

2016 Penzance Parking Consultation

Summary of findings



April 2016

BACKGROUND & METHODOLOGY

Respondents were asked a series of questions about themselves and their household

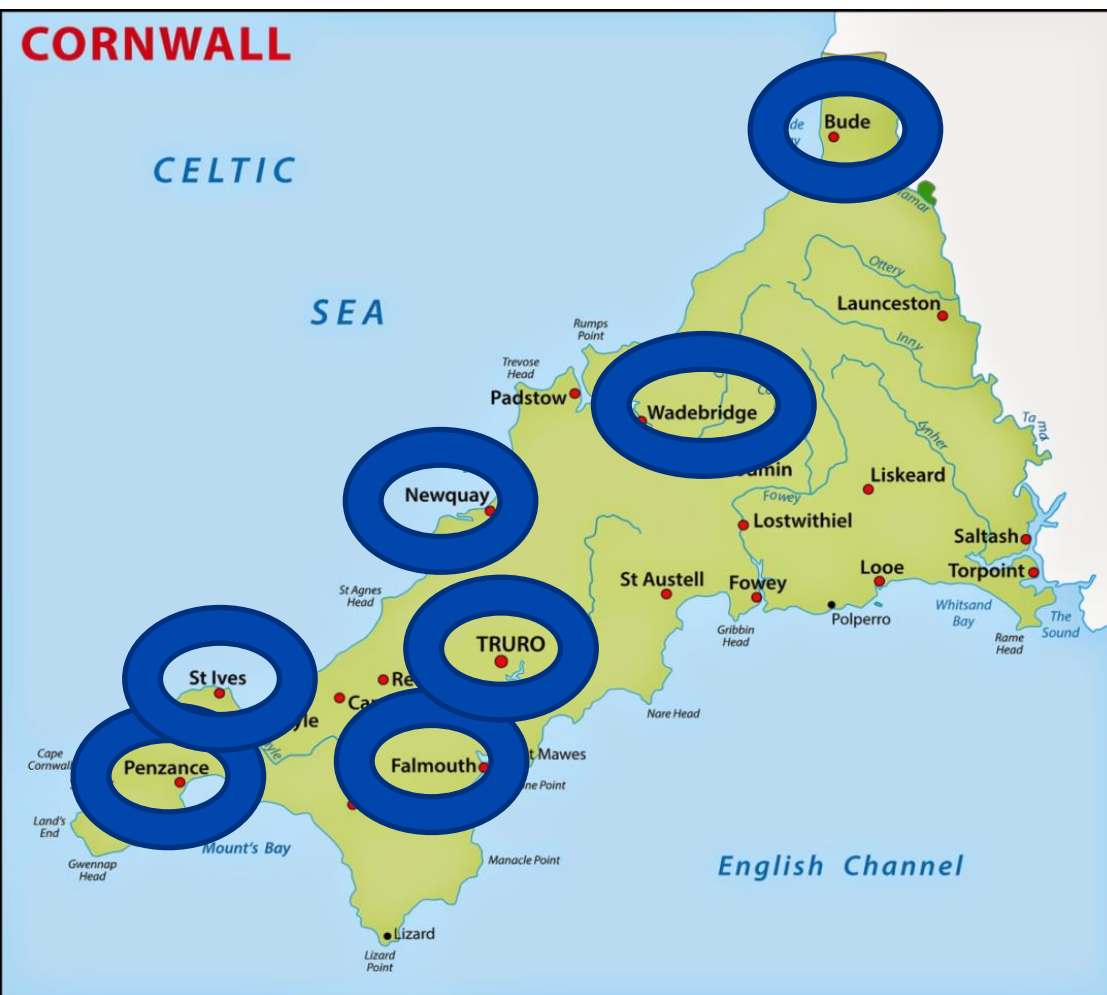
Background

- In 2015, the Parking Board requested a review be undertaken to assess the need for parking/loading measures in Cornwall's towns.
 - It was essential that this included consideration of residents' parking, on and off street parking, loading, disabled parking and other transport users.
 - Phase 1, completed in October 2015, involved a series of stakeholder workshops and a review of the existing parking situation in 6 towns – Penzance/Newlyn, St Ives, Truro, Falmouth/Penryn, Newquay and Bude. At the end of phase 1, Wadebridge was added to this list.
 - Phase 2 involved undertaking consultation in the seven study towns with residents, businesses and visitors by means of questionnaire surveys to ascertain the perceived parking issues and parking behaviour in each town.
- **Objectives**
- To understand perceived issues with parking and loading in Penzance/Newlyn, St Ives, Truro, Falmouth/Penryn, Newquay, Bude and Wadebridge amongst residents, visitors and businesses in these towns.
 - To explore views on potential solutions for improving parking conditions.
 - Present the findings and pass the data collected to Cormac Solutions to inform designs for parking controls.

Methodology

- Cornwall Council organised a mail drop to all properties within a defined catchment area in each town, and ran various communications activities to raise awareness of the consultation.
- WSP | PB hosted three consultation surveys (for residents, businesses and visitors) online (via Smart Survey) and commissioned on-street interview surveys in each of the seven towns (with the aim of gathering 100 responses in each).
 - Residents survey: residents were requested to submit just one response per household.
 - Business survey: aimed at business owners/manager (not employees).
 - Non-resident/visitor survey: aimed at regular visitors (e.g. for work, leisure) to a particular town.
 - On-street interview: only those who live outside the town centre but had parked in the town centre during the last 6 months were eligible for interview.
- An enquiry phone and email address were also available for members of the public to contact with comments and queries.
- WSP | PB analysed all the feedback received and the findings are presented in individual summary presentation reports for each of the seven towns.

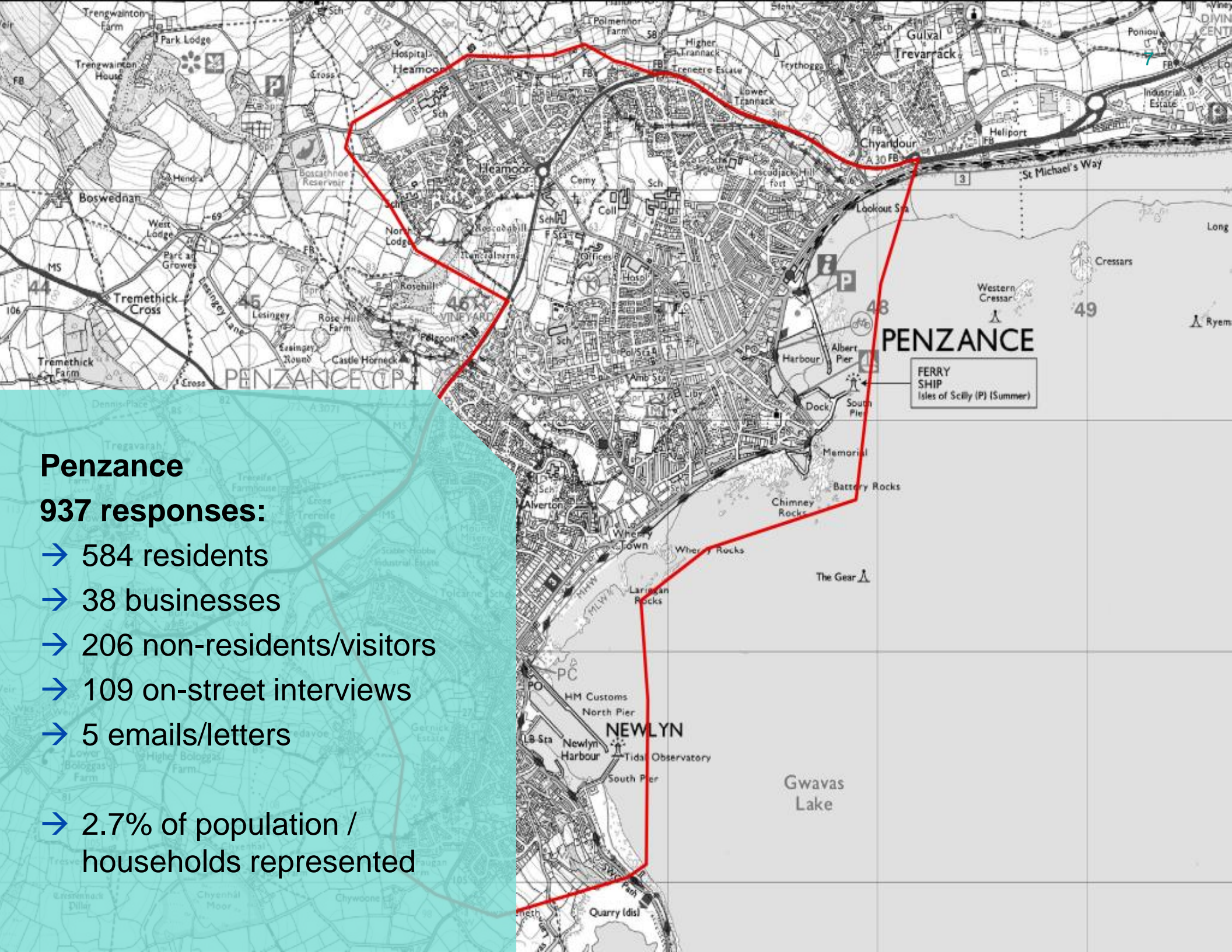
Overall scope



- Separate questionnaires for:
 - Residents
 - Businesses
 - Visitors/ non-residents.
- Consultation period Jan 15 – Feb 28 2016.
- Conducted predominantly online and available in paper format from number of locations.
- On-street survey with visitors in each of the towns conducted Feb 2016.

Analysis

- This presentation summarises the consultation findings for **Penzance & Newlyn**, taking into consideration all three surveys (residents, business, non-residents/visitors), the on-street interviews and any comments submitted by email during the consultation period.
- Responses to each question are presented in turn.
- Charts are based on the total sample, and the results are broken down in more detail where appropriate to highlight any salient points.
- It should be noted that as is the nature of self-completion surveys, some respondents did not provide an answer to every question. Each chart indicates the sample size (n) for that particular question.
- Where responses to multiple response questions are shown, it should be noted that the sum total of all percentages is likely to exceed 100%.
- Responses to the business survey are usually shown in percentage terms for ease of comparison but due to the small sample size, the percentages should be considered indicative only and not statistically robust.



Penzance

937 responses:

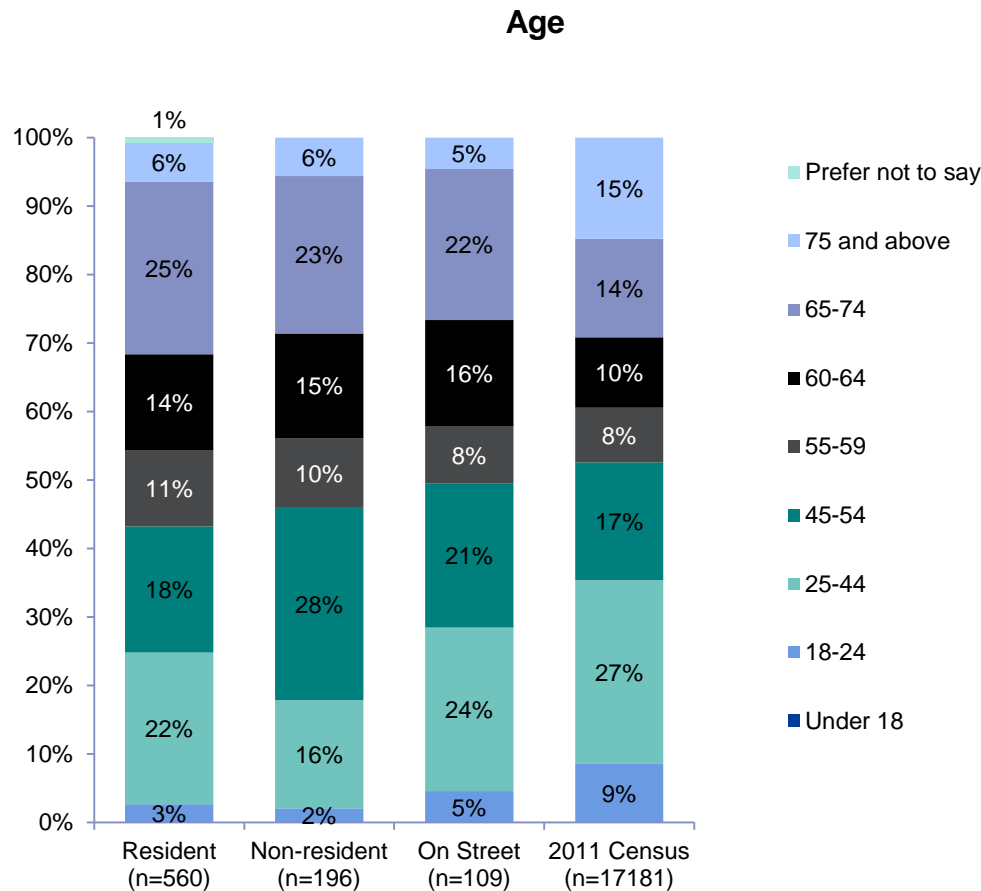
- 584 residents
- 38 businesses
- 206 non-residents/visitors
- 109 on-street interviews
- 5 emails/letters
- 2.7% of population / households represented

PROFILE OF RESPONDENTS

Respondents were asked a series of questions about themselves and their household

RESIDENT, NON-RESIDENT AND ON-STREET SURVEYS – demographic profile

The respondents' age follows a similar distribution for all surveys and is in line with the overall population



→ Respondents' ages follow a similar distribution for all surveys

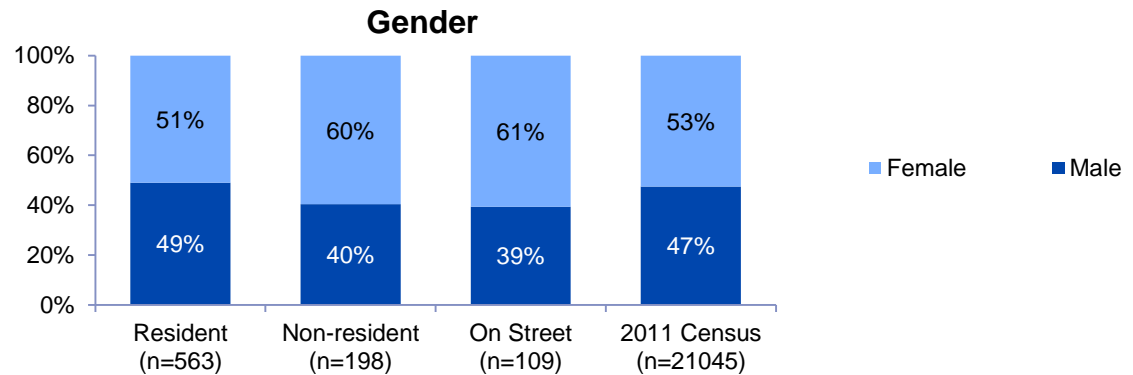
→ Over a quarter of respondents from across the three surveys are aged 65+

→ Compared with Census, there is a slight over-representation of those aged 60+ (45%) in the residents sample (Census: 39%) and a slight under-representation of those aged up to 44 (25%, Census: 36%).

