

TRIANGLE RESIDENTS' GROUP



Triangle Parking Issues Survey, August 2020

Summary

- Parking is not a single problem but a collection of interrelated issues. All of these issues are longstanding and likely to worsen as attempts are made to increase occupation density on the Queens Road border of the Triangle
- Most of the on-street parking places are currently located on Princes Road and on New Road given the extent of parking restrictions already in place across the Triangle.
- Views on the severity and nature of the parking issue differ. It is seen as a more significant problem on Princes Road whereas on Pine Grove the main concern continues to be the speed of traffic.
- Based on a five point scale, there is a consensus across the Triangle that obscured lines of sight, the road reduced to a single lane and difficulties that tradespeople have in finding a parking space near the home were the most frequent and serious problems. There were however differences in perception between the Princes Road and Pine Grove sides of the Triangle as to the significance of particular parking issues.
- On Princes Road, York Road (South) and New Road, 74-84% of respondents reported that finding spaces for family and residents and lines of sight obscured by vehicles overlapping and parking across driveways occurred frequently and posed a serious problem.
- On Pine Grove and its feeder roads, 75% of respondents reported that vehicles parked on pavements and roads reduced to a single lane in places by parked vehicles occurred frequently and posed a serious problem.
- Four distinct problem locations were identified: Princes Road and York Road from their junction to the junctions with Queens Road; the Jolly Farmer corner; New Road; and Pine Grove from Daneswood to Southwood Court.
- No consensus emerged on a solution that will deal with these issues without threatening to displace problems to another part of the Triangle, not only to those parts of Princes Road and York Road already under the most intense pressure but also to roads currently reporting fewer problems.

Introduction

1. The Triangle Residents Group (TRG) is a voluntary non-subscription body representing over 400 households in the area forming a rough triangle bounded by Queens Road, Hanger Hill, and the main London-Portsmouth railway line. Since its formation, the core priority as set out in the constitution has been, and will continue to be, to monitor and where necessary

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challenge major planning applications that might have a potentially significant effect on the amenity of residents in the area. It also, as a priority supported by residents, conducted negotiations with Councillors and officials that resulted in the designation of the Triangle as a 20mph/HGV restricted zone. It was recognized that this was always seen very much as the first stage in a process that would, as we can all see, need continuing pressure to ensure that this zone is implemented more effectively and is accompanied by measures to ease the parking pressures in the area. By this three-pronged approach, it is hoped to protect and improve the environment and quality of life across the Triangle for residents, motorists, cyclists, and pedestrians alike.

2. Parking problems have been a growing concern for many Triangle residents over recent years. TRG have consistently drawn attention to parking saturation in response to planning applications and, as resources have allowed, presented evidence to substantiate wider public concern. For example, we undertook a survey of residents' views on parking and traffic in 2016, carried out a parking census in 2017, and collated and summarised residents' views on the future of the cricket club car park to Councillors this year. There has been some success in persuading Surrey County Council and Elmbridge Borough Council to recognize that this is an area of parking stress but no serious attempt appears to have been made at official level to evaluate holistically the scale and nature of the problem. The result has been a continuation of the piecemeal approach to addressing particular problems, usually as part of the Parking Reviews, by implementing parking controls at specified locations without assessing their cumulative effect or efficacy across an area. The complex relationship between parking and vehicle volume and speed requires assessment in any evaluation of parking changes within the Triangle.

3. TRG's working assumptions on parking have been that:

- Parking is mainly an issue affecting Princes Road and its feeder roads. In Pine Grove speeding vehicles have been the main, though not exclusive concern.
- The priority should be to seek solutions in the round recognizing the fact that solutions in one road may well have implications in terms of displacement for other parts of the Triangle or indeed further afield.
- There is not one parking issue but a series of parking issues that have a different impact in different parts of the Triangle. Any programme of change needs to secure buy in across the Triangle and should be based on full consultation.
- Additional parking pressures parking are likely to emerge from major developments with inadequate provision on the fringes of the Triangle, such as Landmark House, Campbell House, and whatever is finally approved for the Clive House site. The latest application (2020/2173) for change of use in respect of the latter, for example, proposes a potential development of 44 flats with only 22 parking spaces. A further threatening recent trend has been for developers to bring forward proposals with no parking provision at all, for example the Grotto site, Wessex House, 85 Queens Road, and 91 Queens Road, located outside the Triangle which will inevitably pull in more parking.

