

# Westminster's Parking Policy Review (2010-11)

**The council's vision for Westminster is a Living City where families can thrive, businesses are successful and visitors enjoy the best on offer in London.**

Westminster functions as a national and international centre for business, shopping, arts, culture and entertainment, higher education and healthcare. The city's 47,000+ businesses provide 577,000 jobs which is 14% of all those in London and more than the City of London and Canary Wharf combined. The diversity of Westminster's employment market reflects the city's mixed character and contributes to its economic resilience. Over 70% of these organisations are small businesses employing fewer than five people and about 85% employ fewer than ten people.

Our residential population of approximately 240,000 swells to over 1 million every day as a result of the substantial influx of workers, visitors and tourists that visit this area. This pressure is intense and is central to both the city's character and many of its challenges. It places enormous demands on our transport network and parking provision as well as our historic public realm. In consequence many locations struggle to accommodate the sheer extent of transport movement that prevails each day and often into the night and which almost always involves an element of walking.

The influx of visitors also extends into the evening with many more people coming into the city to enjoy its vibrant nightlife, particularly in the West End. The high level of activity at all hours of the day and night presents particular challenges for us in terms of increased noise, poor air quality and collecting and recycling waste and refuse. Similarly, our businesses need to ensure that they can receive regular deliveries and other services that they depend on.

We, therefore, need an approach to parking which balances the needs of our residents with those of our visitors, and supports businesses whilst keeping traffic moving. This Parking Policy Review will help us to understand how you travel and park around the city so that we can respond in a way which will enable us to meet the challenges of the coming decade.

## The Questionnaire

We would like to understand the views of residents, employees and business owners based in Westminster as well as those who visit Westminster for a range of purposes such as shopping, entertainment, visiting friends and family, and making deliveries to name just a few.

This questionnaire asks specific questions about your travel and parking patterns and explores more specific parking issues and concerns. The questions are a mixture of 'tick box' and open questions so that you have plenty of opportunities to give us your thoughts.

The questionnaire is structured around 6 sections as follows:

- Questions about residents' and visitor parking
- Questions about servicing and deliveries
- Questions about parking, servicing and deliveries in the West End
- Questions about 'Green' parking
- Questions about how you travel and park in Westminster
- Questions about you

**Whilst you may not use all the parking facilities we ask about, please answer as fully as you can. If you are unable to complete the whole questionnaire, please do try to complete the section about how you travel and park in Westminster.**

If you require clarification of any terms used in this questionnaire, please refer to the glossary at the end of this document.

If you have any problems regarding this questionnaire or need it in a different format, please do not hesitate to contact us on [parkingreview2010@westminster.gov.uk](mailto:parkingreview2010@westminster.gov.uk) or 020 7823 4567.

We value everyone's opinion and we are looking at the council's parking policies **at a strategic level** and how our policies can be adapted or changed for the future. **If you have a particular local concern about parking, or wish to contest a Penalty Charge Notice (PCN), then please contact the Parking Information Line on 020 7823 4567 or online [www.westminster.gov.uk/parking](http://www.westminster.gov.uk/parking)**

**All questionnaires should be returned by 24<sup>th</sup> December 2010.**

## Introduction

### Q1. Do you live in Westminster?

Yes

1

No

2

**IF YOU DO NOT LIVE IN WESTMINSTER, PLEASE GO TO Q10**

## Section A: Questions about Residents' Parking Permits

Residents can apply for a resident parking permit for the zone in which they live. Currently there are two types of resident bays – 'resident only bays' and 'shared use bays'. As of summer 2010, approximately 35,000 residents' parking permits had been issued and there are approximately 30,000 residents' bays available on the street. Whilst some of this surplus is compensated for by allowing residents to park their vehicles on yellow lines in certain areas at night and/or at weekends, it remains the case that there are more residents' permits than bays. Your views on residents' and visitors' parking will help us to understand if any changes are required.

### Q2. Are you a Resident Parking Permit holder?

Yes

1

No

2

**IF YOU DO NOT HAVE A RESIDENT PARKING PERMIT, PLEASE GO TO Q7**

### Q3. For which zone do you hold a Resident Parking Permit?

(Please see the on the back page of the questionnaire or on the front of your Residents' Parking Permit to identify your particular parking zone).

Zone A - Knightsbridge & Belgravia

1

Zone E - Mayfair & St James's

5

Zone B - Bayswater & Maida Vale (South)

2

Zone F - Marylebone & Fitzrovia

6

Zone C - Harrow Road, Queen's Park & Maida Vale (North)

3

Zone G - Soho, West End & Covent Garden

7

Zone D - Pimlico, Victoria & Westminster

4

Zone H - Hyde Park

8

**Q4. How often do you experience difficulty finding a space in a residents' parking bay (resident only or shared use bay) at the following times of day...?**

	During the day	At night (after 6.30 pm)
6-7 days a week	1	1
4-5 days a week	2	2
2-3 days a week	3	3
Once a week	4	4
Once a fortnight	5	5
One a month	6	6
Several times per year	7	7
Less often	8	8
Never	9	9
Do not use at this time	10	10

Other comments:

.....

