

Assisting Decisions

Parking Strategy for New Malden, Surbiton and Tolworth - Research Report

Report for Royal Borough of Kingston Upon Thames

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1 Introduction

1.1 Background

- 1.1.1 The Royal Borough of Kingston upon Thames (RBK) has engaged MVA Consultancy to prepare a car parking strategy for the Borough, to support the aims of its Local Development Framework (LDF) Core Strategy. The Parking Strategy will focus on the Borough's District Centres of Surbiton, New Malden and Tolworth.
- 1.1.2 Data on car parking activity in the three District Centres has been collected and the findings from this work reported in the complementary survey report 'Car Parking Surveys in New Malden, Surbiton and Tolworth' (MVA Consultancy, April 2009).
- 1.1.3 In order to gain a full understanding of the parking environment in these areas, it is also necessary to understand the impacts of other matters which have relevance to parking in RB Kingston, either directly or indirectly.

1.2 Purpose of the Report

- 1.2.1 This report provides information on these additional matters and relates them to parking activity in the district centres of New Malden, Surbiton and Tolworth. The subject areas considered are reported in the following nine chapters:
 - **Chapter 2** provides a review of national, London-wide and borough policies which have an impact on parking behaviour;
 - **Chapter 3** provides a summary of current parking best practice;
 - **Chapter 4** reviews the 2003 report prepared for RBK on possible future Park & Ride options and re-assesses the viability of the proposed options;
 - **Chapter 5** describes public consultations undertaken in the three District Centres and examines the attitudes of centre users to current parking facilities and possible future improvements;
 - **Chapter 6** examines the parking regime in neighbouring local authorities and the possible impacts on parking in Kingston;
 - **Chapter 7** compares the parking regime in three centres outside RBK with those in the District Centres;
 - **Chapter 8** assesses the effectiveness of existing Controlled Parking Zones around Surbiton;
 - **Chapter 9** discusses RBK's Travel Planning Strategy and available data;
 - **Chapter 10** considers the impact of approved and known future development proposals; and
 - **Chapter 11** discusses the existing situation in matters relating to protection of the environment.

2 Policy Review

2.1 Introduction

- 2.1.1 This chapter provides an overview of policy issues at both a local and regional level. In recent years there has been considerable development of transport, and more specifically, parking policy, with parking viewed and used as an effective tool in influencing travel mode choice behaviour and supporting wider socio-economic objectives.

2.2 National Policy

- 2.2.1 Through influencing the location and nature of development, national planning policies have sought to minimise the need to travel, particularly by car. Development locations in areas served by existing public transport services are encouraged, thereby offering alternative and sustainable travel modes. The emphasis has been reversing dispersed development patterns whilst promoting town centre locations for mixed-use development.
- 2.2.2 This emphasis has been supported by a number of transport policy and planning documents such as the Transport White Paper (1999) **'New Deal for Transport'** presenting the government's vision for an integrated and sustainable transport system. This theme was continued in other related planning documents such as **Planning Policy Guidance 6 (PPG6) Town Centres and Retail Developments** in 1996, **PPG3 Housing** in 1996, and notably **PPG13 Transport** in 1994 (revised in 2001). Support was also offered at the regional level by the regional Guidance for the South East, **RPG3** in 1996 and **RPG9** in 2001.
- 2.2.3 **PPS1 Delivering Sustainable Development** (2005) highlights the need for a spatial planning approach at the heart of planning for sustainable development which protects and enhances the environment. One facet which contributes to the delivery of sustainable development is stated as the need to reduce travel and encourage the provision of public transport alongside managing patterns of urban growth to make the best use of public transport services.
- 2.2.4 **PPS6 Planning for Town Centres** 2005 (replacing PPG6), focuses on creating and supporting *"vital and viable town centres"* and *"successful, thriving, safer and inclusive communities"*. As with related policy guidance, sustainable development patterns with mixed-use development sensitively located is advised, along with the promotion of sustainable travel modes and wider demand management.
- 2.2.5 PPS6 advises authorities to consider the genuine accessibility of developments by a choice of means of transport modes, and consider carefully the convenience and quality of the sustainable mode choices offered.

Planning Policy Guidance Note 13 - Transport

- 2.2.6 Originally published in 1994 and revised in 2001, PPG13 recognises the key role for parking in helping to achieve the government's integrated transport and sustainability objectives and

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meet the overarching national transport policy objectives of promoting accessibility to employment, shopping and leisure opportunities. It describes how authorities could integrate land use planning and transport to manage travel demand and minimise car use. Local authorities are encouraged to (bold type added for emphasis):

“actively manage the pattern of urban growth to make the fullest use of public transport, and focus major generators of travel demand in city, town and district centres and near to major public transport interchanges”;

use parking policies, alongside other planning and transport measures, to promote sustainable transport choices and reduce reliance on the car for work and other journeys;

give priority to people over ease of traffic movement and plan to provide more road space to pedestrians, cyclists and public transport in town centres, local neighbourhoods and other areas with a mixture of land use.

- 2.2.7 PPG13 notes the major influence that parking provision has over travel mode choice suggesting that the level provided may be more important than the level of public transport provision even in areas of high public transport provision. Shared use of parking is encouraged, especially in town centres and for major developments.
- 2.2.8 Importantly, PPG13 also recognised the need for rationalised area-wide parking provision management in order to minimise “wasteful” competition between centres on the basis of parking availability and cost to the detriment of sustainable development. It also recognised the hazard of introducing the perverse incentive of possibly encouraging development away from town centres through differential parking standards between town centres and peripheral locations. In discussing parking controls and charges, again the emphasis is on harmonisation and the avoidance of charging undermining the vitality of other town centres.
- 2.2.9 PPG13 set out maximum parking standards, emphasising the move away from the earlier minimum standards which had reinforced car use as the mode of preferred choice. Importantly, it included a note on the need to strike a balance between encouraging new town centre investment, providing adequate parking, and encouraging congestion through related traffic movements.

2.3 London-wide Policies

The London Plan

- 2.3.1 London’s strategic spatial planning document is the London Plan, originally published in 2004 and recently revised. This document sets out an integrated social, economic and environmental framework for the future development of London, looking forward 15–20 years. It provides the London-wide context within which individual boroughs must set their local planning policies
- 2.3.2 In describing the parking strategy, Policy 3C.22 sets out how on-site development parking should be to a minimum level only, with no over-provision that may undermine the use of more sustainable travel modes. It requires that UDP policies should:

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- *adopt on- and off-street parking policies that encourage access by sustainable means of transport, assist in limiting the use of the car and contribute to minimising road traffic;*
- *adopt the maximum parking standards set out in the annex on parking standards (Annex 4) where appropriate, taking account of local circumstances and allowing for reduced car parking provision in areas of good transport accessibility;*
- *reduce the amount of existing private, non-residential parking as opportunities arise;*
- *recognise the needs of disabled people and provide adequate parking for them;*
- *take account of the needs of business for delivery and servicing movements;*
- *provide adequate facilities for coaches that minimise impact on the road network capacity and are off-road wherever possible;*
- *generally resist the introduction of temporary car parks;*
- *encourage good standards of car parking design.*

2.3.3 With Policy 3C.23, Parking in Town Centres, the London Plan states that boroughs should set out parking standards that enhance their attractiveness and help reduce congestion, taking into account standards set out in the London Plan (Annex 4), and:

- *the current vitality and viability of their town centres;*
- *regeneration and town centre management objectives;*
- *existing on- and off-street parking provision and control;*
- *public transport provision and the need to reduce travel by car*
- *pedestrian and cycle access.*

The Mayor's Transport Strategy

2.3.4 Transport policy for London is also set by the Mayor in the form of the Mayor's Transport Strategy (MTS), originally published in July 2001. A revised edition of this document (MTS2) is currently under development and is expected to be published late in 2009.

2.3.5 The MTS introduced five key cross-cutting goals:

- Promoting safety and perceptions of safety for all modes of travel;
- Encouraging greater use of sustainable means for travel;
- A balanced approach to road space allocation;
- Requirements for sustainable development;
- Promoting equality and inclusion.

2.3.6 The MTS identifies 10 key areas to be targeted for transport improvement, with policies and proposals relating to:

- Reducing traffic congestion;
- Overcoming the backlog of investment on the Underground;

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- Making radical improvements to bus services across London;
- Better integration of the National Rail system with London's other transport systems;
- Increasing the overall capacity of London's transport system;
- Improving journey times reliability for car users;
- Supporting local transport initiatives;
- Making the distribution of goods and services in London more reliable, sustainable and efficient;
- Improving accessibility of London's transport system;
- Bringing forward new integration initiatives.

2.3.7 Whilst requiring a continued focus on integrated and sustainable transport provision, the MTS acknowledges that the car will continue to predominate in many areas of London, particularly outer areas where lower population and employment densities render public transport less effective; *"Over 80 per cent of all London car journeys start or finish in outer London where cars are unquestionably the main means of transport accounting for two-thirds of travel to work" (MTS, 4H.2).*

2.3.8 It also notes how the car can link-in with sustainable modes through providing parking facilities at rail stations for example, particularly in outer London.

2.3.9 The plans to reduce traffic congestion featured the congestion charging scheme with the aim of contributing to the a reduction in weekday traffic levels of 15%. To deliver the scheme, the MTS proposed a raft of traffic management measures for central London and outer areas. In summary, the main proposals included:

***"Proposal 4G.15:** Transport for London and the London boroughs will review parking and loading controls along all the Transport for London Road Network (TLRN)...along busy bus routes and in other key locations.*

The aim will be to ensure that parking and loading controls protect buses and business traffic whilst ensuring necessary access for local shops, community facilities and residents, particularly for disabled people." (Extract only);

***"Policy 4G.5:** The creation of new or extended Controlled Parking Zones will be supported, particularly in inner London, outer London town centres, and around Underground and rail stations where parking pressures and conflicts are acute".*

***"Policy 4G.6:** The London boroughs should use their planning powers to limit the amount of parking provided through public off-street car parks (including temporary car parks), in line with the objectives of the Transport Strategy".*

***"Proposal 4G.16:** London boroughs should review the provision and pricing of public off-street parking to ensure that this conforms to the objectives of the Transport Strategy. Boroughs should ensure that charges for off-street car parking in town centres give priority to short term users."*

‘Proposal 4G.17: Boroughs should submit a Parking and Enforcement Plan as an integral part of their LIP. The London boroughs’ Parking and Enforcement Plans (PEP) must fully reflect the objectives of the MTS and in particular:

- Be comprehensive, including consideration of parking provision, charging regimes, on-street controls and parking standards
- Be co-ordinated and compatible with surrounding authorities
- Provide a clear strategy for effective enforcement
- Support the economic viability of town centres, whilst reducing the overall availability of long-stay parking
- Ensure that the needs of disabled people, motorcycles, buses, coaches, business and freight are taken into account, along with loading and signing issues in relation to parking
- Demonstrate how the provision location, safety and security of public car parks will deliver the objectives of the Strategy.”

2.3.10 As a precursor to the forthcoming MTS revision, the Mayor published the interim document **‘Way to Go – Planning for Better Transport’** in November 2008, and more recently, **‘Transport – Statement of Intent’** (SoI), May 2009. Many of the principles established in the MTS, including those mentioned above, are retained but notably, there is the stated intention to support development of transport services and facilities in outer London. Also, the continued move in favour of sustainable travel modes is to be progressed through a process of *“encouragement and persuasion, not restriction and restraint”* (SoI).

2.3.11 There is the stated intention to take a fresh look at the relationship between planning and transport, developing the new transport strategy alongside the London Plan and Economic Development Strategy.

“Poor transport is often a significant barrier...in restricting access to jobs, services, education and training opportunities, and social networks. Better transport can break these spirals of decline by improving accessibility and raising aspirations. It can also act as a significant catalyst for regeneration, and play a role in widening the benefits of economic prosperity.”

2.3.12 The Mayor’s Vision sets out six supporting objectives, of which two, e) and f), are particularly relevant here:

“(e) A city that becomes a world leader in improving the environment locally and globally, taking the lead in tackling climate change, reducing pollution, developing a low carbon economy and consuming fewer resources or using them more effectively;

(f) A city where it is easy, safe and convenient for everyone to access jobs, opportunities and facilities, with an efficient and effective transport system which places more emphasis on walking and cycling and making better use of the Thames, and supports delivery of all the objectives of this Plan.”

2.4 Local Policy and Planning Documents

Unitary Development Plan

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- 2.4.1 RBK's Unitary Development Plan states in Policy **DC5 Car Parking in District Centres**, how:

The council will seek to secure an adequate provision of public car parking in the district centres to complement measures to improve the district centres' public transport accessibility with the objective of maintaining and enhancing their vitality and viability, and avoiding parking by non-residents in residential areas.

- 2.4.2 Whilst the effort to provide good quality sustainable mode alternatives continues, the Council acknowledges the need for good quality parking provision too, complementing the public transport services.

- 2.4.3 In setting the transport policy context, the Unitary Development Plan's Chapter 11 'Transport' describes the careful planning needed in order to use parking effectively as a demand management tool, balancing enhanced sustainable transport provision and car restraint to achieve the desired objectives.

- 2.4.4 It goes on to describe the Council's land use and traffic management policies, designed to ensure *"that travel in the borough develops in a sustainable way which contributes to the social, economic and environmental well-being of all parts of the community"*.

- 2.4.5 Strategic Policy **STR13 Sustainable Transport Strategy** sets the backdrop of the desire to reduce car reliance (particularly at peak times) through the management of car parking. Additionally, **STR14, The Road Network**, sets out the hierarchy of roads in terms of their function, as adopted within the PEP. The following detailed policies relate to parking directly.

Policy T17 Park and Ride

The Council will continue to seek, through developing partnerships with others, the introduction of park and ride schemes where this will help reduce congestion and travel by car.

Policy T19 Control of Off-Street parking

The council will require the provision of the majority of car parking in Kingston town and the district centres to be in publicly available car parks. In the remainder of the borough the council considers that the nature of development and intensity of use lends itself better to private parking provision apart from park and ride schemes.

- 2.4.6 Policies T20, T21 and T21a address the modal shift imperative as stated in UDP STR13

Policy T20 Compliance with Car and Cycle Parking Standards

The Council will apply maximum car parking standards and minimum parking standards for cycles, subject to the provisions of policy T21. The Council expect a lower level of car parking provision in areas of high public transport accessibility.

Policy T21 New Development and On-Street Parking

Planning permission will not be granted for development likely to result in an increase in on-street parking where it would adversely affect traffic flows, bus movement, road safety, the amenities of local residents or the local environment unless a range of measures is included as part of the development which would satisfactorily prevent any further increase in on-street parking.

Policy T21a Provision and Management of Public Car Parking

The Council aims to ensure that the provision of adequate public car and motor cycle parking in Kingston town centre and the district centres does not conflict with policy STR13 and will monitor this requirement having regard to the following principal factors:

- *capacity of the road network;*
- *level of public transport provision;*
- *availability of park and ride facilities;*
- *the amount and nature of development;*
- *availability of sites.*

Where public car and motor cycle parking spaces are provided in either new or existing development, the Council will seek the regulation of the opening hours, charges and availability of contract spaces through agreement with the developers/operators. The Council will seek agreements with businesses for the transfer of appropriate private off-street car parks to public use at weekends, bank holidays, in the evening and at other such times as they may not be required by the business, to serve the adjacent centre or facilities or to act as a park and ride car park for Kingston town centre or the district centres.

Local Implementation Plan & Parking Enforcement Plan

Local Implementation Plan

- 2.4.7 All London boroughs are required to produce a Local Implementation Plan (LIP) which sets out how the boroughs will go about achieving the goals of the Mayor's Transport Strategy. The LIP must be approved by the Mayor. Kingston's LIP sets the local transport context and identifies improvements for implementation. In accordance with the MTS, these proposals have a strong emphasis towards programmes which intend to promote a shift in travel modes to public transport, cycling and walking.
- 2.4.8 Chapter 3 sets out the Council's transport objectives, providing support to an integrated, sustainable, and inclusive transport system:
- *To restrain demand for travel as a whole;*
 - *To make non-car means of transport more attractive, thereby reducing reliance on the car;*
 - *To reduce congestion on the road network;*
 - *To improve accessibility to town centres and other important facilities for non- car users;*
 - *To make efficient use of our limited road space;*

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- *To maintain our transport assets at an appropriate level and at least meet national highway condition standards;*
- *To improve road safety and the quality of streets in respect of security, noise, air quality and visual appearance;*
- *To make social inclusion and equality considerations central to our transport policies.*

2.4.9 **Policy 29** states that the Council's parking policies must contribute to mode switching objectives with on and off-street parking designed to be less attractive for commuter use than had been the case in the past. The point is made that ample parking comes at a cost in terms of degrading the environment which then serves to discourage shoppers and visitors.

2.4.10 The LIP also contains a number of proposals relevant to the three District Centres which will be the focus of the RB Kingston Parking Strategy:

- *Town centre/public realm improvements in New Malden (implemented);*
- *Regeneration proposals for Tolworth;*
- *Public realm improvements and speed reduction measures in Surbiton;*
- *The promotion of Travel Planning and sustainable travel initiatives.*

Parking Enforcement Plan

2.4.11 Chapter 7 of the LIP presents the Parking and Enforcement Plan (PEP), as required by the Mayor's Transport Strategy to demonstrate how its parking strategy is being delivered. In it, the council set out parking policies designed to strike the balance between various transport and land-use planning objectives, summarised in that document as:

- *Ensuring expeditious, convenient and safe movement of vehicular and other traffic;*
- *Providing suitable and adequate parking facilities both on and off-road, most importantly for disabled people (blue badge holders) and community transport vehicles;*
- *Reducing traffic congestion, with a priority to reduce delays to buses;*
- *Achieving modal shift and reduced reliance on car travel;*
- *Improving road safety and amenity of residential and shopping streets;*
- *Making best use of land in town centres and areas of high public transport accessibility;*
- *Making adequate provision for the servicing and delivery needs of business.*

2.4.12 The PEP describes how it supports the Mayor's Transport Strategy objectives, helping to minimise car reliance through encouraging sustainable travel mode shift, and reduce the adverse impacts of parking on the borough in terms of land use, visual amenity and the road network.

2.4.13 The PEP makes close reference to the Unitary Development Plan (UDP), and the series of relevant policies are reproduced below.

RBK Community Plan

- 2.4.14 Kingston's Community Plan provides a vision for the creation of sustainable communities for the period to 2020. The plan focuses on three priorities which will guide policy and decision making over this period;
- A sustainable Kingston: protecting and enhancing the environment for all;
 - A safe, healthy and strong borough; preventing problems and promoting responsibility and independence; and
 - A prosperous and inclusive borough: sharing prosperity and opportunity.
- 2.4.15 It envisages that transport and particularly parking will play a key role in the achievement of these aims, by:
- Managing parking activity to encourage journeys by sustainable modes;
 - Maintaining sufficient parking supply to support the vitality and viability of the borough's District Centres; and
 - Ensuring an adequate level of secure and safe parking for those who need to drive and for cyclists, motorcyclists and electric vehicle users.

Kingston Town Centre Car Parking Strategy

- 2.4.16 Produced in 2004, the Kingston Town Centre Car Parking Strategy identifies the level of demand for parking in the town and makes forecasts of likely future usage. The strategy identifies parking management measures for implementation in the shorter, medium and longer terms. It is important that the strategy under preparation here considers this document in the interests of a consistency of approach in the borough.
- 2.4.17 That work presented six key recommendations, which informed the K+20 Kingston Area Action Plan (notably Policy K20 Town Centre Parking), and five of these may be directly relevant/applied to the three district centres too, dependant upon the ongoing analysis. Those recommendations are:

Recommendation 1 - *Central to this strategy is the recognition that more efficient use of current capacity can and should be made [within Kingston town centre]. While SDG considered that no increase in off-street parking capacity from 7,000 was required, the Council opts for a central figure of 7,000 with flexibility to vary by 700 spaces (plus or minus) to leave scope for responding to different development scenarios. The strategy will be subject to periodic review through the Local Development Framework process and, potentially, through the Local Implementation Plan the Council submits in response to the Mayor's Transport Strategy.*

Recommendation 2 - *The Council will develop with its partners a programme of measures to publicise the convenience of the under-used car parks. This will include a signing and naming strategy. Priority will be given to delivering a reliable and influential VMS system.*

Recommendation 3 - *The Council will initiate liaison with other operators to identify optimum car park pricing arrangements for the town as a whole. It will review opening and*

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charging hours and tariffs in RBK car parks, and the necessary signs explaining the regime that applies. It will encourage other operators to adopt similar reviews.

Recommendation 4 - *The Council will establish whether there is enough unused capacity in some CPZ zones to justify modifying the rules on business parking permits. If there is, proposals along these lines will be put to Kingston and Surbiton Neighbourhood Committees for decision.*

Recommendation 5 - *The Council's Parking and Enforcement Plan⁶ will include a clearly stated hierarchy of user priority for on-street spaces and ensure generous parking capacity in the town centre for blue badge holders at the locations where they wish to park.*

2.5 Environmental Policy

- 2.5.1 The Climate Change Agenda is highly topical and an important area of research for parking studies, particularly with the prevailing need for balance with economic considerations.
- 2.5.2 This section sets out five themes that have been taken from national, regional and local policy and which underpin the development of sustainable transport options through environmental policy. This section also highlights the key national, regional and local policies that are of most relevance to the environmental aspect of the parking study.

Key Themes

Climate Change and Air Quality

- 2.5.3 This area is a key theme for both environmental and transport policy; carbon emissions from transport contribute to the damage to the earth's atmosphere caused by 'greenhouse gases' and also have the potential to seriously affect local air quality. In the UK, transport is one of the few areas where carbon emissions are growing. One of the impacts of congestion and traffic growth is a reduction in air quality, which can in turn lead to reduced quality for residents and workers in affected areas. Air quality can provide the link between the environment and health.

Health

- 2.5.4 This is a key theme for transport and the environment. Traffic pollution can have harmful affects such as the greater risk of respiratory problems, and there are health benefits of increased activity levels during commuter journeys by cycling and walking. This type of activity can help to reduce obesity levels and the associated conditions such as diabetes.

Sustainability

- 2.5.5 Again, this theme is very closely linked with transport and the environment. The theme of sustainability is being applied to many services that local authorities operate, and individuals within communities are being asked to consider lifestyle changes in order to protect and preserve the environment. Since transport plays a big part in lifestyle, sustainable travel solutions are being sought to reduce people's reliance on the private car.