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4. TRG Committee concluded in July that we should undertake a survey of local views to validate these assumptions, to identify how wider parking issues might impact on different parts of the Triangle and to collect evidence to support the development of TRG strategy for discussions with Surrey County Council (SCC) and Elmbridge Borough Council (EBC).

Methodology

5. *Timing:* The immediate stimuli to undertake a survey were several applications in March 2020 to develop 85 Queens Road with no provision for parking (2020/0265, 0473 and 1288); an approach from Elmbridge in April seeking views on limiting parking on the Cricket Green car park; and a report from the Planning Inspectorate allowing the Wessex House proposal to go ahead noting that “some unrestricted parking is available close to the site, including in nearby Princes Road and York Road” (2016/0657 – APP/3605/W/19/3240173). The arrival of coronavirus over this period resulted in a substantial reduction in parking as schools and businesses went into lockdown and delayed the implementation of a survey. When lockdown eased during July, parking soon returned to its normal saturated state, emphasising the demand from employees, customers of local businesses and commuters. The non-return of schools simply meant that any problems with pick up and set down at set times of day were absent. With an already high base level of parking in the area restored, the Committee decided that the time was ripe to launch the survey

6. The survey was therefore launched on 27 July, with 19 August set as the closure date for responses. Residents were informed via the TRG Newsletter and 399 copies of the questionnaire were hand delivered.

7. *Method:* The survey took the form of a simple questionnaire, with residents asked to rate seven issues on a five-point scale, ranging from 1 indicating no problem to 5 indicating a serious problem. Residents were able to respond online via Survey Monkey or to submit paper returns. The scale was interpreted online in the following terms:

1	Not a problem
2	May happen but not a big problem
3	Happens occasionally
4	Occurs frequently
5	Serious problem in my opinion

8. The focus of the questionnaire was to identify what residents perceived to be the parking issues in their part of the Triangle. Three of the seven issues listed were similar in terms to those posed in the 2016 TRG Survey which also covered issues relating to traffic passing through the area. Scope was also included to enable respondents to elaborate on their responses or to suggest potential solutions if they so wished.

9. *Response:* 93 questionnaires were returned, 78 online and 15 paper copies. This represents 23.3% of the copies distributed, a good return for a direct non-incentivised approach of this nature giving us confidence that the results are representative. Comparing the two through

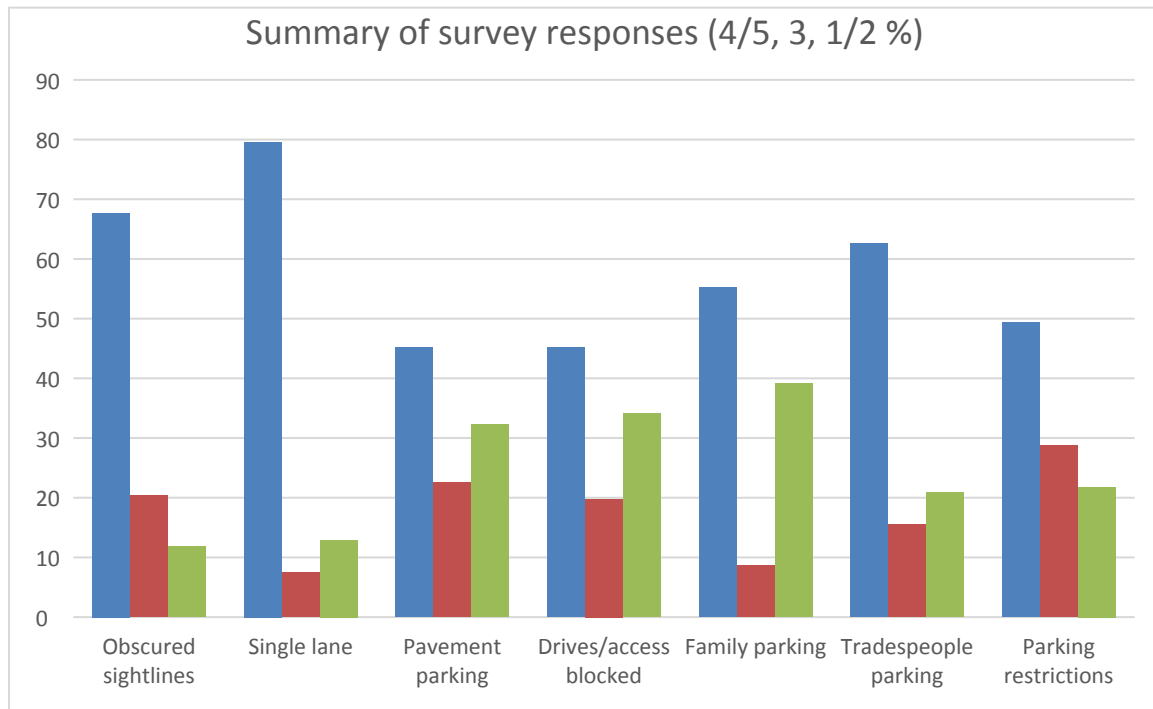
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roads, Princes Road and its feeder roads attracted more responses (60) than Pine Grove and its feeders (33).