**Q5. Are you aware that Resident Parking Permit holders are permitted to park free of charge in Pay and Display and Pay by Phone parking bays in their permit zone in the first and last hours of the stated control times?**

Yes  1 No  2

**Q6. How often do you use your Resident Parking Permit to park free of charge in Pay and Display and Pay by Phone parking bays in your permit zone in the first and last hours of the stated control times?**

6-7 days per week	1	Once a month	6
4-5 days per week	2	Several times per year	7
2-3 days per week	3	Less often	8
Once a week	4	Never	9
Once a fortnight	5	Was not aware that I could	10

**Section A: Questions about Residents' & Visitor Parking**

**Q7. Please say how much you agree or disagree with the following statements:**

Strongly agree      Agree      Neither agree nor disagree      Disagree      Strongly disagree      Don't know

There should be a cap or limit on the number of residents' parking permits issued per household

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
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Where there is a limited availability of residents' parking, there is a case for charging a higher amount for a second residents' parking permit per household

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
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Other comments:

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**Q8. Roughly how often do your visitors experience difficulty finding a parking space when parking on the street near your home?**

6-7 days per week	<input type="checkbox"/> 1	Once a month	<input type="checkbox"/> 6
4-5 days per week	<input type="checkbox"/> 2	Several times per year	<input type="checkbox"/> 7
2-3 days per week	<input type="checkbox"/> 3	Less often	<input type="checkbox"/> 8
Once a week	<input type="checkbox"/> 4	Never	<input type="checkbox"/> 9
Once a fortnight	<input type="checkbox"/> 5	My visitors do not park in Westminster	<input type="checkbox"/> 10

Other comments:

.....

**Q9. In which parking zone(s) do your visitors experience parking difficulties?**

(Please see the map on the back page of the questionnaire to identify the parking zones in Westminster)

*Please select all which apply*

Zone A - Knightsbridge & Belgravia	<input type="checkbox"/> 1	Zone F - Marylebone & Fitzrovia	<input type="checkbox"/> 6
Zone B - Bayswater & Maida Vale (South)	<input type="checkbox"/> 2	Zone G - Soho, West End & Covent Garden	<input type="checkbox"/> 7
Zone C - Harrow Road, Queen's Park & Maida Vale (North)	<input type="checkbox"/> 3	Zone H - Hyde Park	<input type="checkbox"/> 8
Zone D - Pimlico, Victoria & Westminster	<input type="checkbox"/> 4	My visitors do not park in Westminster	<input type="checkbox"/> 9
Zone E - Mayfair & St James's	<input type="checkbox"/> 5	Other, please specify .....	<input type="checkbox"/> 10

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## Section A: Questions about Parking in Westminster

Measures which could improve visitor parking in Westminster include:

**Shared use bays** - parking bays which can be used by either resident permit holders at any time or, during certain hours, by other drivers who wish to pay to park.

**Parking scratch cards** - these can be purchased from One Stop shops and Westminster libraries. The cards are easy to use and can be bought in £2.20 and £4.40 denominations. Parking cards are also available in books of ten so residents can buy them and store them for when visitors arrive.

**Electronic visitor permits** - an electronic permit issued to residents which can be activated and deactivated by telephone or internet. Residents therefore have flexibility over their visitor parking requirements and pay for the amount of time their visitors use. These are not currently in use in Westminster.

**Q10. Please say how much you agree or disagree with each of the following statements.**

**Parking for visitors could be improved by the introduction of...**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
More shared use bays	1	2	3	4	5	6
More places to purchase visitor scratchcards	1	2	3	4	5	6
Introduction of visitor electronic permits	1	2	3	4	5	6

**Q11. Do you regularly park in Pay by Phone or Pay and Display parking bays or on single yellow lines when permitted (i.e. at night/ weekends)?**

*Please select all which apply*

Yes - Pay by Phone bays	1	Yes - On single yellow lines when permitted	3
Yes - Pay & Display bays	2	No - None of these	4

**Q12. How often do you experience difficulty finding a space when parking in ...?**

	Pay by Phone bays	Pay & Display bays	On single yellow lines when permitted (i.e. at night/weekends)
6-7 days a week	1	1	1
4-5 days a week	2	2	2
2-3 days a week	3	3	3
Once a week	4	4	4
Once a fortnight	5	5	5
One a month	6	6	6
Several times per year	7	7	7
Less often	8	8	8
Never	9	9	9
Do not use	10	10	10

Other comments:

.....

**Q13. In which parking zone(s) or area do you experience difficulties?**

*Please select all which apply*

	Pay by Phone bays	Pay & Display bays	On single yellow lines
Zone A - Knightsbridge & Belgravia	1	1	1
Zone B - Bayswater & Maida Vale (South)	2	2	2
Zone C - Harrow Road, Queen's Park & Maida Vale (North)	3	3	3
Zone D - Pimlico, Victoria & Westminster	4	4	4
Zone E - Mayfair & St James's	5	5	5
Zone F - Marylebone & Fitzrovia	6	6	6
Zone G - Soho, West End & Covent Garden	7	7	7
Zone H - Hyde Park	8	8	8
Do not use	9	9	9
Other, please specify: .....	10	10	10

Other comments:

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**Q14. Do you have any other comments on residents' and visitor parking in Westminster?**

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 .....  
 .....

**Section B: Questions about Servicing and Deliveries at your Home Address**

Westminster is an important centre for commerce and it is important to our economy to ensure that our businesses can receive their deliveries by van, heavy goods vehicle, courier bikes etc, and carry out their daily work. Making sure that this happens safely while keeping traffic moving can be a challenge in a historic city where residents and businesses exist side-by-side. Your views about servicing and deliveries from goods vehicles on the street will help us to understand how to achieve such a balance.

**Q15. Do you ever receive deliveries at your home address in Westminster?**

Yes  1 No  2 Do not live in Westminster  3

**IF YOU DO NOT RECEIVE DELIVERIES AT YOUR HOME ADDRESS IN WESTMINSTER, PLEASE GO TO Q18**

**Q16. Please say how much you agree or disagree with the following statement:**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
The space available for on-street loading and waiting near my home is sufficient given the demands on road space in the local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q17. Do you have any other comments on servicing and deliveries to your home address in Westminster?**

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**Section B: Questions about Servicing and Deliveries at your Workplace**

**Q18. Do you ever send out deliveries from or receive deliveries at your work place in Westminster?**

Yes  1    No  2    Do not work in Westminster  3

**IF YOU DO NOT SEND OUT OR RECEIVE DELIVERIES AT YOUR WORKPLACE IN WESTMINSTER, PLEASE GO TO Q21**

**Q19. Please say how much you agree or disagree with the following statement:**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
The space available for on-street loading and waiting near my work address is sufficient given the demands on road space in the local area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q20. Do you have any other comments on servicing and deliveries at your workplace in Westminster?**

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**Section B: Questions for the Logistics & Freight Industry**

**Q21. If you are a logistics, courier, road haulage or delivery company operating in Westminster, please say how much you agree or disagree with the following statement:**

Strongly agree    Agree    Neither agree nor disagree    Disagree    Strongly disagree    Don't know    Not applicable

The space available for on-street loading and waiting in Westminster is adequate given the demands on road space in the local area

1	2	3	4	5	6	7
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**Q22. Do you have any further comments on servicing and deliveries in Westminster?**

Please tell us about any specific locations in which you encounter servicing and delivery difficulties.