Parking Demand Measures

- 2.5.6 These are a key theme as it is the development of appropriate parking measures that will help the borough to reduce congestion and traffic growth, with consequent benefits to the environment and air quality. Often these measures can be persuasive in getting neighbourhoods to rethink how they travel and their dependency on the car due to cost implications or inconvenience of parking.
- 2.5.7 It is therefore considered that the innovative and efficient parking demand measures as well as those associated with sustainable travel will provide a package that can assist people and communities make the lifestyle choices that are required for a sustainable future.

Economic Considerations

- 2.5.8 It is important that economic considerations and town centre viability are balanced against proposed solutions to environmental problems and issues, and the economic vitality and viability of town centres should be maintained. Transport is a key contributor to economic success and therefore parking and travel in and around the district centres should not necessarily lead to adverse affects for retailers and those accessing employment.
- 2.5.9 An initiative which provides a good example of how environmental issues can be addressed without overly affecting town centre viability is that CO₂ based parking permit charges. This measure has been introduced in LB Richmond where the economic climate was more stable and 7 other London Boroughs have followed suit. Charging varies according to the area and the time at which the scheme was introduced.

National Context

- 2.5.10 National policy on transport and the environment has become more significant in recent years. There is now a need for local authorities to consider the environmental impacts of most of its services, and national policy sets the context for this.

Table 2.1 Summary of National Policy

| Policy Document | Relevance to Parking Study |
|---|--|
| Local Air Quality Management Practice Guidance (Feb 2009) | This set of guidance gives advice to local authorities on low emissions zones and how to encourage the up take of low emission vehicles. |
| Good Practise Guidelines: Delivering Travel Plans through the Planning Process (April 2009) | This document sets out how travel plans fit into the planning process. |
| Climate Change Act (2008) | The Act will create a new approach to managing and responding to climate change in the UK. |
| The Essential Guide to | This guide updates the previous 'Travel Plan Resources Pack |

| Policy Document | Relevance to Parking Study |
|---|--|
| Travel Planning (March 2008) | <p>for Employers' on developing and implementing travel plans for businesses.</p> <p>It draws together the tried and tested experience of those already in operation, offering a lively and informative overview of what you need to prepare a travel plan and get it up and running.</p> |
| The Air Quality Strategy for England, Scotland, Wales and Northern Ireland (2007) | <p>The strategy provides an overview and outline of UK air quality policy. It sets out a way forward for work and planning of air quality issues, objectives and proposed measures to reach these.</p> <p>LEZ's and the smarter choices are of particular importance to this strategy.</p> |
| The Eddington Study (2006) | <p>The Eddington study also highlighted transport's significant role in supporting the UK's future economic success. But he advocates a focused approach, targeted on congested and growing cities and their catchment areas, and key inter-urban links and international gateways where congestion poses the most serious threat to economic growth.</p> <p>The study recommended a number of reforms that pricing, regulation and traffic management, encouragement of smarter travel choices, travel planning and development of new technologies</p> |
| The Stern Review (2006) | <p>The Stern Review is based around economics of climate change.</p> <p>Recognising that transport plays a significant part in economic growth but should not necessarily be sacrificed to cut carbon emissions the Stern Review suggests that climate change should be tackled in an effective way.</p> <p>The Review states that developed countries need to cut their CO₂ emissions by between 60-80 per cent by 2050 in order to achieve economic and social objectives.</p> |
| UK Sustainable Development Strategy 1999 (revised March 2005) | <p>Overall sustainability considerations including resource consumption</p> |
| Environmental Assessment of Plans and Programmes Regulations 2004 | <p>Domestic legislation to implement EU directive on SEA</p> |
| The Future of Transport: A network for 2030, White | <p>This paper builds on the earlier DfT Transport Ten Year Plan that was published in 2000 as it was recognised that as</p> |

| Policy Document | Relevance to Parking Study |
|-----------------------------------|--|
| Paper (2004) | economic prosperity grows people want and have the means to travel more and that we must manage the growing demand for transport. |
| The Transport Act (2000) | The Act introduces a range of solutions that local authorities can consider to charge road users in order to tackle the problem of congestion and fund development of transport infrastructure to achieve sustainable transport objectives as set out in a Local Transport Plan. A work place levy is considered one option. |
| Road Traffic Reduction Act (1997) | This Act requires local authorities to reduce traffic or the growth rate of traffic. |
| Environment Act (1995) | This Act required the preparation of a national air quality strategy and a system of Local Air Quality Management by local authorities. |

Regional Context

- 2.5.11 Regional transport policy, which covers the 32 London boroughs and the City of London, is overseen by Transport for London (TfL) and most regional policies are disseminated from the Mayor of London.

Table 2.2 Summary of Regional Policy

| Policy Document | Relevance to Parking Study |
|---|---|
| Strategic Environmental Assessment (SEA 2006) | <p>This statement concludes the formal SEA process but attention to the environmental impacts of transport are to be continuous during the period covered by the Local Implementation Plan (LIP).</p> <p>The policies within this are not set and therefore if new technology or other developments enable the Council to move at a faster pace in terms of environmental improvement they will be taken.</p> |
| London Cycling Action Plan (2004) | <p>The Plan identifies solutions to overcome many barriers to cycling in London.</p> <p>The benefits are set out with targets to increase cycling levels by 2010 and 2020 compared to cycling levels in 2000.</p> |
| Mayors Ambient Noise | Prioritises the need to cut noise from transport, especially |

| Policy Document | Relevance to Parking Study |
|--|--|
| Strategy (2004) | road vehicles |
| Mayors Energy Strategy (2004) | Sets target to reduce CO ₂ to at least 20% below 1990 levels by 2010 |
| Mayors Air Quality Strategy (2002) | Road vehicle emission reduction |
| Mayors Biodiversity Action Plan (2002) | This contains 72 proposals to protect and care for London's biodiversity. Greening the built environment is especially relevant to the LIP. |

Local Context

- 2.5.12 There are a number of policies that RBK have put in place to ensure that their travel and transport services are following national and regional policy with regards to reducing CO₂ Levels.

Table 2.3 Summary of Local Policy

| Policy Document | Relevance to Parking Study |
|--|--|
| Kingston Plan: Kingston's Vision for 2020 (March 2009) | Through regulatory and enforcement responsibilities for the environment and transport the council can influence the safety of roads and encourage walking and cycling. |
| Local Implementation Plan (2006), Revised (2009-2010) | This transport plan was prepared to set out how each London Borough would achieve the proposals set out in the Mayor's Transport Strategy. The Local Implementation Plan (LIP) is a Borough wide transport strategy which builds on and is consistent with strategies in both the Unitary Development Plan (UDP) and the Community Plan and also represent the transport elements of the K+20 Area Action Plan. |
| Parking Enforcement Plan (PEP) | Provides a statement on the current situation of RBK's parking policies. |
| Local Development Framework (LDF) (March 2009) | The LDF is a new series of planning policy documents which will manage development and growth within the Borough for a period up to 2031. The Local Development Framework will replace Kingston's Unitary Development Plan (2005) and supporting |

| Policy Document | Relevance to Parking Study |
|--|---|
| | Supplementary Planning Guidance documents. |
| LDF Core Strategy | Principal amongst the LDF documents, the Core Strategy sets out the vision, objectives and policies for managing future growth, change and development within the borough for at least the next 15 years. |
| Draft Rights of Way Improvement Plan (March 2009) | The focus of RBK's Rights of Way Improvement Plan is to better understand the needs of key user groups and the general public, then develop a practical action plan to address these needs. |
| A Healthy Kingston Strategy | Through regulatory and enforcement responsibilities for the environment and transport the council can influence the safety of roads and encourage walking and cycling. |
| Sustainable Modes of Travel Strategy 2005-2011 (2008) | This is a strategy to inform and encourage parents and children to think about their journeys to school. |
| Unitary Development Plan (adopted 2005) | The Unitary Development states that RBK operates a restraint based maximum car parking standards in line with national and regional guidance (PPG13, PPG3 and The London Plan). |
| RBK Environmental Report Addendum (November 2005) | <p>The report covers the period from 2005-2011.</p> <p>The Environment Report contains an analysis of how the Local Implementation Plan will affect the environment of the Borough and wider effects such as global warming.</p> <p>Transport is identified as a main source of CO₂ emissions and targets have been set to address this.</p> |
| RBK Air Quality Action Plan (2005) Air Quality Improvement | Seeks to provide guidance on air quality improvement |
| RBK Secure Cycle Parking Strategy (2004) | A strategy that assesses the provision of secure cycle parking within RBK and aims to improve the level of provision. |

2.6 Other areas of relevance

Targets set in the Local Implementation Plan

2 Policy Review

2.6.1 Specifically the LIP contains several targets which are important to achieving successful outcomes for the environment and transport agendas. These are set out below;

- Reduction in car trips by the Borough residents (set at 53% in 2001) down to 50% by 2006 and 45% by 2011 so that 55% of trips will be made by other modes in 2011.
- All schools will have travel plans by 2011
- Cycle use will double and trips per person will increase by 10% by 2011.
- The condition of roads and footways will be of a safe and serviceable standard by 2011.

Cycle Route Development in London: Greenways for the Olympics and London (GOAL)

2.6.2 This is a scheme that aims to enable people to choose walking and cycling for more of the journeys that will benefit health and the environment.

2.6.3 The Southwest Greenways scheme covers the 5 boroughs of Kingston, Merton, Richmond, Sutton and Wandsworth and work undertaken has included the establishment of new routes through parks and green space. Further work has included the upgrade of routes as well as junction design.

2.7 Summary

2.7.1 This policy review finds a clear accord between recent and ongoing council parking action and stated policy at the local to national level. The policy themes accord well with national and London-wide obligations for an integrated, sustainable and inclusive transport and parking system, considerate to the local and wider environment.

2.7.2 Clearly, parking supply is important across the borough, typical of outer London boroughs less-well served by public transport as a result of local geography and the dispersed land-use patterns compared to central London. As with other authorities, the ongoing challenge remains to balance parking supply with the sustainable transport imperative, commercial viability and vitality, social inclusiveness, accessibility, and wider environmental concerns over global warming.

2.7.3 Lastly, we should note that this study is being undertaken in the midst of a substantial economic recession, which began in 2008 and has strengthened during the study period. As such, naturally the focus on parking availability and use will sharpen, and views towards it may alter in line with concerns over other areas of economic and social activity. This review comments only on those policy positions currently reported through the documents identified and does not offer a view on their appropriateness at this point due to the high degree of economic uncertainty prevailing at the time of writing.

3 Best Practice

3.1 Introduction

- 3.1.1 Foremost among the policy objectives described in Chapter 2 is the need to discourage unnecessary car journeys and promote travel by sustainable transport means, in order to decrease the impact of traffic congestion on town centres and make improvements to town centre environment and air quality.
- 3.1.2 Transport is one of the few areas from which carbon emissions are rising, and this is likely to continue as long as the private car remains the dominant mode of travel choice. To combat this it is important to find other solutions that can meet peoples' desire to travel and create an attractive alternative that will encourage greater use of public transport, cycles and walking to reduce reliance of the private car.
- 3.1.3 In recent years, a number of initiatives have been designed and implemented to achieve a shift in travel mode away from the car and encourage people to make more sustainable travel choices. The success of these initiatives has led to them being considered as 'best practice', having been proven to offer worthwhile benefits and show success in achieving changes in travel behaviour.
- 3.1.4 Measures fall into two distinct categories: physical measures which have a direct influence on parking behaviour on the ground, and measures designed to encourage the travelling public to consider the impacts of their travel habits and alter their behaviour accordingly.

3.2 Parking Management Measures

Parking Charges

- 3.2.1 Parking tariffs and charges have long been used to manage the supply of parking and provide a balance between long, medium and short-stay usage. The introduction of differential parking charges, where the cost of parking is varied across a town, allows authorities to effectively manage the use of existing parking provision and ensure that long and short duration parking occurs in the most appropriate locations. Parking demand can often be balanced within a town centre using this method, ensuring best use of existing parking facilities.
- 3.2.2 Differential charging works well in towns where the majority of parking supply is under local authority control, but can be less successful in areas where car parks are privately owned. Private operator's goals may not accord with local authority policy. Where stores have their own parking they often seek to increase custom by offering free parking, and private car park operators may seek to undercut rival operations. Partnership working is key to the effective control of parking supply in such instances.

Emissions Based Charging

- 3.2.3 A recent innovation in the way parking charges are levied has introduced the concept of charging drivers by the type of vehicle that they use. The government currently seeks to influence vehicle choice through the introduction of a sliding scale of vehicle excise duty

based the CO₂ emissions of vehicles, and a number of local authorities have applied this principle to parking charges.

- 3.2.4 The principle is often applied within CPZs, where residents and businesses vehicle registrations are required to be displayed on permits. The office issuing the permits is linked to the DVLA which identifies the emissions banding of the vehicle. The permits office then varies the permit fee accordingly. Currently, seven London boroughs operate schemes of this type, either for residents, businesses or both.
- 3.2.5 Most recently, the London Borough of Richmond-upon-Thames has applied this principle to its off-street car parks. Drivers register their vehicle with the scheme and are given a unique vehicle reference number. When paying for parking, drivers key in their reference number and required duration and are charged on a sliding scale to reflect the size of their vehicle's engine and their length of stay.

Parking User Hierarchies

- 3.2.6 Many local authorities are adopting the concept of road user and parking user hierarchies, and this method of prioritising users is particularly applicable to on-street parking. Historically, on-street parking has been focused on providing an ample number of spaces for general road users and town centre visitors, and the vision of a town centre busy with parked cars is often perceived to reflect a successful, vibrant town.
- 3.2.7 In recent years these attitudes have changed, and local authorities now place increased emphasis on the needs of those drivers which are considered as essential users. Thus, the parking needs of cyclists, motorcyclists, blue badge holders, delivery drivers and car club users are given priority over private car drivers, who are often encouraged to park in car parks rather than at on-street locations. By publishing parking user hierarchies, authorities are making a statement of intent to prioritise these users which is often supported by a reduction in the number of general on-street parking spaces.

Car Clubs

- 3.2.8 Car club membership can offer a practical alternative to car ownership, particularly for users in urban areas who may have little need for a car for much of the time but own one for use on the few occasions that they do. Members can rent a car for a few hours or days as required, and schemes can offer a significant cost saving over car ownership. Many local authorities now provide dedicated on-street parking bays for car club users, providing a further incentive for use.

Electric Vehicles

- 3.2.9 The use of electric vehicles in towns and cities has increased steadily in recent years, as urban journeys are suited to this type of vehicle due to their generally shorter length. Despite advances in battery technology, many electric vehicles have a limited range, and thus an increase in usage is accompanied by an increase in demand for charging points at on-street locations and in car parks.
- 3.2.10 Authorities within London are introducing charging points for electric vehicles, with six boroughs having points in at least one of their car parks and some having dedicated electric

vehicle parking bays at kerbside locations. Transport for London are currently developing guidance for the installation of charging point infrastructure, due for publication late in 2009.

3.3 Operational Measures

- 3.3.1 Coupled with the need to manage parking supply and demand is the need to provide an acceptable level of service for parking users. The condition of car parks and the type of payment options available can have a significant impact on how parking resources are used.
- 3.3.2 Local authorities almost universally seek to provide good quality parking, with good lighting, clearly delineated parking and pedestrian areas and CCTV coverage, and many seek to achieve accreditation by safer parking schemes such as Park Mark.
- 3.3.3 Payment options have also changed, with pay-on-foot parking, where users pay for the time they have been parked on returning to their vehicles, proving popular with users. Technological developments continue to allow innovation in payment methods, with credit/debit card payment now common in car parks and even being introduced at on-street locations. Options for payment by mobile phone and over the internet are becoming increasingly common, although pay-by-phone parking is considered by some to disadvantage certain user groups.

3.4 Travel Planning and Smarter Choices

Travel Plans

- 3.4.1 Key amongst the softer measures which are currently applied to influence travel mode choice are Travel Plans. A measure initially applied to businesses, Travel Plans seek to achieve modal shift through a series of 'carrot & stick' interventions, and an increasing number of businesses are responding to calls to adopt Travel Plans on a voluntary basis.
- 3.4.2 By identifying the travel habits of its staff through surveys, businesses can seek to influence travel behaviour by introducing incentive measures such as interest-free loans for bus and train fares and subsidised cycle purchase, and by introducing 'harder' measures such as reduced on-site car parking and/or car parking charges.
- 3.4.3 Although largely voluntary, Travel Planning has produced some notable successes in achieving modal shift, and the principles established by voluntary travel plans have been developed and applied across a wider travel audience. Travel planning principles are now widely being applied to schools and residential sites, and the concept of personal travel planning is also achieving success.
- 3.4.4 Travel Planning has also become an important part of the development control process as major developments, and particularly those which propose a mix of uses, are now required to prepare travel plans as part of their planning applications and demonstrate how sustainable travel mode choices have been considered and integrated into the design process.

Smarter Choice Initiatives

- 3.4.5 Smarter Travel (or Smarter Choices) has become an umbrella which embraces a wider selection of softer mode shift initiatives. Smarter Travel initiatives aim to achieve more sustainable travel by encouraging behaviour change through travel planning, dissemination of information on sustainable travel choices and publicity events. These are often linked to small infrastructure changes or changes to services.
- 3.4.6 Authorities across the country are adopting a multi-pronged approach to achieving mode shift through such initiatives. In London two boroughs, Sutton and Richmond, have forged ahead with long-term trials of these measures in order to assess their effectiveness.
- 3.4.7 Smarter Travel Sutton is a three-year programme aimed at increasing awareness of sustainable travel options through promotional events and travel plans. Now in its third year, the scheme has had notable success in increasing the number of cycle journeys and the level of bus patronage within the borough, as well as achieving a reduction in the number of car journeys made by residents, particularly journeys to schools. Smarter Travel Richmond aims to achieve similar successes with the aim of making Richmond the greenest London borough by 2012 in terms of vehicle emissions.

3.5 Conclusions

- 3.5.1 The examples of best practice given in this chapter illustrate the variety of options available to parking operators for the management of parking supply and demand and the provision of good quality parking facilities. Many of these tools have been in use for some years but continue to offer practical, cost effective parking solutions.
- 3.5.2 The onward march of technology allows an increasing number of payment collection options, which are likely to become increasingly sophisticated in the future as currently new technologies become more affordable. Whilst current methods concentrate on payment by machine, telephone or the internet, it is not inconceivable that future parking payments could be made automatically using satellite technology.
- 3.5.3 Reducing the need to travel is a primary objective of national and local transport policy, and the development and expansion of Travel Planning and Smarter Travel initiatives will continue to be an important tool for influencing travel behaviour and patterns and raising awareness of transport issues in future years.

4 Park and Ride Assessment

4.1 Introduction

- 4.1.1 Given the high demand for Parking in Kingston Town Centre, RBK have been considering implementing a permanent Park-and-Ride (P&R) facility for some time. In order to understand the suitability of such a scheme and where a facility could be located a number of studies have been commissioned.
- 4.1.2 A study in 1994/5 reported that surveys of Kingston town centre users had shown a positive public reaction to the concept of using a Park-and-Ride facility for Kingston town centre. The need for a P&R scheme is evidenced by the fact that analysis of the car park usage data at the time of this report showed that most town centre car parks were operating at or near full capacity.
- 4.1.3 The most recent study on the potential for a P&R site for Kingston Town Centre was produced by Colin Buchanan and Partners (CBP) for RBK in September 2002. It provided details of nine proposed sites and narrowed this down to the three most suitable sites that could be implemented individually or collectively. These proposals were reviewed in July 2003 by the Director of Environmental Services in a report to the Council's Executive.
- 4.1.4 When the CBP report was produced, the borough council were part way through the process of phased implementation of controlled parking zones in the residential areas surrounding Kingston town centre. This parking is now generally reserved for residential use, and this will have resulted in a reduction in the available on-street parking close to the town centre. Increased pressure on the town centre car parks may have resulted from this reduction in available parking, thus heightening the need for a P&R alternative. This chapter provides an overview of the CBP report and presents our view on the suitability of the potential P&R locations identified.
- 4.1.5 Although any potential P&R facilities will mainly have an impact on parking in Kingston Town Centre there may be impacts on parking in the district centres of Surbiton, New Malden and Tolworth. This chapter also provides commentary on the possible impacts, benefits and disbenefits of the preferred P&R scheme on the district centres.

4.2 Existing Park-and-Ride Provision

- 4.2.1 A P&R scheme has served Kingston town centre in the Christmas season since 1993, using a site at Chessington World of Adventures. This arrangement works well since parking at the site is not required when the theme park is closed for the winter. The site would not be suitable for year round operation given the demand for on-site parking when the theme park is open.
- 4.2.2 The service is well used, and its success provides support for the introduction of a permanent P&R scheme. The scheme is estimated to remove 30,000 cars each year from the A243 and other local roads during its period of operation.

4.3 CBP Report Park-and-Ride Proposals

- 4.3.1 The CBP report considered nine sites outside Kingston Town Centre as possible P&R locations. This group of sites included eight sites previously identified and an additional site at Raynes Park identified by CBP. Of the nine sites, three are located in the Royal Borough of Kingston, three in Surrey, one in LB Wandsworth, one in LB Richmond and one in LB Merton.
- 4.3.2 The sites were all assessed and ranked by a number of indicators. These included; the potential demand from passing traffic heading for Kingston town centre; the location of the site in terms of journey time from the P&R site to the town centre; planning issues including ownership, planning powers, community and environmental factors; and the level of engineering required to make the site operational.
- 4.3.3 The three sites identified as the most suitable within the report are Sandown Park, Tolworth and Kempton Park. These sites could all be developed as P&R facilities with Sandown Park and Tolworth using a bus based service and Kempton Park using a rail service to Kingston town centre.
- 4.3.4 Tolworth is identified as being the most suitable site and the one that should be developed first. More detail on this site is provided in the section below. Sandown Park and Kempton Park are both suitable sites with high levels of passing traffic as potential users but they are also both racecourses meaning that while for the majority of the year they could provide substantial parking there would be up to 30 days every year, at each site (a mix of weekday and weekend), when only more limited parking would be available in order to cater for race course visitors. The sites are additionally used for conferences and other events that also require access to at least some of the available parking depending on the event size.

