undertaking the evening enforcement so this will require further discussion.

There isn't a need to carry out any external engagement with stakeholders for this intervention as it can be implemented and managed by West Suffolk Council.

## **6.4 INTERVENTION THEME 3: ADDITIONAL PARKING**

Based on the feedback collected from stakeholders on the RPS across the town centre, it's clear that the biggest area of concern is the number of parking spaces available for permit holders. This is supported by the ratio of permits to parking spaces with a higher number of permits issued than spaces available. The most obvious solution to resolve this is to increase the number of parking bays within the RPS. However, this isn't an easy task and there will not be large areas of road for parking bays to be installed, as this would have been done when the scheme was implemented. There is scope in introducing additional parking bays in specific locations that will provide some additional parking. If there are some roads with unrestricted parking near the town centre, these should be converted to RPS bays to provide additional parking capacity for permit holders.

### **6.4.1 CONVERT SECTIONS OF SINGLE YELLOW LINE TO PARKING BAYS**

There are several locations across Bury St Edmunds town centre where a Single Yellow Line is in operation. This prevents parking at certain times of the day and certain days of the week. Single Yellow Lines are generally utilised in areas where on-street parking can compromise traffic flow. Outside of peak periods i.e. 6pm – 8am, there isn't likely to be sufficient levels of traffic to cause issues with the on-street parking.

Although the majority of these Single Yellow Lines should be left in-situ, there are a handful of locations within the 12 RPS Zones where consideration should be given to converting sections of the Single Yellow Line into parking bays to allow permit holders to park at any time of the day. This will reduce the parking pressure in some roads. It is acknowledged that generally, parking demand is much higher at night. This does allow vehicles to park on the Single Yellow Lines, so this isn't critical to the success of the scheme. However, it is likely to be well received by permit holders who will see the locations as more legitimate parking spaces than currently.

This intervention should focus on the highest priority Zones to achieve additional spaces. As Single Yellow Lines can be utilised as parking in the evening, it is recommended to prioritise the Zones with the highest day time parking. Reviewing the parking surveys this includes Zones A, B, D, and M. Zone B only includes one road (Northgate Street), which is a key route within the town centre and while there is a Single Yellow Line in place for long lengths, it's recommended to avoid installing additional parking bays due to the impact this will have on traffic flow during the day.

Therefore, Zones A, D, and M have been prioritised for the potential conversion of Single Yellow Lines to RPS parking bays. Figure 19 provides a plan showing the roads included in Zone A, figure 20 includes Zone D roads, and figure 21 includes Zone M roads.

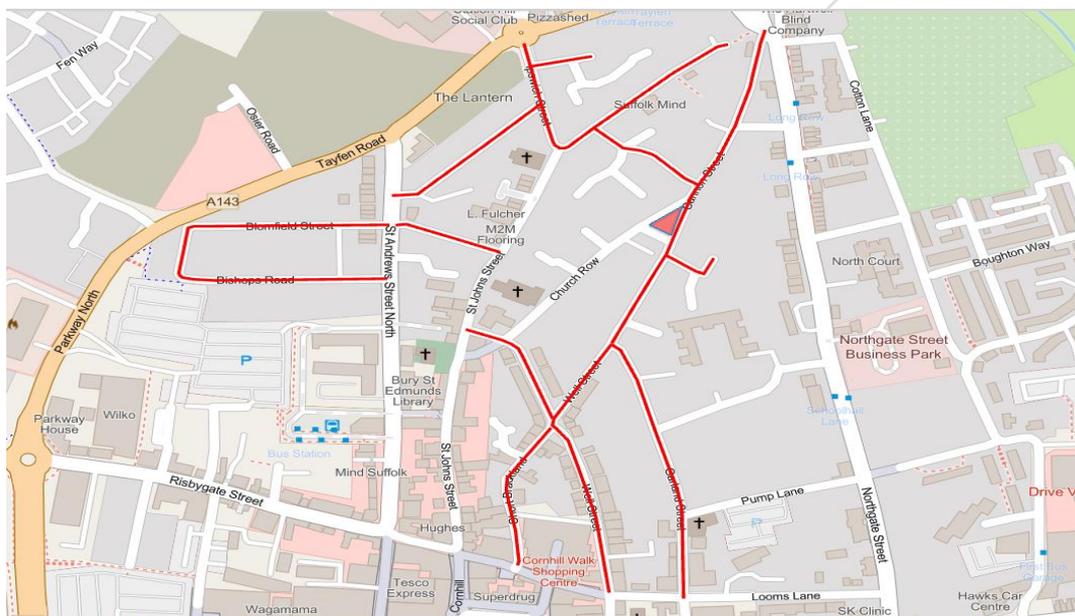


Figure 19 – Location of Zone A roads

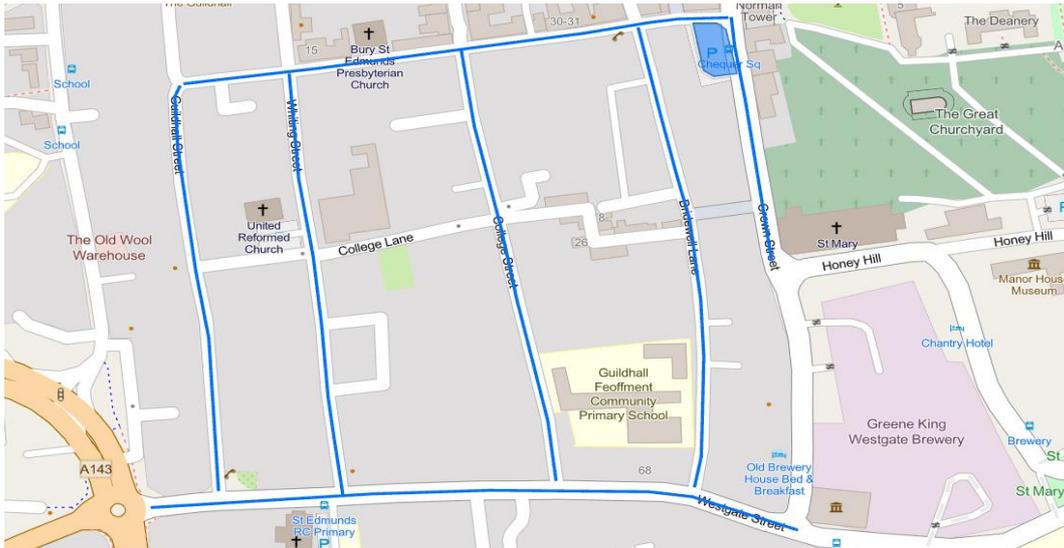


Figure 20 – Location of Zone D roads



Figure 21 – Location of Zone M roads

Having reviewed each of the three Zones to identify any areas where additional parking bays can be implemented, there are several potential sites that should be explored further. This includes conversations with Suffolk County Council as the Local Highway Authority.