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**Section C: Questions about Parking, Servicing & Deliveries in the West End**

The streets of the West End are well used by pedestrians and through traffic, drivers seeking to park and wait on the street, cyclists, London buses, theatre coaches, taxis and private hire vehicles, pedi-cabs and Tuk Tuks, etc, and at the same time, access is required by emergency vehicles. Adding to these pressures is the 24/7 entertainment and business activity that requires access for cleansing and enforcement vehicles. All of these users demand access to the intensively used kerbside and with the 2012 Olympic and Paralympic Games fast approaching, the West End is likely to be busier than ever. In order to help us plan for the 2012 Games and for the long term future of the West End, your views on parking, servicing and deliveries in this area would be welcomed.

**Q23. Of the kerbside uses listed below, which three do you think should be given greatest priority in the West End?**

*Please select no more than 3 options*

Parking for private cars/vans	1	Bus stops (London Buses)	9
Parking for Car Club vehicles	2	Parking for motorcycles/scooters	10
Access for cleansing and refuse/recycling vehicles	3	Pedestrians	11
Access for coaches and London sightseeing tour buses	4	Pedestrian access to and from Underground stations	12
Cycle parking (including Barclays Cycle Hire)	5	Pedestrian access to and from National Rail stations	13
Loading/waiting for delivery/goods vehicles	6	Parking/set down space for private hire vehicles (non black cab private hire cars)	14
Parking/charging points for electric vehicles	7	Taxis (black cabs) parking/set down space/ranks	15
Access for emergency vehicles	8	Other forms of transport e.g. 'Pedi cabs' (rickshaws) and Tuk Tuks (small three wheeled motorised vehicles)	16
Other, please specify:			17
.....			

**Q24. How do you usually travel to the West End?**

Please select the one you use most often during the day and the one you use most often at night

	During the day	At night
Walk .....	1	1
Cycle .....	2	2
Barclays Cycle Hire .....	3	3
Motorbike or scooter .....	4	4
London Bus .....	5	5
Underground .....	6	6
National Rail .....	7	7
Taxi .....	8	8
Private car/ van .....	9	9
Electric car .....	10	10
Car Club vehicle .....	11	11
Delivery/goods vehicle .....	12	12
Health or Social Services transport	13	13
Other (please specify below) .....	14	14
Do not visit the West End .....	15	15

Other transport used:

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**Q25. Do you ever travel to the West End by car during the day or at night?**

Please select all which apply

Yes – during the day  1 Yes – at night  2 No - never  3

**Q26. If you ever drive into the West End at night, e.g. to visit the theatre, eat at a restaurant, go to a night club, or visit a casino, what, if anything, would make you leave your car at home and use an alternative form of transport?**

Please select all which apply

Better safety/security for pedestrians	<input type="checkbox"/> 1	More convenient public transport, e.g. no need to interchange	<input type="checkbox"/> 7
Better safety/security on public transport	<input type="checkbox"/> 2	Premium/first class travel on public transport	<input type="checkbox"/> 8
Less crowded public transport services	<input type="checkbox"/> 3	Cheaper taxi fares	<input type="checkbox"/> 9
Later running public transport services	<input type="checkbox"/> 4	If I had to pay for car parking	<input type="checkbox"/> 10
More frequent public transport services	<input type="checkbox"/> 5	If I had to pay more for car parking	<input type="checkbox"/> 11
Quicker public transport services	<input type="checkbox"/> 6	Nothing	<input type="checkbox"/> 12
Other, please explain: .....			<input type="checkbox"/> 13

**Q27. Where do you usually park in the West End?**

Please select the one you use most often during the day and the one you use most often at night

	During the day	At night
On the street	1	1
In an off-street Westminster City Council car park	2	2
In another off-street car park (e.g. NCP)	3	3
In another location (please explain below)	4	4
Do not park in the West End	5	5

Other parking location:

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**Q28. Please say why you choose to park there?**

Please select the one most important reason for your choice of parking location during the day and at night

	During the day	At night
Cost/ free parking .....	1	1
Most convenient/ closest to my destination	2	2
Availability of space .....	3	3
Vehicle safety .....	4	4
Personal security .....	5	5
Have a permit .....	6	6
Other (please explain below) .....	7	7
Do not park in the West End .....	8	8

Other reason:

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**Q29. Do you have any other comments on parking, servicing and deliveries in the West End?**

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**Section D: Questions about Green Parking – Electric Vehicles**

Over the past ten years new types of electric and hybrid vehicles have become more prevalent. Westminster City Council has led London in the provision of charging points for electric vehicles and as of September 2010, some 21 on-street spaces have been provided at 13 locations. Currently those charging their car at one of our charging points do so for 'free' if they pay an annual subscription. Electric vehicles are also entitled to free parking in certain bays up to the advertised 'maximum stay' period advised on the street sign. Transport for London (TfL) is currently considering a scheme that will encourage more charging points across London.

Other green initiatives include the Westminster Car Club which currently has 2,600 members. Also as part of our review of our planning policies we are considering promoting more Car Clubs. Please access [www.westminster.gov.uk/carclub](http://www.westminster.gov.uk/carclub) for more information.

**Q30. Please say how much you agree or disagree with the following statement:**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
There is a need for more electric vehicle bays in Westminster	1	2	3	4	5	6

Other comments:

.....