10. Only 11 of the potential 651 boxes were left unmarked, a completion rate of 98.3%. Some 69 individuals (74.2%) took the opportunity to add further comments to explain their concerns and/or propose potential remedies. Overall, this should give confidence that recipients were engaged and that the results are representative.

Results

11. Anonymised details of individual responses are set out in Appendix 1. The weights given to each issue from respondents across the Triangle as a whole are summarised below:

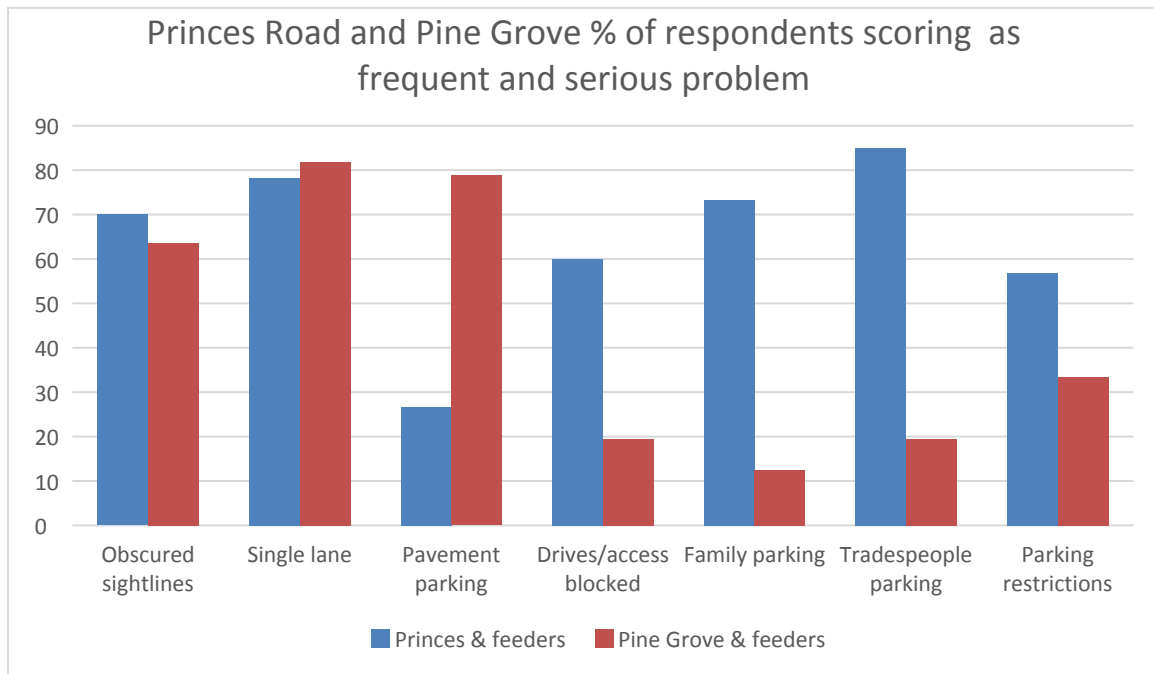


<i>Issue</i>	<i>Score 4-5 (% of responses)</i>	<i>Score 3 (%)</i>	<i>Score 1-2 (%)</i>
A. Lines of sight obscured by parked vehicles	67.7	20.4	11.8
B. Road reduced to a single lane by parked area	79.6	7.5	12.9
C. Vehicles parked on pavements to the detriment of pedestrians	45.2	22.6	32.3
D. Vehicles parked across drives and access ways	45.2	19.8	34.1
E. Difficult to find a parking space near your home for you and your family	52.2	8.7	39.1
F. Difficult for tradespeople to find a parking space near your home	62.6	16.5	20.9