Within Zone A, there are three locations where additional parking bays should be investigated further. There is potential scope to include additional spaces along Church Row and there are two locations along Cannon Street that could be converted into parking bays. Within Zone D there is much more scope to increase the number of parking bays with 44-57 additional sites identified. Reviewing Zone M, there is no suitable locations for additional parking bays. All Single Yellow Lines within Zone M

are either critical roads for traffic flow, or the road width wouldn't be suitable for parking bays.

Table 28 provides a breakdown of each additional parking bay location, including the potential number of parking bays that can be achieved.

Zone	Road	Potential Spaces Added
A	Church Row	10-12
A	Cannon Street	3-5 + 4-5
D	Friars Lane	14-16
D	Guildhall Street	10-12
D	Whiting Street	2-4
D	Westgate Street	2-4
D	College Street	4-5
D	Bridewell Lane	7-9
D	Hatter Street	5-7
<b>Approximate total of additional parking spaces</b>		<b>63-79</b>

Table 28 – Locations for additional parking bays within Zones A and D

The plans below demonstrate the location for each of the sites where additional parking spaces can be provided, as outlined in table 22 above. These are approximate locations and distances and requires more refining before they can be considered robust proposals that can be taken forward.



Church Row – Provision of additional 10-12 spaces



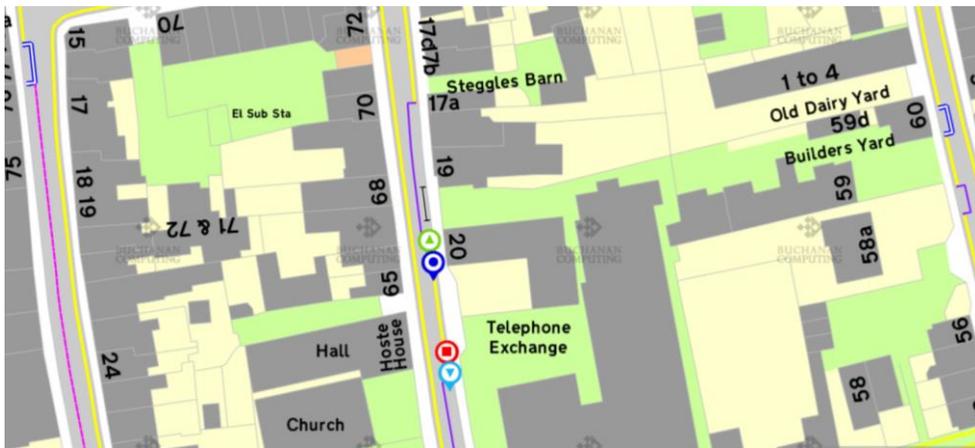
*Cannon Street – Provision of additional 7-10 spaces*



*Friars Lane – Provision of additional 14-16 spaces*



Guildhall Street – Provision of additional 7-10 spaces



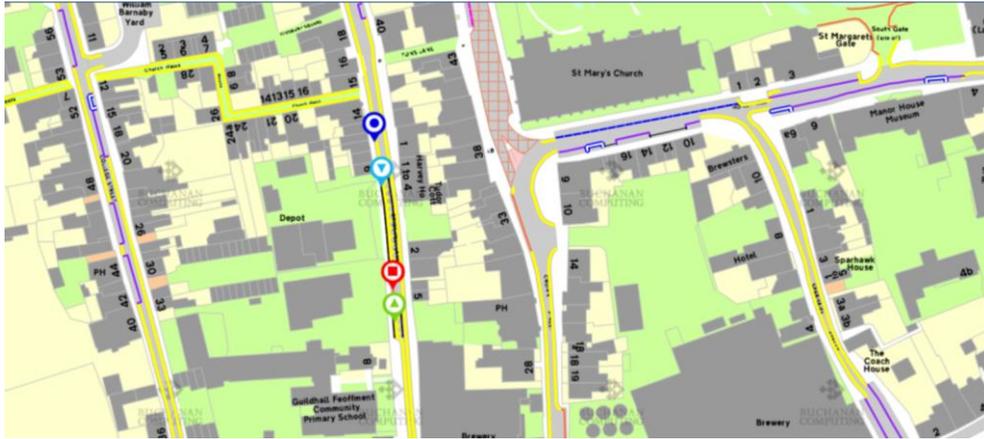
Whiting Street – Provision of 2-4 additional spaces



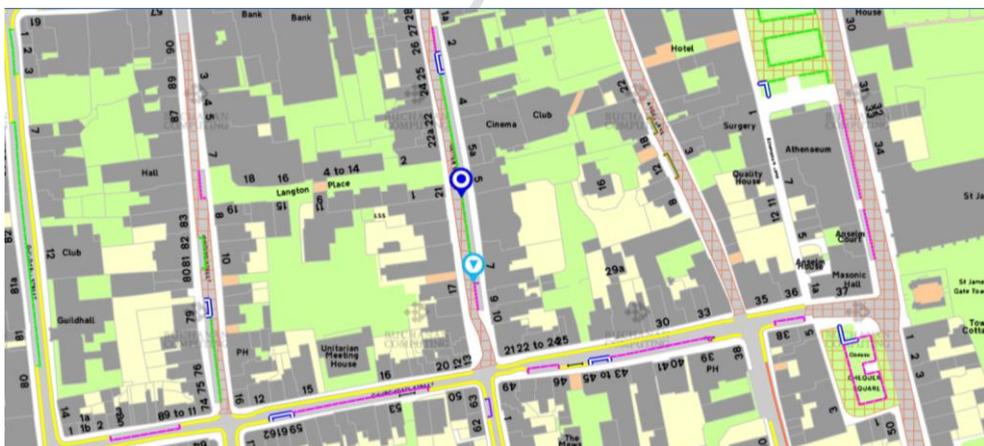
Westgate Street – Provision of 2-4 additional spaces



College Street – Provision of 4-5 additional spaces



*Bridewell Lane – Provision of 7-9 additional spaces*



*Hatter Street – Provision of 5-7 additional spaces*

This intervention is making a substantial change to the existing RPS within Zones A and D, which means informal engagement should be undertaken with the local area prior to progressing with a statutory consultation when advertising the Traffic Regulation Order. This could be achieved with a letter and supplementing plan that is sent out to the roads included within table 22 above to gain an understanding of support.