**Q31. Are there any particular locations on-street where you think additional electric vehicle bays should be provided? Please advise the area, street name or postcode**

Area	
Street	
Postcode	

**Q32. If you think that more electric bays are needed, should they be provided in place of other types of parking bays?**

Yes .....	1
No .....	2
Don't know .....	3
Do not believe there is a need for more electric vehicle bays	4
Other, please explain: .....	5

Other comments:

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**IF YOU DO NOT BELIEVE THAT ADDITIONAL ELECTRIC VEHICLE BAYS SHOULD BE PROVIDED IN PLACE OF OTHER TYPES OF PARKING BAYS, PLEASE GO TO Q34**

**Q33. If additional electric vehicles parking bays were to be provided in Westminster, which of the following types of parking bay should they replace?**

*Please select all which apply*

Resident permit bays	<input type="checkbox"/>	1	Loading bays	<input type="checkbox"/>	5
Pay by phone bays	<input type="checkbox"/>	2	Motorcycle and scooter bays	<input type="checkbox"/>	6
Pay and display bays	<input type="checkbox"/>	3	Special bays e.g. doctor, diplomat bays	<input type="checkbox"/>	7
Disabled bays	<input type="checkbox"/>	4	None of these	<input type="checkbox"/>	8
Other, please explain: .....	<input type="checkbox"/>			<input type="checkbox"/>	9

**Section D: Questions about Green Parking – Electric Vehicles & Car Clubs**

**Q34. Please say how much you agree or disagree with the following statements**

*Please select one option in each row*

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
The supply of electricity for electric vehicles should continue to be free of charge in Westminster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-street parking for electric vehicles should continue to be free of charge in certain bays up to the advertised 'maximum time' identified on the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The council should consider other on-street parking concessions to encourage the use of more environmentally friendly vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other comments:

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**Q35. Are you a member of the Westminster Car Club or another car club?**

*Please select all which apply*

Westminster Car Club	<input type="checkbox"/>	1	Other Car Club (please specify below)	<input type="checkbox"/>	2	No, none of these	<input type="checkbox"/>	3
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Other Car Club:

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**Q36. Please say how much you agree or disagree with the following statement:**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
There is a need for additional dedicated Westminster Car Club or other car club parking bays in Westminster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other comments:

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**Q37. Are there any particular locations on-street where you think additional dedicated Car Club bays should be provided? Please advise the area, street name or postcode**

Area	
Street	
Postcode	

**Q38. If you think that additional Car Club bays are needed, should they be provided in place of other types of parking bays?**

- Yes .....  1
- No .....  2
- Don't know .....  3
- Do not believe there is a need for additional Car Club bays  4
- Other, please explain: .....  5

Other comments:

.....

**IF YOU DO NOT BELIEVE THAT ADDITIONAL CAR CLUB BAYS SHOULD BE PROVIDED IN PLACE OF OTHER TYPES OF PARKING BAYS, PLEASE GO TO Q40**

**Q39. If additional Car Club bays were to be provided in Westminster, which of the following types of parking bay should they replace?**

*Please select all which apply*

- |                              |                            |   |                            |
|------------------------------|----------------------------|---|----------------------------|
| Resident permit bays         | <input type="checkbox"/> 1 | Loading bays                            | <input type="checkbox"/> 5 |
| Pay by phone bays            | <input type="checkbox"/> 2 | Motorcycle and scooter bays             | <input type="checkbox"/> 6 |
| Pay and display bays         | <input type="checkbox"/> 3 | Special bays e.g. doctor, diplomat bays | <input type="checkbox"/> 7 |
| Disabled bays                | <input type="checkbox"/> 4 | None of these                           | <input type="checkbox"/> 8 |
| Other, please explain: ..... |                            |   | <input type="checkbox"/> 9 |

**Section D: Questions about Green Parking**

**Q40. Please say how much you agree or disagree with the following statement:**

- |  | Strongly agree             | Agree                      | Neither agree nor disagree | Disagree                   | Strongly disagree          | Don't know                 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| I would be deterred from living in Westminster if I was unable to purchase a residents' parking permit | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

Other comments:

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**Q41. Do you have any other comments on 'green' parking in Westminster?**

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**Section E: Questions about your Travel Patterns in Westminster**

The pressure on our transport and parking network is substantial so we wish to understand better how, when and where residents, workers and visitors travel and how those who drive, park. This important feedback will enable us to better understand how new parking policies should be developed to enable improved parking service for the future.

Thinking of the typical journeys you make **in or through Westminster** on **weekdays, Saturdays and Sundays** please answer the following questions

**Q42. How many journeys do you make in and through Westminster on a typical weekday, Saturday and Sunday?**

*A journey is defined as a single trip, e.g. from home to work, or from work to the gym, from the gym to home, or from home to the supermarket.*

Please select one option in each column

Typical number of journeys	Weekday	Saturday	Sunday
None .....	1	1	1
One .....	2	2	2
Two .....	3	3	3
Three .....	4	4	4
Four .....	5	5	5
Five .....	6	6	6
More than five.....	7	7	7

**Q43-45. Thinking about the journeys you make in or through Westminster on a typical weekday, Saturday and Sunday, use the numbers below to say where you travel from and to for each journey you make.**

From/To	No.	From/To	No.	From/To	No.
<b>Within Westminster</b>		Pimlico	15	<b>Neighbouring Boroughs</b>	
Bayswater	1	Queen's Park	16	Brent	29
Belgravia	2	Queensway	17	Camden	30
China Town/ Leicester Square	3	Regent's Park	18	City of London	31
Church Street	4	Soho	19	Kensington & Chelsea	32
Covent Garden	5	St James's	20	Lambeth	33
Fitzrovia	6	St John's Wood	21	Southwark	34
Harrow Road	7	Strand/Aldwych	22	Wandsworth	35
Knightsbridge	8	Victoria	23	<b>Elsewhere</b>	
Lisson Grove	9	Westbourne Grove	24	Rest of London	36
Maida Vale	10	Westbourne Park	25	Outside London	37
Marylebone	11	Westminster	26	Do not make any (further) journeys	38
Mayfair	12	Whitehall	27		
Millbank	13	West End	28		
Paddington	14				

*Example: if you travel from Knightsbridge to the West End your journey would be recorded as:*

From...                      To...