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G. Parking restrictions routinely ignored	49.4	28.7	21.8
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12. There was a clear consensus that obscured lines of sight, the road reduced to a single lane and difficulties that tradespeople had in finding a parking space near the home were the most frequent and serious problems. The greatest polarisation was between the markings on finding parking spaces for family members and vehicles parked across driveways and access ways. This may reflect two factors: first, the difference between those who had access to a driveway or available parking space (including private roads, flats) and those who did not, perhaps because they lack a car; and second, the differences between the Princes Road and the Pine Grove sides of the Triangle highlighted below.



13. These results confirm much of the anecdotal evidence that TRG regularly hear and that increasingly feature in objections to planning applications in this area. On most issues, two thirds to three quarters of respondents felt there was a frequent or serious problem and for the remainder the score was over 45%. The results can be interpreted as confirmation that:

- The potential dangers caused by obscured lines of sight or cars competing for space on a carriageway reduced to a single lane are significant concerns.
- The demand for parking spaces is such that it poses a significant threat to amenities with residents, and tradesmen seeking to serve them, struggling to find parking spaces near the home.
- Inconsiderate parking is common with pavements often blocked by cars and drivers making access to and exit from homes difficult and/or dangerous as they overlap dropped kerbs and block driveways.

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- Parking controls are often ignored and, by implication, seldom enforced leaving the impression that they can be ignored routinely.

14. There appears to have been little change in the overall position since the TRG Survey of traffic and parking in 2016. Three issues identified in that survey produced similarly high returns in the two highest categories of severity: roads reduced to a single lane by parked vehicles (74%), lines of sight obstructed by parked vehicles (66%) and vehicles parked obstructing drives and access (51%). Although the wording was not strictly the same in the two surveys and the use of a six-point scale in 2016, the two surveys taken together confirm that the fundamental problems are long-standing and deep-rooted.

15. Drilling further down into the figures indicates that there are differences of emphasis within York Road and Pine Grove and their respective feeders when respondents assigned priority to specific parking issues. The area can be divided into four main segments:

- Princes Road from the Queens Road junction to the junction with York Road (South), plus York Road itself. This section only has limited parking controls through single yellow lines between Queens Road and the entry to Pine Grove and double yellows on the corner. Most of the houses have driveways but the main 'protection' is afforded by often-faded T white lines.
- Princes Road from the Jolly Farmer to Hanger Hill which is heavily protected by double and single yellow lines for most of its length, with limited parking availability along the slip road by the cricket ground, at the Hanger Hill end of Princes Road between the flats and to Leavesden Road, and outside the Jolly Farmer.
- Pine Grove which features a combination of double yellow and single yellow lines from the junction with Princes Road to Daneswood Close with limited parking opportunities from there to Hanger Hill.
- Various side roads including private roads like Windsor Walk, Fir Grange Avenue and Chestnut Lane, where the scope for outsiders to park is controlled, a roads like New Road, Leavesden Road, Daneswood Close and Dresden Way which are protected by double yellow lines at the corners but are otherwise potentially vulnerable to non-resident parking.

This segmentation goes a long way towards explaining nuances in the perceptions of their residents.

16. *Princes Road*: This through road, extensively used as a rat run, returned the most responses (31), a third of the total. The significant majority of respondents reported frequent occurrences and serious concerns about parking volumes causing difficulties in finding parking spaces for visitors or family (83.9% and 74.3% respectively). This is despite most of the properties having driveways, illustrating the scale of the parking problem. The same level of concern is also shown in response to the potential dangers posed by lines of sight being obscured (80.7%), by vehicles parked across or overlapping drives and access ways (71%) and by parking on both sides of the road reducing the carriageway to a single lane (again 80.7%). Overall, opinion was more divided (53%) about the extent to which parking

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restrictions were routinely ignored, probably reflecting the presence of those restrictions and, in proximity to Manby Lodge School, the time of day. At the other end of the scale, parking on pavements was not perceived as a significant problem (6.5%).