It is our understanding that some of the additional locations included within table 28 have been previously identified as parking bay locations and have been progressed with Suffolk County Council for implementation. Based on this, it is recommended to install these additional parking bays as soon as possible to understand the positive impact on the local area.

Assuming there is support from local stakeholders for the sites included in table 28, apart from those already being progressed, the aim should be to arrange the Traffic Regulation Orders to be updated to allow the parking bays to be implemented.

#### **6.4.2 CONVERT SECTIONS OF DOUBLE YELLOW LINE TO SINGLE YELLOW LINE OR PARKING BAYS**

Similarly to the intervention discussed above in section 6.4.1, there is scope to convert sections of Double Yellow Line to either Single Yellow Line or parking bays. As previously stated, a Double Yellow Line prevents parking “at any time” whereas a Single Yellow Line only prevents parking for specific times and/or days i.e. “Monday-Saturday 8am-6pm”. A Double Yellow Line is designed for use when parking should never be considered for a reason such as restricting visibility or creating a road safety risk, where a Single Yellow Line is usually in place to prevent parked vehicles causing access difficulties in areas with sufficient volume that the parking would cause congestion.

Converting a Double Yellow Line to a Single Yellow Line would prevent parking during the day but enable drivers to park on the location overnight. As there is greater demand for parking at night, this should be a popular intervention. It should be noted that a detailed investigation should be carried out to determine the justification for the Double Yellow Line prior to conversion. There isn't likely to be many locations where this can be achieved due to the requirements in place for the implementation of Double Yellow Lines.

The investigation has explored the possibility of converting a Double Yellow Line into parking bays. For this aspect of the intervention to have any potential, it's likely that a substantial change would have been needed to the existing road network to allow consideration of this i.e. the road has been widened or become a one-way street.

Whilst the conversion of Single Yellow Lines to parking bays was focused on day time parking due to the parking controls, this intervention needs to focus on night time parking as the conversion from Double Yellow Lines to Single Yellow Lines will only benefit parking after the parking control has finished i.e. 6pm. Therefore, the three Zones with the highest night time parking demand have been prioritised, which include Zone A, Zone M, and Zone K. As Zone K only includes one road (Thingoe Hill), we have included an additional Zone (Zone F).

Figure 22 provides a plan showing the roads included in Zone A, figure 23 includes Zone M roads, figure 24 includes Zone K roads, and figure 25 includes Zone F roads.