Journey 1       -

**Your journeys.....**

	Q43. Weekday		Q44. Saturday		Q45. Sunday	
	From...	To...	From...	To...	From...	To...
Journey 1	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>
Journey 2	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>
Journey 3	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>
Journey 4	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>
Journey 5	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>	<input style="width: 80px; height: 30px;" type="text"/>	- <input style="width: 80px; height: 30px;" type="text"/>

Other locations:

**Weekday:**

.....

**Saturday:**

.....

**Sunday:**

.....

**Q46. Thinking about the journeys you usually make in and through Westminster on a typical weekday, Saturday and Sunday, please use the numbers below to say what type of transport you use for each journey you make.**

Transport	No.	Transport	No.	Transport	No.
Walk	1	Underground	6	Taxi or private hire vehicle	11
Cycle	2	National Rail	7	Delivery/goods vehicle	12
Barclays Cycle Hire	3	Car or other private vehicle	8	Health/Social Services transport	13
Motorbike or scooter	4	Electric car	9	Other, please specify below	14
London Bus	5	Car Club vehicle	10	Do not make any (further) journeys	15

*Example: if your first journey through Westminster on a typical weekday is by London Bus, please record as:*

Weekday  
Journey 1

*If you use more than one type of transport for a particular journey, please select the one you use to travel the **greatest distance**. For example, if you walk to the bus stop then take the bus, please record as '5' for London Bus.*

**Your journeys..... Please select one type of transport for each journey you make.**

	Weekday	Saturday	Sunday
Journey 1	<input type="text"/>	<input type="text"/>	<input type="text"/>
Journey 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
Journey 3	<input type="text"/>	<input type="text"/>	<input type="text"/>
Journey 4	<input type="text"/>	<input type="text"/>	<input type="text"/>
Journey 5	<input type="text"/>	<input type="text"/>	<input type="text"/>

Other transport used:

**Weekday:**

.....

**Saturday:**

.....

**Sunday:**

.....

**Q47. Thinking about the journeys you usually make in and through Westminster on a typical weekday, Saturday and Sunday, at what time of day do you usually travel?**

Please select one option for each journey you make.

	Weekday Journeys					Saturday Journeys					Sunday Journeys				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Between 6 am and 10 am .....	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
After 10 am and up to 4 pm .....	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
After 4 pm and up to 7 pm .....	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
After 7 pm and up to midnight	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
After midnight but before 6 am ...	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
Do not make any (further) journeys...	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6

**Section E: Questions about your Parking Behaviour in Westminster**

**Q48. If you drive a vehicle in Westminster, where do you usually park when you are...**

Please select the one you use most often for each type of journey

	At home	At work	Out shopping	Out socialising (e.g. theatre restaurant)	Other
Resident permit bay .....	1	1	1	1	1
Pay by phone bay.....	2	2	2	2	2
On-street pay and display bay.....	3	3	3	3	3
On-street disabled bay .....	4	4	4	4	4
On-street motorcycle/scooter bay.....	5	5	5	5	5
Car Club bay.....	6	6	6	6	6
Electric vehicle bay.....	7	7	7	7	7
Special on-street bays e.g. doctor, diplomat bays.....	8	8	8	8	8
Single yellow lines where permitted.....	9	9	9	9	9
Off-street public car park.....	10	10	10	10	10
Off-street private car park (e.g. at work)	11	11	11	11	11
Other .....	12	12	12	12	12
Do not park/drive in Westminster .....	13	13	13	13	13
Not applicable.....	14	14	14	14	14

Other parking locations:

.....

**Q49. Please say how much you agree or disagree with the following statement:**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Current parking provision in Westminster for powered two wheel vehicles (motorcycles, scooters, etc) is adequate	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Other comments:

.....

**Q50. How should Westminster City Council prioritise its scarce kerbside space, given the intense demand for access during the day and night?**

*Of the kerbside uses listed below, which **three** do you think should be given greatest priority in Westminster?*

*Please select no more than 3 options*

Parking for private cars/vans	<input type="checkbox"/> 1	Bus stops (London Buses)	<input type="checkbox"/> 10
Parking for Car Club vehicles	<input type="checkbox"/> 2	Parking for motorcycles/scooters	<input type="checkbox"/> 11
Parking for disabled drivers	<input type="checkbox"/> 3	Pedestrians	<input type="checkbox"/> 12
Access for cleansing and refuse/recycling vehicles	<input type="checkbox"/> 4	Pedestrian access to and from Underground stations	<input type="checkbox"/> 13
Access for coaches and London sightseeing tour buses	<input type="checkbox"/> 5	Pedestrian access to and from National Rail stations	<input type="checkbox"/> 14
Cycle parking (including Barclays Cycle Hire)	<input type="checkbox"/> 6	Parking/set down space for private hire vehicles (non-black cab private hire cars)	<input type="checkbox"/> 15
Loading/waiting for delivery/goods vehicles	<input type="checkbox"/> 7	Taxis (black cabs) parking/set down space/ranks	<input type="checkbox"/> 16
Parking/charging points for electric vehicles	<input type="checkbox"/> 8	Other forms of transport e.g. 'Pedi cabs' (rickshaws) and Tuk Tuks (small three wheeled motorised vehicles)	<input type="checkbox"/> 17
Access for emergency vehicles	<input type="checkbox"/> 9	Other, please explain:	<input type="checkbox"/> 18

Other comments:

.....

.....

.....

**Q51. Are there any streets in Westminster with particular parking and/or loading difficulties you would like to make us aware of?**

.....