RESIDENT, NON-RESIDENT AND ON-STREET SURVEYS – demographic profile

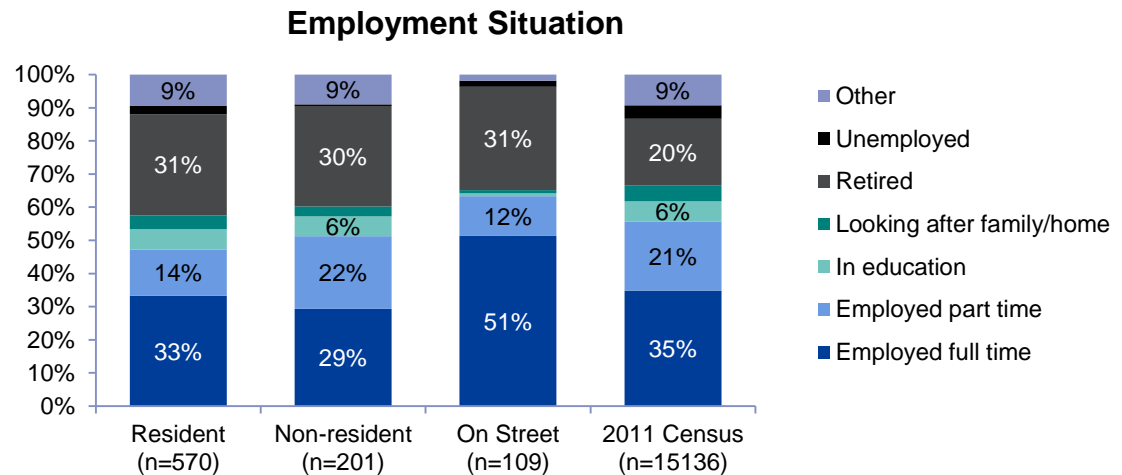
Respondents represent a fairly even gender share and are mainly retired or working full-time

→ The gender of the respondents is relatively equally distributed, with a slight skew towards female respondents over all three surveys.



→ The most common employment situation is full time employed, particularly for the on-street respondents (51%). The next largest group across all three surveys is retired (~30%).

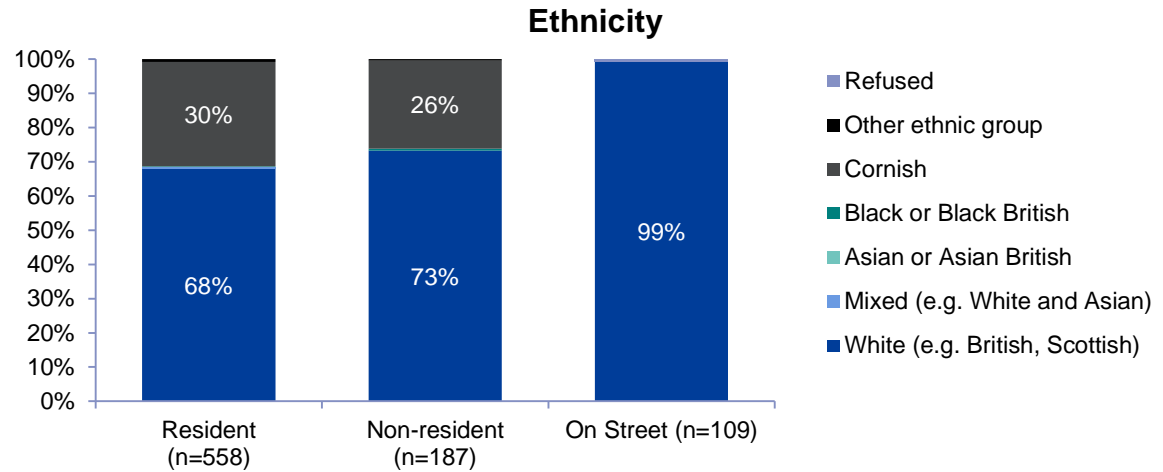
→ The residents sample is broadly in line with Census, though with a slightly greater proportion of retired and an under-representation of part-time employed.



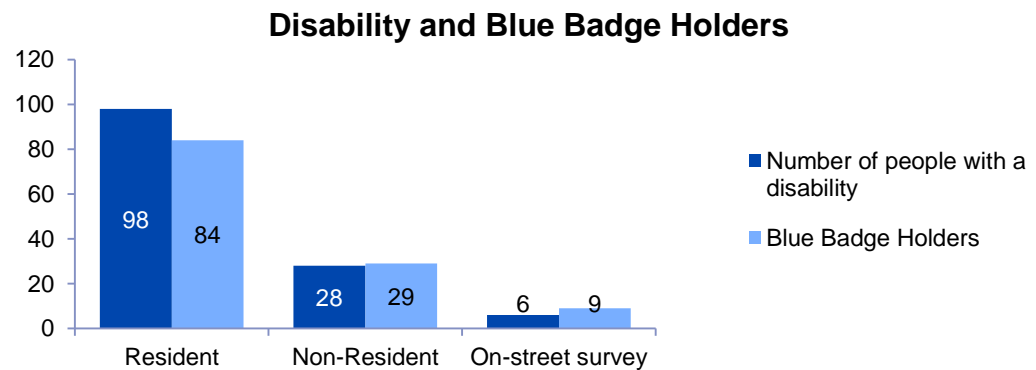
RESIDENT, NON-RESIDENT AND ON-STREET SURVEYS – demographic profile

The sample contains a number of Blue Badge holders

- The majority of respondents are of White ethnicity.
- The second most represented ethnicity is Cornish.



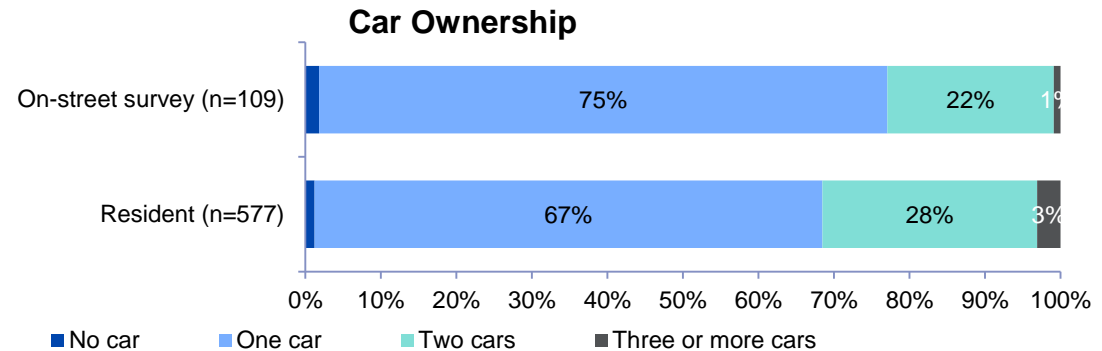
- 17% (98) residents stated that they have a disability with 14% (84) living in a household with a Blue Badge holder .
- In the non resident survey, 28 respondents reported to be disabled with 29 Blue Badge holders.
- In the on-street survey, 9 respondents reported a Blue Badge holder in their household.



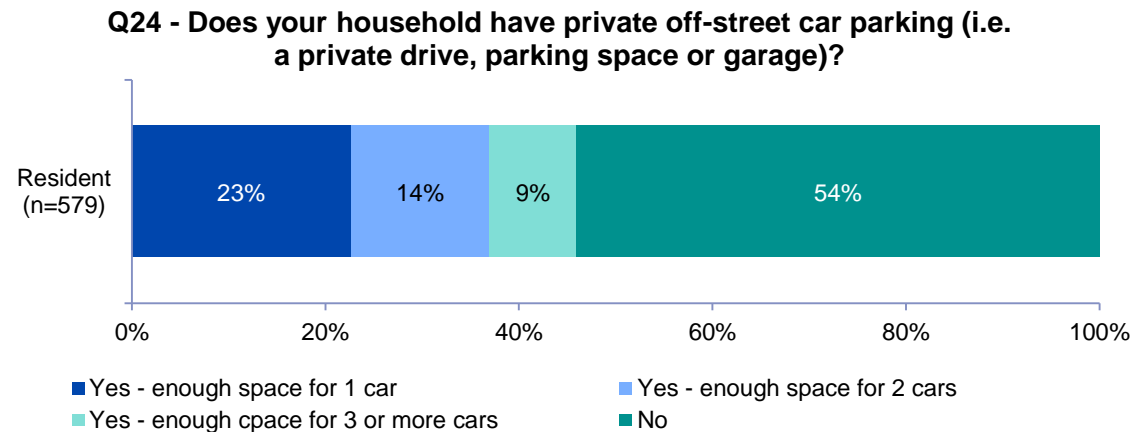
RESIDENT AND ON-STREET SURVEYS – demographic profile

The majority of the respondents have only one car and over half have no off-street parking space

- Most of the respondents (69%-of residents) have only one car.
- A third (32%) have multiple vehicles.



- Over half of residents (54%) have no off-street parking.
- The remaining 46% have enough space for at least 1 car.



KEY MESSAGES

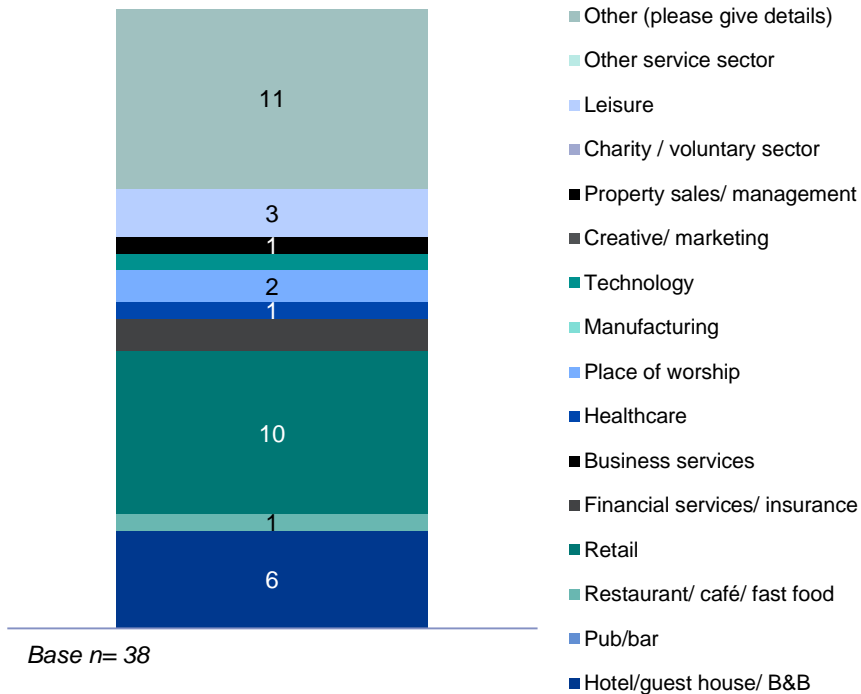
Sample Characteristics

- All age groups are represented in the *residents, non-residents* and *on-street surveys*. Compared with Census, there is a slight under-representation of younger age groups.
- Respondents are most likely to be working or retired.
- A relatively even share of females and males responded.
- Practically all respondents are from car owning households and two-thirds own just one vehicle.
- Over half of the resident respondents have no private off-street parking space.

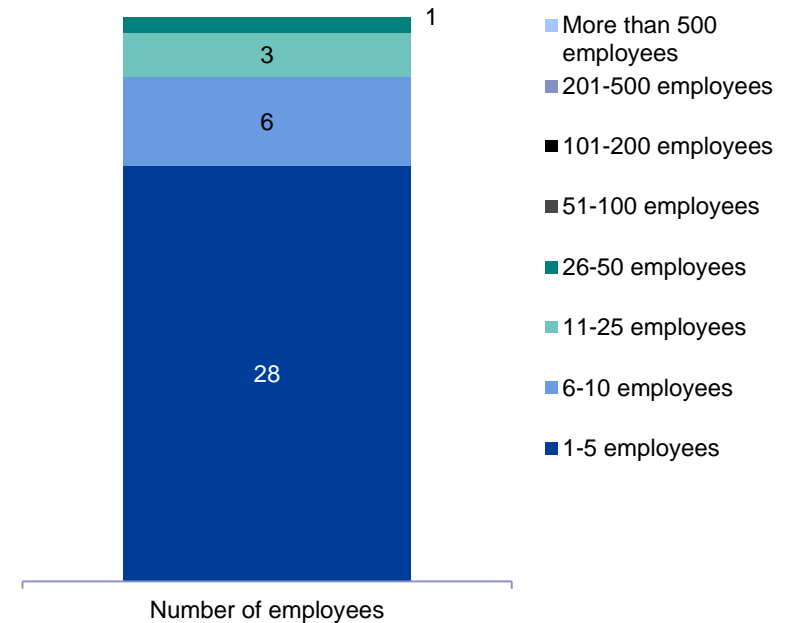
BUSINESS SURVEY – demographic profile

Businesses surveyed are mainly operating in the retail sector and have few employees

Q15 - What is the nature of your business?



Q16 - Approximately how many employees (including yourself) are based at the premises?



→ Businesses are most likely to represent the retail sector (10 businesses; 26%), followed by hotels/guest houses (6 businesses; 16%), though it is noted that 29% classified themselves as 'other'.

→ The businesses that responded tend to be small - three quarters (28/28 or 74%) have 1-5 employees.

BUSINESS SURVEY – demographic profile

Most of the businesses receive up to 50 visitors per day

Q17 - Approximately how many customers or visitors visit your business on a typical weekday, Saturday and Sunday?

Visitors	Weekday	Saturday	Sunday
1-5 visitors	1	2	1
6-10 visitors	7	8	6
11-25 visitors	7	5	2
26-50 visitors	8	5	0
51-100 visitors	5	2	1
101-200 visitors	0	3	2
201-500 visitors	0	0	0
More than 500 visitors	0	0	0
TOTAL	28	25	12

Weekday visitors n= 28

Saturday visitors n= 25

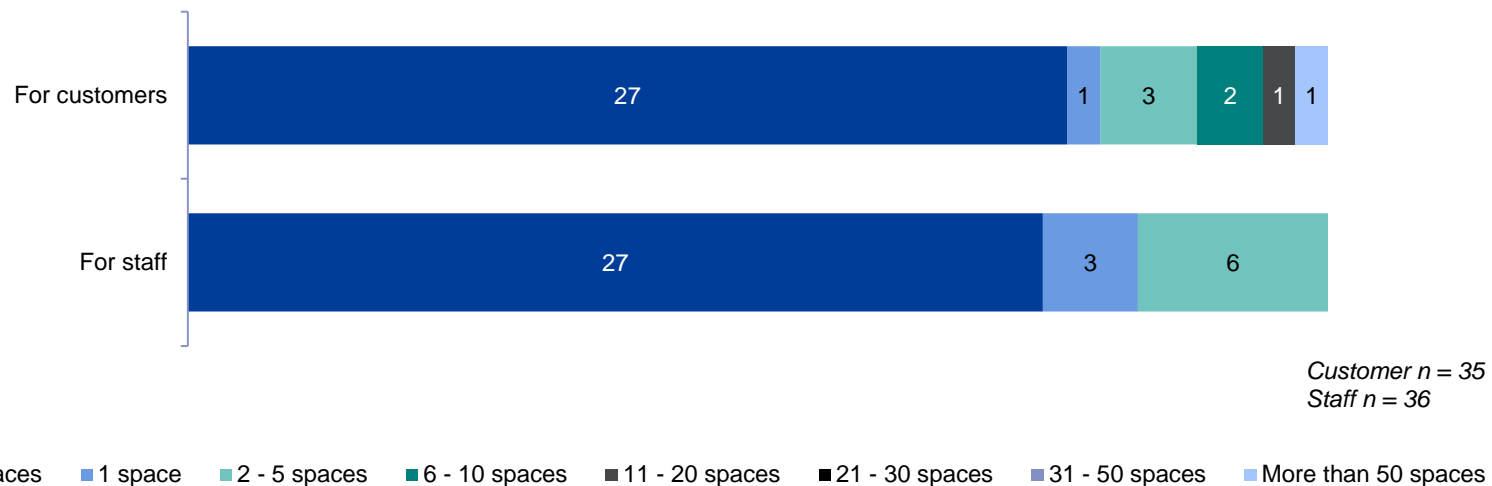
Sunday visitors n= 12

- The majority of the businesses report up to 50 visitors per day.
- More businesses receive visitors on weekdays (28 businesses receive at least 1 visitor), followed by Saturdays (25 businesses) , with fewer on Sundays (12 businesses).