4.4 Tolworth Park-and-Ride Sites – Detailed Review

- 4.4.1 The CBP report ranks Tolworth as the best site using their four main criteria for choosing suitable P&R sites. The report ranked potential sites, (with 1 being the most favourable and 9 the least) on the following criteria:

Table 4.1 Tolworth Park-and-Ride Rankings (out of nine Sites)

| Criteria | Tolworth Rank |
|--|---------------|
| Potential demand at site (top five with significantly higher potential demand than other four) | 5 |
| Location in terms of journey times involved | 1 |
| Planning criteria | 1 |
| Site engineering costs | 3 |

- 4.4.2 A separate questionnaire survey of the general public in Kingston, undertaken for the study by CBP, found that a Tolworth site would be most popular with potential users - 20% stated that this would be their preferred site.
- 4.4.3 At the time of the CBP study, two potential P&R sites were available in Tolworth. The first, preferred site is known as the Jubilee Way site, located to the south-east of and adjacent to Tolworth station, at the junction of the A240 Kingston Road and Jubilee Way. The second site lies north of the railway line and south of Hook Rise South. This site is currently allocated for development in the borough's UDP, to provide residential units and community facilities.
- 4.4.4 The Jubilee Way site was being used as a go-karting track on a temporary basis. The site, however, had been identified as a possible location for a new swimming pool/leisure centre or hotel. Even if either of these developments were to go ahead it is likely that the site would still be suitable as a P&R site given that the nature of both leisure centres and hotels means that peak car park usage is likely to be in the evenings and overnight while use as a P&R site would result in most demand during the day when the car park should be quieter.
- 4.4.5 Initial designs for the Jubilee Way site suggested that it could accommodate approximately 700 vehicles as a P&R site. The site is relatively level and should be reasonably easy to convert to a car park. Trees around the perimeter of the site will be used as a screen.
- 4.4.6 It was proposed that access to the site would continue to use Jubilee Way. This would include both cars and buses using the route into the site. There would then be a bus only exit onto the Kingston Road in a northbound direction. Pedestrian access to the rail station was also included in the design to allow rail users the same options as car drivers at the Tolworth site.
- 4.4.7 The second Tolworth site is designated in the borough's UDP as a site for residential development. Owners of the site, Tesco, have shown an interest in developing the site to provide a new superstore but a planning application for the proposals was recently withdrawn and the site's future is now uncertain.
- 4.4.8 Both sites are well placed for bus services into Kingston town centre, with the A240 providing a direct route to Kingston. The round trip journey time is estimated to be 40 minutes during peak periods. It may also be feasible to provide P&R options to Epsom and Ewell town centres from the same sites. The proximity of the rail station also provides an opportunity to link the P&R sites with rail services to Wimbledon, Clapham Junction and Central London.
- 4.4.9 It was proposed that the P&R service used will have intermediate stops at Tolworth Broadway, Surbiton and County Hall/Kingston University as well as stopping in Kingston town centre for P&R users only. A service frequency of every 10 minutes was recommended, requiring five buses to be used which will wait at the P&R site whilst allowing passengers to board.
- 4.4.10 An alternative, lower cost, option would be to integrate the P&R with existing bus services that use the route. This would mean increasing the frequency of those services to make them attractive.

- 4.4.11 Despite the recommendations above, the Director of Environmental Services report to the Council's Executive effectively ruled out the Tolworth Site. The reasons cited are the lower potential use of this site than either of the two race courses (from CBP modelling results), the possibility that the site may be used for journeys to London by rail, rather than to Kingston, and that the site may be better used for employment and residential development. There are also concerns regarding the capacity of the grade separated junction of the A3 and the A240 Kingston Road, and the potential for additional traffic congestion associated a park and ride scheme.
- 4.4.12 The Director of Environmental Services instead recommended that the M25 Junction 9 Leatherhead site should be considered. It was suggested that this site could have additional potential to serve Chessington World of Adventures, Leatherhead and Epsom Town Centres. A stop at Surbiton station would also be recommended to provide an additional link to Chessington World of Adventures.
- 4.4.13 The M25 site has the potential to provide 1200 to 1500 parking spaces and will require access to the site. The proposal is recommended to be considered in the long term as it is predicted to take four to five years to implement.

4.5 Costs

- 4.5.1 The costs associated with the Tolworth site are high but the predicted deficits are based on fare prices that we feel are low and could be successfully raised. Having collated information on the fares used by other P&R services around the country in 2009, (e.g. Guildford up to £1.70 return and Reading up to £3.30 return) we believe that a bus fare closer to £2 would be achievable. This could help reduce the potential deficit. However, this option requires more detailed study to derive appropriate pricing and to assess operational and site costs.

4.6 Transport for London Park and Ride Policy

- 4.6.1 Transport for London's (TfL) draft Park and Ride Assessment Criteria were drawn up in 2004 but not widely circulated. New guidelines are currently being prepared, and a draft of these expected to be published by the end of 2009.
- 4.6.2 In its 'Response to Network Rail's South West Main Line Route Utilisation Strategy', dated January 2006, TfL make the following statement on their policy on new Park and Ride provision:

"no new (or substantial increases to existing) permanent park and ride car parks should be considered within zones 1-3 due to their likely generation effect of additional car vehicle trips and kilometres;"

"Proposals for new sites or substantial increases to existing park and ride car parks outside zone 3 can be considered provided they result in shortening of car vehicle trips and an overall reduction in car vehicle kilometres."

- 4.6.3 The proposed site at Tolworth falls within Zone 5, and would therefore need to be justified against TfL's prevailing assessment criteria for Park and Ride proposals in that zone.

4.7 MVA Comments on the Report and Officer Recommendations

- 4.7.1 We consider that the CBP report is comprehensive and broadly agree with its conclusions that Tolworth is the most suitable of the potential P&R sites. Tolworth is close to Kingston and the introduction of a P&R site may offer potential regeneration benefits the area.
- 4.7.2 A report by RBK's Director of Environmental Services effectively rules out Tolworth as a site for P&R, and the problems cited in this report relating to the Tolworth option are considered in more detail here.
- 4.7.3 Parking by rail users at the site could be beneficial if this activity is well managed and spare parking capacity is available. Using a payment system that would either charge for the bus use (with free parking validated on the bus) or car parking (non-bus users) could prevent rail users parking freely. A potential increase in income from such use will aid the development of a business case to support the proposals. Price elasticity could encourage use and optimise income but would need further detailed consideration. The level of subsidy could be reduced by increasing bus fares as well as using additional income from parking. The guarantee of nearby secure parking is likely to make this station more attractive to users and it may be possible to justify a higher charge for parking in light of this. The current daily car parking charge of £2.50 at Tolworth Station is low in comparison with other stations with connections to London.
- 4.7.4 Traffic congestion and junction capacity remains a concern. Traffic surveys and junction modelling should be undertaken to establish the level of impact and potential mitigation. It is possible that some trips from the Tolworth interchange could be diverted from going to Surbiton Station to use Tolworth instead. Again, the likely level of this occurring is not known but some insight may be gained from the recent (April 2009) Surbiton Survey by consultants Halcrow.
- 4.7.5 Alternative short-term uses for the proposed P&R site are unlikely, especially as Tesco have recently withdrawn their planning application for site development. Development of the site least suitable for alternative uses is an option, although waiting for a proposal which would allow parking to be shared should not be discounted.
- 4.7.6 The alternative M25 junction 9 site suggested in the Director of Environmental Services' report is not considered a suitable option. The CBP report identifies the potential demand at this site to be the lowest of the nine sites under consideration, and its distance from Kingston is also considered to be a disadvantage. This site would be more suitable for serving Leatherhead and Epsom as opposed to Kingston, and it has been proposed for use as a P&R site to serve Gatwick airport.

Tolworth Impacts

- 4.7.7 The proposed Tolworth sites in the CBP report would impact on parking in Tolworth. Some local benefit may accrue as it will increase awareness of the district centre to those parking and riding through the centre.
- 4.7.8 If the Tolworth P&R site is not used, there is little potential for any of the other proposed services to link to Tolworth, in which case there are unlikely to be any significant impacts on parking in the centre.

Surbiton Impacts

- 4.7.9 Surbiton may experience some change in parking demand with a Tolworth P&R scheme. If, as is proposed, the P&R bus service from Tolworth also stops in Surbiton, there is potential for a reduction in the parking demand in Surbiton as people switch to using the P&R service or catch the train from Tolworth. This is most likely to affect those parking for longer durations, not those doing a food shop.
- 4.7.10 Alternatively, if the M25 Junction 9 option were taken forward and the P&R service stopped at Surbiton, the potential impact on Surbiton parking would be similar. The link to Chessington World of Adventures, while bringing more people through the railway station, may also increase revenues by utilising an empty bus returning to the P&R car park.

New Malden Impacts

- 4.7.11 New Malden is unlikely to be affected by any of the proposed P&R sites as none of the P&R services would serve New Malden as proposed in the CBP report.

4.8 Summary

- 4.8.1 Other towns of a comparable size to Kingston have shown that Park-and-Ride services can provide a convenient and viable alternative to private car journeys into town centres, thus reducing traffic congestion and benefiting the environment and town centre air quality. The success or otherwise of such a service may depend on a number of factors, including:
- P&R site accessibility;
 - Convenience;
 - Length and consistency of bus journey times; and
 - Cost of parking and/or bus journey.
- 4.8.2 However, many towns and cities with successful Park-and-Ride schemes, such as Oxford and Guildford, have the advantage of a surrounding hinterland under the control of a single planning authority, a situation which eases the introduction of effective Park-and-Ride. This is not the case in Kingston; only three of the site sites identified in CBP's report fall within the borough, and all of these have constraints which affect their suitability for Park-and-Ride operation.
- 4.8.3 Experience with Kingston's Christmas-time service shows that a P&R service to Kingston town centre can operate successfully, and it is possible that a full-time service could also be made to operate successfully and efficiently, although an alternative site is needed before this can be achieved. A year-round service would extend the benefits of reduced traffic congestion and improved environment, and may also allow an overall reduction in car parking provision.
- 4.8.4 A P&R site at Tolworth is considered to be the most likely to bring benefits to both Kingston town centre and the District Centres, although there are some obstacles to be considered and overcome such as the potential impact on the Tolworth interchange and the mechanism for charging. The identified site is unlikely to have any impact on parking in the district

4 Park and Ride Assessment

centre of Tolworth but could provide an alternative for those driving to and parking in Surbiton.

- 4.8.5 One of the two sites in Tolworth identified by CBP is currently assigned for mixed use development, but the site at Jubilee Way could still be viable for P&R and this should be investigated.

5 Interview Surveys

5.1 Introduction

- 5.1.1 Interview based consultations have been carried out in all three district centre locations. In New Malden, interviews with town centre users were undertaken with the specific purpose of informing the District Centre's Parking Strategy. Consultations in Surbiton and Tolworth have been geared towards gaining opinions on possible public realm improvements, but both of these exercises have included questions relating to parking provision.
- 5.1.2 This chapter provides detailed feedback on the findings from the New Malden on-street interviews, and the parking-specific findings from the Tolworth and Surbiton questionnaires are also included at the end of the chapter.

5.2 New Malden Interviews

- 5.2.1 Interview surveys on parking in New Malden were completed during the week commencing 20th April 2009. Face to face interviews were conducted with 577 members of the public in a selection of areas around the town centre in order to include people using different on-street and off-street parking locations. A copy of the questionnaire used by interviewers is presented as **Appendix A** to this report.
- 5.2.2 A proportion of the sample included people who did not drive to the district centre, in order to gain an understanding of their perceptions of the town centre's parking environment.

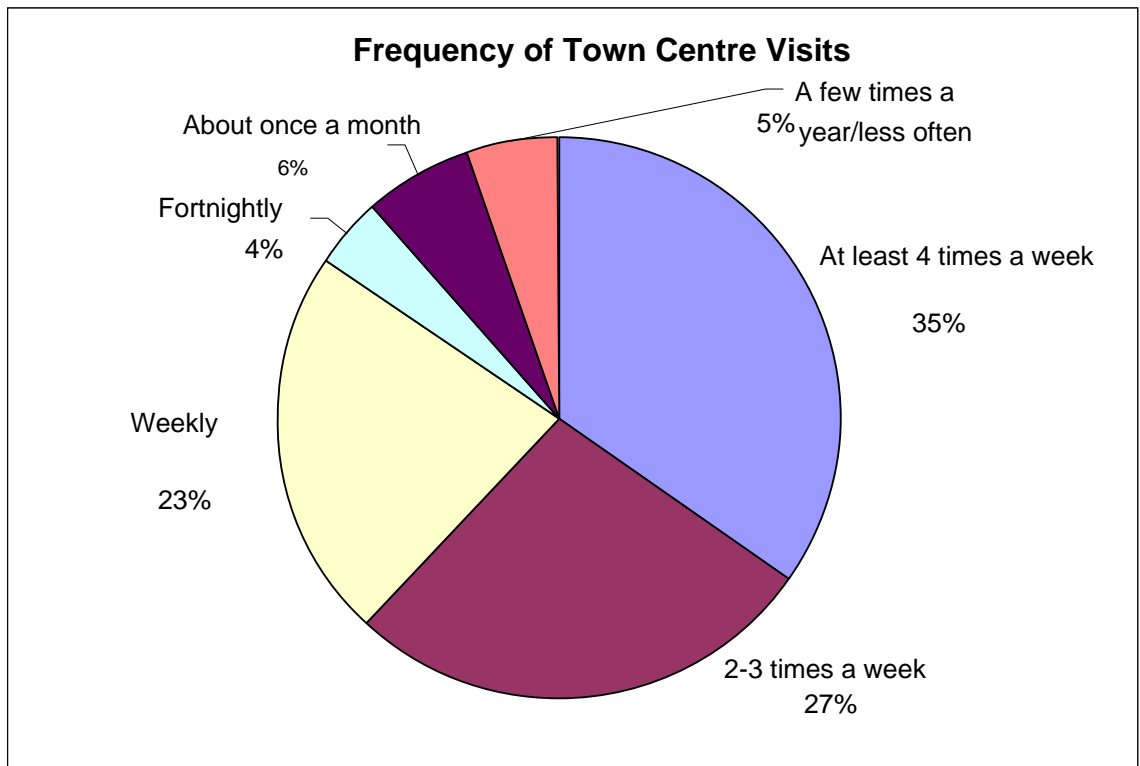
5.3 Questionnaire Respondents New Malden

- 5.3.1 The locations where interviews were completed included:
- 34% High Street
 - 44% Blagdon Road
 - 9% Railway Station
 - 2% Town Centre and
 - 10% Coombe Road
- 5.3.2 Most of those questioned had begun their trip close to New Malden district centre. Nearly 50% gave a New Malden postcode, with Worcester Park, Tolworth, Kingston-upon-Thames, Surbiton, Norbiton, Wimbledon, Croydon, Sutton and Raynes Park all stated as being an origin by at least ten participants.

5.4 New Malden Questionnaire Responses

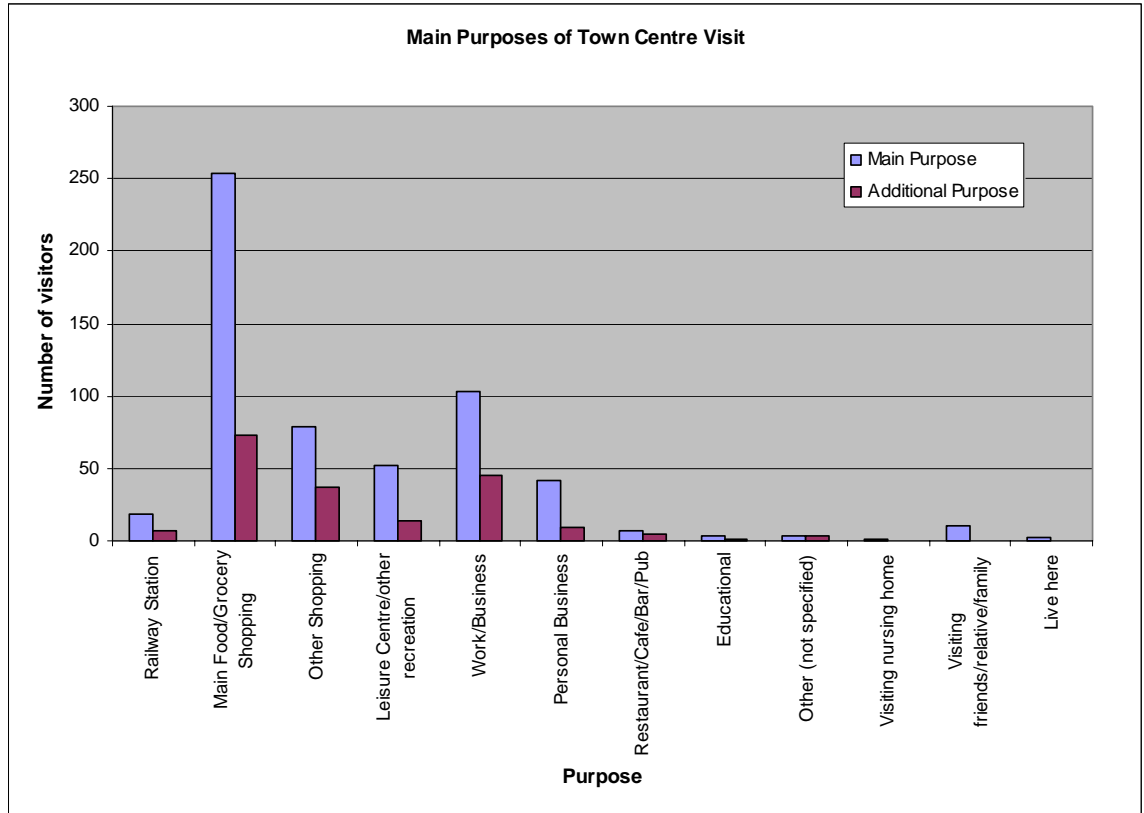
Frequency of Town Centre visits

- 5.4.1 Of those interviewed over a third visit New Malden town centre at least four times each week. In total, almost 85% of those interviewed visit the town centre at least once a week, with 15% visiting on a fortnightly or less frequent basis.

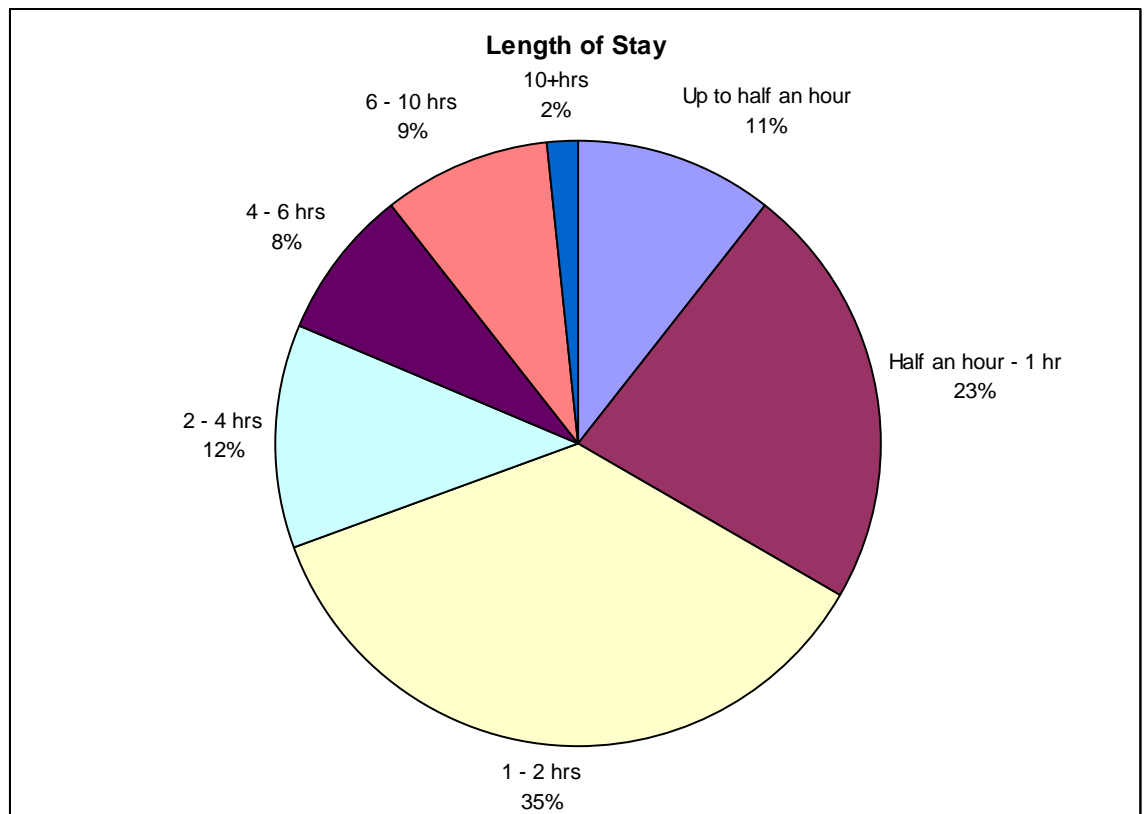


Main purposes of visiting New Malden town centre

- 5.4.2 Main food or grocery shopping trips was given as the main purpose by 44% of respondents. Other shopping needs were the next most popular reason for visiting the centre, accounting for 14% of interviewees, and 18% visited the town for work or business purposes. Leisure centre and recreational visits made up 9% of the sample, and 7% visited for the reason of personal business.
- 5.4.3 27% of respondents stated that their visit had multiple purposes and some interviewees gave as many as four reasons for their visit. The most popular secondary purpose for visits was for non-food shopping, with leisure centre and recreational visits and personal business also stated as additional, secondary purposes.