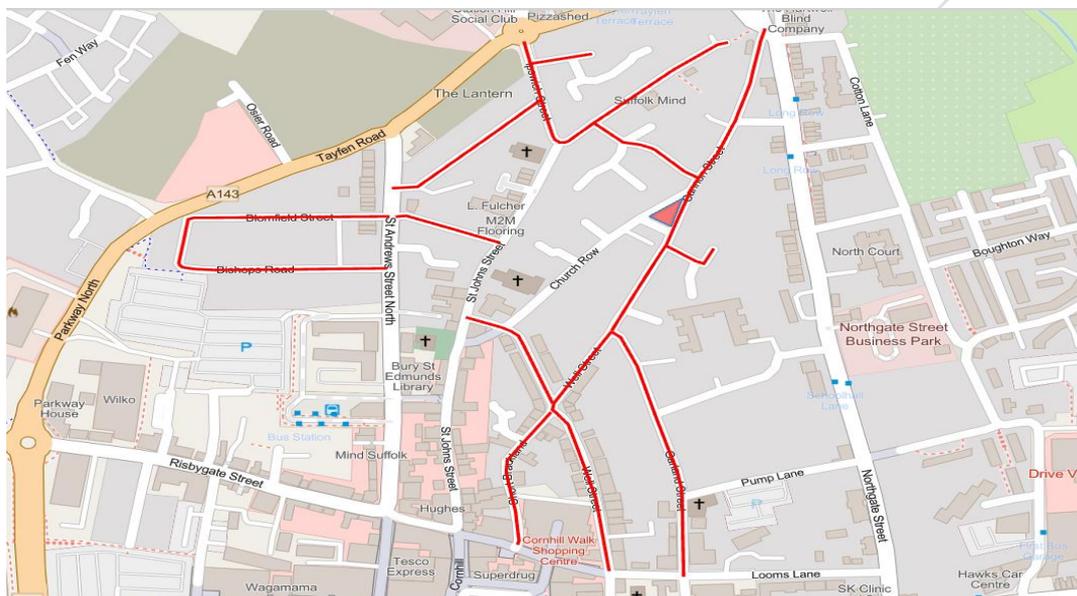


Figure 22 – Location of Zone A roads



Figure 23 – Location of Zone M roads

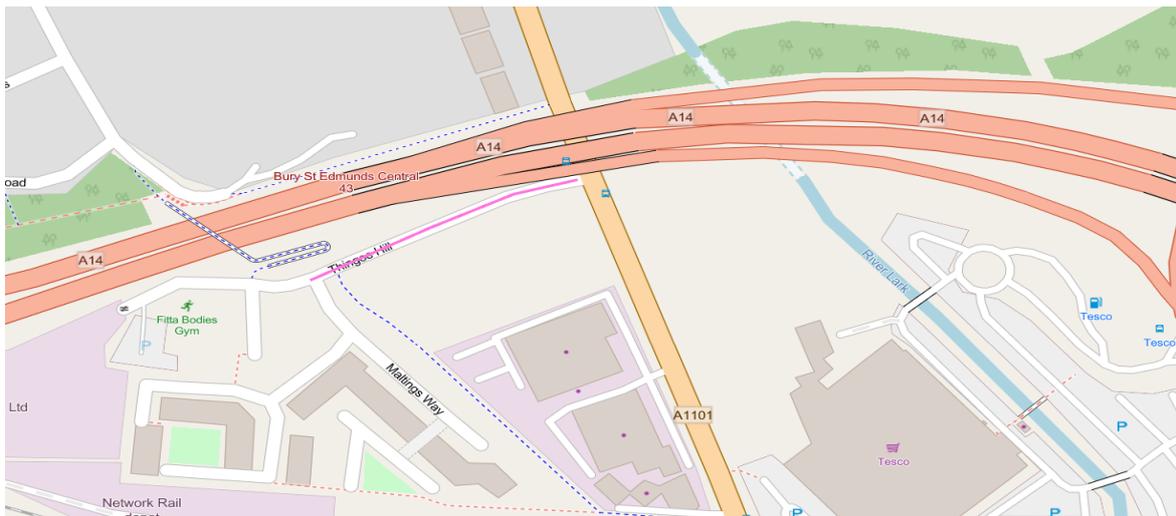


Figure 24 – Location of Zone K road

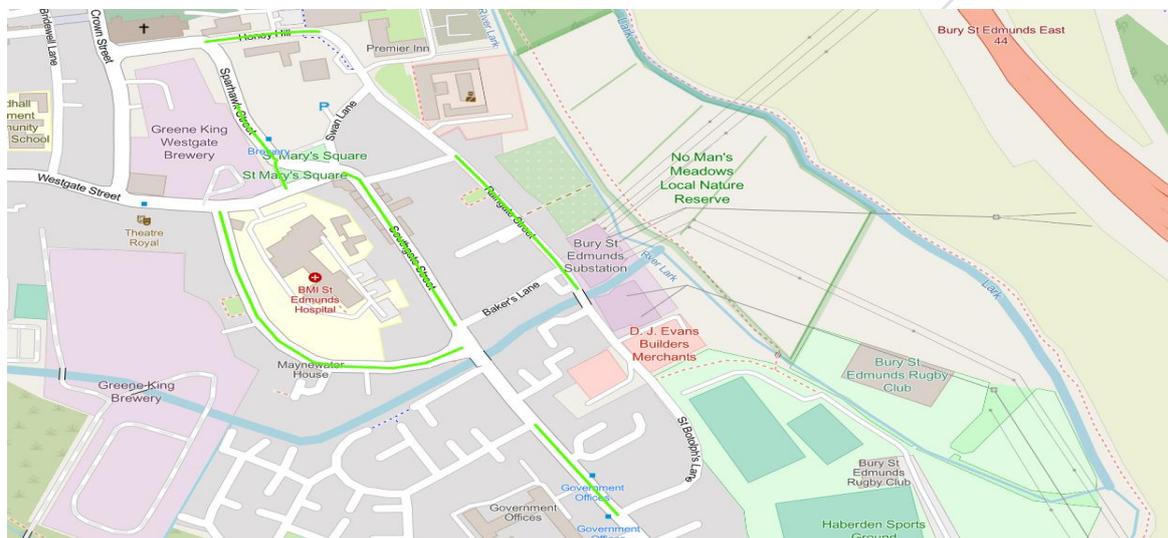


Figure 25 – Location of Zone F roads

Having reviewed each of the four Zones to identify any areas where Double Yellow Lines can be converted to Single Yellow Lines to allow night time parking, there are a number of potential sites that should be explored further. This includes conversations with Suffolk County Council as the Local Highway Authority.

Within Zone A, there aren't any locations where Double Yellow Lines can be converted to Single Yellow Lines. There would be if the parking bay locations in section 6.4.1 are not progressed. However, it seems more appropriate to install the bays rather than leave the Single Yellow Lines in place and convert Double Yellow Lines to Single Yellow Lines.

In Zone M there is potential scope to convert existing Double Yellow Lines along Out Westgate to either a Single Yellow Line or parking bays. There are two sections where this can be achieved. This may provide an opportunity for an additional 15-18 vehicles to park, which will make a big impact along the road. With an existing night time parking occupancy of 100%, this addition should result in some spare capacity. There is no road alignment change within these two sections that are either side of existing parking bays, so there should be no reason why the bays cannot be extended. If there are any concerns with this, the fall back option will be to convert to Single Yellow Line.

In Zone K (Thingoe Hill) there is scope to convert the existing Double Yellow Line from a point near the junction with Fornham Road to a Single Yellow Line. This is approximately 48m, which should provide opportunity for an additional 9-10 vehicles to park in the evening. With a night time occupancy rate of 94%, this addition will provide sufficient parking space for any future increase within the area.

Within Zone F, there is potential opportunity to allow additional parking along Southgate Street. The most effective method to achieving this is convert some of the Double Yellow Line between the two areas of existing RPS bays to Single Yellow Line, which will provide an additional 8-10 vehicles the opportunity to park. Alternatively, it may be possible to convert some of the existing Single Yellow Line further along Southgate Street to parking bays.

Table 29 provides a breakdown of each additional parking location (Single Yellow Line and parking bay), including the potential number of parking spaces that can be achieved.

Zone	Road	Potential Spaces Added
M	Out Westgate	14-16 (parking bays)
K	Thingoe Hill	9-10 (Single Yellow Line)
F	Southgate Street	7-9 (Single Yellow Line or parking bay)
<b>Approximate total of additional parking spaces</b>		29-35

*Table 29 – Locations for additional parking bays within Zones A and D*

The plans below demonstrate the location for each of the sites where additional parking spaces can be provided, as outlined in table 29 above. These are approximate

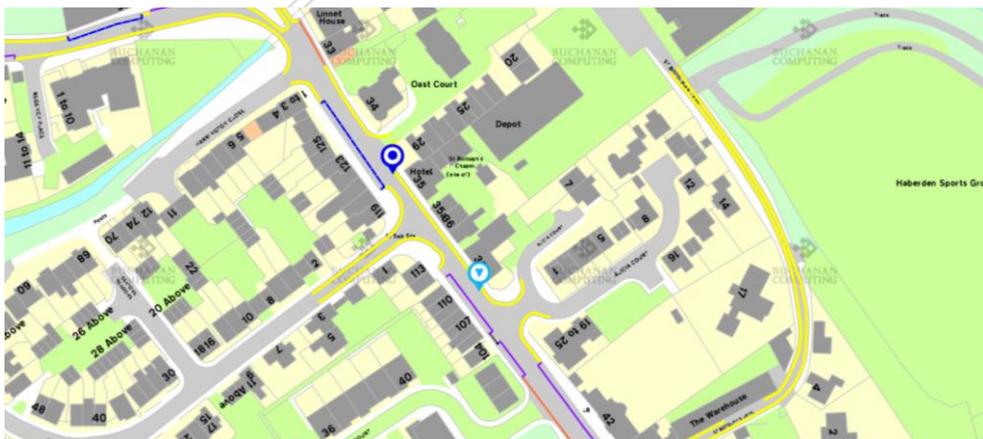
locations and distances and requires more refining before they can be considered robust proposals that can be taken forward.