BUSINESS SURVEY – demographic profile

The majority of businesses do not offer any parking spaces or have a workplace/staff travel plan

Q18 - How many off-street car parking spaces are allocated specifically for employees and customers at your premises?



- Most of the businesses do not offer any parking spaces to their customers (77% or 26 businesses) or to their staff (75% or 26 businesses).
- However, around one-quarter of businesses (8 businesses) allocate between 1-5 spaces to their staff.
- The large majority of businesses (97% or 28 businesses) do not have a workplace/staff travel plan.

Q19 - Does your organisation have a Workplace/Staff Travel Plan?

Yes	3%
No	97%
Don't know	0%

Base n = 38

KEY MESSAGES

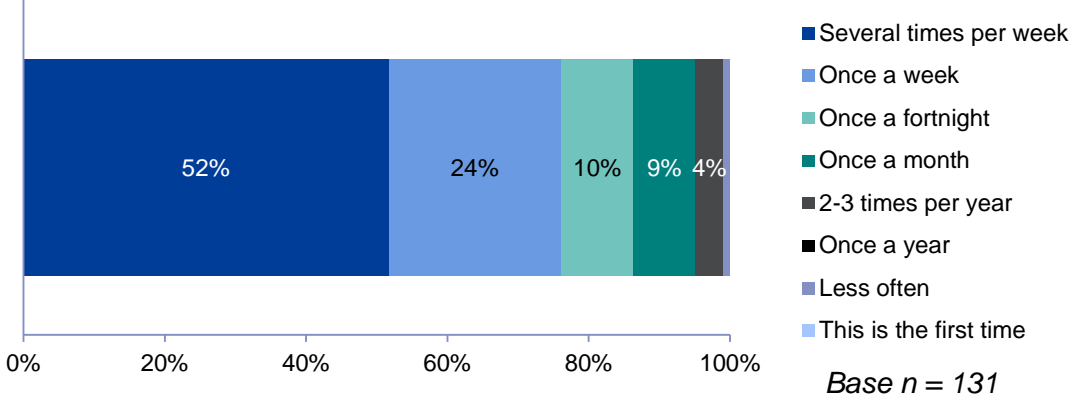
Sample Characteristics

- The *businesses* represented are SMEs operating in a range of industries, most frequently retail and hotel sectors. They typically receive no more than 50 visitors per day.
- Few have any allocated parking spaces for customers or staff.
- The vast majority do not have a workplace/staff travel plan.

NON-RESIDENT SURVEY – nature of visit

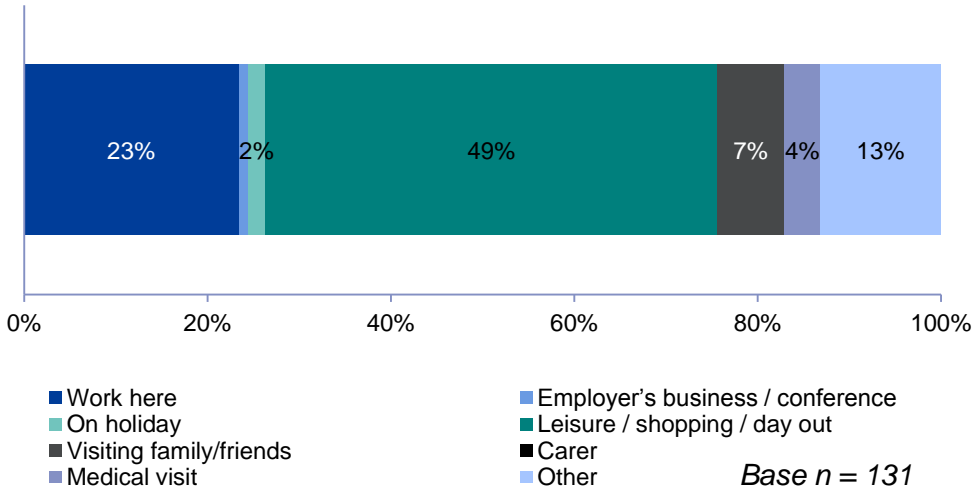
Non-resident respondents travel to Penzance for work and leisure several times per week

Q2 - How often do you visit this town?



- Over half (52%) visit Penzance several times per week, with three-quarters (76%) coming at least once a week.
- They generally visit for leisure/shopping/day out (49%), followed by work (23%) and 'other' (13%).
- The majority (93%) do not stay overnight

Q3 - Please say why you visit this town centre?



Q4 – If you usually stay overnight, please tell us where you typically stay

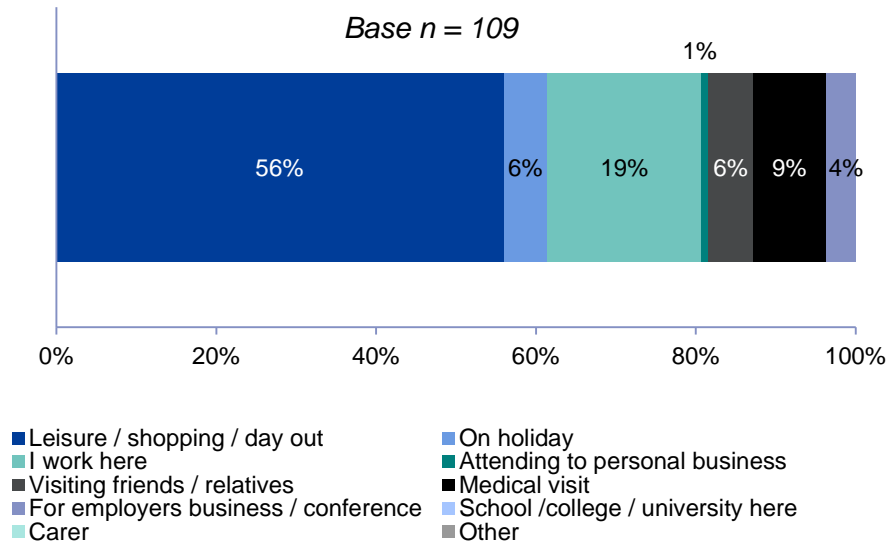
In hotel/guest house/B&B/apartment	2%
With friends/family	2%
Varies	1%
Do not stay overnight	93%
Other	2%

Base n = 117

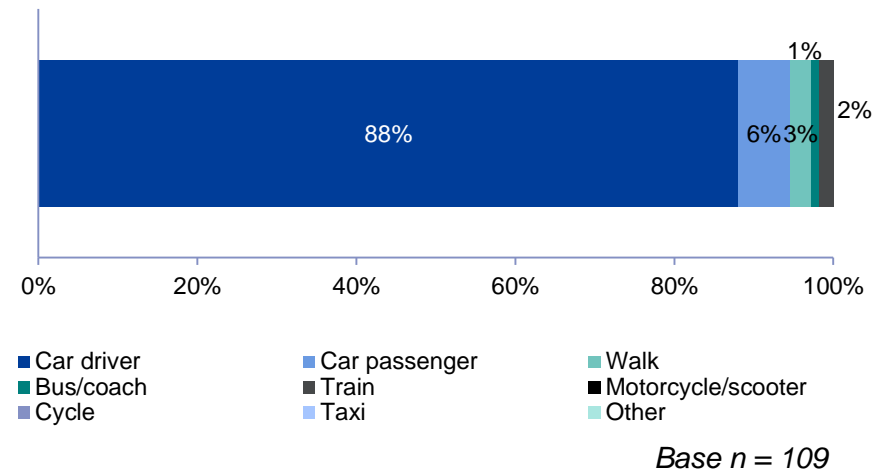
ON-STREET SURVEY – nature of visit

Most of the on-street respondents were in Penzance for leisure and had travelled by car

Q1 - What is your main reason for being in Penzance today?



Q2 - How did you travel to Penzance?



Q10 – Roughly how often do you visit Penzance?

Several times per week	31%
Once a week	22%
Once a fortnight	12%
Once a month	10%
2-3 times per year	16%
Once a year	6%
Less often	4%
This is the first time	0%

Base n = 109

→ Over half of the respondents to the on-street survey (56%) were visiting Penzance for leisure/ shopping/ day out. A fifth work in the town.

→ 88% of respondents had travelled by car.

→ The majority are frequent visitors (53% visit at least once a week).

KEY MESSAGES

Nature of Visit

- *Non-residents* are most likely to be those who visit Penzance for leisure/shopping at least once a week and do not stay overnight.
- *On-street respondents* tend to be those who had also travelled to Penzance for leisure or shopping and a large proportion are also frequent visitors.
- *On-street respondents* travelled to Penzance mostly by car.
- Frequent visitors should have a good understanding of the parking situation in Penzance.

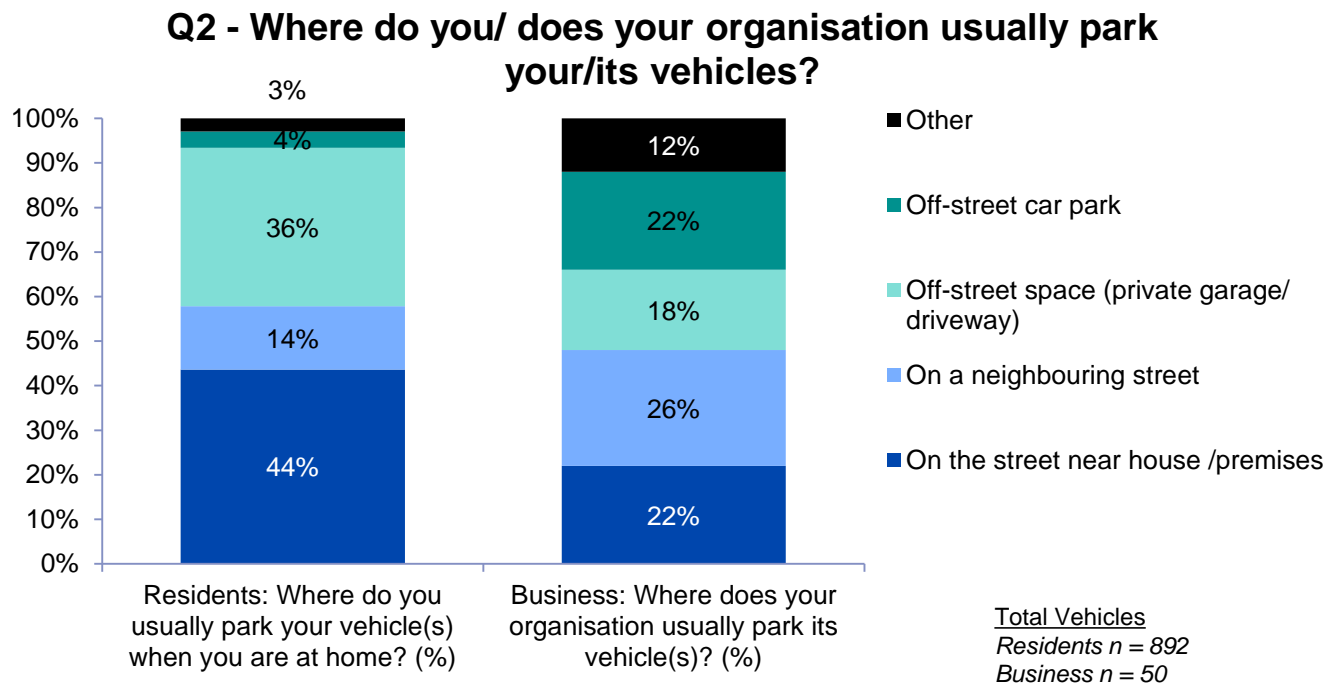
LOCAL PARKING DIFFICULTIES

Respondents were asked a series of questions about parking conditions in their street

Localised parking provision

RESIDENTS AND BUSINESS SURVEYS – usual parking location

Residents tend to mainly park on the street while businesses park in a variety of locations



- Over 40% of residents' vehicles are parked on-street near their house, with a further 14% usually parked on a neighbouring street. A third (36%) of vehicles are parked in an off-street private parking space (private garage/driveway).
- Respondents to the business survey indicated a more varied spread of parking locations, with 26% being parked on-street in a neighbouring street, and a further 22% on their street. A fifth (22%) of business vehicles are parked in an off-street public car park and slightly fewer (18%) in a private off-street space.

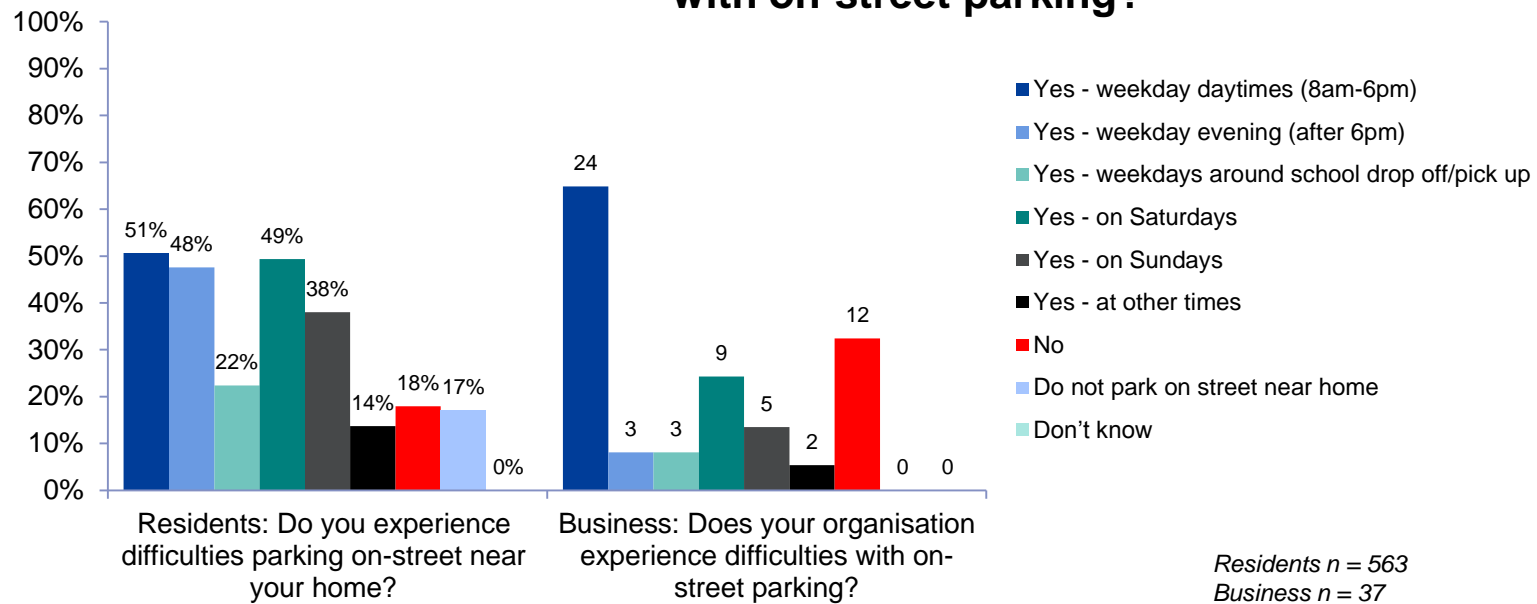
Note that percentages are based on vehicles rather than respondents as respondents could state their usual parking location for up to three vehicles.