Length of stay in New Malden town centre



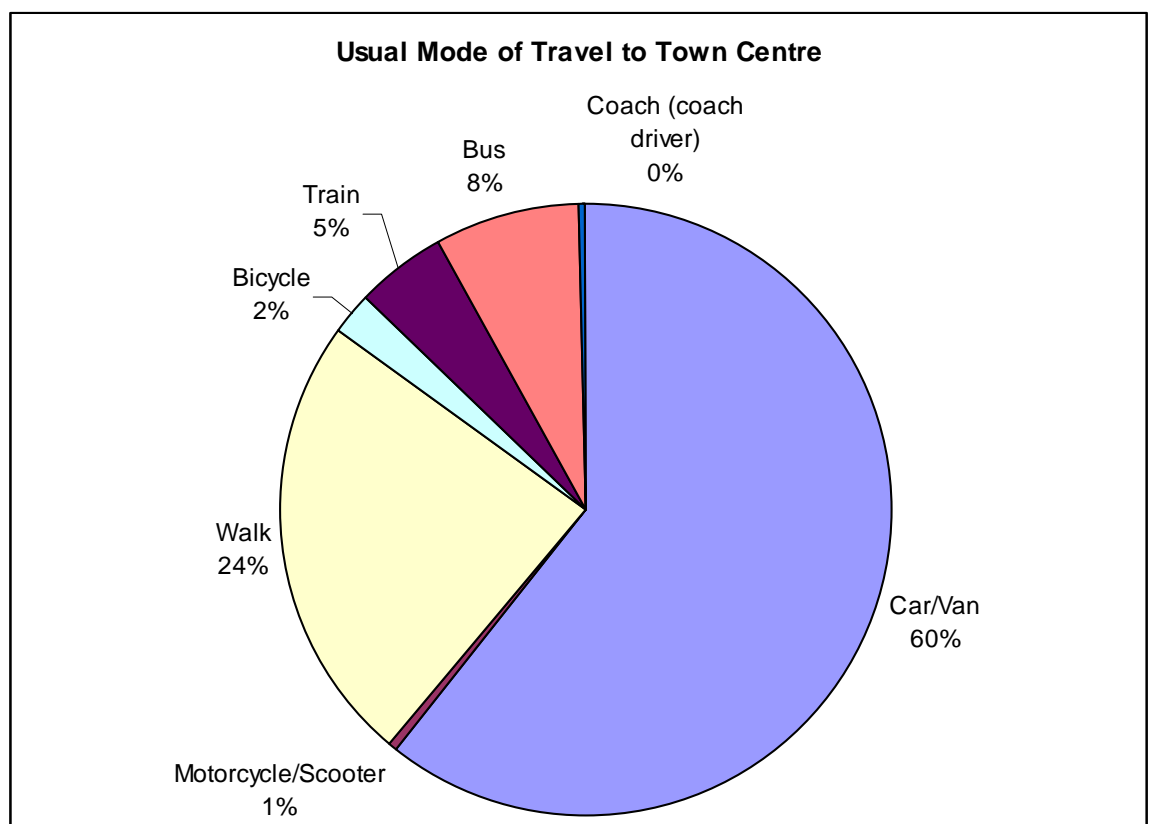
5 Interview Surveys

5.4.4 In keeping with shopping being the main activity for visitors to New Malden, almost 70% of respondents usually visit New Malden for up to two hours, with a length of stay between one and two hours being most popular (36%) followed by between half an hour and one hour (22%).

5.4.5 Almost 12% of interviewees usually stay for longer than six hours. Since 18% of respondents stated that their main purpose of visit was for work or business, this suggests that 6% of respondents were visitors to local businesses rather than town centre workers.

Main mode of travel to New Malden town centre

5.4.6 The most common mode of travel is by car or van, representing 60% of the sample. Walking was the second most commonly used mode (23%) which is unsurprising given the number of residential properties which are located nearby.

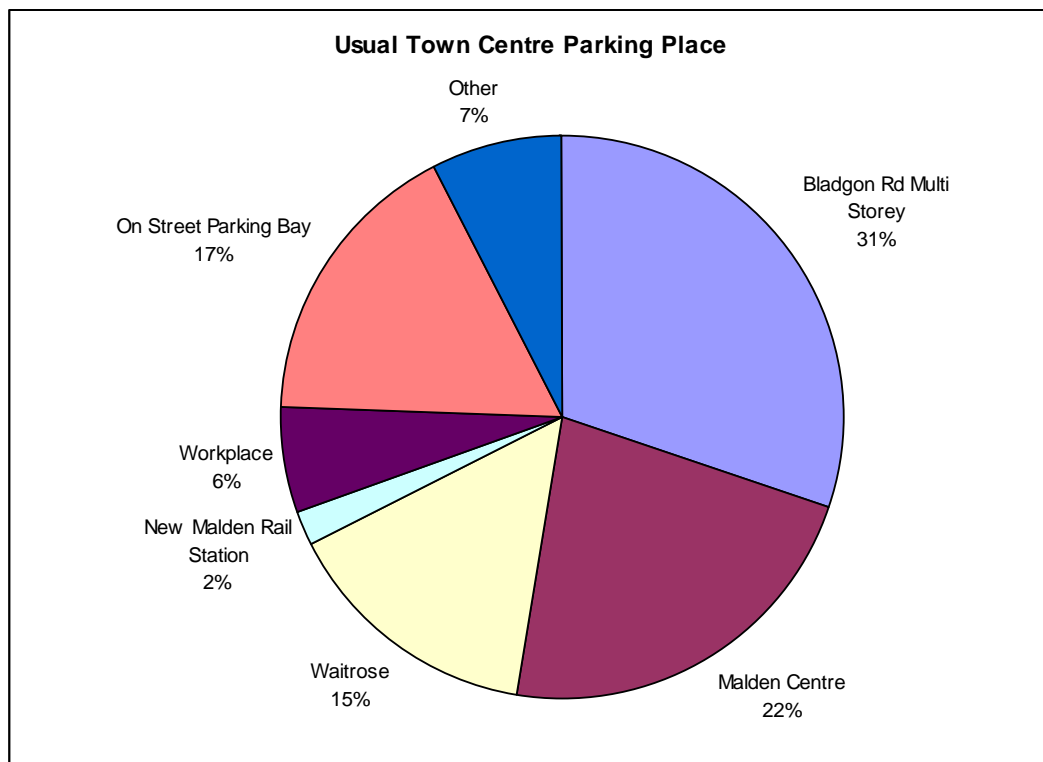
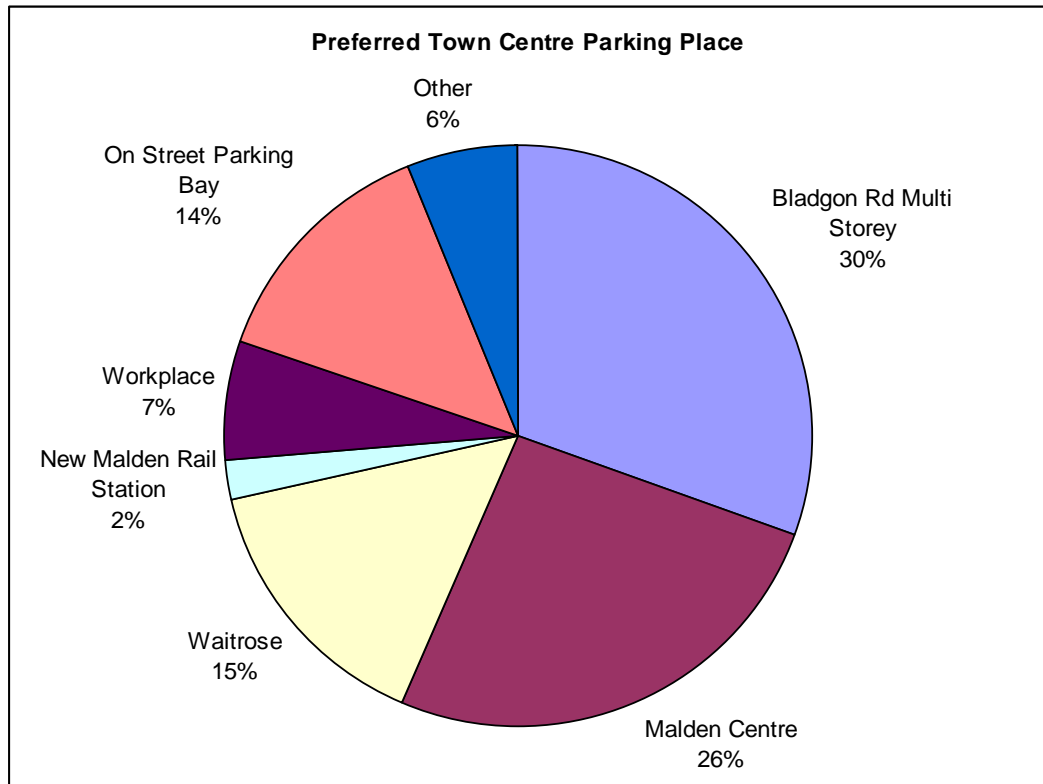


5.4.7 The number of visitors using other modes of transport was small, with bus travellers accounting for about 8% and train uses close to 5%. It should be remembered, however, that one of the primary purposes of the interviews was to target car drivers.

Preferred and usual parking place for those usually driving to New Malden

5.4.8 The most frequently used parking options are the three town centre car parks and on-street parking bays. Blagdon road car park is the most commonly cited parking place accounting for 30% of responses, with the Malden Centre car park accounting for 22% of responses.

5.4.9 Survey data collected on Thursdays shows that 18% of all parking activity took place in the Malden Centre car park with only 9% in the Bladgon Road multi-storey car park. Thus the number of interviewees preferring the multi-storey for parking is likely to be influenced by the high proportion of interviews carried out close to Bladgon Road.



- 5.4.10 On-street parking areas and the Waitrose car park were favoured by 17% and 15% of interviewees respectively. Survey data on Thursday recorded 37% of parking activity at on-street locations and 27% in the Waitrose car park.
- 5.4.11 In terms of parking preference, Blagdon Road multi-storey is preferred (and used) approximately 30% of respondents. The Malden Centre car park is the preferred option of almost 26% of respondents meaning that not all those who prefer to park there are able to do so. The Waitrose car park, like the Blagdon Road car park, has a similar proportion of respondents preferring and usually using the car park. On-street parking is the preferred option for almost 14% of respondents, a much lower proportion of drivers than those who actually park on-street.
- 5.4.12 Roughly 3% of respondents either usually park or prefer to park at a location other than the town centre car parks or on-street parking spaces. The majority of these alternative parking locations are local roads outside the town centre core area which are not subject to parking restrictions.
- 5.4.13 The most popular area (used by seven people) is Blagdon Road outside either of the two car parks in unrestricted areas. Other streets where people stated they park include; Westbury Road, Sussex Gardens, Sussex Place, Burlington Road, Charnwood Close and Dukes Avenue. None of these roads were given as preferred or usual parking spaces by more than two respondents.
- 5.4.14 Only 6% of respondents stated they preferred and were able to park at their place of work.

Ease of finding on-street parking

- 5.4.15 The majority of respondents (53%) stated that they think on-street parking is difficult to find and this reflects the popularity of these spaces. Only 20% of users view on-street parking spaces as easy to find. 27% of those interviewed did not have a strong view on this issue and stated that finding on-street parking was neither easy nor difficult.

Parking provision in New Malden

- 5.4.16 More than half of those responding agreed that there is sufficient off-street short stay parking available in New Malden with only 35% taking the view that there is not adequate off-street short stay parking for the district centre.
- 5.4.17 On-street short stay parking is less well perceived, with only 27% of respondents believing there is sufficient parking available in such locations. 60% of respondents do not agree that there is adequate on-street short stay parking.
- 5.4.18 There was no firm view regarding the adequacy of blue badge holder parking within New Malden. 30% of those responding believe there is adequate blue badge holder parking while a further 30% believe that the blue badge holder parking is inadequate. The most common response (38%) was that the respondent did not have a view on the issue.

- 5.4.19 When asked about the level of car parking for office workers, 41% thought that there is not adequate parking for office workers in New Malden. Approximately one third of respondents did not have a view on this issue.
- 5.4.20 Off-street parking for commuters was not viewed as being adequate by 44% of respondents, and this view was supported by the 58% of respondents who view residential roads as having too much commuter parking.
- 5.4.21 The views on convenience of location for parking and loading bays were fairly evenly split between agreeing (35%), disagreeing (29%) and having no view (36%) on the issue. Most people (43%) had no view on the adequacy of the loading facilities available for business. Of those who did express a view, 34% believe that there are not adequate loading facilities for businesses.

Parking conditions in New Malden

- 5.4.22 Interviewees were asked their views on the need for improvements to car parks, with the facilities given as examples including lighting, road markings and litter bins. The view of more than half the respondents is that the parking facilities in New Malden are good, with 27% not expressing a view. Only 19% thought that improved facilities were needed in town centre car parks.
- 5.4.23 Almost 60% of participants took a view that the security and safety of New Malden's car parks is good, with 23% not expressing a view.
- 5.4.24 The suggestion of introducing pay-on-foot charging facilities in New Malden car parks was positively received by 63% of respondents. Only 20% did not agree that these facilities should be introduced in New Malden. The proposal of a resident's parking scheme was less well received, although there were still 43% of respondents who agreed that a residents parking scheme would be a good idea while 34% did not agree that such a scheme would be a good idea.

Satisfaction with parking in New Malden Town Centre

- 5.4.25 Overall, more than 56% of the participants are satisfied with the parking in New Malden, with only 16% who were dissatisfied with the parking available in New Malden town centre.

Key points for consideration

- 5.4.26 The survey results suggest that 60% of those visiting the centre do so by car. Results of the car park surveys also completed within the centre show that there is sufficient parking available for users in the off-street car parks. However, parking in the car parks is not the first preference for many users, with on-street parking being seen as preferable but insufficient by many users.
- 5.4.27 The Blagdon Road multi-storey is the most commonly used car park and still has spare capacity, while the Malden centre car park operates much closer to capacity with not all those preferring to park there being able to do so. Encouraging people to use the multi-storey car park as a preference has already been attempted, with parking in the multi-storey being cheaper, but other measures may also be required to further encourage this. The use

of a pay-on-foot scheme was well received and could be implemented both the Blagdon Road car parks.

- 5.4.28 Parking on residential roads was not common amongst those interviewed but information from the on-street surveys shows vehicles recorded as non-residents parked on core area roads, including Blagdon Road, Cambridge Avenue, Cambridge Road, Connaught Road, Howard Road and Sussex Road. This suggests that there might be more than the 3% recorded in the interview surveys who park on residential roads when using the town centre.
- 5.4.29 The introduction of a residential parking scheme was supported by 43% of the respondents although previous consultations on the implementation of CPZs in the area have not been supported.
- 5.4.30 The condition of the available parking was viewed positively, suggesting that improvements to the physical features of the car parks are not a necessity.

5.5 Tolworth Questionnaire

The Questionnaire

- 5.5.1 RBK are planning to make improvements to the public realm in Tolworth to reduce the impact of vehicle movements and improve connectivity across the Broadway, and this is known as the Tolworth Project. To gain the views of local residents and businesses, a leaflet and questionnaire were sent to approximately 4,500 addresses in and around Tolworth's shopping area between the 6th and 27th March 2009. These were additionally handed out to commuters and users of Tolworth railway station. Respondents could reply by post or complete an online version of the questionnaire. A total of 361 questionnaires were completed with most responses received from residents.

5.6 Tolworth Questionnaire Responses

- 5.6.1 The mode of travel of respondents in Tolworth was notably different to those in New Malden, with 73% accessing the centre on foot and only 35% using a car. Again, shopping was the primary purpose for visits, although a higher percentage of visitors (35%) used Tolworth for 'top-up' shopping rather than their main food shopping.
- 5.6.2 Respondents in Tolworth were predominantly residents (94%) who are unlikely to live far from the district centre, whereas in New Malden residents made up approximately 60% of the respondents. This may also indicate that the wider selection of shops in New Malden attracts visitors from a wider catchment area than Tolworth.
- 5.6.3 About half of the respondents stated that they believe there is insufficient car parking available within Tolworth and 44% of the respondents' list car parking as an area that is in need of improvement. Some respondents would also like to see an improvement in the cycle parking facilities available in the centre.
- 5.6.4 Parking was also featured in the section on suggested improvements, ranking 3rd of 11 suggested areas of improvement for the centres services and facilities. The improvements that were suggested included the following:

5 Interview Surveys

- Remove parking from the Broadway as it makes congestion worse;
- Increase available parking on northbound carriageway to cater for shops in this area
- Increase the disabled parking available;
- Make parking cheaper or free;
- Improve signage to M&S car park; and
- Increase motorcycle parking

5.6.5 The questionnaire also asked about the main reasons people visit Tolworth centre. The main reason for visiting is for people to do their top up food shopping, with most of those doing this visiting the centre more than once a week.

5.7 Surbiton Questionnaire

The Questionnaire

5.7.1 As with Tolworth a separate consultation was carried out in the Surbiton area including both a postal questionnaire and a number of group discussion sessions. The questionnaire was sent out to residents living and businesses operating within a number of specified roads. The questionnaire focused mostly on what people within the area think should be improved in the town centre and what the most important issues are. Parking as an issue featured in a number of the questions and the results of these questions are summarised below.

5.8 Surbiton Questionnaire Responses

- 5.8.1 Within the questionnaire respondents were asked to state which issues they felt were the most important of those facing Surbiton town centre. Insufficient shopping choice and a loss of character were the two issues that people agreed were of most concern. One of the issues focused on whether there is sufficient parking within the town centre. The results of this showed that about 40% agreed that there was insufficient parking, while another 40% of respondents stated that they believe there is sufficient parking. The remaining 20% did not have a view on if there is sufficient parking in Surbiton or not. This question ranked parking as the fifth most important issue of the seven issues given.
- 5.8.2 Later in the questionnaire respondents were asked for their views on parking and servicing within Surbiton town centre. About 43% of those who answered believe that there is adequate on-street parking within Surbiton but 41% do not agree that there is adequate parking. The other 16% of respondents did not have a view on whether there is adequate parking in Surbiton.
- 5.8.3 The views of respondents on whether there is sufficient off-street parking are only slightly more decisive with 46% agreeing that there is sufficient off-street parking and 38% disagreeing. Again, the other 16% had no view on this. The views of the respondents on the question regarding the convenience of parking and loading facilities were mostly (43%) that they had no view on the issue of convenience. 29% of the respondents believed that the facilities were convenient and 27% believed that they were inconvenient.

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- 5.8.4 The question about whether there is sufficient disabled (otherwise known as blue badge holder) parking was something that the majority of respondents (60%) did not hold a view upon. Of those respondents with a view on the issue 23% believe there is sufficient parking and 17% believe that there is not sufficient disabled parking.
- 5.8.5 The other questions of relevance relate to the provision of loading facilities. The question that asks if the loading facilities within Surbiton are adequate was something that almost half (48%) the respondents had no view on. Those that did have a view on the provision mostly stated that there are not sufficient loading facilities within the town centre (32%), while the remaining 20% believe there are sufficient loading facilities. The views of respondents on whether the delivery of goods in the town centre causes congestion were that 59% agreed with the statement that deliveries are a cause of congestion. 17% of respondents disagreed with the statement while 24% had no view on the issue.

5.9 Surbiton Group Discussions

- 5.9.1 In addition to the questionnaires that were sent out in Surbiton there were some additional group consultations completed. These consultations again focused on what the participants believed were the main issues for the town centre and what the main improvements that are required are. A total of eight discussion groups were involved and parking was featured as one of the main issues in two groups and a main focus for improvement in one discussion. The issues raised related to parking were that a lack of parking leads to more congestion in the town centre and that there is a need for longer-term parking provision. The main improvement related to parking was to remove all the on-street parking in order to facilitate the provision of wider pavements.

5.10 Summary

- 5.10.1 Consultations have recently been undertaken in all three to the district centres with a view to gaining the opinions of centre businesses, workers and visitors. The consultation in New Malden was focussed on parking issues, and thus provides the most comprehensive overview of how district centre users see the parking environment.
- 5.10.2 Consultations in Surbiton and Tolworth were more focussed on gaining the views of the public on matters relating to the general amenity and ambience of these towns, and thus information on transport and parking issues is less comprehensive.

New Malden

- 5.10.3 A high percentage of the people interviewed visited New Malden at least once a week and almost two-thirds of these arrived by car. Half of all respondents parked or preferred to park in off-street locations, although this is likely to reflect the fact that many interviews were undertaken close to such facilities. There is a perception by many visitors that on-street parking spaces are difficult to find.
- 5.10.4 The provision of off-street parking spaces is generally thought to be sufficient but many of those interviewed thought that more on-street parking spaces should be provided. Parking in residential roads by non-residents is known to take place, and many interviewees feel that this reflects a shortage of off-street long-stay parking.

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- 5.10.5 Overall satisfaction with the quality of parking in New Malden was good – only a fifth thought that improved facilities were needed in car parks, and few opined that car park security and safety was poor.
- 5.10.6 Pay-on-Foot charging in car parks would be preferred to the existing pay-and-display method by many. Views on the introduction of residents parking schemes were mixed, with marginally more voting in favour or controls.

Surbiton

- 5.10.7 The consultation in Surbiton was directed towards the need for public realm improvements, but some views on the parking regime have been revealed. Views on the levels of on and off-street parking were divided, with almost equal numbers stating that provision was insufficient or insufficient in each case.
- 5.10.8 Opinions on the provision of loading bays were more conclusive; only a fifth of respondents thought that a sufficient number of loading areas were provided, and almost two-thirds thought that loading activity was a cause of traffic congestion.
- 5.10.9 The discussion groups which were held revealed two further issues. Many thought that provision for long-stay parking in the town was insufficient, and there was a view that the removal of on-street parking in Victoria Road would allow improved quality footways and public realm whilst improving traffic flows.

Tolworth

- 5.10.10 In Tolworth the majority of visitors walked to the town centre, with just over a third arriving by car. Despite this parking issues featured in the responses, with around a half of respondents considering that there is not enough public parking in the town and that parking facilities were in need of improvement.
- 5.10.11 When suggesting areas for improvement as part of the Tolworth Project, parking was ranked third out of eleven areas, with increases in cycle, motorcycle and blue badge-holder parking and improvements to car park signage requested.

5.11 Conclusions

- 5.11.1 Satisfaction with the parking environment of the district centres appears to be higher in New Malden than in the other two centres, and this is likely at least in part be due to the public realm improvements introduced in 2006.
- 5.11.2 Levels of satisfaction are similar in Surbiton and Tolworth, with the feeling expressed that both centres could make improvements to parking as part of future High Street improvements.