*Out Westgate – Provision of 14-16 additional spaces*



*Thingoe Hill – Provision of 8-10 additional spaces*



*Southgate Street – Provision of 7-9 additional spaces*

As well these three Zones where there is greater scope to increase the provision for parking, there are minor increases that can be made across other Zones. These are

more in the region of one or two spaces per road rather than the higher numbers shown in table 23. It may not be efficient to increase these roads due to the low number of additional parking opportunities that can be delivered.

Table 30 provides a breakdown of these additional spaces.

Zone	Road	Potential Spaces Added
B	Northgate Street	1 (parking bay)
C	Nelson Road	2-3 (Single Yellow Line)
F	Raingate Street	1 (parking bay)
J	The Vinefields	2 (parking bay)
L	Springfield Road	1 (parking bay)
<b>Approximate total of additional parking spaces</b>		7-8

*Table 30 – Additional locations for parking spaces*

This intervention is making a substantial change to the existing RPS within Zones M, K, and F, which means informal engagement should be undertaken with the local area prior to progressing with a statutory consultation when advertising the Traffic Regulation Order. This could be achieved with a plan and a letter that is sent out to the roads included within table 23 above to gain an understanding of support.

Assuming there is support from local stakeholders for the sites included in table 29, the aim should be to arrange the Traffic Regulation Orders to be updated to convert the existing Double Yellow Lines to either Single Yellow Lines or parking bays.

## 6.5 INTERVENTION THEME 4: SERVICE REQUIREMENT

The effectiveness of a RPS is largely related to two key considerations. The ongoing operation and the service delivery. The main focus of the operation aspect is enforcement. This is clear from the impact CPE has had on the RPS. Prior to CPE, enforcement of parking restrictions across the 12 Zones was limited due to the limited resource of the Police and higher priorities.

Figure 26 illustrates several roads where vehicles regularly parked discriminately knowing that enforcement would be unlikely.



Figure 26 – Examples of Discriminate parking prior to CPE

CPE has removed this issue, which is a big positive for on-street parking within Bury St Edmunds town centre. However, there is scope to now concentrate on improving the second of the key aspects of delivering a successful RPS, service delivery. The parking surveys and results of the stakeholder engagement exercise has highlighted a number of concerns with the existing service of the RPS. Some of these are much

harder to resolve such roads with excessive parking demand. However, there are a series of service improvements that can be made, which may not have a substantial impact individually, but in combination will make a noticeable difference across the 12 Zones. These are detailed below.

### 6.5.1 INCORPORATE CAR REGISTRATION DETAILS ON PARKING PERMITS

One of the most common pieces of negative feedback received from stakeholders during the first phase of consultation on the RPS was related to parking permits being “shared” or sold to non-residents. The existing parking permits that are displayed in vehicles do not include vehicle registration details, which means a Civil Enforcement Officer wouldn’t be aware if the permit belonged to that vehicle or not.

A number of stakeholders have confirmed that permits are frequently shared amongst groups and are often sold to non-permit holders such as those working within Bury St Edmunds. This then restricts the available parking for permit holders, which is why it’s a cause for concern.

This issue can be easily resolved through an adjustment to the permits issued by West Suffolk Council. Including the car registration plate on the permit will prevent permits being shared or sold for specific occasions. Just including the registration plate on the permit wouldn’t be enough to prevent permits being sold for annual use as the resident or business selling the permit could simply use the registration details of the non-permit holder purchasing the permit.

To resolve this issue it will be necessary for West Suffolk Councils back office function to be updated alongside the issuing of new permits. Upon application the resident or business owner would need to provide details of the vehicle. The Parking Service would then need to clarify the details with the DVLA. This check would confirm the address of the registered keeper, which should be the road within the RPS. If this isn’t confirmed, the permit application should be rejected.

Figure 27 provides an example of a residents parking permit that includes the vehicle registration details so this can be cross-referenced during enforcement.