Parking difficulties

RESIDENTS AND BUSINESS SURVEYS – on-street parking difficulties

Businesses are less likely than residents to report parking issues. Both groups are most likely to report parking issues during weekday daytimes.

Q3 - Do you/ does your organisation - experience difficulties with on-street parking?

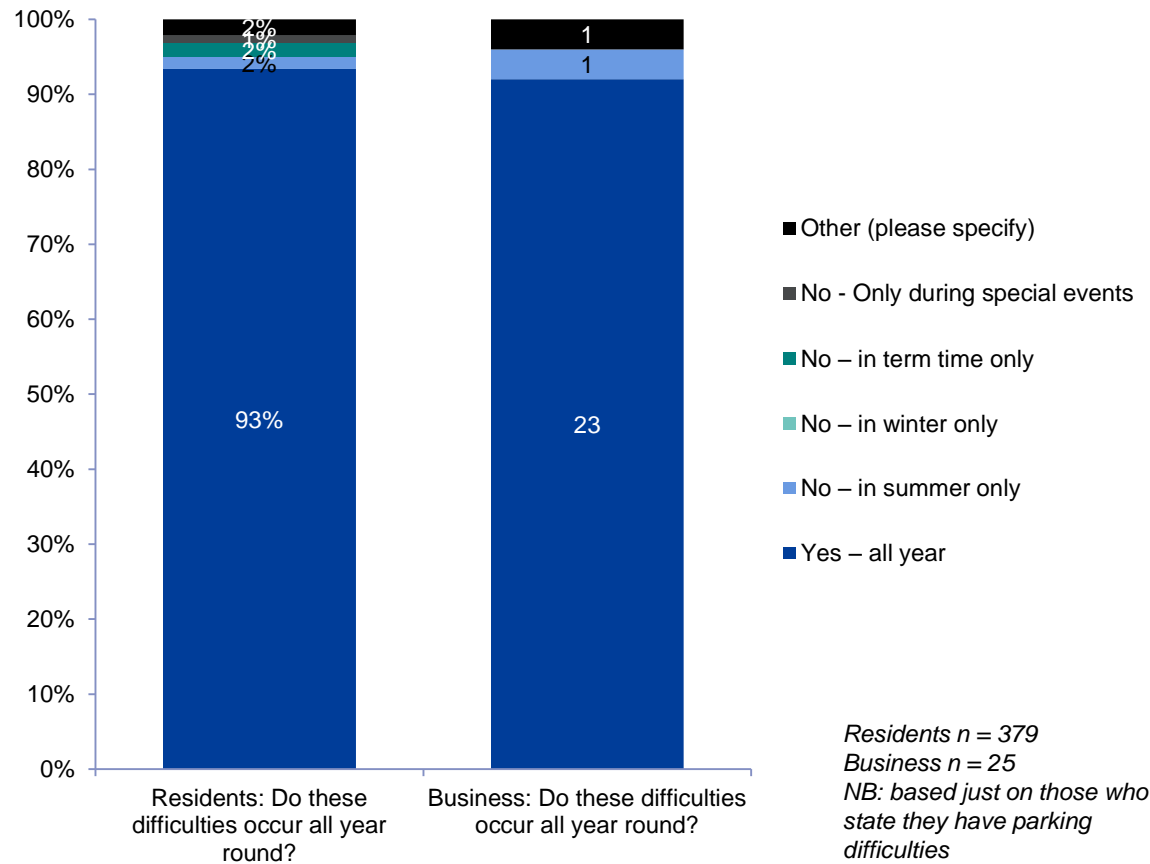


- A fifth (18%) of resident respondents and a third (32%) of businesses do not experience on-street parking difficulties.
- Residents tend to experience on-street parking difficulties on weekday daytimes (51%), on Saturdays (49%) and on weekday evenings (48%). Many also experience parking difficulties on Sundays (38%).
- For businesses, parking difficulties are most common during weekday daytimes (24 respondents; 65%), with 24% (9 respondents) noting difficulties on Saturdays.

RESIDENTS AND BUSINESS SURVEYS – seasonality

Most of those surveyed claim that on-street parking difficulties occur all year

Q4 - Do these difficulties occur all year round?

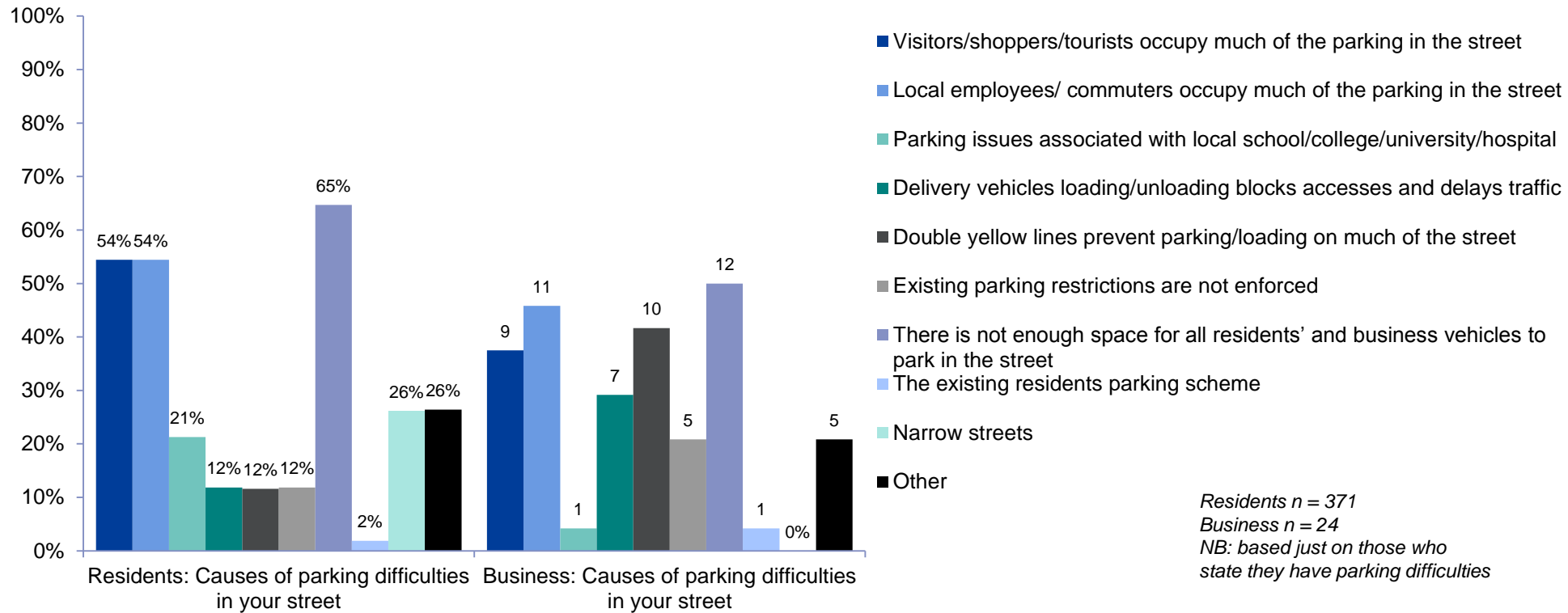


→ For the majority of residents and businesses who experience on-street parking difficulties, these difficulties occur all year and are not seasonal.

RESIDENTS AND BUSINESS SURVEYS – causes of parking difficulties

Both residents and businesses claim that insufficient parking supply causes parking difficulties

Q5 - What do you think causes the parking difficulties in your street?

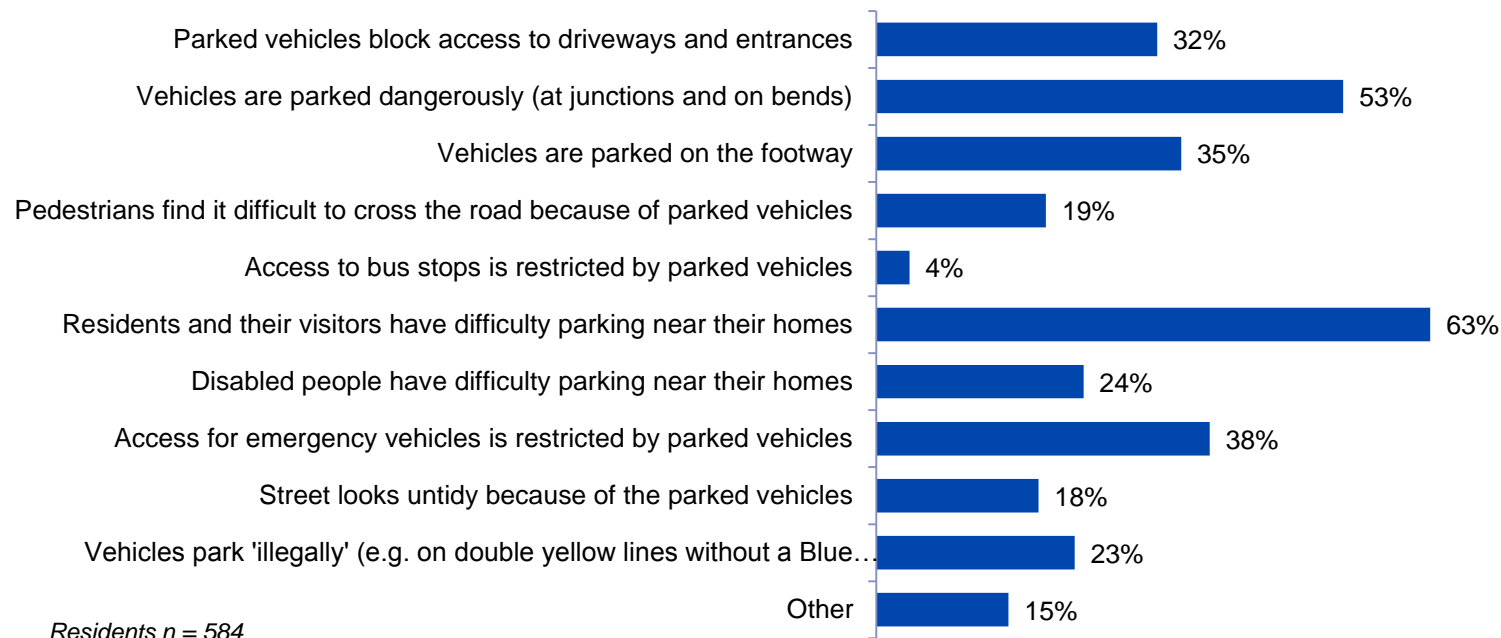


- Residents believe that above all, the parking difficulties stem from there being insufficient space to accommodate all residents' and business vehicles (65%). This was also the most frequently stated reason by businesses (12/24).
- Residents also believe that visitors and commuters occupy much of the parking in the street (54%).

RESIDENTS SURVEY – types of parking issues

Residents are concerned about the availability of parking near their homes and dangerous parking

Q6 - Do any of the following frequently occur in your street?

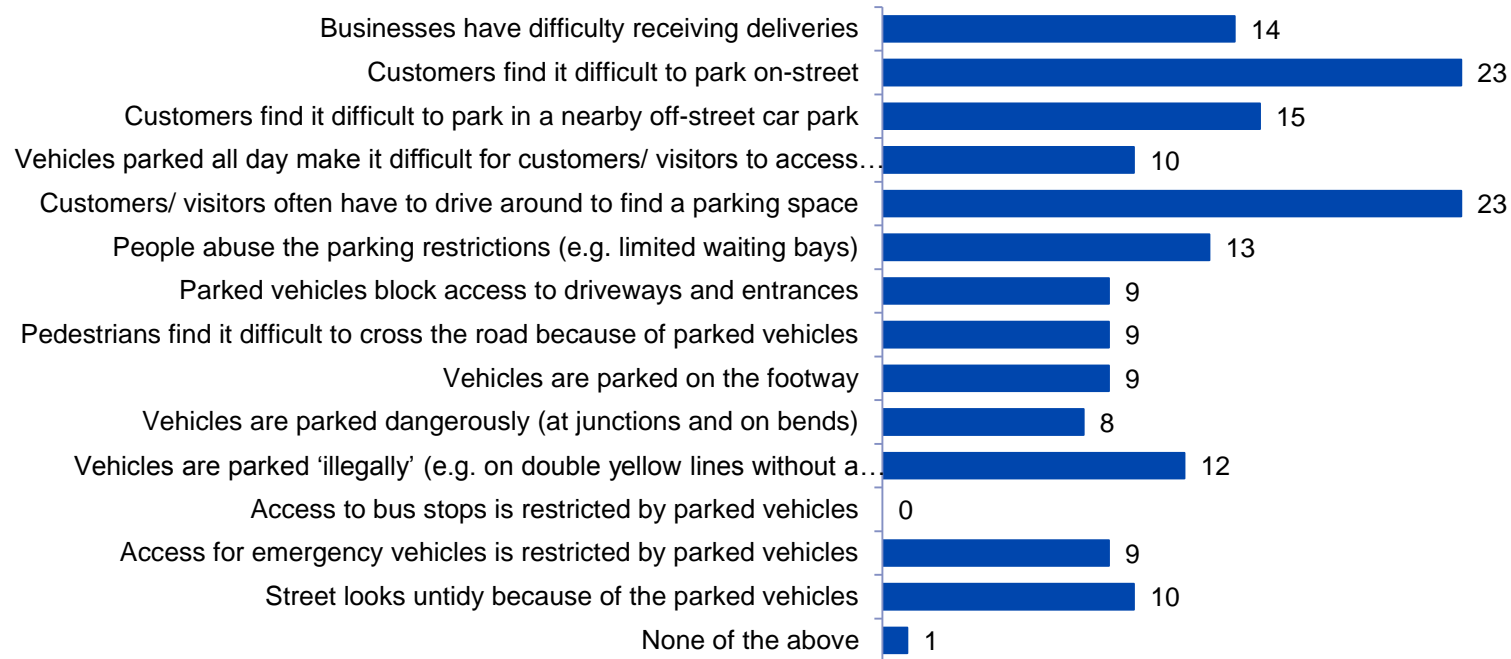


→ The most commonly cited parking issues include:

- Residents and their visitors have difficulty parking near their homes – 63%
- Vehicles are parked dangerously – 53%
- Access for emergency vehicles is restricted by parked vehicles – 38%
- Vehicles are parked on the footway – 35%

BUSINESSES SURVEY – types of parking issues

Businesses believe that customers find it hard to park on-street and have to drive around to find a parking space



Base = 34

- Businesses believe that customers / visitors often have to drive around to find a parking space (23 respondents) and that it is difficult for customers to find an on-street space (also 23 respondents).
- 15 businesses mention that customers find it difficult to park in a nearby off-street car park.
- 14 mention that they have difficulty receiving deliveries .
- 13 believe that existing parking restrictions are abused and 12 that vehicles are parked illegally.

KEY MESSAGES

Parking Difficulties

Residents

- Most commonly park on-street (near their house or in a neighbouring street).
- Around half of all resident respondents experience parking problems on weekday daytimes, on Saturdays, weekday evenings. Just a fifth do not experience any on-street parking difficulties.
- For the vast majority of those who experience difficulties (93%), the problems occur all year.
- Residents believe that the difficulties occur as there is not enough parking for residents available, and there are also issues with visitors and commuters using the available space.
- Residents' main issue is not being able to park near their home, followed by concerns about dangerous parking.