6 Neighbouring Authority Parking Policies

6.1 Introduction

- 6.1.1 The Royal Borough of Kingston-upon-Thames shares its borders mainly with four neighbouring authorities, the London Boroughs of Merton and Richmond-upon-Thames to the north-east and north-west, Epsom & Ewell Borough Council to the south-east and Elmbridge Borough Council to the south-west. The borough also has short lengths of border with the London Boroughs of Westminster and Sutton.
- 6.1.2 Both Elmbridge and Epsom & Ewell fall within the county of Surrey, and Surrey County Council are the highway authority for all public roads in these two districts. Parking policy in Surrey has been drawn up by the County Council with input from constituent councils and a Parking Strategy for Surrey was adopted by the county in early 2003. A policy specific to on-street parking has also been produced.
- 6.1.3 Both the London Boroughs of Richmond and Merton have produced Parking Enforcement Plans, as required by the Local Implementation Plan process.

6.2 Parking Policy in Surrey

- 6.2.1 Surrey County Council's Parking Strategy seeks to:
- Set objectives for the management of parking consistent with wider travel choice and sustainable development policies;
 - Encourage a reduction in car journeys to work and workplace parking;
 - Regulate parking supply and tariffs to give higher priority to short-stay parking in town centres;
 - Regulate on-street parking through the use of restrictions and CPZs; and
 - Control the supply of parking within new developments.
- 6.2.2 The main elements of Surrey's parking strategy include prioritising convenient short stay parking in town centres, locating long stay parking less conveniently and on the outskirts of town centres to discourage car based commuting. Additionally the strategy allows for regulating on street parking through residents schemes such as controlled parking zones (CPZs) and limiting the provision of parking at new developments while ensuring that these developments are located in accessible locations wherever possible.
- 6.2.3 The council have introduced parking package areas whereby the local districts assess the characteristics of areas within their boroughs and use the guidance on area type to assess the level of parking and public transport required.
- 6.2.4 The delivery of these objectives is enabled through Parking Management Plans developed by local Districts in conjunction with the county. Within the policies identified by the Surrey Parking Strategy, Elmbridge's Parking Management Plan , identifies the additional aims of:
- Using parking to support the vitality and viability of local centres;
 - Managing parking consistent with the principles of sustainable travel choices; and

- Using charges and controls to influence parking behaviour in support of these aims and maximise revenue.

6.2.5 The plan goes on to identify measures specific to town centres within the council area which will be implemented to assist in achieving these aims.

6.3 Parking Policy and Action in the London Borough of Richmond-upon-Thames

6.3.1 The London Borough of Richmond borders the Royal Borough of Kingston to the north and west. The closest competing town within Richmond's borders is Teddington, with the centres of Ham and Hampton Wick villages also providing parking to users.

6.3.2 The borough's UDP recognises that the high level of demand for on-street parking in the centres and older streets within the borough is not met by the available supply, and that parking controls (especially controlled parking zones) are useful for improving the quality of life of the residents and businesses within the affected areas. This in turn can protect the vitality of town centres and ensure safe access to premises while maintaining traffic movement. They are also used to protect residents parking needs. LB Richmond have 19 main CPZs with additional small or one street zones. The zones are regularly reviewed and form a major part of the borough's parking strategy. A trial in Kew CPZ was introduced allowing residents to park across dropped kerbs outside their houses and the scheme was successful and remained in place. It is an option that is now considered for all new and extended CPZs.

6.3.3 Other parking measures being used by the borough include using pay and display, parking meter and limited time free parking to regulate short term parking. They also encourage business parking to be provided in shared use bays of CPZs wherever possible. Elsewhere the borough has introduced the option to pay for parking by mobile phone and also support the removal of voucher parking and meters wherever possible to use more user friendly payment methods. The use of pay and display machines that accept credit cards are also in use and the potential for using pre payment or account cards is also being considered.

6.3.4 Off-street long stay parking has been reduced over the last 20 years in order to discourage long stay parking and encourage the turnover of parking spaces. The borough have also introduced pay-on-foot parking in their main multi-storey car parks which has allowed for more methods of payment, an intercom service and allows for data on the car park use to be more easily collated.

6.4 Parking Policy and Action in the London Borough of Merton

6.4.1 LB Merton's Parking Enforcement Plan was adopted in 2006, and identifies a hierarchy of parking need, giving a high priority to cycles, buses and motorcycles and reduced priority to car-borne uses. The Plan seeks to:

- Manage the availability of parking and tariffs within the borough;
- Ensure parking provision addresses user needs in line with the hierarchy above;
- Permit business activity and encourage economic growth;
- Regularly review the views of residents and utilisation of existing parking provision;

- Support environmental and air quality objectives;
- Reduce reliance on the private car; and
- Enforce regulations to optimise compliance.

- 6.4.2 The Plan sets out detailed borough-wide measures intended to assist in achieving these aims, relating to on and off-street parking for cars, motorcycles, cycles, coaches, and the movement of buses. The Plan also discusses mechanisms which support the achievement of policy objectives, including travel planning, car clubs and congestion charging.
- 6.4.3 As well as using controlled parking zones, LB Merton applies its user hierarchy in order to allocate parking and understand user needs. The hierarchy is also applied to differing types of car user, with disabled drivers at the top, then suppliers of goods and services, local residents, visitors to businesses and finally employees. This hierarchy aims to provide for businesses and services using parking that is managed by time and price to promote economic development whilst attempting to limit the overall demand for parking. They also use an order of priority for vehicle with cycles at the top and private cars at the bottom.
- 6.4.4 The off-street parking in LB Merton is managed to meet short term parking needs whilst also deterring use by commuters. The off-street parking is also seen as offering the opportunity to reallocate road space to cycling, pedestrian or bus/priority facilities that can be improved through the removal of on street parking. This is achieved by removing the on-street spaces and using the off-street spaces instead. The removed spaces also have the capacity to be used for car club spaces and on-street charging points for electric vehicles.

7 Comparison of Competing Centres

7.1 Introduction

7.1.1 This chapter provides a comparison of the three district centres in Kingston-upon-Thames with other local centres with which they might compete for visitors. The competing centres have been selected on the basis that they may draw visitors from Kingston's District Centres by offering an improved or more varied shopping experience without the need for visitors to travel greatly increased distances. The towns selected are:

- New Malden compared with Worcester Park;
- Surbiton compared with Epsom; and
- Tolworth compared with Esher.

7.1.2 The three competing centres have been compared on the basis of their size, public transport accessibility and their parking availability and pricing. The information used will be gathered from both desktop internet based research and site visits to the three additional centres.

7.1.3 Whilst some of the selected competing centres are similar in size (New Malden and Worcester Park, Tolworth and Esher), it should be noted that the retail offer can differ significantly between centres. Tolworth and Esher, whilst similar in layout and parking capacity, have a significantly different demographic make-up and the businesses present in each town reflect this. The shopping experience in Epsom is more that of a regional centre, with a significantly greater choice of shops than Surbiton. Thus, whilst the selected centres do not necessarily compete directly with Kingston's District Centres, they may draw custom from them through a more attractive or varied selection of shops.

7.2 The Competing Centres

Worcester Park

7.2.1 Worcester Park is located to the south east of New Malden on the eastern side of the A3. Like New Malden, Worcester Park is based on a linear layout with a main shopping street, Malden Road / Central Road, also being the main route through the centre. Off of this main road are the main residential areas of the centre.

7.2.2 Public transport in Worcester Park is provided by the railway station with regular trains from and to London Waterloo and Guildford. Worcester Park station lies within Transport for London zone 4 meaning that Oyster cards can be used on some journeys in the same way as within the Kingston district centres. There are also regular bus services providing connections to Croydon, Kingston, Sutton and Heathrow Airport.

7.2.3 Worcester Park has a slightly smaller centre than New Malden with most of the retail space occupied by a mixture of charity shops, newsagents, banks, a few small independent stores and a Boots and Superdrug. The Marks and Spencer's in the town centre is now closed although the parking area to the front was in use. All the shops within the town centre are located to the south of the railway line. Like New Malden there is some on street parking available and these spaces can be used for a maximum of 30 minutes.

7 Comparison of Competing Centres

- 7.2.4 There are three supermarkets in the centre; Sainsbury's, Waitrose and Iceland. Parking at Sainsbury's is provided behind the store for customers only for a maximum of 1 hour. The car park is also shared with the residential premises above the street level stores meaning that only about half of the available spaces can be used by Sainsbury's customers. The largest car park, Stone Place, is located outside Waitrose and in close proximity to Iceland. This car park provides up to 2 hours of free parking but visitors may not stay longer than 3 hours (£1.50 charge for 2 to 3 hours).
- 7.2.5 In terms of car parking capacity there are roughly 200 off-street parking spaces in Worcester Park compared to New Malden's 770 off street parking spaces. This alone suggests that the number of visitors to Worcester Park is significantly lower than to New Malden and also that Worcester Park acts as a local centre compared to New Malden's role as a district centre. There are approximately 40 on street spaces along Central Road, Worcester Park which are all free to users for up to 30 minutes, whereas in New Malden there are approximately 30 pay-&-display or metered spaces along the High Street.
- 7.2.6 A limited amount of parking is available at Worcester Park railway station, with 85 spaces that can be used by season ticket or pay and display parking visitors. This car park was near capacity during the site visit and there are some additional spaces in the forecourt area where buses can turn and drop-off/pick-ups activity takes place. There are also at least two areas with cycle racks at the station although only one set of racks were in use with less than half the available spaces taken, although this may be due to poor weather at the time of the site visit.
- 7.2.7 Most of the residential roads, even those close to the centre do not have parking restrictions. However, since the beginning of 2009 a number of roads in the vicinity of the railway station have had parking restrictions introduced that prohibit waiting between 08.00 and 09.30 and between 16.30 and 18.30. These restrictions are likely to have been introduced to avoid commuters parking on the residential roads. A selection of roads in the town centre also have restrictions that allow parking only in the marked bays.

Summary

- 7.2.8 New Malden and Worcester Park appear outwardly similar but operate in slightly different ways. In terms of the available shops and services, each centre contains three supermarkets, with both having a Waitrose and Iceland of similar size with New Malden having a Somerfield and Worcester Park a Sainsbury's. However, New Malden has a generally higher quality retail offer and appears to attract a greater number of visitors. Whilst New Malden is a District Centre, Worcester Park appears to operate on a more local basis.
- 7.2.9 Parking in Worcester Park is not charged, and this may go some way toward attracting visitors from other centres. Although High Street parking is charged in New Malden, on-street parking is well used.
- 7.2.10 Both towns have large quantities of unrestricted parking in surrounding streets, and both will suffer some levels of long-stay parking by non-residents. Both towns offer good rail connections to London, and long-stay parking is likely to be associated with both commuters and town centre-workers.

Esher

- 7.2.11 Esher lies to the south-west of Tolworth, with simple access to the town from the A3 or the A240. Esher has another linear town centre, having grown up around the old A3 trunk road connecting Portsmouth to central London.
- 7.2.12 The railway station in Esher is on the same line as Surbiton and offers good connections to London and towns to the south. However, while the station provides relatively easy access to Sandown Park race course it is located approximately one mile from the main town centre area. There are regular buses to centres such as Staines, Kingston, Cobham, Guildford and Walton-on-Thames.
- 7.2.13 Esher has a similar number of retail premises to Tolworth, although the quality of the retail offer is much higher, reflecting the affluence of many local residents. A number of premises along the High Street sell home furnishings such as kitchens, artwork and furniture, and there are also a number of estate agents, newsagents and independent high-end clothing shops.
- 7.2.14 The only supermarket in Esher is a Waitrose located off the southern part of the High Street. This Waitrose provides parking for supermarket users only (valid receipt required) for up to 2 hours at no charge. The Waitrose car park also provides the most parking spaces in the town centre car parks except for the parking available at Sandown Park race course on non-race days.
- 7.2.15 There are car parks located off all of the four main approaches into the centre with a flat rate charge of 50 pence per hour up to four hours and a daily charge of between £4 and £6. On street parking is available in a number of separated areas off the High Street. These spaces can be used for up to 2 hours free with no return for another 2 hours. There are also a number of blue badge holder spaces provided in these bay areas, allowing blue badge holders to stay for up to 3 hours. The High Street, Church Street and Esher Green roads, especially in the centre, are regulated by double yellow lines to stop users parking on the busy main roads.
- 7.2.16 The residential roads in Esher have a mixture of parking restrictions in use. A number of the residential roads to the north-west are regulated using residential parking permits. Most of the other residential roads have gated entrances with signs stating that they are private residential roads and that parking is not allowed. Little on street parking was observed on those roads with gates. Out of the town centre area there were no restrictions on parking along the roads which are not gated. Vehicles were also observed parked along a section of Claremont Lane, where there are no restrictions and the road is wide enough to still allow two-way traffic to flow.

Summary

- 7.2.17 Overall, Esher is a similarly sized centre to Tolworth but with a higher quality range of shops compared to the more everyday or convenience shops that dominate Tolworth. In addition there appear to be more restaurants in Esher than Tolworth, possibly to meet demand from race goers. Esher has approximately 300 off-street parking spaces available (excluding the race course) compared to the approximately 290 off-street parking spaces in Tolworth. If the parking available at the race course is included there is significantly more off-street parking in Esher than in Tolworth.

- 7.2.18 The levels of on street parking in the two centres are also similar with approximately 45 spaces in Esher and 50 spaces in Tolworth. On street parking in Esher's centre is free where it is allowed whilst in Tolworth parking along the Broadway and Ewell Road is charged. The other main difference is that most of the residential roads in Tolworth are not subject to any restrictions with anyone able to park in almost any space. In Esher there are a few roads with residential permits but most roads are simply gated and have much lower levels of on-street parking than Tolworth. The roads where the permits are required in Esher are the only ones with significant numbers of vehicles parked along them whereas many of the residential roads in Tolworth are busy.

Epsom

- 7.2.19 Epsom lies to the south-east of Surbiton and like Surbiton part of the main High Street is also the main vehicular route through the town centre. However, the two lane carriageway and one-way system in Epsom town centre make it feel more car dominated than Surbiton. Epsom is considered as a major town centre by Epsom and Ewell Borough Council, compared to Surbiton's status as a District Centre.
- 7.2.20 The railway station in Epsom provides train services to London Waterloo, London Victoria and London Bridge as well as to Leatherhead, Dorking, Guildford, Croydon and Wimbledon. Like the other competing centres there are regular buses to a number of local areas including Croydon, Morden, Banstead, Kingston, Oxshott, Reigate and Redhill, Hook, Colliers Wood and Ashted.
- 7.2.21 Epsom town centre is bigger than Surbiton, with the area within the one-way system mostly dominated by a shopping mall and car parks. Epsom provides a larger range and number of shops for visitors, with shops located along the main streets and in two shopping centres. A large number of chain stores are present in Epsom with a department store located in the main Ashley Centre shopping mall. Whereas the shops and services in Surbiton provide mainly convenience type goods, those available in Epsom include not only convenience goods but also clothing and furniture.
- 7.2.22 There are two supermarkets in the town centre; Marks and Spencer's Food and Waitrose. Neither of these supermarkets have their own car parks but there are other car parks in the vicinity that provide alternative parking, although at a cost.
- 7.2.23 There is no on-street parking available within the town centre, with double yellow lines in use around the one way system. There are six car parks within the town centre that are available for use on weekdays with an additional car park available for parking on Saturdays. A range of charges are in place for these car parks depending on their proximity to the town centre and whether they cater for short or long-stay parking.
- 7.2.24 Along Upper High Street there are approximately 25 parking bays where visitors can park for up to 30 minutes without charge. Many residential roads in the area are unrestricted.

Summary

- 7.2.25 Epsom and Surbiton are similar to the extent that they both provide visitors with a range of shopping options. However, Epsom is a larger town which offers a greater choice of shops and draws visitors from a larger catchment area. While Surbiton might be more popular for

7 Comparison of Competing Centres

brief trips for food or convenience shopping, Epsom is used for longer trips with visitors having a greater choice of comparison goods as well as food and convenience items.

- 7.2.26 There is significantly more parking available in Epsom to cope with a higher demand but there is limited on street parking whereas some spaces are provided on-street in Surbiton. The total number of off street spaces in Epsom exceeds 1900 whereas in Surbiton the total is approximately 950.
- 7.2.27 The other main difference is that there is no controlled parking zone in Epsom's residential areas as there is in Surbiton, although the residential roads in Epsom do not provide the same easy access to the town centre as many of those in Surbiton.

8 Parking Tariff Comparison

8.1 Introduction

- 8.1.1 This chapter provides information on the parking charges and any controlled parking zones in the areas surrounding the three district centres of New Malden, Surbiton and Tolworth. The information is taken from borough parking web pages and the National Rail station information website pages.

8.2 Parking Charges and Controlled Parking Zones in Surbiton, New Malden and Tolworth

- 8.2.1 The car parks within the three district centres all have different charging tariffs and maximum lengths of stay. There are three main car parks in each of the centres excluding the station car parks.
- 8.2.2 Parking for one hour in New Malden car parks costs between £0.60 and £1.00 and free parking is available in the Waitrose car park with a minimum in-store spend. In Surbiton it is free to park for up to 3 hours in the supermarket car parks (for supermarket customers) or £0.80 per hour in the council run car park. The council run car park is the only Surbiton car park where users can stay more than 3 hours. In Tolworth there are two supermarket car parks which operate in a similar way to those in Surbiton with no charge being made with an in-store spend providing users do not stay longer than the maximum time. The Tolworth Tower ground floor pay and display car park is free for the first hour and £1 for each additional hour up to a maximum of 3 hours. The upper pay and display area of the Tolworth Tower car park is £1 for up to 3 hours with 24 hours costing £5.
- 8.2.3 Pay and display parking is also available at Surbiton and Tolworth railway stations. The daily charge at Tolworth is £2.50 while at Surbiton the daily charge is £9 with an off peak (after 4pm) charge of £3.00. Only season ticket holders can park in the small New Malden station car park.

8.3 Summary of Parking Charges and Controlled Parking Zones in Surrey

- 8.3.1 The county of Surrey borders the Royal Borough of Kingston to the south. There are a number of local authorities within the county where parking charges, zones and policies are relevant and details of charges for parking within the towns of East Molesey, Esher, Epsom and Ewell are given here.

Elmbridge Borough Council – East Molesey and Esher

- 8.3.2 Within Elmbridge the centres of East Molesey and Esher lie closest to Kingston's three district centres and both have controlled parking zones in operation. Approximate distances to East Molesey by road are 3 miles for Surbiton, 4 miles for Tolworth and 5 miles for New Malden. From Esher the distances are similar, with New Malden being about 6 miles away.
- 8.3.3 Within Elmbridge the parking charges are standardised by the type of parking provided. The charges are shown in the table below:

Table 8.1 Parking Charges in Elmbridge

| | 30 Minutes | 4 Hours | Daily |
|----------------|------------|---------|----------------------|
| Village Centre | £0.10 | £1 | £4 |
| Town Centre | £0.25 | £3 | £5 to £8 |
| Commuter | - | - | £5 (£2.50 after 2pm) |

- 8.3.4 There are also a number of railway stations in Elmbridge which provide parking. Hampton Court station is close to East Molesey and the daily parking charge is £4.00 with a reduction to £2 for parking after 4pm. Parking at Esher station is charged at £4.50 for a day with a reduction to £2 after 4pm. Claygate station also provides pay and display parking at a cost of £3.50 per day or £2 after 09:10.
- 8.3.5 There are CPZs operating in areas both East Molesey and Esher town centres. These aim to prioritise residents over other users with regards to on-street parking. Within these zones the bays are taken across dropped kerbs and driveways in order to allow residents to park across their own (or by prior arrangement) their neighbours' driveway. This allows for additional space along the road to be utilised without causing inconvenience to residents wishing to access their properties.

Epsom & Ewell Borough Council – Epsom and Ewell

- 8.3.6 Epsom is the other main centre in the borough of Epsom and Ewell. The town is about 6 miles from both New Malden and Surbiton and 4.5 miles from Tolworth. Six car parks operate on weekdays in the town with a variety of different charges and maximum lengths of stay. Parking for 1 hour costs between £0.60 and £1.80, although two car parks charge on a one and a half hourly basis with a rate of £0.80 or £1.00 charged. 2 hours worth of parking is charged at between £1.20 and £2.50 and all but one car park charges £4 or £5 for more than 5 hours. The other car park charges £15.50 for stays of over 5.5 hours. Epsom station's pay and display car park is £4.50 per day.
- 8.3.7 Ewell lies within Surrey and is part of Epsom and Ewell Borough Council. The distance by road between Ewell and New Malden is about 4.5 miles, to Tolworth is about 3 miles and to Surbiton is about 4.5 miles. There are two car parks within Ewell which both use a charging schedule of free parking for up to 1 hour and £0.40 for each additional hour up to four hours. Four hours is the maximum stay in one car park and the other charges £3 for stays over 4 hours. Both of Ewell's railway stations (Ewell East and Ewell West) provide pay and display car parking. The charge at Ewell West is £4.50 per day or £2 after 4pm and at Ewell East it is £3 per day.

8.4 Summary of Parking Charges within the London Borough of Richmond

Teddington

- 8.4.1 Teddington lies approximately 4 miles away from both Surbiton and New Malden and 5 miles from Tolworth. A controlled parking zone operates in the town with meters and pay and display on street parking charged at £0.80 per hour. There are 4 short stay car parks in Teddington and charging is for every 30 minutes, charged at between £0.30 and £0.50, with maximum stays of 2, 3 or 4 hours. Teddington station only has eight parking spaces and no details of the charges were available from national rail.

Ham

- 8.4.2 Ham is located approximately 3.5 miles north of Surbiton, 5 miles north of Tolworth and 4 miles north-west of New Malden. There are three car parks all of which are free of charge for users.

Hampton Wick

- 8.4.3 Hampton Wick is just west of Kingston upon Thames, approximately 2.5 miles from Surbiton, 3 miles from New Malden and 4 miles from Tolworth. There are two car parks in Hampton Wick, both of which are small and have different charging schedules. For the 1 hour maximum stay car park the charge is £0.40 per half hour. Any length of stay is permitted in the second car park with the first hour being free, up to two hours is £1.20 and more than 4 hours is £4.

