

## Leigh Woods Summary of post-scheme feedback Autumn 2022

In September 2022 we wrote to residents in Leigh Woods to seek views on the parking scheme after the first 6 months operation. Signs were also displayed around Leigh Woods to make other users aware of the opportunity to give feedback. We received 70 responses of which **34 were positive**, 9 were neutral and **27 were negative**. Of the comments and suggestions received there were some common themes which are listed in the table below along with a response.

**Table 1.** Summary of feedback received after 6 months' operation

<b>Feedback common themes</b>	<b>Response</b>
<i>Suggest reducing hours of operation especially during the evening</i>	Hours of operation were based on feedback through several rounds of consultation which flagged that both early morning and evening parking demand needed to be managed.
<i>Prices are too high</i>	The terms of the scheme including prices and operating hours were consulted upon and were adjusted in response to the feedback given. There are no plans to change prices currently but our Parking Services Team undertake routine reviews to adjust prices which take account of usage and inflation pressures.
<i>When will the EV charge point be installed?</i>	The EV charger was the first on-street charger in North Somerset and there were some challenges to overcome. Installation was completed in March 2023.
<i>Could the price for 2nd resident permit be reduced?</i>	Permit prices were the subject of consultation feedback prior to scheme opening and were already reduced as a result.
<i>Could a 3rd resident permit be allocated per house?</i>	The terms of the scheme including the number of permits per household were consulted upon and permit prices and terms were adjusted in response to feedback. There are no plans to change the number of permits issued per household.
<i>Dislike has been expressed for the blue colour of pay &amp; display machine outside the church.</i>	The blue machine outside church was removed in February 2023
<i>Too much street furniture (signs &amp; posts), can this be reduced?</i>	Pay & Display machines are becoming less popular as users switch to phone-based payments. Whilst we still need some P&D machines at the moment, the need for them will reduce in the future so we will not need to see as many out there on our streets. The sign sizes and quantity/spacing are designed in accordance with national standards to ensure the parking restrictions are enforceable so these can't be changed.

<b>Feedback common themes</b>	<b>Response</b>
<i>Could resident bays be converted to pay &amp; display bays because they are underused?</i>	If resident bays are under-used then we could consider converting some of them to P&D in future if demand for P&D bays increases but there are no plans do so at the moment.
<i>Scheme working really well thanks very much</i>	The majority of comments received were positive about the scheme and the benefits it has achieved.
<i>Requests for cycle parking to be installed for those who visit the area by bike.</i>	Suggestions for new cycle parking will need to be considered as part of other funding opportunities but this feedback has been taken on board.