Businesses

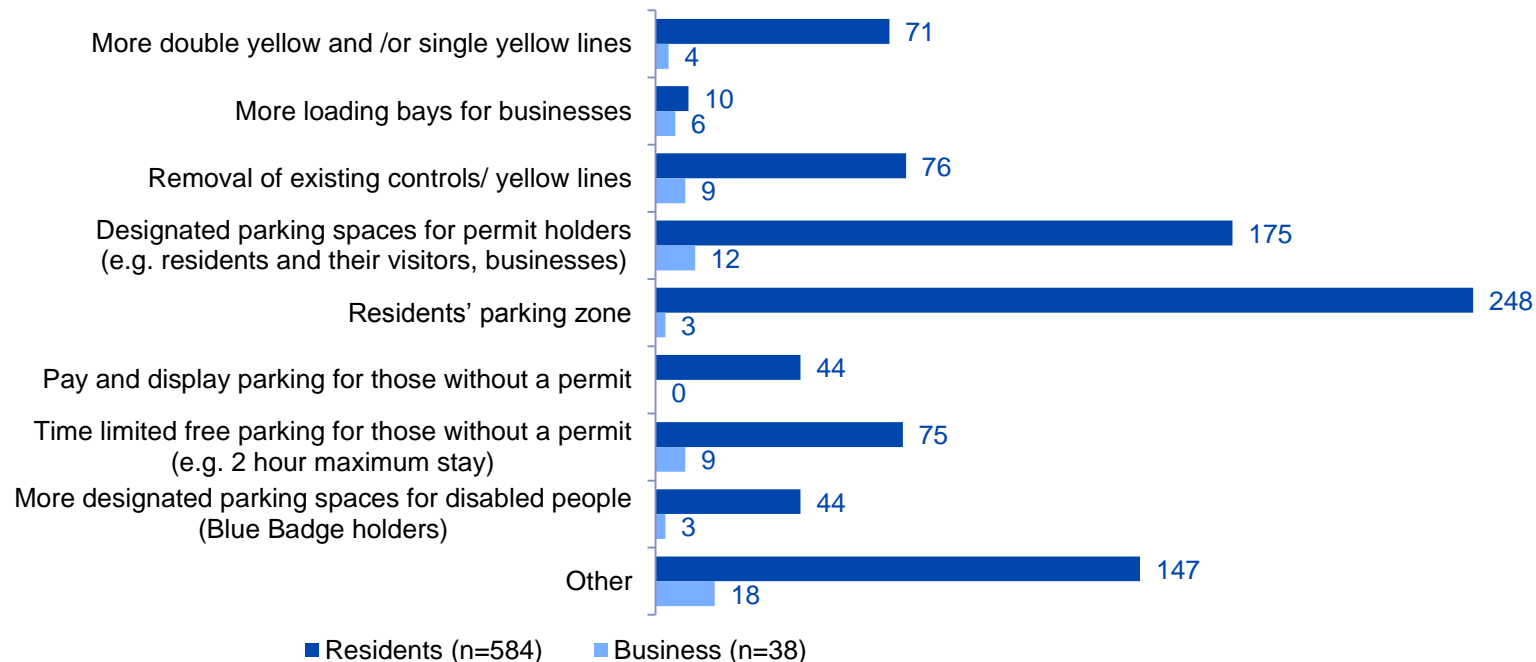
- Use a combination of parking locations but are slightly more likely to park on-street than off-street.
- Many report parking issues on weekday daytimes (and Saturdays).
- The three main perceived causes highlighted are the lack of space available, the proportion of parking space occupied by commuters and employees, and double yellow lines preventing parking.
- The main issue for businesses is that their customers find it difficult to park in on-street parking and are forced to drive around to find a space.

Demand for additional parking controls

RESIDENTS AND BUSINESS SURVEYS – demand for additional parking controls

Over 40% of residents believe that residential parking zones would help control the parking supply, while businesses do not agree

Q10 - Do you think there is need for any of the following controls to better manage the supply of parking in your street?

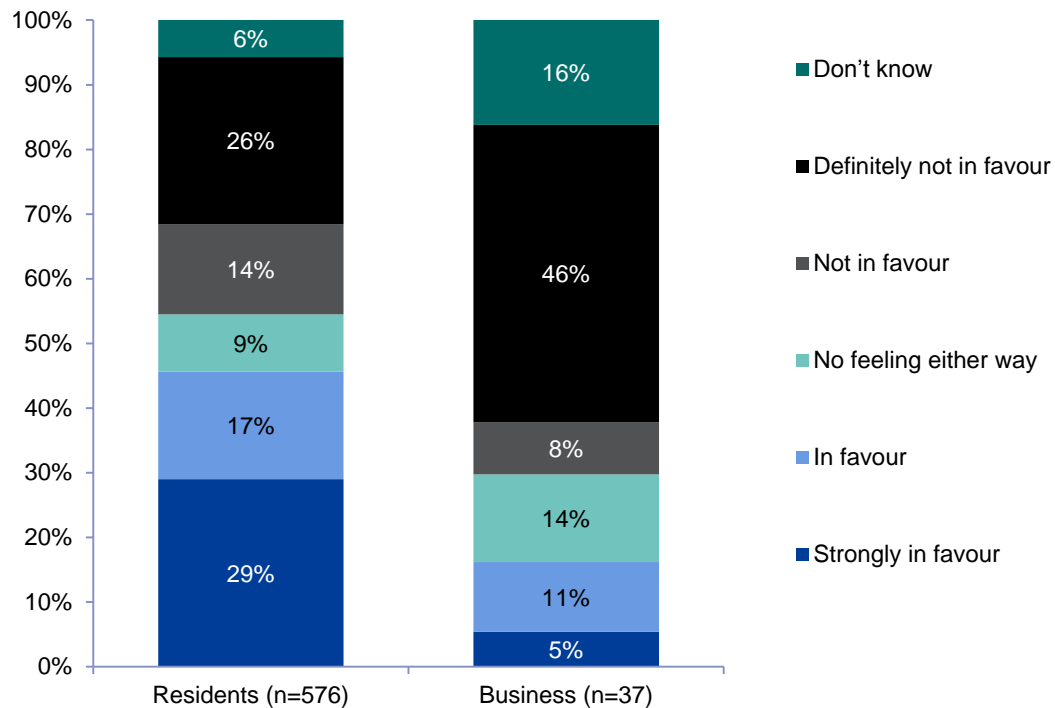


- The most popular solution to control the supply of parking amongst residents is a RPZ (42%; 248 respondents) and designated parking spaces for permit holders (30%; 175 respondents).
- In contrast, businesses do not believe there is a need for a residents parking zone (only 3/38 respondents stated there was a need for such a control). However, 12 believe that designating parking spaces for permit holders would help better manage the supply of parking.
- It is noted that a large number of residents and businesses stated 'other' answers.

RESIDENTS AND BUSINESS SURVEYS – demand for residents' parking scheme

There is no strong consensus on the need for a RPZ

Q11 - How would you feel about the principle of introducing a resident's parking zone in your street?



- Overall, there is some interest in the introduction of a RPZ but also a large proportion of opposition:
- 46% of residents and 16% of businesses are in favour of a residents parking zone (strongly/in favour) – this equates to 269 respondents in total.
 - 40% of residents and 54% of businesses are not in favour (strongly/not in favour) – this equates to 249 respondents.
 - Within the red line boundary more specifically, 46% of residents are in favour and 41% are opposed,

KEY MESSAGES

- Residents' views on the need for a RPZ are mixed: while there is a good level of support (46%), there is also a good level of opposition (40%).
- Analysis of views on the principle of introducing a RPZ by street is shown below for those streets with at least 8 respondents. This shows that there are often conflicting views within a street, and very few streets with a large number of respondents:

	In favour	Opposed	Neutral/DK
Penalverne Avenue	3	7	1
Belgravia Street	6	4	0
Morrab Road	5	3	1
St James Street	5	2	2
Harbour View Crescent	3	4	1
Penlee Street	6	1	1

- Businesses are much less supportive of the need for a RPZ to better manage the supply of parking in Penzance (just 16%, or 6 respondents, agree).
- The most popular control that both residents and businesses support is designated parking spaces for permit holders (though this measure is suggested by less than half of all respondents).

PARKING IN PENZANCE TOWN CENTRE

Respondents were asked a series of questions about on-street parking in their local town centre

Notes

- Resident respondents were asked to select their local town and respond specifically about that town, providing they do drive into or park in the town centre.
 - 572 respondents completed this section

- Non-residents/visitors were asked to complete a series of similar questions about their parking behaviour in the town they visit often.
 - 206 respondents completed this questionnaire about Penzance.

- Respondents to the on-street survey were also asked a series of questions about their parking habits and behaviour in the town in which they were interviewed.
 - 109 respondents were interviewed in Penzance & Newlyn.

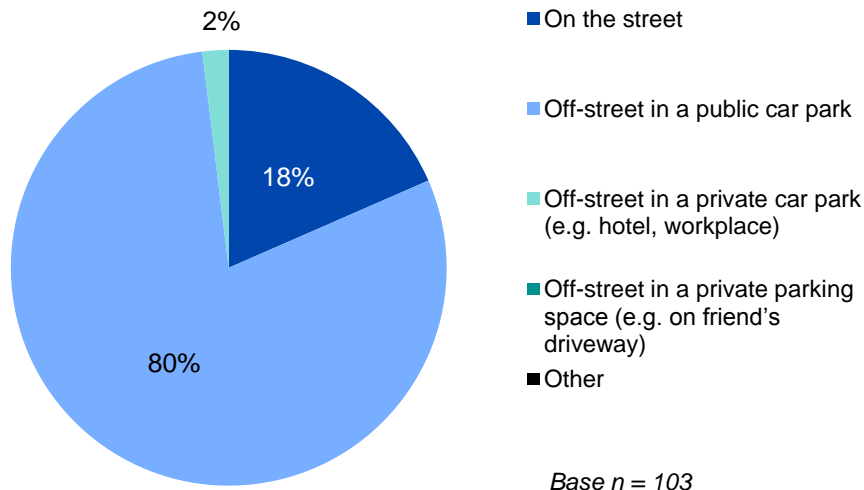
- The findings of all three surveys are presented within this section.

Parking behaviour

ON-STREET SURVEY – today's parking location

The vast majority (82%) of those on-street respondents who travelled by car had parked off-street while 18% parked on-street

Q3 - Where did you park?



- 18% of respondents parked on the street
- None of them required a parking ticket
- Alexandra Road was the most commonly used street (4/19 respondents)

Q4 - On which street did you park?

Don't know	12
Alexandra Road	4
Adelaide Street	1
Belgravia Street	1
St James Street	1

Base n = 19

- The majority of on-street respondents (82%) parked off-street:
 - 80% of all respondents who travelled by car parked in a public car park
 - Harbour car park was the most popular choice
 - 2% parked off-street in a private car park (e.g. hotel, workplace, supermarket).

Q6 – In which car park did you park?

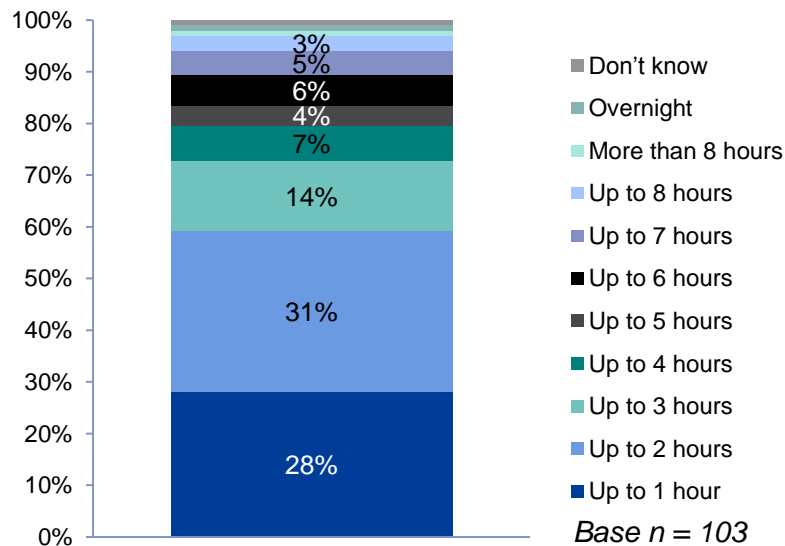
Harbour (Penzance/Newlyn)	38%
Other	30%
Penlee House (Penzance/Newlyn)	28%
Clarence Street (Penzance/Newlyn)	2%
Train Station (Penzance/Newlyn)	2%

Base n = 118

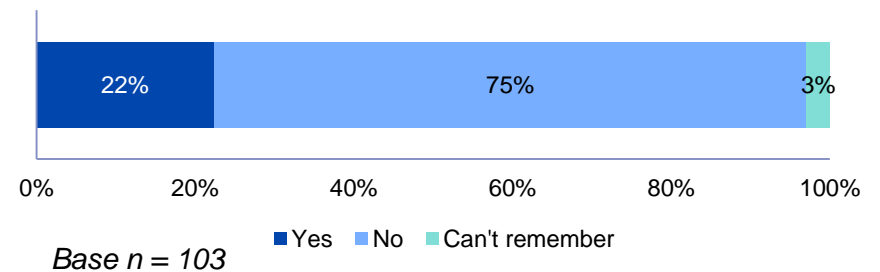
ON-STREET SURVEY – duration of parking and time taken to find a space

The majority of respondents who travelled by car parked for up to 2 hours and found a parking space in less than 5 minutes

Q7 - How long do you think you will park there for today?



Q9 - Did you spend more than five minutes driving around to find a parking space?



Duration of Parking

- Approximately a quarter of respondents (28%) expected to park their car for up to 1 hour and 59% anticipated a parking duration of up to 2 hours.
- Very few were parking overnight.

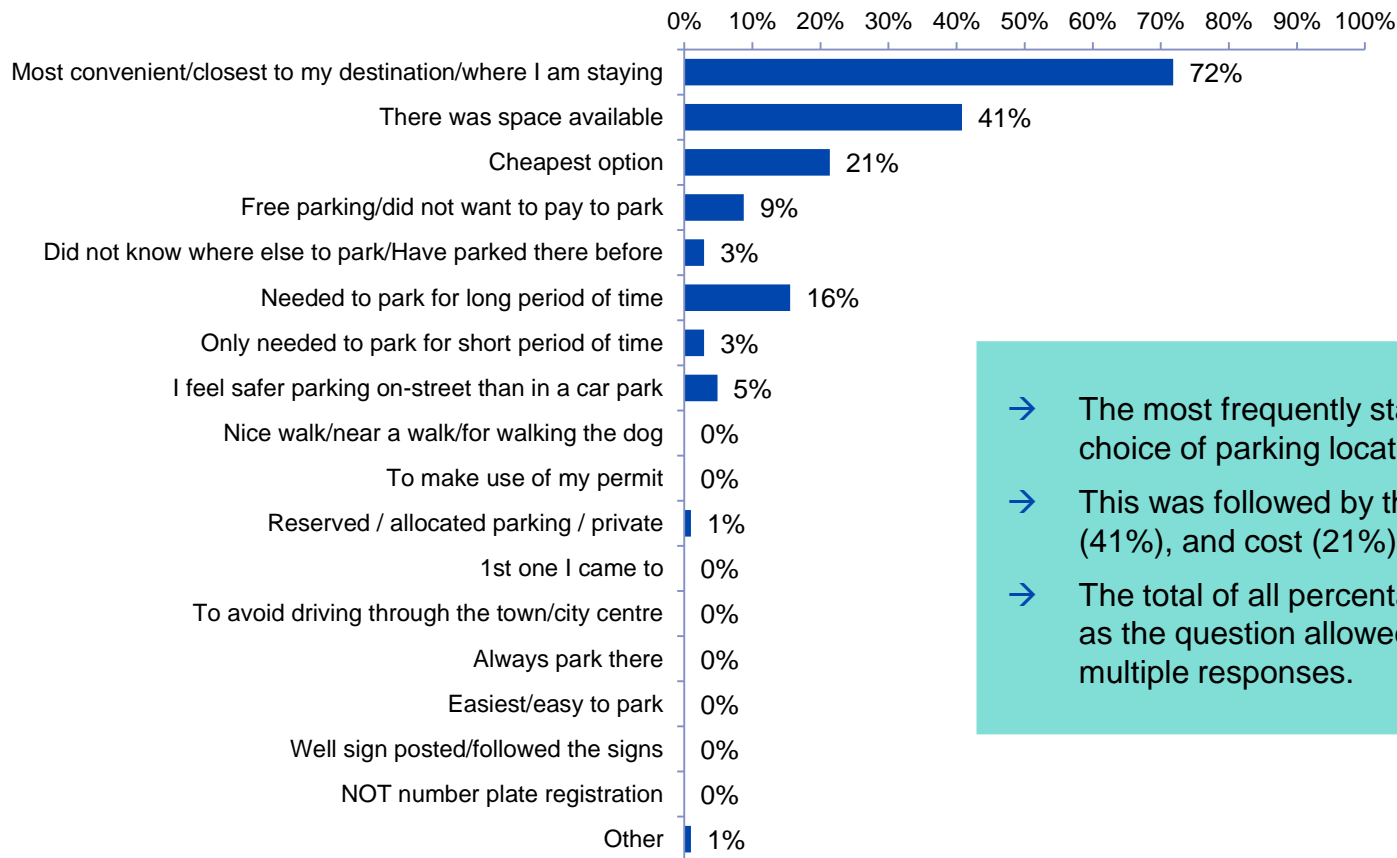
Time taken to find a space

- 75% of respondents found a parking space within 5 minutes of searching, though nearly a quarter (25%) spent longer than this circulating.