.....

.....

**Q52. Please name any streets that you know of where there is regularly unused residents' parking in the middle of the day:**

.....

.....

.....

**Q53. What do you think are the three key priorities for parking in Westminster? (E.g. availability of space, controlled parking hours, enforcement, residents' parking, loading and waiting, green transport parking)**

First priority	
Second priority	
Third priority	
Other comments	

**Q54. Do you have any other comments on parking in Westminster?**

.....

.....

.....

.....

.....

**Section F: Questions About You**

This section asks for some general information about you which will help with our analysis. All responses will be treated in the strictest confidence. Findings will not be attributed to any individual respondent or address.

**Q55. Please tell us your home postcode.**

Please provide your full home postcode. All responses will be treated in the strictest confidence and will be used in our analysis only. Findings will not be attributed to any individual respondent or address

**Q56. If you currently work, please tell us your work postcode.**

If you do not know the full postcode, please provide the street name and area

**Q57. If you own a business in Westminster, please provide the postcode of your business**

If you do not know the full postcode, please provide the street name

**Q58. Are you...**

Please select all which apply

- |                                    |                          |   |                                     |                          |   |
|------------------------------------|--------------------------|---|-------------------------------------|--------------------------|---|
| A resident in Westminster          | <input type="checkbox"/> | 1 | Tradesperson working in Westminster | <input type="checkbox"/> | 5 |
| An employee based in Westminster   | <input type="checkbox"/> | 2 | A student in Westminster            | <input type="checkbox"/> | 6 |
| Owner of a business in Westminster | <input type="checkbox"/> | 3 | A courier/delivery driver           | <input type="checkbox"/> | 7 |
| A visitor to Westminster           | <input type="checkbox"/> | 4 | A diplomat                          | <input type="checkbox"/> | 8 |
| Other, please specify: .....       | <input type="checkbox"/> |   |                                     | <input type="checkbox"/> | 9 |

**IF YOU DO NOT LIVE OR WORK IN WESTMINSTER, PLEASE GO TO Q62**

**Q59. For how long, approximately, have you lived/worked in Westminster?**

Please select one option in each column

	Lived in Westminster	Worked in Westminster
Do not live/work in Westminster	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Less than 3 months .....	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Between 3 and 12 months .....	<input type="checkbox"/> 3	<input type="checkbox"/> 3
1 to 2 years .....	<input type="checkbox"/> 4	<input type="checkbox"/> 4
3 to 5 years .....	<input type="checkbox"/> 5	<input type="checkbox"/> 5
6 to 10 years .....	<input type="checkbox"/> 6	<input type="checkbox"/> 6
11 to 15 years .....	<input type="checkbox"/> 7	<input type="checkbox"/> 7
16 to 20 years .....	<input type="checkbox"/> 8	<input type="checkbox"/> 8
More than 20 years .....	<input type="checkbox"/> 9	<input type="checkbox"/> 9
Always lived here .....	<input type="checkbox"/> 10	<input type="checkbox"/> 10

**Q60. If you live in Westminster, please say how many adults and children (aged under 18) live in your household:**

Please select one option in each column

	Adults	Children
None .....	1	1
One .....	2	2
Two .....	3	3
Three .....	4	4
Four .....	5	5
Five .....	6	6
Six .....	7	7
More than six .....	8	8
Do not live in Westminster .....	9	9

**Q61. If you live in Westminster, please say how many vehicles and residents' parking permits your household has access to:**

	Vehicles	Westminster residents' parking permits
None .....	1	1
One .....	2	2
Two .....	3	3
Three .....	4	4
Four .....	5	5
More than four .....	6	6
Do not live in Westminster .....	7	7

## Section F: Questions About You

**Q62. Are you....**

Male  1 Female  2

**Q63. To which of the following age groups do you belong?**

Under 16  1      55 - 64  6  
 16 - 24  2      65 - 74  7  
 25 - 34  3      75 - 84  8  
 35 - 44  4      85+  9  
 45 - 54  5

**Q64. To which of the following ethnic groups do you feel you belong?**

Please select one option

**White:**

- British ..... 1
- English ..... 2
- Scottish ..... 3
- Welsh ..... 4
- Northern Irish ..... 5
- Irish ..... 6
- Eastern European (*Please specify below*) ..... 7
- Western European (*Please specify below*) ..... 8
- Any other white background (*Please specify below*) ..... 9

**Mixed:**

- White and Black: Caribbean ..... 10
- White and Black: African ..... 11
- White and Asian ..... 12
- Black and Asian ..... 13
- Black and Chinese ..... 14
- Chinese and White ..... 15
- Any other mixed background (*Please specify below*) ..... 16

**Asian or Asian British:**

- Indian ..... 17
- Pakistani ..... 18
- Bangladeshi ..... 19
- Any other Asian background (*Please specify below*) ..... 20

**Black or Black British:**

- Black British ..... 21
- Caribbean ..... 22
- African ..... 23
- Any other Black background (*Please specify below*) ..... 24

**Other Ethnic Groups:**

- Arab ..... 25
- Chinese ..... 26
- Any other background (*Please specify below*) ..... 27
- Prefer not to say ..... 28

Other ethnic group:

.....

**Q65. The Disability Discrimination Act defines a disability as a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities. Do you consider yourself to be a disabled person?**

- Yes ..... 1
- No ..... 2

**IF YOU ANSWERED 'NO' TO Q65, PLEASE GO TO Q67**

**Q66. Please tell us about the type of impairment that applies to you:**

*Please select all which apply*

- Mobility impairment  1
- Wheelchair user  2
- Visual impairment/blind  3
- Hard of hearing  4
- Deaf BSL User  5
- Deaf  6
- Mental health condition  7
- Learning difficulties  8
- Hidden impairment  9
- Any other long-term condition  10
- Other (please specify below)  11
- Prefer not to say  12

Other impairment:

.....