8.5 Summary of Parking Charges within the London Borough of Merton

- 8.5.1 The London Borough of Merton includes the towns of Wimbledon and Morden both of which provide shopping and car parking within their centres. The borough also has a number of controlled parking zones in use including at Raynes Park and surrounding Motspur Park station. Merton, like Richmond and Surrey have implemented controlled parking zones within their borough. There are more than 30 controlled parking zones within the borough ranging from small areas such as single streets up to whole towns, such as Wimbledon.

Wimbledon

- 8.5.2 Wimbledon is approximately 3 miles from New Malden, 4.5 miles from Tolworth and 6 miles from Surbiton. A large controlled parking zone operates in Wimbledon with on-street parking charges ranging from £1 to £3 per hour and maximum stays up to 10 hours permitted in some areas. There are additionally four car parks which all charge £0.50 per 20 minutes for the first four hours. After this the charge for 5 hours is between £7.50 and £9, for 6 hours is between £9 and £10.50 and the maximum charge is £24 for up to 15 hours. Wimbledon station car park charges £8 for a days parking or £2 after 4pm.

Raynes Park

- 8.5.3 Raynes Park is also part of the LB of Merton with a drive of about 1.5 miles to New Malden, 3 miles to Tolworth and 4.5 miles to Surbiton. There is only one car park within the centre

which charges £0.30 per hour up to 5 hours and £18 for staying more than 5 hours. There is also a controlled parking zone with parking charged at £1 per hour for a maximum of 2 hours. There is no parking available at Raynes Park station, and surrounding residential roads are subject to parking restrictions through the provision of CPZs.

Motspur Park Station

- 8.5.4 Motspur Park station lies in the London Borough of Merton, close the RBK border. Residential roads around the station in both Merton and Kingston are largely unrestricted, and these roads on the Merton side suffer from levels of commuter parking. It is not thought that this parking activity has a significant impact on residential roads in Kingston.

Morden

- 8.5.5 Morden is about 3.5 miles from New Malden, 5 miles from Tolworth and 6.5 miles from Surbiton. It has a controlled parking zone which charges £1 per hour up to a maximum of either 2 or 6 hours. There are 6 car parks in the town, 3 of which are long stay charging £4.50 for a day or part day. One car park has a maximum stay of 2 hours and charges £0.60 per hour. One car park charges £0.50 per hour up to two hours and £4.50 for more than 2 hours and the final car park charges £0.40 per hour up to four hours and then £4.50 for longer stays.

8.6 Summary of Parking Charges within the London Borough of Sutton

- 8.6.1 Within the London Borough of Sutton, Worcester Park lies in close proximity to the district centres of the Royal Borough of Kingston.

Worcester Park

- 8.6.2 Worcester Park station lies on the boundary of the Royal Borough of Kingston and provides pay and display car parking for £4.50 per day with a reduced charge of £2 for those parking after 4pm. Parking elsewhere within Worcester Park is limited to one car park which is free for up to 2 hours with a charge of £1.50 for 3 hours the maximum length of stay.

8.7 Summary and Conclusions

- 8.7.1 A summary of parking charges in towns in neighbouring local authorities is provided in **Table 8.2** below.

Table 8.2 Summary of Parking Charges in Neighbouring Local Authority Areas

| Borough | Town | Charge for 1 hour | Charge for 4 hours | Daily Charge | Town centre CPZ used |
|----------|----------------|-------------------|--------------------|-----------------|----------------------|
| Surrey | East Molesey | £0.50 | £3.00 | £5 to £8 | Yes |
| | Esher | £0.50 | £3.00 | £5 to £8 | Yes |
| | Ewell | Free | £1.20 | £3.00 | |
| | Epsom | £0.60 to £1.80 | £2.50 to £3.50 | £4 to £15.50 | |
| Richmond | Teddington | £0.60 to £1.00 | £3.20 | N/A | Yes |
| Merton | Wimbledon | £1.50 | £6.00 | £24 (15 hours) | Yes |
| | Morden | £0.30 to £0.50 | £1.60 | £4.50 | Yes |
| Sutton | Worcester Park | Free | N/A | N/A | |

- 8.7.2 The parking charges in all three of Kingston's District Centres are on a par with many of the other centres in the surrounding area in terms of parking cost and maximum durations of stay. One difference between the Kingston centres and some of the other local towns is the limited number of long-stay car parks. This may discourage some users from using parking in these centres if they wish to commute or spend more than 3 hours in the centres. Another difference is the lack of free parking within any of the Kingston car parks or on-street within the town centre in the three centres.
- 8.7.3 Kingston's three main neighbouring authorities, Surrey, London Borough of Merton and London Borough of Richmond all have controlled parking zones within a number of the borough town centres. A summary of charges for residents permits in these CPZs is given in **Table 8.3** below.

Table 8.3 Charges for CPZ Permits in Neighbouring Local Authority Areas

| Location | Annual Residents Permit Cost | Visitor Permit Cost |
|----------------------|--|-------------------------------|
| Esher & East Molesey | £35 | £1 per day |
| Teddington | £40. | £9 for 10 one day permits |
| Hampton Wick | £75 | £9 for 10 one day permits |
| LB Merton | £45 for 1 st permit £80 for 2 nd permit | £1 per half day £2 per day |

- 8.7.4 The charges for residents living within these zones are generally similar ranging between £35 and £45 per vehicle per year. All three authorities see controlled parking zones as a suitable measure for tackling parking congestion and managing on street parking in residential areas.

9 Controlled Parking Zone Review

9.1 Introduction

- 9.1.1 Parking in the Surbiton District Centre area is controlled by the operation of three Controlled Parking Zones (CPZs), which cover the entire area. The District Centres of New Malden and Tolworth are not currently subject to CPZ regulations, although the introduction of a CPZ in New Malden has previously been considered.
- 9.1.2 Roads in all three of Kingston's District Centres were surveyed in April 2009, and these have allowed an understanding of parking activity within Surbiton's CPZs to be gained. This parking activity is fully reported in MVA's companion report 'Car Parking Surveys in New Malden, Surbiton and Tolworth'.

9.2 The Zones

- 9.2.1 The CPZs which cover the district centre area of Surbiton were introduced in 2003/2004 and are shown in **Figure 9.1**.

Surbiton Zone S

- 9.2.2 This zone lies to the north of Surbiton station and the railway but also includes Arlington Road to the south of the railway. The zone is divided into two sub-zones, the first encompassing the main retail area of Victoria Road and Brighton Road and their surrounding streets, and the second covering residential roads to the north of the station and between Maple Road and Surbiton Hill Road.
- 9.2.3 Both sub-zones are subject to restrictions between 8am and 6.30 pm, with restrictions operating Monday to Saturday the area closest to the retail centre and Monday to Friday in the residential areas.

Oak Hill Zone T

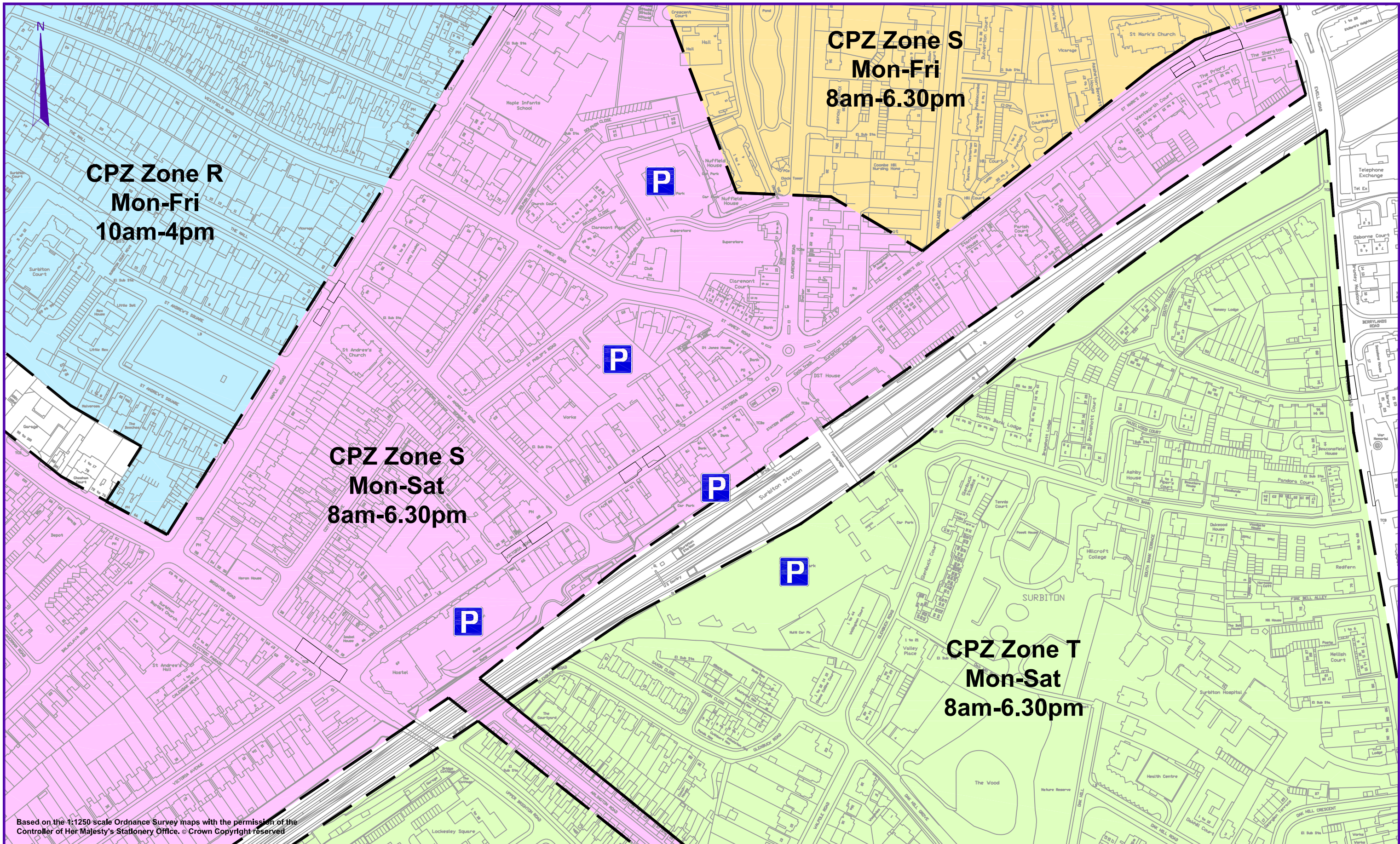
- 9.2.4 The area to the south of the railway and encompassed by the Upper Brighton Road, Lovelace Road and Gardens, Kingsdowne Road and Ewell Road is the Oak Hill CPZ. This zone also restricts parking between the hours of 8am and 6.30pm Monday to Saturday.

Riverside Zone R

- 9.2.5 The fourth zone included in the study area is the Riverside zone, which encompasses residential roads between Maple Road and Portsmouth Road by the River Thames. Restricted hours here are between 10am and 4pm Monday to Friday, with these hours being set specifically to discourage long stay parking by commuters wishing to use Surbiton station.

9.3 Survey Summary by Zone

- 9.3.1 The data collected by on-street parking beat surveys has been analysed to provide an indication of the effectiveness of CPZ restrictions in Surbiton, and the findings are described below.



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Parking Strategy for Surbiton, New Malden and Tolworth District Centres

Prepared for the Royal Borough of Kingston-upon-Thames
May 2009

| | | | | |
|---|--------------------------------------|---|--------------|-------------------|
| Title CPZ Restrictions in Surbiton District Centre Core Area | | No. | Date | Revision |
| Project No. C37812/00 | Figure No./Drawing No. Figure 9.1 | Scale 1:1,250 at A1 (1:2,500 at A3) | Rev No. - | Drawn MH |
| | | | | Designed MH |
| | | | | Approved JE/KH |



Surbiton Zone S – District Centre Core Area, Monday-Saturday Restrictions

- 9.3.2 Parking beats in the core survey area were undertaken at ½ hour intervals, providing a clear picture of parking activity in the area.
- 9.3.3 On the Thursday surveyed, 418 parking acts were recorded in resident's parking bays, 141 of which (34%) were by non-resident's vehicles. On the Saturday, this figure increased to 52%, with 432 parking acts recorded, 223 of which were by vehicles recorded as non-residents.
- 9.3.4 On the Thursday, 11% of all recorded activity (159 vehicles) was of vehicles parked on double yellow lines, and this figure reduced to 8.5% (129 vehicles) on Saturday. Parking on single yellow lines during restricted hours was observed at 4.3% on the Thursday (62 vehicles) and 4.9% (74 vehicles) on the Saturday.
- 9.3.5 71% of parking activity in blue badge holder bays (22 vehicles) was by blue badge holders on the Thursday, but this figure fell to only 15% (6 vehicles) on the Saturday.

Surbiton Zone S – District Centre Outer Area, Monday-Saturday Restrictions

- 9.3.6 In the outer survey area roads, 48.5% of all parking activity was recorded as being by residents. Non-residential parking activity mainly takes place in shared use and pay-&-display areas, and only 6.5% of activity recorded (42 vehicles) was attributed to non-residents parking in resident's spaces. Of these 27 vehicles were recorded on both beats undertaken within restricted hours and could therefore be considered to be long-stay users.
- 9.3.7 During the parking beats carried out during restricted hours, 63% of vehicles parked on street at 10:00 were classed as belonging to residents, with this figure falling to 58% by 15:00.
- 9.3.8 13 vehicles were recorded parked on double yellow lines and one vehicle parked on single yellow lines within restricted hours. It should be noted that the parking beats were carried out several hours apart and that the actual number of parking infringements are likely to be significantly higher.

Surbiton Zone S – District Centre Outer Area, Monday-Friday Restrictions

- 9.3.9 In the residential section of Zone S with Monday-Friday restrictions 65% of all activity was by residents, with 4.4% of all activity (88 vehicles) was recorded as non-residents parking in resident's spaces. 10 of these were present for both beats within restricted hours and could be considered long-stay.
- 9.3.10 The 10:00 parking beat recorded 67% of vehicles parked as belonging to residents. By 15:00 the overall number of vehicles had fallen slightly and residents made up 70% of the remaining vehicles.
- 9.3.11 Only 2 vehicles were recorded on double yellow lines and 1 vehicle was observed on single yellow lines in restricted hours. Again, the actual number of infringements is likely to be higher due to the low frequency of the parking beats.

Oak Hill Zone T

- 9.3.12 Only three roads in the Oak Hill CPZ were surveyed, these being the closest to the town centre by foot. Of the 67 parking acts recorded, 54% were by residents. Only 7% of vehicles were non-residents parking in resident's spaces, 2 of which were present for both beats. During the beats taken within restricted hours two-thirds of vehicles were recorded as belonging to residents.
- 9.3.13 Only one vehicle was recorded parked on double yellow lines, with one also parked on single yellow lines during restricted hours.

Riverside Zone R

- 9.3.14 The Riverside CPZ appears from the survey data to operate effectively. On the day of the survey 72% of all activity was by residents and only 5.5% (52 vehicles) of activity related to vehicles identified as non-residents parking in residential parking spaces. However, 31 of these were present for both parking beats carried out within restricted hours, suggesting long-stay parking.
- 9.3.15 During the two beats carried out in restricted hours 79% of vehicles were recorded as residential, with the remainder mainly using the shared use parking bays provided. Very little parking activity was observed on double yellow lines (5 vehicles) or single yellow lines (4 vehicles) within restricted hours.

9.4 Conclusions

- 9.4.1 The effectiveness of CPZs is largely due to the parking enforcement regime in place within the zone. Illegal parking activity is effectively discouraged where levels of enforcement are high.
- 9.4.2 The levels of parking enforcement in Surbiton CPZs has not been investigated, but survey data indicated the current zones are generally effective in controlling the number of non-residential vehicles parked in residential parking spaces in the outer survey areas.
- 9.4.3 In the District Centre core survey area, incidents of non-residents parking in residents bays is high, although levels of parking on double and single yellow line restrictions are relatively low. Blue badge holder bays are also subject to abuse, particularly on Saturdays.
- 9.4.4 It can therefore be concluded that an increased level of parking enforcement in the centre of Surbiton would improve compliance with CPZ restrictions.

10 Parking at Future Developments

10.1 Introduction

- 10.1.1 The parking strategy for Kingston's District Centres is intended to remain a current document for the life of the Local Development Framework Core Strategy, and as such will need to fully consider the possible parking requirements and impacts of approved and planned future developments.
- 10.1.2 The Royal Borough of Kingston have identified a number of approved and potential developments within the three District centres which are likely to come forward during the lifetime of the Core Strategy. This chapter examines the current parking standards used by RB Kingston in the context of those adopted by neighbouring authorities and the London Plan, and assesses the possible parking needs of identified proposed developments.

10.2 London Plan and Other Authority Standards

- 10.2.1 The London Plan, originally published in 2004, identifies the principles to be used for the setting of local parking standards for new developments in London. These principles are based on the premise that such standards should identify a maximum allowable level of parking at development sites, in order to manage demand and assist in the achievement of sustainable transport objectives.
- 10.2.2 The London Plan recommends that maximum parking standards are linked to the Public Transport Accessibility Levels (PTALs) of individual boroughs, which are generally lower in outer London Areas than in central London. Thus, standards will differ between neighbouring boroughs dependent on the prevailing accessibility levels. A comparison of parking standards for retail, business and residential land-uses adopted by RB Kingston and its neighbours is shown, in the context of the London Plan standards, in **Table 10.2** below.

Table 10.1 Retail, Business and Residential Parking Standards Adopted by RB Kingston and Neighbouring Local Authorities

| | London Plan | RB Kingston District Centres | LB Richmond District Centres | LB Sutton | Surrey Parking Strategy |
|---|--------------------|------------------------------|------------------------------|-----------|-------------------------|
| One space per X m ² gross floor area | | | | | |
| A1 General Retail | 0* | 35 | 20 | 20 | 25-30 |
| A1 Food >2500m ² | 20-25 | 20 | 20 | 30 | 14 |
| A1 Non-food >2500m ² | 40-58 [‡] | 25 | 20 | 25 | 25 |
| B1 Business | 100-600 | 100 | 200-450 | 100 | 30 |
| No. of spaces per residential unit | | | | | |
| C3 Residential | 1 – 2 | 1 - 2 | 1 - 2 | 1 - 2 | 1 - 2 |

* Recommends parking is accommodated by on and off-street public parking supply

‡ London Plan range of values is for local centre/shopping mall/non-food warehouse

10.2.3 Figures quoted for the London Plan refer to maximum car parking guidelines for local centres, and the range of values shown encompasses PTAL levels of 3-4. A map of London-wide PTAL values published in the London Plan indicate that RB Kingston's three district centres have accessibility levels within this range.

10.2.4 It can be seen from the table that parking standards adopted by London boroughs generally accord with the London Plan for food retailing but are more generous than the London Plan for non-food retail uses. Standards in Surrey are more generous for food uses, reflecting the generally lower PTAL levels in Surrey towns.

10.2.5 With regard to general retailing such as high street shops and department stores the London Plan states:

“other retail formats would generally be expected to rely on the public parking supply and have no on-site parking provision”.

All of the local authorities in the table make allowance for parking at retail developments, although it should be remembered that the figures shown are maxima in each case.

10.2.6 Parking standards for business uses again accord with London Plan standards within the boroughs. Standards in Surrey are again more generous, in line with the lower PTAL values associated with Surrey locations.

10.2.7 Residential parking standards vary in detail between authority, dependent on the size of dwelling, but all follow the general principles of the London Plan by allowing a maximum of 1 space per unit for flats, 1-1.5 spaces for mixed flats and housing and a maximum of two spaces for larger dwellings.

10 Parking at Future Developments

- 10.2.8 The parking standards given in the London Plan are meant as guidelines which can be applied generally across London. However, borough's parking standards need to take account of local conditions and thus minor differences will occur between neighbouring boroughs.
- 10.2.9 It can be seen from the table that in the areas of food retailing, business use and residential development the standards in place in RB Kingston align with those in the London Plan. In the area of general retailing Kingston's standards are more stringent than those of its London neighbours, and thus also closer to levels identified as desirable by the London Plan. However, Kingston's standards are also closely aligned with those in place in Surrey, reflecting the borough's outer London location and the suburban character of much of the southern part of the borough.
- 10.2.10 Future changes in accessibility levels may allow a further reduction in the number of parking spaces at developments, and parking standards should be reviewed periodically to ensure their continued appropriateness in meeting transport policy sustainability objectives.

10.3 Kingston's Existing Parking Standards for Development

- 10.3.1 RBK's Unitary Development Plan (UDP: First Alteration, Adopted August 2005) includes the borough's maximum car parking standards for new development, which are still current. These standards identify the maximum amount of car parking and the minimum level of cycle parking to be provided at all new developments within the borough.
- 10.3.2 Kingston's maximum parking standards are designed to meet the *average* needs of particular types of development, and are not necessarily prescriptive. In line with national, regional and local sustainable development and transport policy, the borough will seek to reduce the overall level of car parking at development sites wherever practicable. The car parking standards applicable to the District Centre developments identified in this chapter are summarised in **Table 10.1** below.

Table 10.2 Maximum Parking Standards Applicable to Identified Developments

| Land Use Class | District Centre Maximum Parking Standard |
|--|--|
| A1 General Retail | 1 space per 35m ² |
| A1 Food Sales over 2500m ² floor area | 1 space per 20m ² |
| A1 Non-food Sales over 2500m ² floor area | 1 space per 25m ² |
| B1 Business | 1 space per 100m ² |
| C3 Residential Dwellings | Studio/1 bedroom – 1 space unassigned 2 bedrooms – 1 space assigned + 1 unassigned space per 5 units 3+ bedrooms – 2 spaces, min. of 1 to be |

| Land Use Class | District Centre Maximum Parking Standard |
|--|--|
| <p>D1 Medical Centres</p> <p>D1 Day Centre</p> <p>D2 Leisure</p> | <p>unassigned</p> <p>Car parking in these areas may be reduced providing no adverse impact on on-street parking e.g. within a CPZ</p> <p>Up to max. of 5 spaces per consulting room</p> <p>Up to max. of 1 space per staff member plus space for drop-off of children/visitors</p> <p>Applications assessed individually, based on trip generation and accessibility</p> |

10.3.3 It should be noted that parking at commercial developments is divided into operational (users and visitors with a need to park on-site) and non-operational elements, with the expectation that non-operational parking will be located in public parking areas.