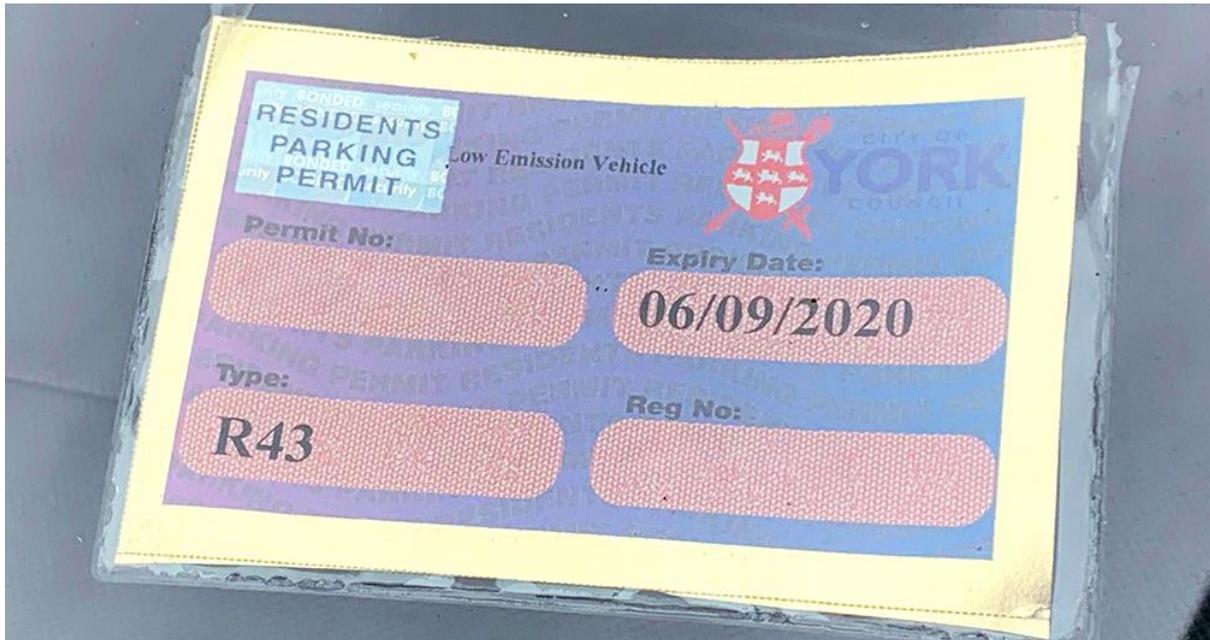


Figure 27 – Example of resident permit with vehicle registration included

It is acknowledged that this is an additional task required by West Suffolk Councils Parking Service team. As the issuing of permits for each Zone is staggered across the year, it should be manageable within the service. If the number of permits may cause difficulties for checks, an alternative solution could be to carry out spot checks. However, this is unlikely to resolve the issue completely. If additional resource is required for this task, the cost involved could be offset with the intervention around the increase in cost of permits as discussed in section 6.5.2 below.

There are some minor drawbacks of this intervention. The most likely issue would be residents who have access to work vehicles where the registered address is different to the permit holders address. In these instances it is recommended to initially reject the permit application until evidence can be provided to support the application i.e. a signed letter from the workplace confirming the situation. There could also be some issues if registered vehicles are either sold or out of action during the year i.e. repair work. For these instances it is recommended to have a RPS policy in place that provides direction such as email West Suffolk Council to request a temporary or new permit. An administration cost would be appropriate for this instance i.e. £10.00.

This intervention is likely to see a minor reduction in the parking demand as some residents or businesses who are currently selling permits (as it's assumed they do not need a permit) would now not be able to. As it's likely it's only a small proportion of

residents and businesses participating in this exercise, overall support for the intervention should be quite high. Support from stakeholders with an interest in income generation from the Parking Service department may raise concerns over the additional cost. However, as outlined above, this increase in cost should be covered amongst other interventions such as permit cost increases.

As this is a service improvement intervention, there is no requirement to carry out engagement with external stakeholders such as the Local Highway Authority.

#### **6.5.4 REVIEW PROCESS OF ISSUING TRADE PERMITS WITHIN RPS ZONES**

West Suffolk Council allows trades to apply for temporary permits when carrying out services within RPS roads. This allows them to park close to the properties they are working, which naturally has benefits with access to tools and equipment. Since the Covid-19 pandemic, there has been a noticeable increase in residents and businesses carrying out work on properties using trades. This impacts the number of parking spaces being taken up by trade vehicles.

It is unknown if West Suffolk Council has any procedures in place to monitor the number of trade permit requests within roads. If this isn't routinely monitored, it is recommended to introduce a monitoring regime to track requests to avoid a situation where there are excessive numbers of trade vehicles within a road that restricts permit holders from parking. Currently Contractor permits are free of charge. There is a maximum of 3 contractor vehicles permitted per day in all zones.

An example where this could be a problem is in Zones with limited parking spaces such as Zone C or Zone K. Both these Zones only include one road and Zone C has capacity for approximately 17 vehicles and Zone K has capacity for approximately 16 vehicles. If there was a high number of trade vehicles within the road at the same time, this may prevent permit holders from parking. As the Zone only includes one road, there would be no alternative location for permit holders to go apart from an off-street car park, which would occur an additional charge.

A viable solution could be to restrict the number of trade permits based on the size of the Zone i.e. a maximum allocation of 10-15%. In a Zone with low capacity this would be less than a road with a higher capacity. There is scope to have a degree of flexibility

such as increasing the provision slightly if occupancy rates are known to be low during the day (such as Zone C and K).

This intervention doesn't require any engagement with external stakeholders and is easy to introduce. It should be noted that if West Suffolk Council currently have a process similar to this in place the intervention can be discarded.

## 6.6 SUMMARY OF INTERVENTIONS

Table 31 lists all the interventions contained in this section along with the reference number and intervention theme. These interventions will be progressed to a phase 2 stakeholder engagement exercise to allow feedback on each one and where possible refinement before this study report is issued to West Suffolk Council as a final document.

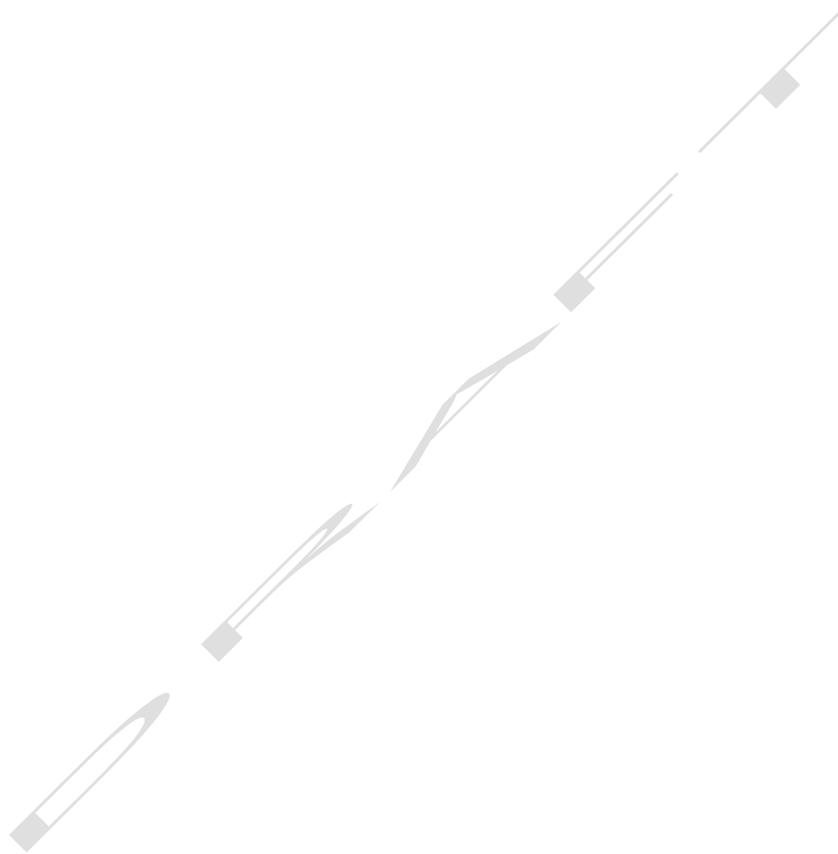
**Limit entitlement to visitor vouchers:** This is a proposal that has not been supported in stakeholder consultations and will therefore not be considered but reviewed and consulted at a later date.