ON-STREET SURVEY – reasons for choice of parking location

On-street respondents want to park somewhere convenient

Q8 - Please can you tell me why you chose to park there?



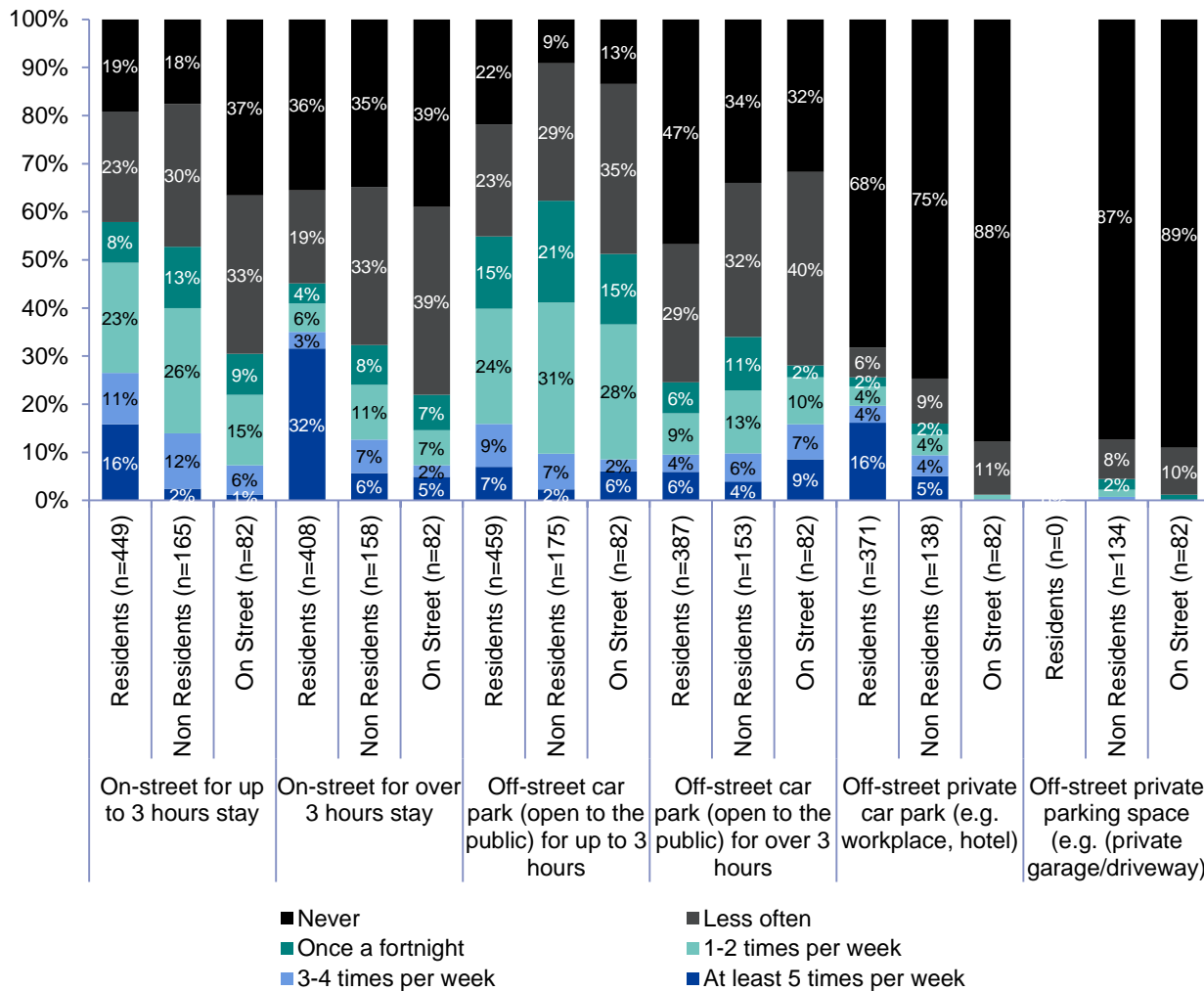
- The most frequently stated reason behind the choice of parking location (72%) was convenience.
- This was followed by the availability of spaces (41%), and cost (21%).
- The total of all percentages shown are above 100% as the question allowed for respondents to provide multiple responses.

Respondents (n = 103)

RESIDENTS, NON-RESIDENTS AND ON-STREET SURVEYS – use of different types of parking

Respondents tend to park on- and off-street in the town centre for short stays (up to 3 hours)

How often do you use each of the following types of parking?



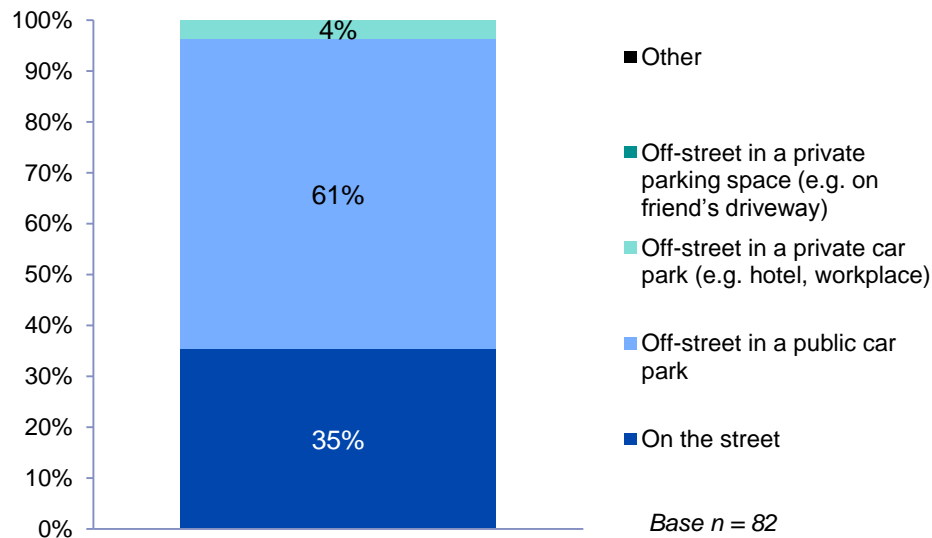
- Residents use short stay (up to 3 hours) and long stay (over 3 hours) on-street parking more frequently than respondents to the other surveys (50%/41% use off-street parking at least once a week).
- Non-residents make slightly greater use of off-street car parks for short stays than respondents to the other surveys (39% do so at least once a week).
- Few respondents from any of the surveys regularly park in an off-street car park for over 3 hours (non residents are most likely to be frequent users).
- The vast majority never park in an off-street private car park.

NB: On-street responses include all those who visit Penzance at least once a month

ON-STREET SURVEY – preferred parking location

The majority of the respondents who frequently park in Penzance prefer off-street parking

**Q12 - Where do you prefer to park in Penzance?
(All that visit Penzance once a month)**



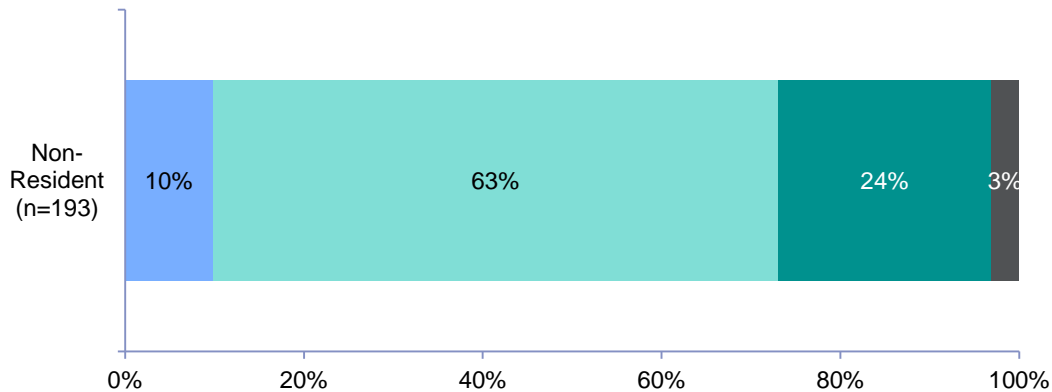
→ Overall, a third (35%) of frequent visitors to Penzance (i.e. those who visit at least monthly) prefer to park on the street, while 61% prefer to park off-street in a public car park.

NB: On-street responses include all those who visit Penzance at least once a month

NON-RESIDENT SURVEY – Parking permits

Most non-residents do not require a parking ticket or permit when they park on-street

Q6 - If you ever park on-street, what sort of parking ticket or permit do you use?



- Residents' visitor permit
- Blue badge
- No parking ticket/permit required where I park
- Do not park on-street
- Other

- The majority of the respondents (63%) do not require a parking ticket or permit when they park on-street.
- It is worth noting that 10% of respondents use a Blue Badge when they park on-street.

KEY MESSAGES

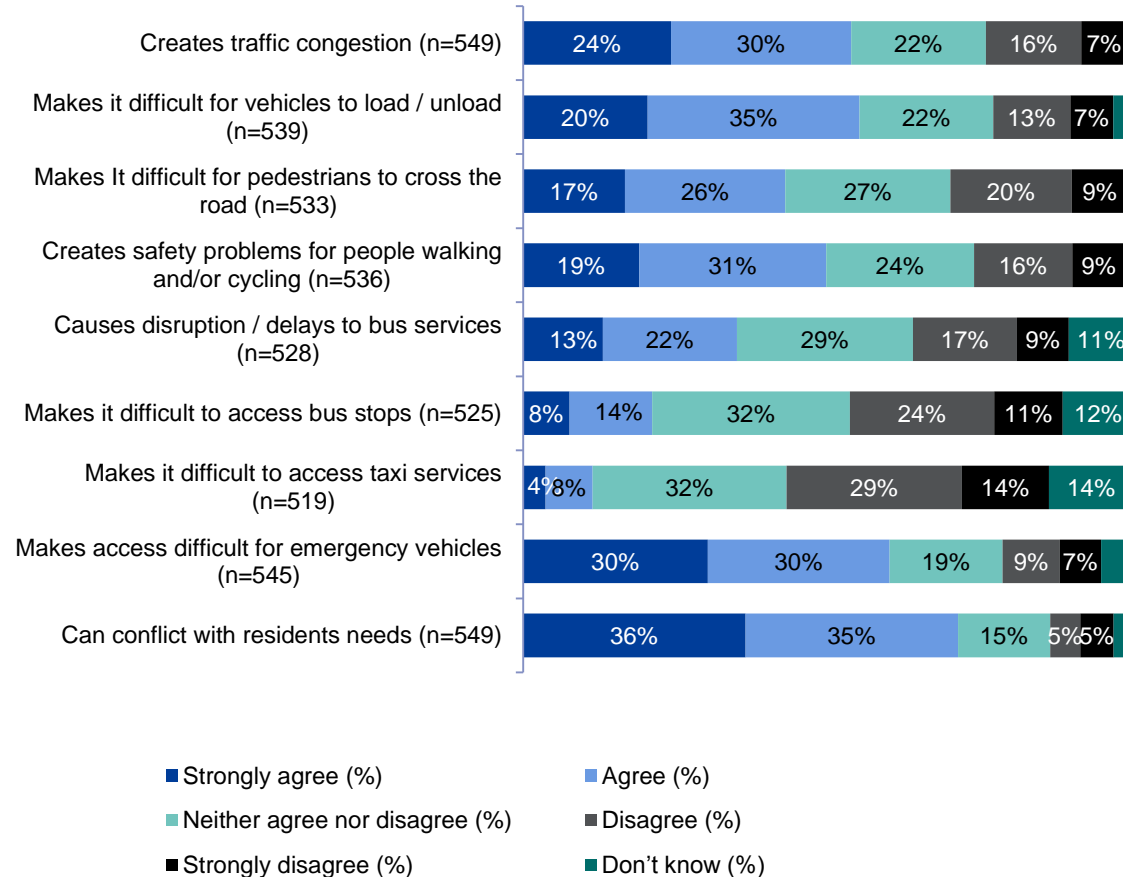
- The majority of respondents to the on-street survey had parked off-street (82%) and there is a general preference for off-street public parking amongst regular (at least monthly) visitors (61%).
- Harbour car park was the most popular choice amongst on-street respondents while Alexandra Road was the most commonly used street.
- 75% of respondents found a parking space within 5 minutes of searching – but 22% spent longer circulating looking for a space.
- Convenience is the key factor in choosing a parking location, along with the availability of space and cost.
- Resident respondents tend to make greater use of on-street parking in Penzance and Newlyn for long and short stays than non-residents and on-street respondents. Off-street car parks are also well used by all three types of respondents for short stays (up to 3 hours).

Impact & experiences of on-street parking

RESIDENTS SURVEY – perceived impact of on-street parking

Residents believe that on-street parking conflicts with their needs

Q14 - Agreement or disagreement with the following statements... "On-street parking in my local town/city centre..."