**Q67. Are you a Blue Badge or a Westminster White Badge holder?**

*Please select all which apply*

- Yes – Blue Badge holder  1      Yes – White Badge Holder  2      No  3

**Q68. How did you hear about this consultation?**

*Please select one option*

- Received an email about it  1
- Received a letter about it  2
- Westminster Loop  3
- MyWestminster enewsletter  4
- Westminster Business enewsletter  6
- Westminster City Council website  7
- Read about it in the newspaper  8
- Saw an advert  9
- Other (please explain): .....  10

.....

**Q69. Would you be willing to be contacted by Westminster City Council about any future consultation on parking?**

Yes

1

No

2

**If you are willing to be re-contacted, please provide your details below**

**Contact details**

**Q70. Please provide us with your contact details**

Name

Address Line 1

Address Line 2

Postcode

Tel. Number

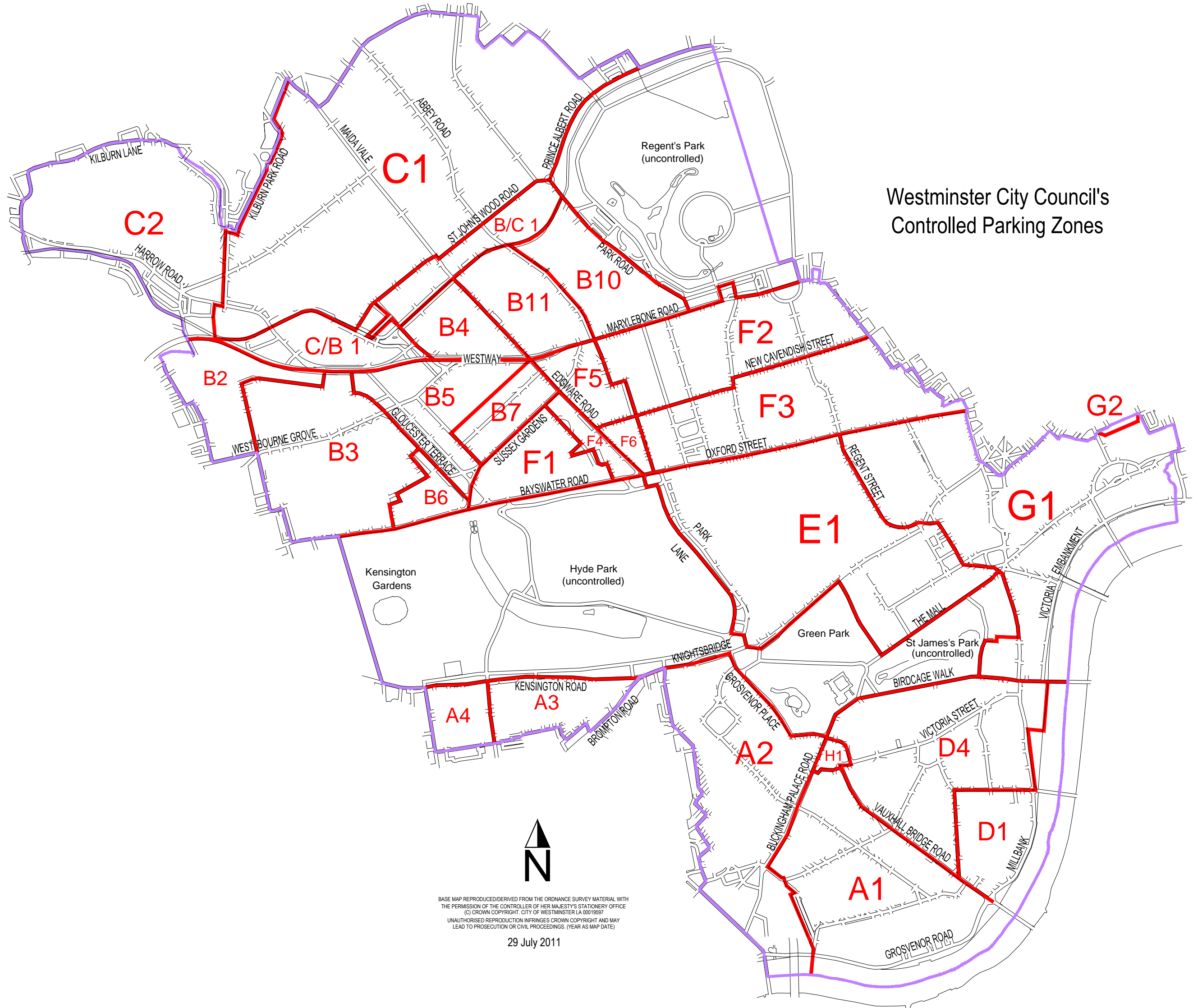
Email Address

**Thank you for taking the time to complete this questionnaire.  
Please return your completed questionnaire to:**

**FREE POST  
Business Reply Plus  
Licence number RSKC-JLAZ-JGBY  
Parking Policy Review 2010-11  
Communications  
Westminster City Council  
17th Floor  
Westminster City Hall  
64 Victoria Street  
London SW1E 6QP**



# Westminster City Council's Controlled Parking Zones



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29 July 2011

## **Appendix**

This section provides additional information on the following:

- The context for our Parking Policy Review;
- Our Legal Duty in regard to parking;
- Time line for the Parking Policy Review; and
- A useful glossary of terms about parking in Westminster

### **Parking Policy**

Although we have made incremental changes to our approach to on-street parking over recent years, we last undertook a major strategic revision of our on-street parking policies back in 2001. In 2001 our policies for on and off-street parking, as part of our wider planning and transport objectives, were set out in the City of Westminster Unitary Development Plan (UDP). This is being updated by what is known as the Local Development Framework (LDF) – a more spatial planning policy framework. The LDF will contain the planning, development and transport policies for Westminster and this Strategic Parking Review (2010-11) will fully inform that process. The LDF consists of an overarching plan called the Core Strategy (looking ahead some 15-20 years) and a more detailed policy document called the City Management Plan (CMP). In addition, strategic policy in the form of the Mayor's London Plan, the Mayor's Transport Strategy and central Government guidance and advice all now necessitate a review of our approach to how the street is managed in terms of the parking of vehicles, access to the kerbside and its influence over the management of traffic. We are also required to produce a statutory transport 'Local Implementation Plan' (LIP) which sets out the key transport initiatives and schemes that we will seek to deliver between 2011/12 to 2013/14.