10.3.4 As noted above these parking standards are not intended to be prescriptive, but will be applied sensitively to each development site as it comes forward. As part of this process, due regard will be given to prevailing conditions, including the number of trips generated, site accessibility and availability of appropriate public parking alternatives. Application of these standards seeks to assist in delivering sustainable, accessible development to the benefit of Kingston’s District Centres and their users.

10.4 Planned Development

10.4.1 The borough has identified a number of sites within its District Centres which are likely to come forward for development during the lifetime of the LDF Core Strategy, and these have been examined in the context of existing parking standards to identify the maximum parking impact that each development may bring to its respective centre.

10.5 New Malden Developments

Cocks Crescent

10.5.1 Only one site has been identified as likely to come forward for development in New Malden. The Cock’s Crescent site (UDP Proposal Site 33a) encompasses both of the council-owned car parks in the town centre, the Blagdon Road multi-storey and the Malden Centre surface car parks, along with the Causeway and Crescent community centres, the Malden Centre leisure facility and Brycbox House. The site thus has the potential to significantly affect the level of parking provision in the town.

10 Parking at Future Developments

- 10.5.2 The council has prepared a development brief which identifies its expectations for the site and the development is expected to:
- Re-provide existing the Causeway and Crescent community facilities on-site (or at an alternative site nearby);
 - Re-provide leisure facilities or retain the Malden Centre on-site;
 - Provide new residential units including affordable housing;
 - Offer ground floor retail space and upper floor offices; and
 - Re-provide a level of public car parking and existing coach parking.
- 10.5.3 Parking at the site currently comprises:
- Off-street public parking – 614 spaces
 - Off-street blue badge parking – 18 spaces
 - Coach parking – 5 spaces
 - Leisure and community staff parking areas – c.40 spaces
 - PNR parking at Brycbox House – unknown
- 10.5.4 Car parking surveys undertaken in April 2009 have shown the public car parking spaces to be significantly under-used. Of the 540 spaces in the Blagdon Road multi-storey car park, no more than 137 were in use at any one time. Thus, over 60% of current public parking provision is currently unused.
- 10.5.5 In future years it may become desirable to encourage long-stay parking which currently occurs at on-street locations into public car parks, and the Cocks Crescent site is the most suitable location to provide for this. There may also be a growth in short-stay parking as on-street parking in the High Street is rationalised and space will may to be provided for any displaced parking.
- 10.5.6 Even with this additional parking on-site, public parking provision is likely to remain under-utilised. It would therefore appear that the level of public parking within the site could be reduced by as much as 40% or more and still adequately serve the town centre.
- 10.5.7 Parking provision for community and leisure centre staff is also likely to be reduced, in line with current RBK parking standards.
- 10.5.8 The current level of parking supply in the Blagdon Road multi-storey car park is easily sufficient for existing uses. The requirement for car parking in this part of the town centre should therefore be re-assessed as part of any future re-development of the Cock's Crescent area. This assessment should consider the requirements of the district centre as a whole, along with the likely additional trip generation from the mix of uses proposed for the site and the capacity of the local highway network
- 10.5.9 We would estimate that the number of parking spaces which would need to be provided as part of the development of Cocks Crescent could therefore be reduced by at least 200 spaces when compared with current levels.

10.6 Surbiton Developments

10.6.1 The council has identified three developments which have been identified as approved for construction in Surbiton:

- St. Marks House – 1000 sq.m. B1 office extension;
- 39-42 Victoria Road – 36 residential units, 2 retail units, 3 live/work units and a doctor's surgery; and
- Nuffield House, The Crescent – Four floor B1 office extension plus fifth floor over existing building, with additional parking deck.

10.6.2 Using information taken from planning application documents, it is estimated that these developments could require up to 81 additional parking spaces, all of which would be provided within the boundaries of the relevant site.

Surbiton Station

10.6.3 Additionally, one site has been identified as likely to be brought forward for development within the life of the Core Strategy document, this being the car park at Surbiton rail station. This 1.245 hectare site could potentially accommodate 130-200 dwellings. The site is highly accessible, and as such is considered by RBK as suitable for a car-free or low car-ownership development.

10.6.4 The council has prepared a planning brief for the site which identifies that the existing level of car parking for the station (526 spaces in total) should be re-provided as part of the development. Surveys undertaken in April 2009 and subsequent site observations have shown the station car park to have between 35-50% spare capacity during the week and more at weekends, and a proportion of this could be used to accommodate the parking requirements of the development.

10.6.5 Re-development of the site offers the opportunity for a reduction in long-stay commuter parking provision at the station, by a minimum of 35%. The high level of public transport accessibility enjoyed by the site presents a strong case for the provision of minimal levels of parking as part of development, and a car-free development could also be considered appropriate in this location.

Town Centre Improvement Strategy

10.6.6 Consultation has recently been completed on the proposed Town Centre Improvement Strategy in Surbiton. The Council, in partnership with Transport for London, is developing a strategy which aims to enhance the public realm and amenity Surbiton town centre by:

- Improving the design and layout of the streets;
- Improving footways and pedestrian routes;
- Enhancing connections between the Surbiton station and local bus, walk and cycle routes;
- Refining the location of parking and delivery bays; and
- Preserving and enhancing the character of the Conservation Area.

10 Parking at Future Developments

- 10.6.7 This project offers opportunities to rationalise on-street parking provision in the town centre in line with an identified user hierarchy and to relocate inappropriate parking activity to areas away from the shopping area. Changes in these areas will contribute to the realisation of a town centre with improved accessibility for sustainable travel modes and reduced congestion levels for essential road users.

10.7 Tolworth Developments

Tolworth Project

- 10.7.1 As in Surbiton, the council wish to make improvements to the public realm in Tolworth and consultation on the Tolworth Project has recently been completed. The council is currently in the process of engaging consultants to assist with the design of a scheme which aims to:

- Improve the public realm of Tolworth for all users;
- Reduce the dominance and impact of car journeys along Tolworth Broadway;
- Improve pedestrian connectivity between the two sides of the Broadway;
- Increase the accessibility of the town for walkers and cyclists; and
- Improve the environment and air quality of the town centre.

- 10.7.2 Much of Tolworth Broadway is given over to car parking, particularly during off-peak periods, and this contributes to the perception that Tolworth is dominated by vehicle movements. Whilst much of this parking is beneficial to town centre users, the Tolworth Project offers opportunities to rationalise parking provision, remove parking spaces from the carriageway and integrate parking provision into the public realm.

Toby Jug/Government Offices Site

- 10.7.3 A number of medium-large sites around Tolworth have the potential to come forward for development during the life of the Core Strategy. Foremost amongst these is the former Toby Jug and government offices site situated to the south-east of the A3/Kingston Road junction.
- 10.7.4 Plans by Tesco to build a new supermarket, up to 600 dwellings and community facilities on this 5.4 hectare site have recently been abandoned, largely due to the likely impact of additional traffic on the junction. The future of the site is currently uncertain, but the site is identified in the council's UDP as allocated for housing and community uses with potential for up to 400 dwellings.
- 10.7.5 The amount of parking that will be required by this site is dependent on the final mix of development, which is currently unknown. However it can be seen that, if maximum parking standards were to be applied, the site has the potential to require parking for between 400-500 vehicles.

Tolworth Tower

- 10.7.6 Discussions are ongoing with the owners of Tolworth Tower regarding potential development, including additional ground-floor retail units, public realm improvements and up to 100

10 Parking at Future Developments

residential units. Existing ground floor parking may be relocated below ground or on upper floors as part of these proposals.

- 10.7.7 Whether these proposals would require additional parking is currently unclear, although the residential element of the development has the potential to require upward of 100 spaces. However, development of the site offers the opportunity to address existing parking issues and create a more appropriate balance in the type of parking available.
- 10.7.8 Surveys have shown that the ground floor public parking area at the site is popular and well-used, and demand is likely to increase if new retail outlets are provided. Parking for offices at the Tower, at 331 spaces, makes up almost 60% of provision and this could be reduced, in line with National, London-wide and local transport policy objectives, as part of any re-development of the tower. A reduction in office parking would allow a commensurate increase in public parking provision, to the overall benefit of the town centre
- 10.7.9 The relocation of the existing ground-floor public parking to upper or lower levels may be unpopular with users, and could lead to the perception of an overall reduction of public parking in the town centre. The siting of and access to public parking spaces at Tolworth Tower should be given careful consideration in order to ensure public parking areas are legible to users, thus avoiding an increase in parking pressure on existing on-street spaces.

Kingston Road

- 10.7.10 Located outside the Parking Strategy study area but worthy of note, a former car showroom and petrol station on Kingston has been subject to an outline planning application for a 105-room hotel, and this application has been granted.
- 10.7.11 Vehicle activity associated with this development is unlikely to impact directly on Tolworth town centre as the site is located to the east of the A3. The site is likely to have a parking requirement in the region of 50 spaces.

10.8 Summary

- 10.8.1 All of the developments considered here will have a need for a level of car parking, and this requirement is expected to be minimised through the planning process. Almost all small-medium sized developments will accommodate their parking needs within site boundaries, and none are expected to impact to the current or future public parking supply. Three major developments have the potential to impact on the level of public parking provision; Cock's Crescent in New Malden, Surbiton station in Surbiton, and Tolworth Tower.
- 10.8.2 The development of Cock's Crescent will offer the opportunity to optimise the level of public parking provision in New Malden and improve the balance between on and off-street parking in the town. It is likely that an overall reduction in off-street parking capacity will result, facilitating efficient use of the available development area.
- 10.8.3 The development at Surbiton station is likely to have a need for a minimal number of residential parking spaces, and these could be accommodated through re-allocation of currently unused station parking. The re-allocation of any remaining unused capacity to public parking may offer the opportunity to re-balance public parking provision in the town and reduce inappropriate long-stay commuter parking from residential roads.

10 Parking at Future Developments

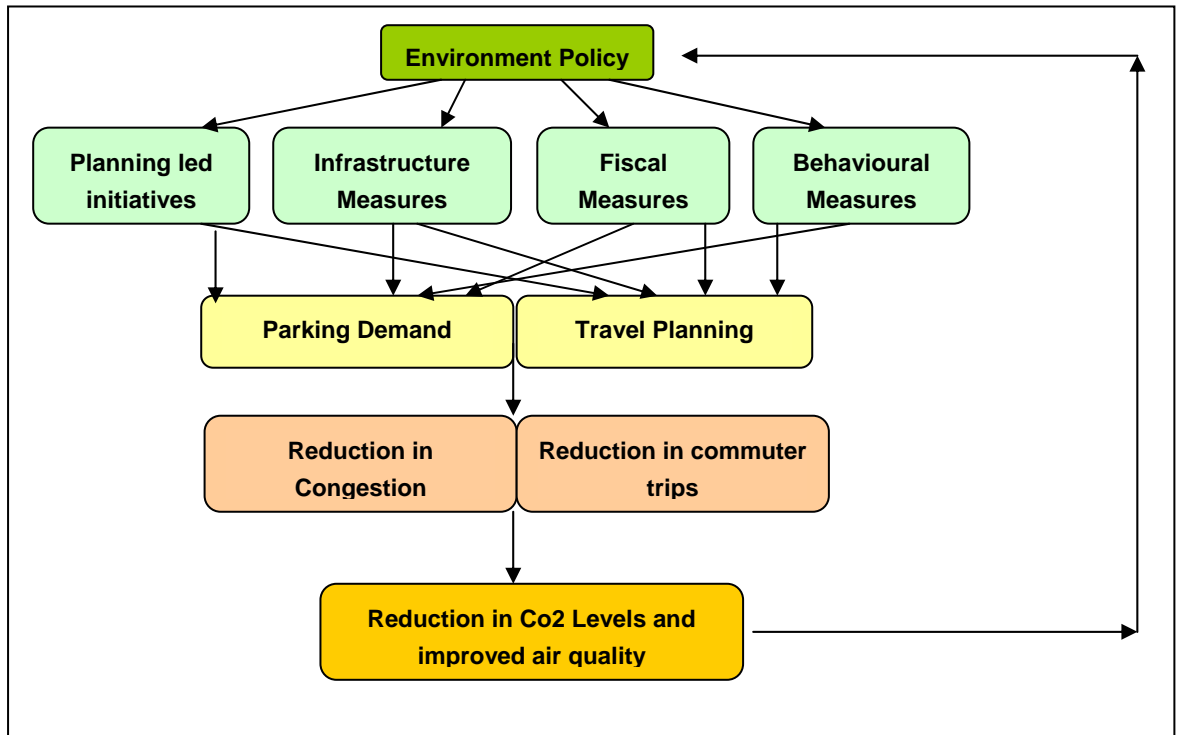
- 10.8.4 The development of Tolworth Tower to provide additional retail units and residential properties may have a negative impact on the perception of public parking availability in the town. It is important that public parking provision is maintained at this location, and that this remains both visible and accessible for users.

11 Environmental Issues and Travel Planning

11.1 Introduction

- 11.1.1 The Royal Borough of Kingston (RBK) is located in south west London and neighbours the London Borough of Richmond Upon Thames (LBR), Wandsworth Borough Council, Merton Borough Council and Sutton Borough Council. The population of the Borough forms 2% of the overall population of London.
- 11.1.2 National policy and the media have shaped the way in which people in Britain view the changes occurring in the environment. People and politicians are now much more aware of the impacts lifestyle has on the environment and what needs to be done to change this.
- 11.1.3 There does not need to be a trade off between economics and climate change. This is reflected throughout the report. The aim of which is to highlight the policies that are driving the environmental agenda and link them to travel and transport requirements of the communities of Surbiton, New Malden and Tolworth.
- 11.1.4 The objectives of this report are to show how transport through environment policy will impact on the following:
- Reduction in Congestion;
 - Reduction in Commuter trips; and
 - Reduction in CO₂ levels
- 11.1.5 **Figure 11.1** below shows the relationship between environmental policy and the achievable objectives for the community and the environment using transport as the catalyst.
- 11.1.6 Each of the measures have an impact on parking demand and travel planning but predominately infrastructure measures will affect parking demand measures, while behavioural measures traditionally affect travel planning.

Figure 111.1 Relationship between environment policy and transport



11.2 Baseline Environmental Information

- 11.2.1 To keep a certain level of air quality it is considered important to keep plants and people healthy. This level can be reduced by the substances that people put into the air from industry, electricity generation and transport. These factors can cause pollution and add to global warming through the greenhouse effect.
- 11.2.2 The total CO₂ emission levels for RBK in 2005 equalled 897 kilotonnes or 5.9 tonnes for each person who lives in the borough. Of these emissions, road transport could be attributed to 31% of total whilst domestic use was 40% and industry and commerce was 29%.
- 11.2.3 The local authority has a target to reduce the boroughs CO₂ levels by 10% between 2005 and 2010. In response to this RBK has signed up to Local Area Agreement indicator 186 which is a commitment from the local authority to reduce CO₂ emissions within its borough area. The areas below highlight the current situation for the borough in terms of air quality.

Local Air Quality Network

- 11.2.4 RBK is part of The London Air Quality Network (LAQN) which was formed in 1993 to coordinate and improve air pollution and monitoring throughout London. One of the aims of the network is to compare data from the London Boroughs with the surrounding areas of Essex, Kent and Surrey.

Air Quality Management Area

11 Environmental Issues and Travel Planning

11.2.5 RBK is committed to improving the quality of life in the borough and the environment is at the heart of the service level provision. Three of the Council's six strategic aims relate to the desirability of reducing levels of air pollution;

- Working in Partnership;
- Caring for the Environment; and
- Enhancing the Quality of Life

11.2.6 In 2002 the entire borough was declared an air quality management area. This was considered the best solution for addressing all the issues of improving air quality as methods could remain consistent across the borough.

11.2.7 Since there is very little manufacturing industry in the borough the principle cause for low air quality levels is thought to be road vehicles exhaust emissions. In particular traffic generation from specific trips have been highlighted. These are:

- Driving to the workplace, retail opportunities or access to other facilities;
- Traffic passing through the Borough using main distributor or link roads;
- Short, local trips made by residents; and
- Commercial and service vehicles operating within the Borough.

11.2.8 It must be noted that although the main focus on reducing emissions is to reduce reliance on the private car, there are also initiatives to reduce emissions from public transport.

11.2.9 There have already been a number of initiatives being undertaken to reduce transport related sources of emissions. The areas involved in this study are;

- The reduction in emissions from badly maintained vehicles;
- The reduction in emissions from buses and goods vehicles;
- The reduction in emissions from Council vehicles by moving to alternative fuels; and
- The reduction of road traffic in town centre and in residential areas.

Low Emission Zones

11.2.10 In February 2008 the Greater London Low Emission Zones (LEZ) were introduced. The LEZ applies to most of RBK with some of the boundary areas with Surrey being excluded.

11.2.11 The aim of the LEZ is to reduce the level of particulate emissions from drivers/owners of large diesel vehicles such as lorries, buses and coaches. These vehicles will now have to meet the Euro iii standard which requires a minimisation of fine particles of soot and chemicals that are produced by a vehicle's engine and discharged into the environment through the exhaust. There are further plans in 2010 and 2012 to extend the zones to include large vans and minibuses and to increase the standard to Euro IV.

11.2.12 The zones are enforced by Transport for London (TfL) and owners of vehicles who do not comply with the criteria of the LEZ are liable to pay a Penalty Charge.

Summary

- 11.2.13 RBK is focusing on reducing congestion and traffic levels in order to tackle its emission levels.
- 11.2.14 RBK is working with other authorities and Transport for London on initiatives for the future that will further tackle the issues surrounding air quality in the London Borough of Kingston and beyond.

11.3 Audit of RBK Current Schemes and Initiatives

- 11.3.1 This chapter gives information on the schemes and initiatives that influence and affect modal change in RBK. Principally these measures usually commence through the planning process, although some are adopted voluntarily. The planning process is most likely to influence the implementation for infrastructure, fiscal and behavioural initiatives. The initiatives show a link between their implementation and the reduction in congestion, commuter trips and CO₂ levels.

11.4 Planning led Initiatives

- 11.4.1 These initiatives are fundamental to the introduction of schemes and developments in the borough. The planning process is often the lever that allows schemes to be brought forward with the funding for operation.
- 11.4.2 The planning process can enforce or recommend the implementation of further initiatives and measures through conditions and Section 106 agreements. Often developer contributions are requested to assist with the costs of capital schemes and highway improvements as well as public transport providers and travel plan coordinators.
- 11.4.3 The objectives of reducing commuter trips, congestion and CO₂ levels could be achieved through the planning process.
- 11.4.4 It is becoming standard practice for a local authority to request contributions towards sustainability of a new site during the planning process.
- 11.4.5 Developers are becoming increasingly aware that they need to comply with conditions and obligations in order to meet the government's sustainability agenda.

Supplementary Planning Document (SPD) – Planning Obligations

- 11.4.6 As part of the Local Development Framework process local authorities are required to provide supplementary planning documents to support the framework and provide additional support to those involved with the planning process.
- 11.4.7 The aim of SPD for Planning Obligations is to provide guidance on the requirements and processes for contributions for infrastructure and related social, economic, environmental and cultural provision through development. Transport is included in this category as a potential requirement for contribution.

11 Environmental Issues and Travel Planning

- 11.4.8 This document is currently in draft format and therefore the consultation and subsequent adoption is to be confirmed.

Parking Standards

- 11.4.9 The Unitary Development Plan states that RBK operates a restraint based maximum car parking standards in line with national and regional guidance (PPG13, PPG3 and The London Plan).
- 11.4.10 While RBK is committed to achieving public transport accessibility and the location of new development in easily accessible locations, it recognises that in the short term the level of car parking demand may exceed the level of parking provision associated with the proposed development. In these circumstances RBK will give priority ensuring the safe movement of traffic, road safety and the amenity and environment of the surrounding area.
- 11.4.11 RBK will refuse planning permission if it believes these priorities will be adversely affected by the proposed development.

Developer Contributions

- 11.4.12 RBK is keen to see changes in modal shift away from the private car to more sustainable modes and recognises that this will require investment in public transport, walking and cycling in order to encourage an increase in the level of their take up.
- 11.4.13 RBK also recognises that in its locality in Outer London, particularly in areas away from Kingston Town Centre and the 3 district centres, the car will continue to play an important role in travel in the Borough.
- 11.4.14 The Revised PPG13 Transport (published in March 2001) introduced the concept of Transport Assessment in place of the Traffic Impact Assessments which were required to accompany many planning applications.
- 11.4.15 The Transport Assessments, especially those for larger schemes are intended to set out accessibility to the site by all modes and the likely modal split, along with details of measures to improve access by sustainable modes and of measures to mitigate transport impact.
- 11.4.16 RBK considers that there are two ways in which funds could be obtained for a development. In some cases it will be appropriate for transport and environmental improvements and initiatives, together with the measures to mitigate the impact of the development, to be obtained through contributions to a "Transport Fund". In other cases it may be more appropriate for the developer to implement improvements through a planning agreement or planning condition.

11.5 Infrastructure Initiatives

- 11.5.1 These are physical initiatives that are undertaken to make improvements to the highway network and operation of schemes for design and highway enforcement. These are often the schemes that are responsible for keeping the highway network moving which have improved affects for those travelling by car and by bus.

- 11.5.2 Physical infrastructure initiatives can also be those associated with improvements and design of the highway for easier access to cyclists and pedestrians. Infrastructure initiatives are most aligned with the highway network and the operation of its capacity. Highway enforcement and maintenance and design are most likely to form the basis for infrastructure measures.
- 11.5.3 In many cases the implementation of these measures will persuade certain groups of people to make a different travel choice from using their car. The introduction of fiscal and behavioural measures assists with more informed and sustained travel choices.
- 11.5.4 **Table 11.1** shows the initiatives and schemes that are currently being undertaken by RBK and their link to improvements in air quality.