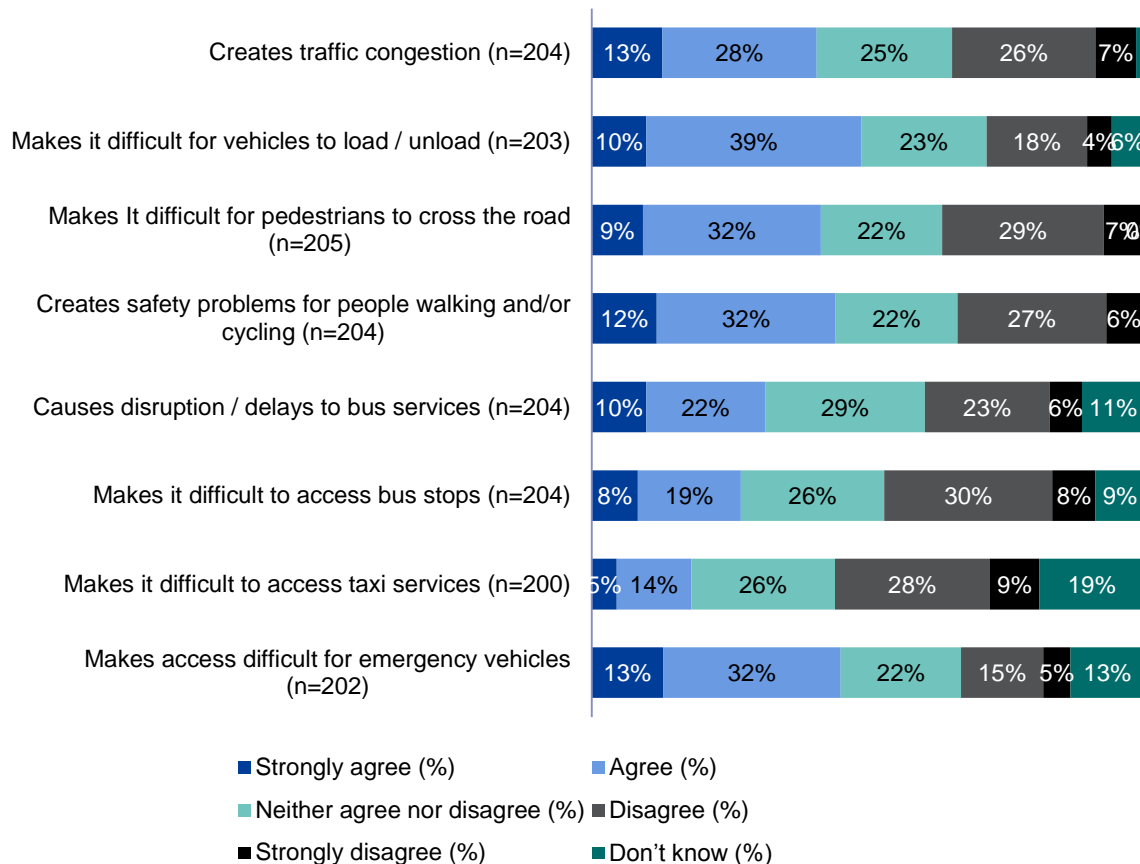
- Residents agree that on-street parking can conflict with resident needs (71% agree, while 10% disagree).
- Residents are also of the opinion that on-street parking make can impede access for emergency vehicles (60% agree, whilst 16% disagree).
- Residents agree that on-street parking creates safety problems for pedestrians and cyclists (50%, while 25% disagree).
- Residents also tend to agree that on-street parking can make it difficult for vehicles to load/unload (55% agree, 20% disagree) and that it causes traffic congestion (54% agree, 23% disagree).
- Respondents disagree that on-street parking make it difficult to access bus stops (35%) and taxi services (43%).

NB:
 'total agree' = includes responses marked as 'strongly agree' and 'agree'
 'total disagree' = includes responses marked as 'strongly disagree' and 'disagree'

NON-RESIDENTS SURVEY – perceived impact of on-street parking

Non-residents generally agree that on-street parking makes it difficult for vehicles to unload and restricts access for emergency vehicles

Q8 - Extent to which you agree or disagree with the following statements... "On-street parking in this town/city centre..."



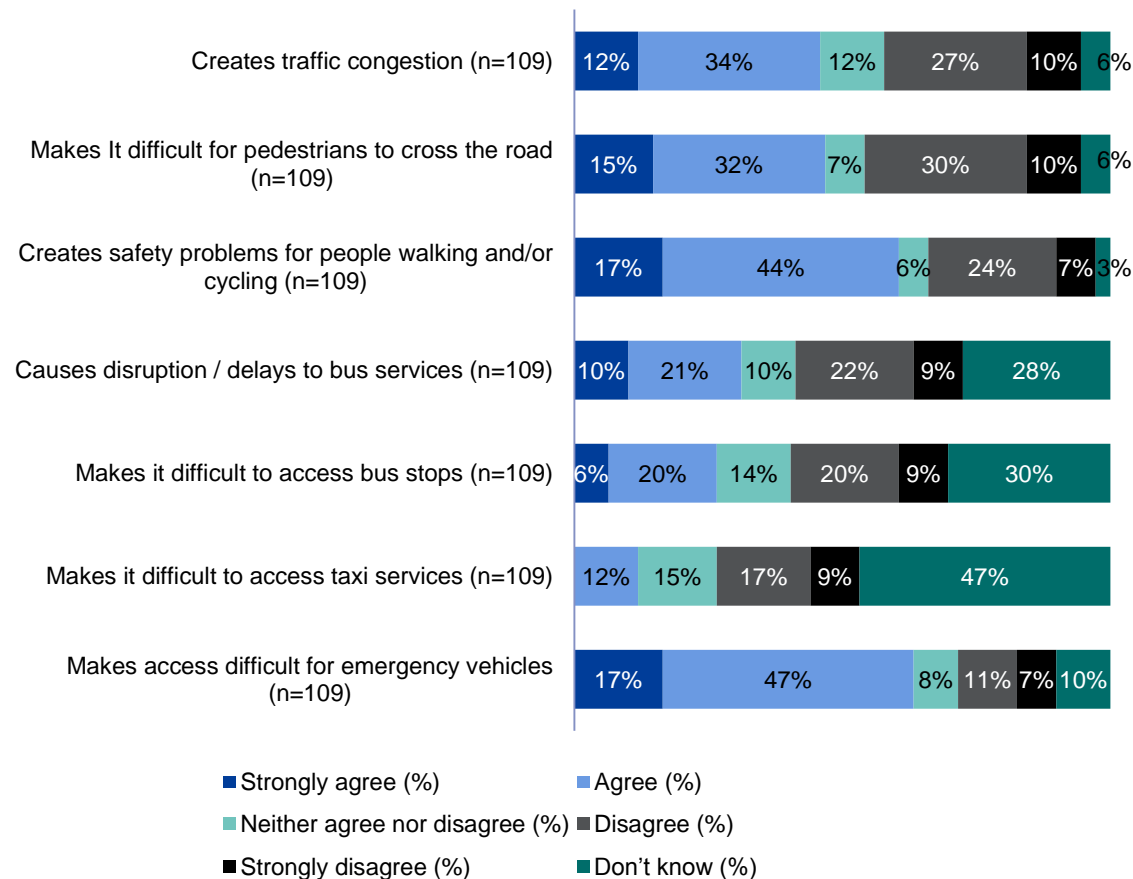
- Non-residents are slightly less likely to agree and more likely to disagree than residents with the most of the statements listed.
- Half (49%) of non-residents agree that on-street parking makes it difficult for vehicles to load/unload (22% disagree).
- Non-residents are also likely to agree that on-street parking makes access difficult for emergency vehicles (45% agree, 20% disagree).
- Views on the impact of on-street parking on the safety of walking/cycling and traffic congestion are more polarised (44% & 41% agree, respectively, while 33% in both cases disagree).
- Views are also polarised on whether on-street parking makes it difficult for pedestrians to cross the road (41% agree, 36% disagree).

NB:
 'total agree' = includes responses marked as 'strongly agree' and 'agree'
 'total disagree' = includes responses marked as 'strongly disagree' and 'disagree'

ON-STREET SURVEY – perceived impact of on-street parking

In contrast to the other groups, on-street respondents feel that on-street parking creates safety problems for walkers/cyclists

Q14 - Please tell us how much you agree or disagree with the following statements “On-street parking in Penzance...”



→ On-street respondents generally agree that on-street parking makes access difficult for emergency vehicles (64% agree) and creates safety problems for walkers/cyclists (61% agree).

→ However, views on the impact on crossing the road are mixed: 47% agree that on-street parking in Penzance makes it difficult to cross the road, while 40% disagree. Views on the impact on congestion are also mixed (46% agree, 37% disagree).

→ Similarly, views on the whether on-street parking disrupts bus services and impedes access to bus stops and taxis are mixed.

NB:
 'total agree' = includes responses marked as 'strongly agree' and 'agree'
 'total disagree' = includes responses marked as 'strongly disagree' and 'disagree'

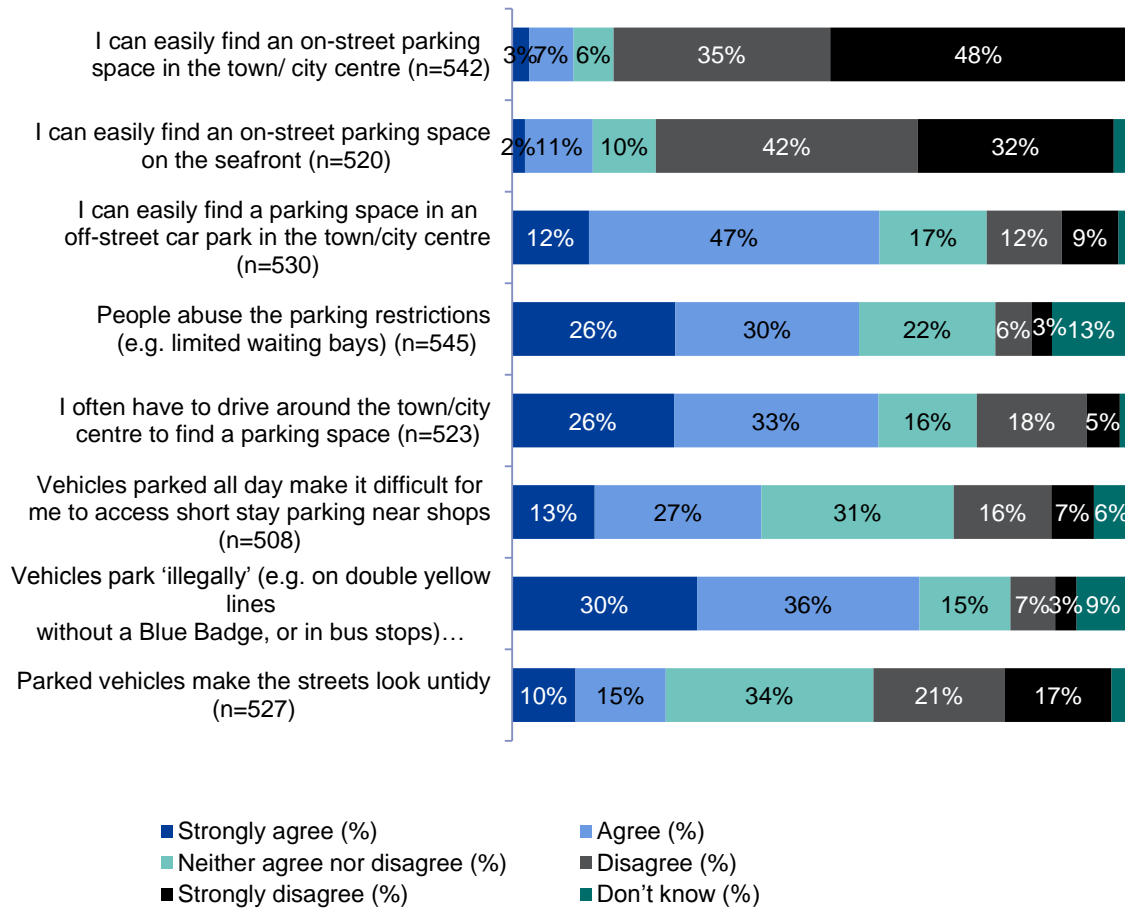
KEY MESSAGES

- Residents agree that on-street parking can conflict with their needs (71%).
- Residents, non-residents and on-street respondents generally believe that on-street parking restricts access for emergency vehicles (60%, 45% and 64% agree respectively), and there is a feeling that it makes it difficult for vehicles to load/unload.
- Respondents also believe that on-street parking creates safety problems for walkers/cyclists (61% of on-street respondents agree, along with 50% of residents and 44% of non-residents).
- Views on the impact of on-street parking on the ease of crossing the road and congestion are polarised amongst non-residents and on-street respondents, with similar proportions of respondents agreeing and disagreeing with the relevant statements. Residents however are more likely to agree than disagree that on-street parking impacts on these areas.
- There is a general feeling across the three surveys that on-street parking does not impede access to bus stops and taxi services.

RESIDENTS SURVEY – experiences of parking

Residents finding it difficult to secure an on-street parking space in the town centre and on the seafront

Q15 - Please tell us how much you agree or disagree with the following statements...



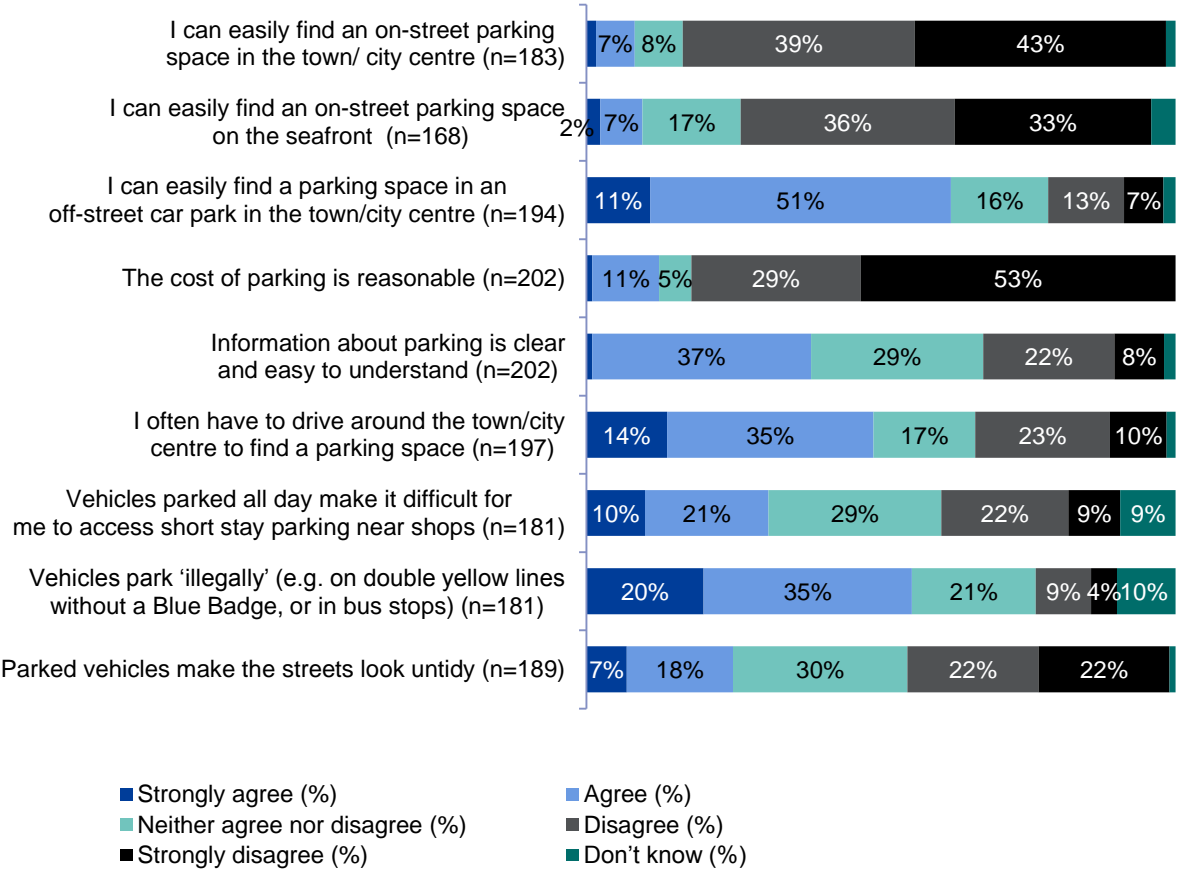
- Interestingly, while 59% of residents agree that they can easily find an off-street parking space in Penzance town centre (though 21% disagree), just 10% agree that they can easily find an on-street parking space (and a significant 83% disagree). Likewise, only 13% believe they can easily find an on-street parking space on the seafront, while 74% disagree.
- It is therefore unsurprising that 59% of residents reportedly often have to drive around the town centre in order to find a parking space.
- Around half of residents (56% agree, 9% disagree) believe that people abuse the parking restrictions and that vehicles park illegally (66% agree, 10% disagree).
- A number of residents reportedly find it difficult to access short stay parking near the shops (40% agree, though 23% disagree).
- Over a third of residents (38%) disagree that parked vehicles make the streets look untidy (25% agree).