Ref	Intervention	Theme
1	ALLOW PERMIT HOLDERS TO USE OFF-STREET CAR PARKS	CONCESSIONS
2	EXTEND RPS OPERATION TO LATER IN THE EVENING	OPERATIONAL
3	INTEGRATE PERMIT ZONES	OPERATIONAL
4	AD-HOC EVENING ENFORCEMENT WITHIN RPS ROADS	OPERATIONAL
5	CONVERT SECTIONS OF SINGLE YELLOW LINE TO PARKING BAYS	ADDITIONAL PARKING
6	CONVERT SECTIONS OF DOUBLE YELLOW LINE TO SINGLE YELLOW LINE OR PARKING BAYS	ADDITIONAL PARKING
7	INCORPORATE CAR REGISTRATION DETAILS ON PARKING PERMITS	SERVICE REQUIREMENT
8	REVIEW PROCESS OF ISSUING TRADE PERMITS WITHIN RPS ZONES	SERVICE REQUIREMENT

Table 31 – Interventions for Bury St Edmunds town centre RPS

## 7.0 PHASE 2 STAKEHOLDER ENGAGEMENT

Please see the separate document titled *Bury St Edmunds RPS Consultation Feedback Report* for a summary of the phase 2 stakeholder engagement process that was undertaken between February and April 2022.



## 8.0 IMPACT OF STAKEHOLDER FEEDBACK

### 8.1 POST CONSULTATION FEEDBACK

After reviewing the feedback received after conclusion of the phase 2 consultation, there were some reoccurring suggestions on improvements that could be made outside the scheme operation, which would result in a positive impact on the scheme. There were two suggestions that were proposed by a number of stakeholders. These two suggestions have been investigated in greater detail and summarised below.

#### 8.11 INTRODUCTION OF A CAR CLUB SCHEME

Car Club schemes enable users to create a membership with the provider for use of a vehicle that can be located in adequate on-street or off-street locations. In effect, the user is able to book a vehicle for a period of time such as 1 hour or 1 day. If a member has made a booking, they will be able to access the vehicle, usually by a card that is placed on the windscreen, or an app that opens the vehicle. The user is subsequently only charged for the time using the car which can be very attractive to drivers who use their vehicle infrequently. Research suggests that approximately 15-20% of vehicle owners use their vehicles infrequently, which would result in them being more financially better off selling their vehicle and joining a car club scheme.

The intervention provides the Council the ability to increase provided services whilst contributing to the improvement of congestion within an area and help to contribute to the improvement of sustainable and environmental objectives.

The locations of car club bays can be in both on-street and off-street locations. Bury St Edmunds should consider partnering with a car club provider to allocate car club bays in strategic positions within the centre of Bury St Edmunds. This would provide the service in a location that is central and can be found easily. The theory would be that the provision of a well-established car scheme in the most ideal position could lead to a decrease in car ownership, which in turn would reduce the number of vehicles parking in residential streets, increasing the likelihood for permit holders to locate a parking space, during the day, and overnight.

There are many areas within Bury St Edmunds that have the need and hold the sufficient infrastructure to support car clubs being installed. Although this option would need to be fully investigated to explore the viability of the intervention, in principle the destinations within Bury St Edmunds that are currently experiencing issues surrounding on-street parking capacity or residential parking issues could benefit from this intervention.

Due to the amount of possible unknown variables that are attached to the implementation of this intervention an estimated cost is unclear. It is recommended to undertake a feasibility study into the delivery of car club schemes, which should involve reaching out to the market to determine costs. This can inform the amount of funding required on a location by location basis. The feasibility study is likely to cost in the region of **£15,000-£20,000**.

## 8.12 DELIVERY OF PERMIT HOLDERS CAR PARK

During the consultation workshops, and feedback received in the questionnaire, several requests were made around the delivery of a permit holders car park in Bury St Edmunds. Whilst there does not appear to be any suitable locations in the town centre, consideration could be given to identifying parcels of land that could be acquired to provide new parking sites away from the town centre. This could range from small land parcels that could provide an additional circa 50 spaces up to large land parcels that could provide 200-300 additional car parking spaces.

For this to be a viable intervention, it's critical that an excellent sustainable transport provision is integrated into the car park. It's unrealistic to expect all residents and businesses to park in a car park out of the town centre and walk to their properties. For some, this will be possible. For many, there will be a reliance on sustainable transport. This can include public transport, such as buses, and active travel, such as bicycle facilities. Without this integration, it's likely the car park wouldn't be used.



Whilst the active travel integration may be a welcome inclusion for some permit holders, the vast majority of permit holder would rely upon the public transport provision. Currently, the feedback received from stakeholders on the bus network in Bury St Edmunds is that the service is poor, with infrequent services not providing the opportunity to consider public transport as an option for transport journeys. Therefore, before this intervention can be considered further, improvements will be required to the existing bus service. These improvements must incorporate a regular service that would run from the car park site to locations across the town centre for permit holders.