### **Our Legal Duty**

The Network Management Duty, introduced by the Traffic Management Act 2004 (TMA), places an obligation on the City Council to ensure the 'safe and expeditious movement of all traffic' including pedestrians. In particular, we must operate a parking service that fairly balances the needs of all road users. The Road Traffic Regulation Act 1984 (RTRA) also requires us to:

- Secure the expeditious, convenient and safe movement of vehicular/ other traffic including pedestrians and the provision of suitable and adequate parking facilities on/ off the highway;
- Secure and maintain reasonable access to premises;
- Regulate and restrict the use of roads by heavy commercial vehicles;
- Facilitate the national air quality strategy;
- Facilitate the passage of public service vehicles and to secure the safety and convenience of those using such vehicles; and
- Any other matters that appear to us as the City Council to be relevant.

These require us not only to provide, manage and enforce adequate parking provision but also take account of traffic management, road safety, social and environmental priorities.

### Timeline for the Westminster Parking Policy Review 2010-11

<b>Stage 1</b> - October- November 2010	Full Public Consultation using this questionnaire, Area Forums and targeted stakeholder meetings.
November - December 2010	Analysis of all responses and production of Consultation Report. Development of initial 'policy options' to test at themed focus group meetings.
January - February 2011	Focus Groups and formulation of detailed policy options.
<b>Stage 2</b> – Feb - March 2011	Consultation on detailed parking policy options and analysis of responses.
1 April 2011	Revised policies adopted for parking purposes.

### Glossary of terms and how Westminster compares with other London boroughs

	<b>Westminster Position</b>	<b>London Position</b>
<b>Controlled Parking Zones (CPZs)</b>	In respect to Pay by Phone and other Paid Visitor parking provision Westminster is split into six separate CPZs which are differentiated by their respective hours of control – see map at end of questionnaire	CPZs are common across London as a tool for managing parking. However, these do not tend to cover the whole local authority area
<b>Deliveries</b>	The Council has guidelines to enable deliveries to residents and local businesses to be made easier whilst not disrupting other road users. For example, outside of peak hour periods from 11:00am onwards delivery vehicles have a period of 20 minutes maximum for waiting for unloading (40 minutes for heavy goods vehicles) which is considered to be a reasonable time for such activity. For other commercial vehicles such as brewery vehicles and Dyno-rod vehicles there are further concessions provided	Across London a proposed standard limit of 40 minutes for loading and unloading is being considered.
<b>Disabled Parking</b>	Westminster recognises the national Blue Badge scheme within limitations and operates a separate White Badge scheme for residents and those employed in the City. Holders of White Badges can park for free of charge indefinitely in resident's	Similar badge schemes are operated in the London Borough of Camden, The Royal Borough of Kensington & Chelsea and

	parking bays, paid-for bays as well as disabled bays for a maximum of four hours	the City of London and these provide more limited concessions to Blue Badge holders. Elsewhere in London the Blue Badge remains standard
<b>Enforcement</b>	Parking and moving traffic contraventions are enforced by Civil Enforcement Officers (CEOs), wireless CCTV, and mobile CCTV vehicles. The current enforcement contract is based on compliance measures	Parking enforcement is typically undertaken by contractors on behalf of London boroughs although in some such as the London Borough Croydon this is undertaken in house
<b>Green vehicles/parking</b>	Electric vehicles receive free parking in paid-for bays (up to the maximum stay). The City Council currently supports the rolling out of on-street charging for electric vehicles. Hybrid cars do not generally receive discounts but can be eligible for a lower cost resident's permit	The London wide position varies but a range of London boroughs, including Haringey and Bexley offer no discounts for electric vehicles
<b>Hours of control</b>	The controlled parking hours vary across Westminster – depending on which zone you are in and at what time of day or even day of the week. For example, on some sections of road with yellow lines parking is not permitted during the day but it is during the evening. For more information please consider the Controlled Parking Zone signs on the street or contact <a href="http://www.westminster.gov.uk/parking">www.westminster.gov.uk/parking</a>	Across London most boroughs extend their controlled hours of parking in certain areas according to differing demand and traffic conditions
<b>Methods of Payment</b>	Westminster operates a cashless parking policy on-street, with Pay by Phone, pay and display and scratch card payment on offer	Westminster is the only borough to have entirely removed cash from on-street parking. Pay by Phone is an option in some London boroughs as a mix of payments
<b>Parking for Residents</b>	Residents are eligible for a resident parking permit. The cost is variable dependent on engine size and payment method and is payable annually	All London boroughs offer some form of resident parking permit. Variations include different validity periods and differential charging depending on zone of residence
<b>Parking for Visitors</b>	A Visitor Parking trial is currently being piloted in Zone C (St. John's Wood) with shared-use bays operating during daytime hours	Some London boroughs operate scratch card schemes which residents can purchase to enable their visitors to park in restricted areas such as in residents'

		bays
<b>Trade Parking</b>	Trade permits are available for purchase by both tradesmen and residents. These are valid in a sub-zone for up to seven days	London boroughs offer a variety of trade permits schemes. Some also offer dedicated business parking bays and/or permits

**For more information about all parking services in Westminster please visit**

**[www.westminster.gov.uk/parking](http://www.westminster.gov.uk/parking)**

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# City of Westminster

Westminster City Hall, 64 Victoria Street, London SW1E 6QP  
Planning helpline: 020 7641 2513 [www.westminster.gov.uk](http://www.westminster.gov.uk)