NB:
 'total agree' = includes responses marked as 'strongly agree' and 'agree'
 'total disagree' = includes responses marked as 'strongly disagree' and 'disagree'

NON-RESIDENT SURVEY – experiences of parking

Non-residents consider it difficult to find an on-street parking space in the town though have less trouble finding an off-street space. They do not consider the price of parking in Penzance to be 'reasonable'

Q7 - Experiences of parking in this town or city centre...



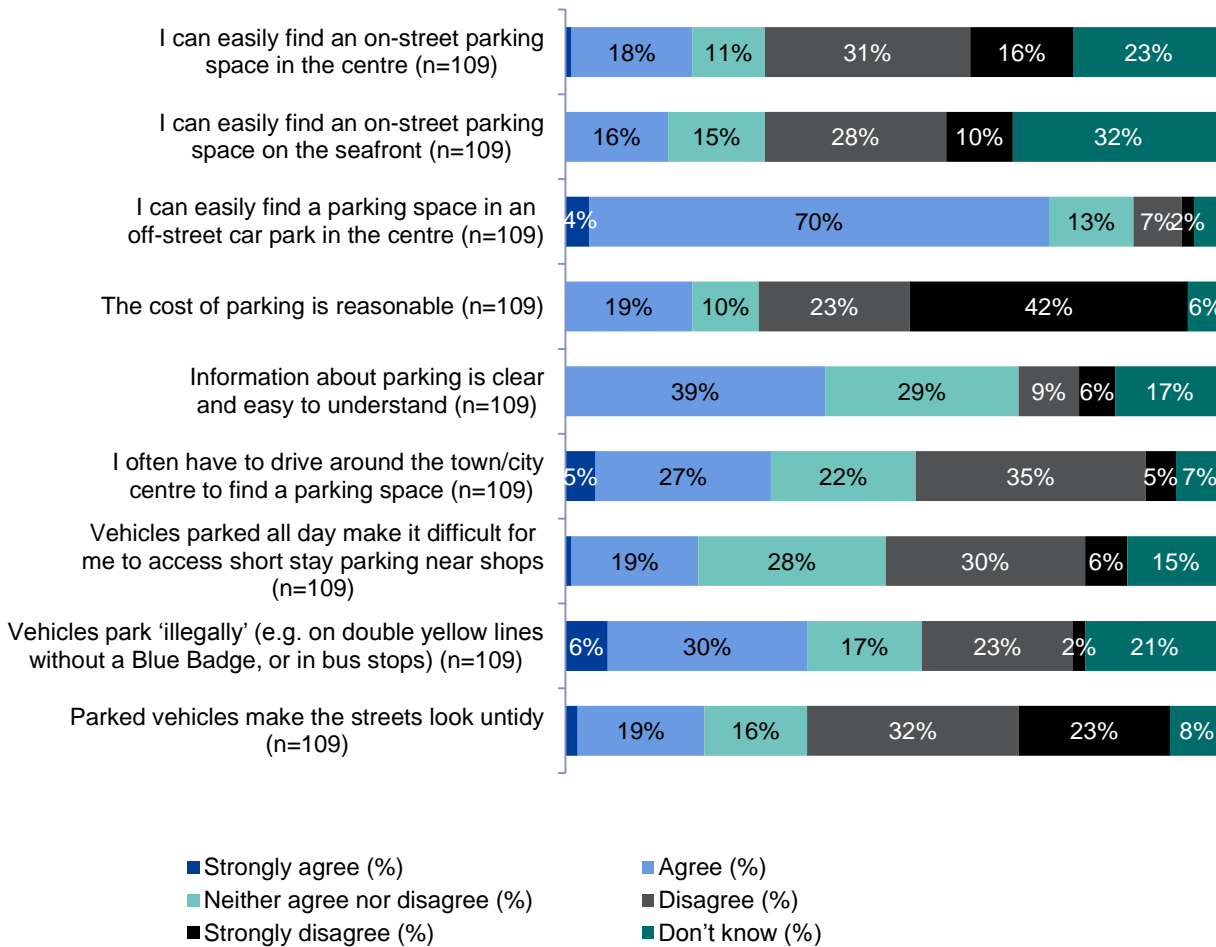
- Like residents, non-residents believe that finding an on-street parking space in the town centre is difficult – 82% disagree that they can 'easily find' one (8% agree).
- Similarly 69% disagree that they can 'easily find' an on-street parking space on the seafront. It is no surprise that 49% reportedly often have to drive around the town to find a parking space (33% disagree).
- In contrast, 62% believe that finding an off-street car park in the centre is easy (20% disagree).
- The majority (82%) believe that the cost of parking in Penzance is not reasonable.
- There are mixed views on parking information: 38% of non-residents find it clear and easy to understand, while 30% disagree.
- Views on whether all day parking restricts access are polarise: 31% agree that vehicles parked all day make it difficult for non-residents to access short stay parking near the shops, while 31% disagree.
- Half of non-residents agree that vehicles park 'illegally' in Penzance (55% agree, 13% disagree).
- Like residents, non-residents tend to disagree that parked vehicles make the streets look untidy (44%, compared to 25% agree).

NB:
 'total agree' = includes responses marked as 'strongly agree' and 'agree'
 'total disagree' = includes responses marked as 'strongly disagree' and 'disagree'

ON-STREET SURVEY – experiences of parking

On-street respondents also find it difficult to secure an on-street parking space but can easily find off-street parking

Q13 - Please tell us about your experience(s) of parking in Penzance



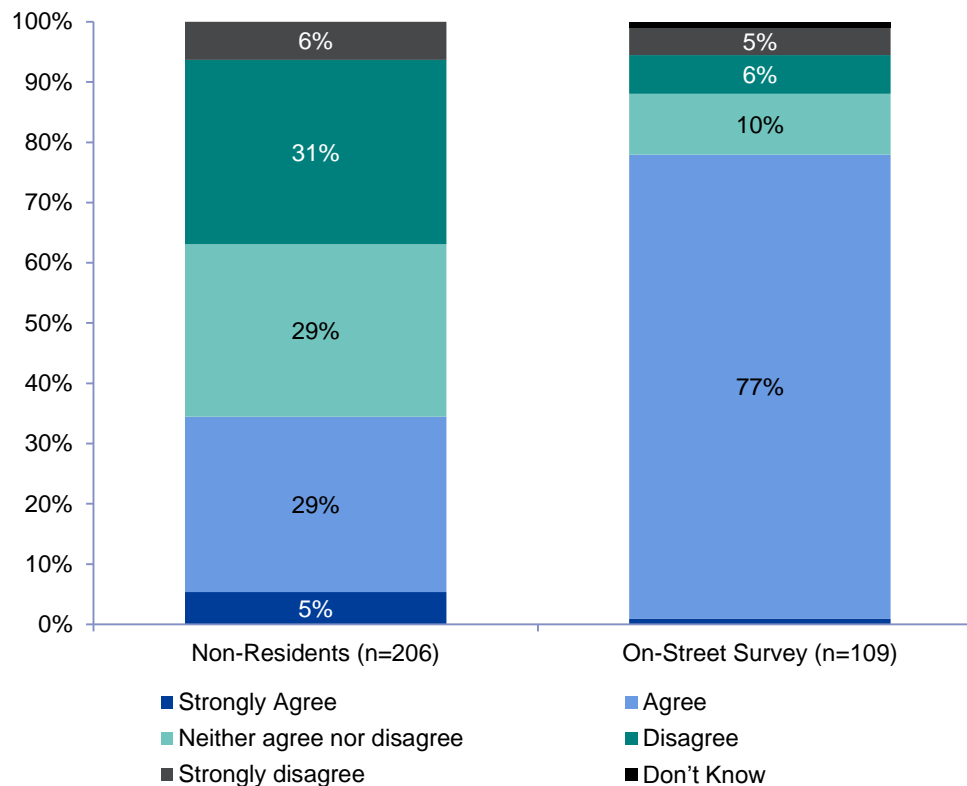
- On-street respondents also find it difficult to secure a parking space on-street in the town centre (19% agree that they can easily find a space, while 47% disagree) and on the seafront (16% agree, 38% disagree).
- However, three-quarters (73%) agree that it is easy to find a parking space in an off-street car park in the centre.
- A third (31%) reportedly often have to drive around the town centre to find a parking space (though a larger proportion, 39% disagree).
- Views on information are largely positive: 39% consider information about parking to be clear and easy to understand, whilst 15% disagree.
- Just a fifth (19%) of those surveyed believe that cost of parking is reasonable, while two-thirds (65%) disagree.
- Over a third (37%) disagree that all day parking restricts access, while 20% agree that vehicles parked all day make it difficult for them to access short stay parking near the shops.
- On-street respondents are less likely than non-residents and residents to believe that vehicles park 'illegally' (37% agree, 25% disagree).
- Respondents feel strongly that parked vehicles do not make the streets look untidy (55% disagree with the statement, 21% agree).

NB:
 'total agree' = includes responses marked as 'strongly agree' and 'agree'
 'total disagree' = includes responses marked as 'strongly disagree' and 'disagree'

NON-RESIDENT AND ON-STREET SURVEY – recent experience of parking

Experiences of parking varied greatly between non-residents and on-street respondents

How much agree or disagree with... "I feel that my most recent experience of parking in this town was good"



- There is some contrast between non-resident and on-street respondents' recent experiences of parking in Penzance.
- Overall, just a third (34%) of non-residents compared to three-quarters (78%) of on-street respondents had a good experience of parking in Penzance.
- Over a third (37%) of non-residents disagreed with the statement, suggesting they had had a poor experience. This compares to just 11% of on-street respondents.
- It is noted that 82% of on-street respondents had parked off-street on the day of interview – therefore their impressions are likely based on their experiences of parking off-street. The same question was not asked of non-residents, but analysis indicates that they use both on- and off-street parking, so their impressions are likely based on a combination of both on- and off-street parking.

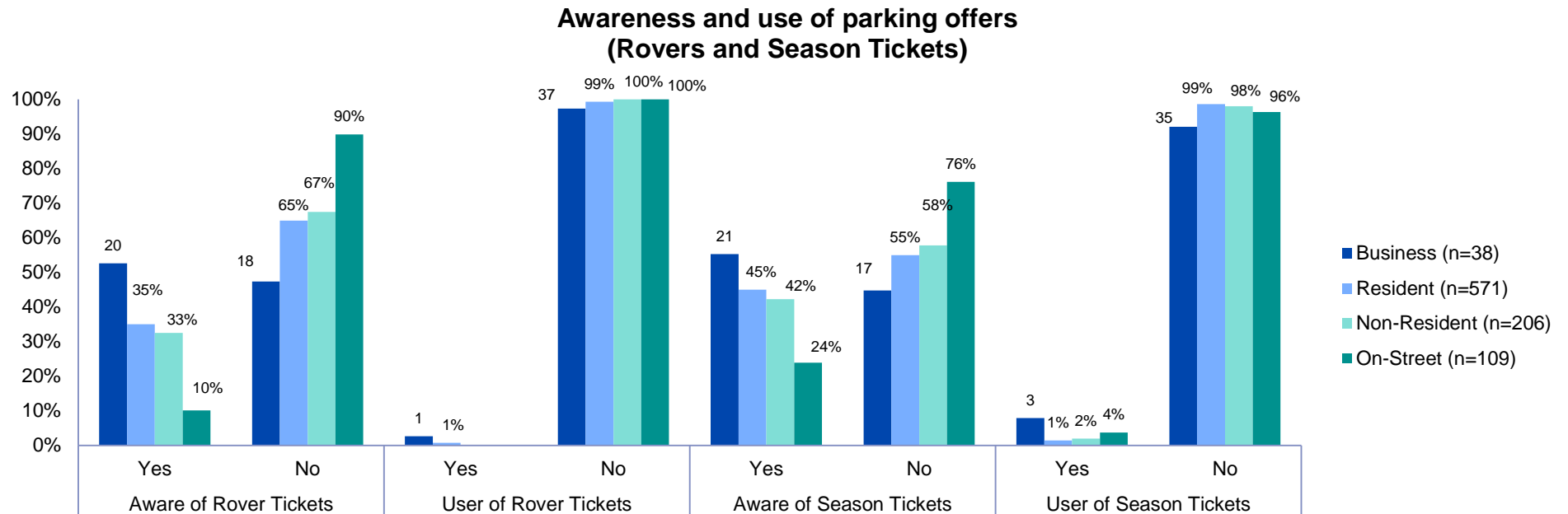
KEY MESSAGES

- Residents and visitors alike find it hard to secure an on-street parking space in St Ives town centre and on the seafront. There is felt to be a lot of circulating traffic as a result of these parking difficulties. However, respondents to all three surveys consider it relatively easy to find an off-street parking space.
- Views on parking costs are generally negative amongst visitors (non-residents and on-street respondents).
- There is greater awareness of vehicles parking 'illegally' amongst residents and non-residents than on-street respondents.
- The perceived impact of all day parking varies between the surveys, with residents most likely to feel that it restricts access to short stay parking near the shops .
- Respondents across the three surveys generally feel that parked vehicles do not make the streets look untidy.
- On-street respondents have far more positive opinions about their latest parking experience in Penzance than respondents to the non-residents survey, which is likely due to the different locations in which respondents park (on- and off-street).

Parking Offers & Services

BUSINESS, RESIDENT, NON-RESIDENT AND ON-STREET SURVEYS – use of parking offers

The majority of respondents are unaware of Rover and Season Tickets and there are very low levels of usage



- The majority of respondents (across all surveys) were previously unaware of Rover and Season tickets.
- Awareness of Rover tickets is greatest amongst business respondents (20/38), with around a third of residents and non-residents being aware, falling to 10% amongst on-street respondents.
- Awareness of season tickets is slightly higher at around half of businesses, ~43% amongst residents and non-residents and 24% amongst on-street respondents.
- However, very few respondents across all surveys (4 out of 928) currently use Rover tickets in Penzance.
- Season tickets are used by slightly more respondents (16 out of 928, 2%).

SUMMARY & CONCLUSIONS

Summary of questionnaire findings

SUMMARY

- This summary takes into consideration **937 responses** (584 residents, 38 businesses, 206 non-residents/visitors, 109 on-street interviews).
- Just over half of the resident respondents have no private off-street parking space.
- Just 18% of resident respondents and nearly one third of businesses **do not** experience on-street parking difficulties.
- Parking difficulties are predominantly encountered during the weekday day time, on Saturdays and on weekday evenings. They are not seasonal issues.
- The most frequent perceived cause of parking difficulties is a lack of space to accommodate all residents' vehicles, though there are also felt to be issues associated with visitor and commuter parking in residential areas.
- There is no overall consensus on the need for a residents parking zone to better manage the supply of parking in Penzance & Newlyn. Views are polarised, with strong levels of both support (46%) and opposition (40%) amongst residents. Businesses are less supportive of the need for a RPZ (just 16% agree).
- In the town centre, residents feel that the main impact of on-street parking in Penzance is conflict with residents' needs, in addition to impeding access for emergency vehicles and safety problems for people walking and/or cycling.
- Respondents from across the three surveys consider it difficult to find an on-street parking space in Penzance but much easier to secure an off-street space.
- There is limited awareness and very low levels of usage of Rover and Season tickets.