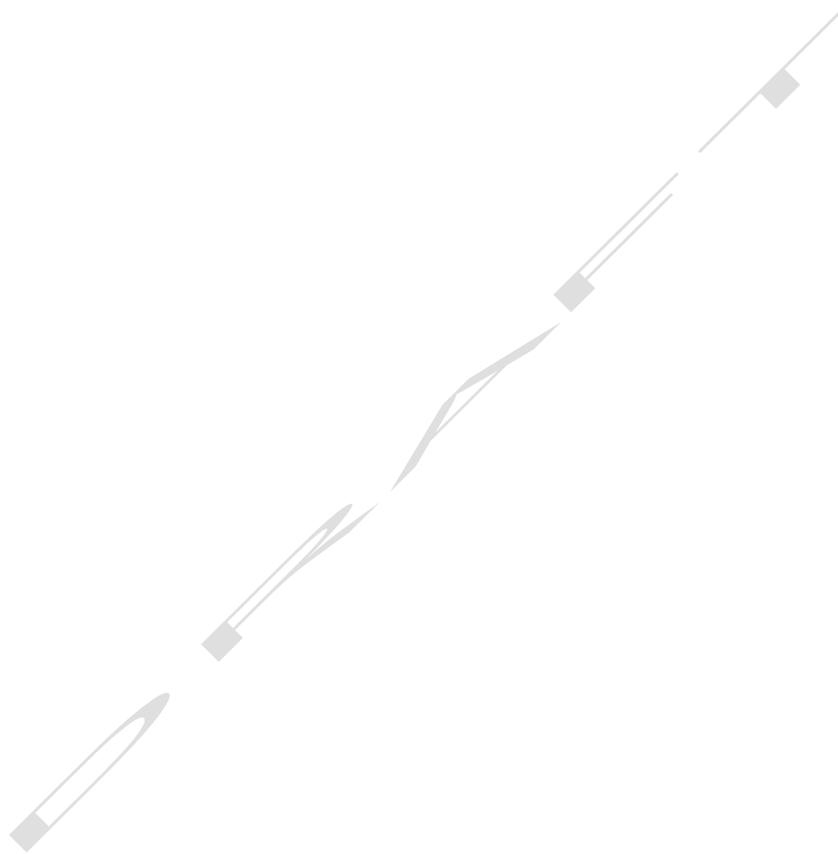
The preference from permit holders would be for the car park to be exclusively for permit holders. This would be impractical due to the cost implications. Acquiring land for a new car park (assuming it's not Council owned land), delivering the car park infrastructure, and providing a regular bus service to the town centre would involve considerable funding. Both upfront costs for the delivery, and ongoing costs to provide the service. Whilst consideration could be given to increasing the cost of permits to cover the cost, which may not be objected to due to the benefits it would bring, the increase in cost would likely be excessive, and may not fund the measures.

A more likely scenario for this as a viable intervention (with allocated investment and land) would be to allow non-permit holders to utilise the car park as well, with parking charges in place. Permit holders would be exempt from the parking charges.

To avoid a situation where some permit holders may have two vehicles in the street, which may prevent other permit holders having any vehicles in the street, it would be

recommended to include a policy where only one permit per household can park in the street. The additional vehicles would need to utilise the car park.

Similarly to the car club scheme, this intervention will require much greater feasibility work to determine how viable this would be as a project. It would also require West Suffolk Council to liaise with Suffolk County Council to discuss the public transport provision, and funding opportunities. It's likely that at least £50,000 would be required for a more detailed assessment to be undertaken to enable a decision to be made on the project. This would also require business case development. Based on this, it's unlikely the project will be prioritised, which makes this a low priority for the Council.



## 9.0 ACTION PLAN

Having developed a series of interventions, which have been subject to engagement with stakeholders, it is possible to identify the interventions that should be prioritised. Although the aims of this study are to provide a breakdown of short-term, medium-term, and long-term interventions, the majority of those that were included in the consultation exercise can be classified as short-term measures. For clarity, short-term measures are those that should be delivered within a 12-18 month timescale; medium-term measures are those that should be delivered within a 18-36 month timescale; and long-term measures are those that will be delivered in a 3 year+ timescale.

Alongside the timescale for implementation of the intervention, consideration should be given to the level of support from stakeholders. The interventions with greater support should be prioritised over those with less support, as this will likely result in great support and buy-in into the scheme from permit holders.

Below is table 32, which is the detailed breakdown of the support for the interventions that have recommended to action.

	Strongly Support	Support	Neither Support or Oppose	Oppose	Strongly Oppose
Allow permit holders to use West Suffolk council off-street car parks between 6pm-8am	65%	20%	10%	2%	3%
Ask Suffolk County council to review single yellow lining with a view to enabling more parking bays	59%	23%	11%	4%	4%
Ask Suffolk County council to review double yellow lining with a view to enabling more parking bays	53%	21%	11%	8%	7%
Add registration details on permits to counter unauthorised use	48%	17%	14%	10%	11%
Extend the operating times of all permit schemes to 8am-6pm and bring in more evening enforcement	45%	19%	14%	9%	12%
Integrate permit zones where one is heavily subscribed and another less so	30%	29%	22%	10%	10%

Review process of issuing trade permits within RPS zones	23%	26%	40%	8%	3%
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Table 32 – Percentage breakdown of support for interventions

In summary, table 33 below provides a suggested action plan for the implementation of the interventions that were included in the phase 2 consultation, as highlighted in table 32. This includes a timeline for implementation, and the overall level of support from the consultation, which involves combining the amount from strongly support, and support from respondents to the questionnaire.

Intervention	Timescale	Support
Allow permit holders to use West Suffolk council off-street car parks between 6pm-8am	Short-term	85%
Ask Suffolk County council to review single yellow lining with a view to enabling more parking bays	Short-term	81%
Ask Suffolk County council to review double yellow lining with a view to enabling more parking bays	Short-term	74%
Add registration details on permits to counter unauthorised use	Short-term	65%
Extend the operating times of all permit schemes to 8am-6pm and bring in more evening enforcement	Medium-term	64%
Integrate permit zones where one is heavily subscribed and another less so	Medium-term	58%
Review process of issuing trade permits within RPS zones	Short-term	49%

Table 33 – Action plan for RPS interventions

Interventions that require the input and support of Suffolk County Council as the Local Highway Authority are likely to have additional timescales incorporated due to the processes required. For instance, the introduction of new on-street parking areas in place of either Single Yellow Lines or Double Yellow Lines can be achieved within a 12-18 month timescale. It also has strong support. However, Suffolk County Council will be responsible for the Traffic Regulation Order, which means there may be delays outside the control of West Suffolk Council.

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