Table 11.1 Infrastructure Measures and the link to air quality

| Initiative | Relevance | Link to Air Quality |
|----------------------------|---|---|
| Junction Design | The design of a junction is crucial to the waiting times of cars sat in traffic queues at traffic lights, roundabouts etc | Whilst cars are waiting in a queue their CO ₂ emissions increase as an individual entity as well as the number of cars occupying one space/area. |
| Special Parking Area (SPA) | <p>RBK Special Parking Area was set up in 1984 and covers the whole of the borough.</p> <p>The SPA is divided into different zones and each zone has its own in times of parking control.</p> <p>This is displayed on signs at the entrance of each zone.</p> <p>Further information is shown on parking metres and Pay and Display machines within the zone.</p> | <p>The aim of this measure is to create effective parking. The area is controlled in terms of when parking can or can not occur.</p> <p>The level of parking and the cars that are allowed to park are therefore restricted at certain times which may in turn restrict the number of cars in the area at one time.</p> |
| Parking Enforcement | RBK has 19 controlled parking zones which are mainly based around Kingston town centre, Surbiton and the university including surrounding the residents areas | <p>The aim of this measure is to discourage parking in particular areas of high parking congestion.</p> <p>Restricting the number of cars in an area may force travellers to find</p> |

| Initiative | Relevance | Link to Air Quality |
|-----------------------|---|--|
| | | alternatives to the car which will have the affect of a reduction on congestion, commuter trips and CO ₂ levels. |
| Permit Schemes | Permits are available for residents and visitors who live and visit controlled parking zones. | <p>These schemes ensure that those parking in the controlled zone are those permitted only and therefore reduce the number of cars parked unnecessarily.</p> <p>This should make a more efficient parking system that reduces the number of cars travelling to the zone.</p> |
| Park and Ride Schemes | <p>There are no official, permanent park and ride schemes in RBK, although there is a temporary scheme that operates each November and December for Christmas shoppers.</p> <p>This scheme is operational from Chessington World of Adventures to Kingston Town Centre and currently does not directly impact on the district centres under review by this study.</p> | <p>The festive season is notorious for high levels of congestion due to Christmas shoppers and those accessing facilities and services.</p> <p>Park and Ride schemes concentrate the parking in one area outside of the town and therefore have little impact on air quality management areas that tend to be in the district centres.</p> <p>These schemes also intend to reduce the level of congestion in the district centres.</p> |

11.6 Fiscal Initiatives

- 11.6.1 Fiscal Initiatives are those that affect travellers through the cost of travel. This is usually considered the costs of using alternative modes of transport against the costs of running a car and paying for parking. The costs of running a car and paying for parking are considered more expensive than using public transport and cycling and walking which have very little

costs associated with them. Fiscal initiatives are monetary initiatives that are most likely to affect travel behaviour through the costs of travel.

- 11.6.2 Some travellers off set the costs of running and parking a car with the considered approach that this form of travel is more convenient than a cheaper alternative mode. In some cases increased information and awareness raising of the convenience and benefits of alternative travel is required to eradicate perceptions of the convenience of the car for some groups. In congested urban areas, 30-40% of the total fuel is used by cars looking for parking and the average search time is approximately 8 minutes.
- 11.6.3 **Table 11.2** shows the fiscal initiatives that are currently being undertaken by RBK and their link to air quality. Often the fiscal initiatives can be persuasive towards encouraging the use of other modes.
- 11.6.4 Charging can often work on two levels as a price increase will persuade some groups to change their mode of travel to a cheaper alternative. However, price freezing or a reduction in price as an incentive for using a greener fuel or lower emissions vehicle can encourage people to continue to use their cars and not try alternative forms of transport.

Table 11.2 Fiscal Initiatives and the link to air quality

| Initiative | Relevance | Link to Air Quality |
|-------------------------|---|--|
| Pay and Display Parking | This applies to on street and off street parking. | Charging will influence some groups behaviour as if the cost of the charge is too high people will seek other alternatives. However, for those people who pay the affect of the charge may impact on them choosing to park less in an effort to reduce their overall costs. |
| Car park season tickets | These can be brought monthly, quarterly or annually. For regular parkers they are useful as there is no need to arrive at the car park with the change or spend time paying for a pay and display ticket. Usually there is some financial cost saving for those paying a large sum of money at once for | This has been linked to air quality in other boroughs where the introduction of CO ₂ based car park season tickets has been introduced. |

| Initiative | Relevance | Link to Air Quality |
|--------------------------------|---|---|
| | parking or by paying for the ticket by direct debit over a period of time. | |
| Charging for Residents Permits | <p>Residents living in a CPZ may be entitled to purchase a Residents Parking Permit for the zone in which they live.</p> <p>The scheme applies to one permit per vehicle but there is no limit to the number of permits issued to a residence.</p> <p>Permits are available for 3, 6 or 12 months and currently cost £20, £35 and £60 respectively.</p> | <p>Charging usually occurs in these areas where congestion levels are high because the location of the homes are in close proximity to a town centre where facilities and services can be accessed by modes other than the car.</p> <p>This charging system is aimed at making parking efficient by ensuring that only those who require a car pay to park one at their home CPZ.</p> |
| Charging for Visitors Permits | <p>Permits are sold in books of 10 and are limited to a maximum of 10 books per year per household.</p> <p>Currently each book of scratch off permits costs £10 which gives 10 half days or 5 full days parking.</p> | <p>Similarly to charging for residents permits the visitor's permits come at a cost because it is viewed that visitors to these areas can travel by alternative mode to the car.</p> <p>Keeping these areas free from parked cars has wider benefits for the environment as assists with the improvement of road safety as well as cutting congestion and air quality.</p> |
| Charging for Business Permits | <p>These permits are available to any Non-Domestic Business Rate payer who operates a business within a CPZ (exceptions apply but not within this study area.)</p> <p>The permits are available for either a 3, 6, 12 month</p> | <p>Businesses are usually high generators of commuter trips and therefore a source adding to congestion levels.</p> <p>It is therefore deemed appropriate to charge these businesses for a permit to park to reduce</p> |

| Initiative | Relevance | Link to Air Quality |
|--|--|--|
| | <p>period and currently cost £30, £52.50 and £90 respectively. There are higher rates for a second permit.</p> | <p>the impact of unnecessary parking.</p> |
| <p>Travel Plan Funding Initiative, “A New Way to Work”</p> | <p>This campaign assists the development of workplace travel plans through several funding initiatives such as the installation of shower facilities for cyclists and</p> <p>The council is able to provide these measures to 'Enterprise' sized businesses (generally between 25-250 employees).</p> <p>A similar 'Corporate' scheme exists for larger employers, with up to £10k to be spent on employing a consultant and measures.</p> | <p>This level of funding can send a message to workplaces showing them that the correct tools are needed to be put in place before some people will change their mode of travel.</p> <p>Initiatives such as this will assist workplaces to develop their realistic travel plans.</p> |

11.7 Behavioural Initiatives

- 11.7.1 These initiatives can be seen as incentives to change mode as they are often the most associated with the benefits of travelling by an alternative mode to single car occupancy. They are often associated with rewarding the car sharer, public transport user and the cyclist and pedestrian for their alternative journeys to single car occupancy.
- 11.7.2 Since the convenience of travel by car is often the most persuasive argument for not changing mode ensuring other modes are real alternatives needs to be put in place. This is often best placed to happen at the time of development when culture setting is at its earliest stage.
- 11.7.3 Behavioural initiatives form part of the smarter choices package that was referred to in the Eddington Study in 2006. These initiatives are often associated with travel planning and often seek to encourage people to travel by alternative modes to the private car.
- 11.7.4 The smarter choices package that was referred to in the Eddington Study in 2006 had previously appeared as part of the Governments Transport Strategy, The Future of Transport in July 2004.

11 Environmental Issues and Travel Planning

- 11.7.5 These initiatives can be incorporated into travel planning documents of which can be used by most groups living and working in the locality. Travel Plans can now be developed for the workplace, schools, community and residents. Most travel plan activity occurs in workplaces and schools as it is felt that it is easiest to capture a large audience interest and participation if a number of people are travelling in one destination.
- 11.7.6 Most behavioural initiatives are usually beneficially to one or more groups of people and therefore thought of as the carrot approach rather than the stick. In order to gain maximum opportunity to evoke modal shift change it is likely that a robust approach will use both carrot and stick approach with relevant incentives to change.
- 11.7.7 Travel planning measures will benefit business, employees and the local community. These benefits include;
- Reduced congestion and pollution in the area,
 - Less expenditure and space required for parking,
 - Improved health and the potential to save money for employees, and
 - Enhanced corporate social responsibility reputation.
- 11.7.8 **Table 11.3** shows the behavioural initiatives that are already being undertaken by RBK and their link to air quality

Table 11.3 Behavioural Initiatives and the link to air quality

| Initiative | Relevance | Link to Air Quality |
|---------------------------------|--|---|
| Travel Awareness | There are two schemes that RBK have set up to increase travel awareness. Action for a Sustainable Kingston (ASK) and Positive Environment Kingston (PEK) | The empowerment of knowledge may lead people to change their behaviour and travel by alternative modes. These groups also send positive awareness messages that inform the community that the impact of transport on the environment is being taken seriously amongst members of their own community. |
| Participation in network groups | SWELTRAC is a transport partnership that covers South and West London. This consists of 12 local authorities, including RBK and its neighbours as well as public transport | Sharing best practice gives the members of this partnership the ability to influence traveller's decision on their preferred mode of transport. Through the area this |

| Initiative | Relevance | Link to Air Quality |
|-------------|---|---|
| | <p>operators, transport authorities and passenger and business interests.</p> <p>This partnership works with TfL to implement measures to enhance public transport interchanges and improve accessibility to town centres, workplaces and residential areas.</p> | <p>partnership covers the group are able to look at comprehensive ways of changing travel behaviour.</p> |
| Car Sharing | <p>The car share scheme for residents and employees in Kingston is Liftshare.org.</p> <p>There is a secondary scheme for car sharing in London which Kingston is also affiliated to. This site is Londonliftshare.com. There is the opportunity for staff to join the free access group or for employers to set up a restricted access group for their staff.</p> | <p>This initiative has the advantage of reducing the number of cars on the roads during peak time and also the number of cars that require parking spaces at the destination.</p> <p>This is a significant initiative to assist with the objectives of this report.</p> |
| Car Clubs | <p>Streetcar is RBK car club partner and the scheme was launched in July 2008 in Surbiton.</p> <p>The scheme operates in on street bays as well as some off street locations.</p> | <p>These schemes are set up to allow residents who feel dependent on a car the freedom to use one and share it with other community members without owning a car.</p> |
| Cycling | <p>The local authority offers a BikeBUDi Scheme which is simple and free to use.</p> <p>The website matches individuals with others cycling the same way so that they can ride together.</p> <p>The benefits of this</p> | <p>Cycling impacts on all 5 of the themes highlighted in the policy chapter.</p> <p>This is a carbon neutral way of travelling as there is no impact to the environment.</p> |

| Initiative | Relevance | Link to Air Quality |
|-----------------|--|--|
| | <p>scheme are to boost confidence levels amongst those who are unsure about cycling their route to the workplace, or other areas of the community. It is felt that putting this group in touch with more experienced cyclists they will be more encouraged to give cycling a go.</p> <p>RBK are now running a free organised cycle ride on the third Thursday of each month. They are led by experienced cycle trainers and it is hoped that this will give participants greater confidence in cycling.</p> <p>RBK also offer personalised cycle maps that allow the cyclist to enter details for start journey and end journey and experience level in order that the correct journey can be tailored to that person.</p> | |
| Travel Planning | <p>Travel planning usually occurs through the planning process as a condition or a Section 106 agreement.</p> <p>However, employers can also develop workplace travel plans voluntarily if they have specific objectives such as reducing commuter trips, reducing congestion or improving air quality.</p> <p>RBK offers assistance to employers who wish to develop a travel plan</p> | <p>These documents offer the development or workplace a package of measures that can be offered to reduce dependency on the private car.</p> <p>Through a series of measures and initiatives it is felt that the impact of choosing sustainable travel will be greater.</p> <p>Often travel plans incorporate targets whereby the site must reduce single car occupancy targets over a</p> |

| Initiative | Relevance | Link to Air Quality |
|-------------------|---|---|
| | <p>voluntarily through the “A New Way to Work” campaign. This is a partnership between RBK and Transport for London who offer support with free cycle parking, funding for sustainable initiatives and marketing.</p> <p>The environmental agenda and transport has been recognised amongst the business community as forums have been established in order that businesses can take communal action against shared transport issues.</p> | <p>period of time.</p> <p>These targets contribute to the achievement of other targets such as congestion and air quality.</p> |
| Public Transport | <p>Tube style bus maps for easier journey planning are available on line.</p> | <p>Although bus travel does contribute to some CO₂ emission levels, this is still a more sustainable way to travel than by private vehicle.</p> <p>Making the journey as easy to plan as possible will enable people to feel more confident about using this mode.</p> |
| Electric Vehicles | <p>There are 3 electric vehicles in recharge bays available in Seven Kings Car Park, Skerne Road.</p> | <p>These vehicles have low energy levels.</p> <p>Whilst there is a reduction in CO₂ level emissions from the vehicle there will be a small amount of energy used to power the vehicle.</p> |

11.8 Travel Awareness Initiatives

Action for a Sustainable Kingston (ASK)

- 11.8.1 This is a newsletter that reports on environmental and sustainability news from the community to the community.
- 11.8.2 The newsletter is quarterly and covers topics such as energy and climate change, transport, water and resource use, waste, natural Kingston, environmental events and volunteering opportunities.

Positive Environment Kingston (PEK)

- 11.8.3 This is a partnership between Kingston Council's Environment and Sustainability Department, Kingston University Students' Union Volunteer Service and the University's Sustainability Team.
- 11.8.4 The aim of this partnership is to help organisations develop an Environmental Action Plan that reviews areas such as reducing waste, recycling, buying locally, using alternative transport, saving energy and water as well as procuring green energy.

11.9 Travel Planning

- 11.9.1 There are a number of employers who have developed a travel plan and RBK are continuing to encourage employers to develop voluntary travel plans. Travel Plans can also be developed for residents, community centres which add to the coverage of this type of activity within a local area.
- 11.9.2 Voluntary travel plan activity has been based on geographical locations and there is strong presence in Kingston, Surbiton and Chessington. There are plans to increase travel plan activity in the New Malden and Tolworth district centres, however this is very much reliant on funding. Without a consistent approach throughout the borough it is harder to send a strong sustainable message about what the borough is trying to achieve in terms of a reduction in single car occupancy.

11.10 Personal Journey Planning

- 11.10.1 During May 2006 households in New Malden received individual travel advice on how to make their journeys faster, easier cheaper and healthier.
- 11.10.2 The aim of the scheme was to give residents their transport options to encourage them to use more sustainable modes of transport. The scheme gave individual, tailored travel advice to residents about bus timetables and stops as well as cycling and walking routes.
- 11.10.3 Personal journey planning is a much targeted marketing approach that can be aimed at residents or employees and therefore RBK may want to extend this scheme to other areas of the borough.

11.11 Conclusions

- 11.11.1 There are now many policies that refer to the relationship between transport and the environment. Generally there is a negative relationship between traffic, congestion and the impact this has on the environment and air quality.
- 11.11.2 RBK has already made a good start and is consistent with other London Boroughs in implementing measures to affect modal change.
- 11.11.3 RBK has been declared an air quality zone along with the other London Boroughs. There appears to be little information on the how the London Boroughs compare to each other in relation to meeting air quality targets.
- 11.11.4 Sustainable travel is already being influenced through the planning process in the form of guidance and developer contributions but this process should be made more robust. There is no evidence of the monitoring of travel plans that have been developed through the planning process and therefore it is unclear as to whether developments have complied with their condition or Section 106 in relation to developing a travel plan or putting in place sustainable travel initiatives.
- 11.11.5 Infrastructural initiatives such as the parking controls and enforcement are already in place but could be expanded. These initiatives are particularly prevalent in Kingston Town Centre and Surbiton Town Centre and therefore it could be extended with consultation with the New Malden and Tolworth neighbourhoods.
- 11.11.6 Fiscal measures and behavioural initiatives are those that are used most in conjunction with modal shift. Fiscal measures are those usually associated with stick incentives and are mostly influenced by the cost implications of travel. However behavioural measures usually have associated benefits to health as well as finance are therefore deemed to be the carrot incentive.
- 11.11.7 A package of all these initiatives will drive a local authority to reach targets that link transport to improvements in air quality as well as a reduction in congestion and commuter trips.

Appendix A – New Malden Consultation Interview Questionnaire

Survey on Parking in New Malden

April 2009

Location..... Time.....

About You

1. **What is the postcode of the place where you started your trip?**

2. **How often do you visit New Malden Town Centre?**

| | | | |
|-------------------------|--------------------------|-------------------------------|--------------------------|
| At least 4 times a week | <input type="checkbox"/> | Fortnightly | <input type="checkbox"/> |
| 2-3 times a week | <input type="checkbox"/> | About once a month | <input type="checkbox"/> |
| Weekly | <input type="checkbox"/> | A few times a year/less often | <input type="checkbox"/> |

3. **What are your main purposes for visiting New Malden Town Centre?**

| | | | |
|-----------------------------------|--------------------------|------------------------------------|--------------------------|
| Railway Station | <input type="checkbox"/> | Work / Business | <input type="checkbox"/> |
| Main Food /Grocery Shopping | <input type="checkbox"/> | Personal Business (Bank, Drs, etc) | <input type="checkbox"/> |
| Other Shopping | <input type="checkbox"/> | Restaurant/Café/Bar/Pub | <input type="checkbox"/> |
| Leisure Centre / other recreation | <input type="checkbox"/> | Educational | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> | | |

4. **How long do you usually stay in New Malden Town Centre?**

| | | | | | | | |
|------------|--------------------------|-----------|--------------------------|-----------|--------------------------|---------|--------------------------|
| Up to ½ hr | <input type="checkbox"/> | 1 – 2 hrs | <input type="checkbox"/> | 4 – 6 hrs | <input type="checkbox"/> | 10+ hrs | <input type="checkbox"/> |
| ½ - 1hr | <input type="checkbox"/> | 2 – 4 hrs | <input type="checkbox"/> | 6 -10 hrs | <input type="checkbox"/> | | |

5. **How do you usually travel for the main part of your journey to New Malden Town Centre?**
 (Please tick one box only) (then go to Q8 if car parks not used)

| | | | | | | | |
|----------------------------|--------------------------|-----------------------|--------------------------|---------|--------------------------|-----|--------------------------|
| Car / Van | <input type="checkbox"/> | Walk | <input type="checkbox"/> | Bicycle | <input type="checkbox"/> | Bus | <input type="checkbox"/> |
| Motorcycle / Motor scooter | <input type="checkbox"/> | Taxi | <input type="checkbox"/> | Train | <input type="checkbox"/> | | |
| | | Other(Please specify) | <input type="checkbox"/> | | | | |

6. **If you drive here, where do you usually park and where do you prefer to park?**

| | Usually | Prefer |
|--|--------------------------|--------------------------|
| Blagdon Rd Multi Storey | <input type="checkbox"/> | <input type="checkbox"/> |
| Malden Centre | <input type="checkbox"/> | <input type="checkbox"/> |
| Waitrose | <input type="checkbox"/> | <input type="checkbox"/> |
| New Malden Rail Station | <input type="checkbox"/> | <input type="checkbox"/> |
| Work place | <input type="checkbox"/> | <input type="checkbox"/> |
| On street parking bay go to Q7. | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (Please specify, road name, etc) | <input type="checkbox"/> | <input type="checkbox"/> |

7. **How easy is it to find an on-street parking space?** (if on street parking mentioned in Q6)

Easy Neither Easy or Difficult Difficult

Your views

8. **What are your views on parking provision for New Malden Town Centre?**

| | Strongly Agree | Agree | Disagree | Strongly Disagree | No View |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Off-street short stay car parking is adequate for town centre visitors? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| On-street short stay car parking is adequate for town centre visitors? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Car parking for disabled people is adequate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Off-street car parking is adequate for town centre workers? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | Strongly Agree | Agree | Disagree | Strongly Disagree | No View |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Off-street car parking is adequate for commuters? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Residential roads have too much commuter parking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parking and loading bays are in convenient locations? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Loading facilities for businesses are adequate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

8. What is your view on the following for New Malden Town Centre?

| | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Improved facilities in car parks are needed, eg lighting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improved safety/security in car parks is needed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pay on foot payment facilities should be introduced (driver pays at machine when returning to vehicle) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| On street 'residents parking schemes' should be introduced nearby to better control parking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. Overall, how satisfied are you with parking in New Malden Town Centre?

| Very Satisfied | Satisfied | Neither | Dissatisfied | Very Dissatisfied |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

10. It would be helpful if you could let us know whether your views are as a Local:

| | | | | | |
|-------------------------|--------------------------|----------------|--------------------------|----------|--------------------------|
| Resident Interest Group | <input type="checkbox"/> | Business owner | <input type="checkbox"/> | Employee | <input type="checkbox"/> |
| | | None of these | <input type="checkbox"/> | | |

Do you have any other views on parking in New Malden ?

Equalities Monitoring (optional)

Royal Borough of Kingston Upon Thames Council have a policy of treating everyone equally. To help this, we record information about the people that use their services. We will treat the information you provide as strictly confidential as required under the Data Protection Act.

i. Are you? Male Female

ii. What is your age? Under 16 16-24 25-44 45-64 65 +

iii. Do you have an illness or disability which limits your activities in any way? Yes No

If yes, what kind of disability? Physical / mobility Sensory Learning disability Health diagnosis Mental health Other

iv. What is your ethnic group?

| | | | | | |
|-------------------------|--------------------------|--|--------------------------|--------------------------------|--------------------------|
| White | | Black and Black British | | Asian and Asian British | |
| British | <input type="checkbox"/> | Caribbean | <input type="checkbox"/> | Indian | <input type="checkbox"/> |
| Irish | <input type="checkbox"/> | African | <input type="checkbox"/> | Pakistani | <input type="checkbox"/> |
| Other white | <input type="checkbox"/> | Other black | <input type="checkbox"/> | Bangladeshi | <input type="checkbox"/> |
| Mixed | | Chinese and Other Ethnic Groups | | Tamil | <input type="checkbox"/> |
| White & black Caribbean | <input type="checkbox"/> | Chinese | <input type="checkbox"/> | Korean | <input type="checkbox"/> |
| White & black African | <input type="checkbox"/> | Other ethnic group | <input type="checkbox"/> | Other Asian | <input type="checkbox"/> |
| White and Asian | <input type="checkbox"/> | | | | |
| Other mixed | <input type="checkbox"/> | | | | |

| | |
|-------------------------|-------------------------|
| Respondents Name | Telephone Number |
| Address | Postcode |

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

| | | |
|------|--------|------|
| Name | Signed | Date |
|------|--------|------|

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