17. *York Road (South)*: This is another through road, extensively used as a rat run, leading from Queens Road to Hanger Hill via Princes Road. There are relatively few properties, and most have somewhere to park although access ways have only minimal protection in the form of white H markings (in two cases completely eroded). Only four properties responded but the average markings across the seven issues identified ranged from 4.1 (parking restrictions ignored) to 4.9 (difficulty in finding parking spaces and road reduced to a single lane).

18. *New Road*: This is a cul-de-sac affording pedestrian access from Pine Grove to Princes Road, heavily used by parents and children going to Manby Lodge. Very few houses have garage or parking space and two businesses are located in the road. With no parking restrictions on either side of the road, there is serious pressure on parking spaces, exacerbated in term time at school pick up and set down times. The fact that 18 responses were received is evidence of long held and deeply felt concerns. The main issues that attracted the highest markings in the survey were the lack of parking spaces for family and for visitors and tradespeople (77.8% and 83.3% respectively). These were closely followed by the reduction of the carriageway to a single lane (72.2%). Views on the other issues were more diverse and may reflect particular circumstances. For example, the issue of lines of sight, parking on pavements and poor enforcement (55.6%, 33.3%, and 44.4%) may reflect the difficulties experienced by drivers exiting New Road with poor sight lines made worse by parking on the double yellow lines on the corners and along Princes Road.

19. *Other Princes Road feeders*: Only seven responses were received from Grove Place, Barrington Lodge, Leavesden Road and Chestnut Lane in total, too few to be representative. What responses there were would generally support the priorities recognized elsewhere along Princes Road.

20. *Pine Grove*: Previous surveys have indicated that the main problem perceived in Pine Grove has been the speed and volume of traffic rather than parking. This view is largely supported by the current survey. As one of the two main axes running across the Triangle, Pine Grove has some of the characteristics of a residential country lane, narrow and winding, with relatively few properties fronting onto the road and most settlement in residential culs-de-sac. This contrasts significantly with Princes Road which is broader, particularly between York Road and Queens Road, has more properties fronting onto the road and is the location for some small low-rise blocks of flats, three businesses, a pub, and the cricket club.

21. Pine Grove respondents returned 12 responses which focused mainly on three issues. Their principal concerns about frequent occurrences and serious concerns were the road being reduced at times to a single lane (83%), vehicles parked on pavements (75%) and lines of sight obstructed by parked vehicles (58%). All other issues were only rated as frequent or serious problems by 27% or less. The concern appears mainly to relate to suspected commuter vehicles parking on the pavement between Daneswood Close and the flats at

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Southwood Court, and to a lesser extent on the approaches to Hanger Hill. The combination of the bends near Daneswood Close and the narrowness of the road can block sightlines for traffic moving along Pine Grove and for vehicles turning out of Daneswood Close and Dresden Way. Taken together with the speed of vehicles along the Grove, this creates a dangerous situation. It is also clear that by parking on the pavements, drivers force pedestrians, particularly those pushing prams or in wheelchairs or shepherding children into the road because of insufficient room left to pass on the pavement.

22. *Daneswood Close, Dresden Way and Jason Close:* These three residential cul de sacs are public roads and as such susceptible to the effects of commuter parking. Taken together they generated 16 responses. Issues that frequently occurred or were serious were the reduction of the carriageway to a single lane and parking on the pavement (both 81.3%) and obstructing line of sight (68.8%), again reflecting problems of access and exit from Pine Grove.

23. *Other Pine Grove feeders:* Only 5 responses were received from Fir Grange Avenue, Wentworth Dene, and Windsor Walk. The first two are private roads and therefore in a position to exclude parking by non-residents. The main issues that were felt to occur frequently and pose a serious problem were the same as for the rest of Pine Grove, although Windsor Walk which is accessible to the wider public did flag that vehicles overlapping drives and access ways could be a problem.

24. *Comments by respondents:* The main focus of the questionnaire was on ascertaining views across the Triangle on generic parking problems and these are set out above. However, many respondents took the opportunity presents to identify specific problems in their location and to flag potential solutions. A selection of comments that provide examples of perspectives and frustrations across the Triangle are set out in the Appendix 2.

25. The specific problems drawn out included:

- Parents ignoring the double and single yellow lines on Princes Road close to Manby Lodge at pick up and set down times.
- Parking, particularly in Princes Road, York Road and New Road, by commuters and by customers and employees of local businesses.
- Parking on the pub side of the bend at the Jolly Farmer in Princes Road, adding to the problem of a blind corner by blocking sight lines.
- Parking on the pavement in Pine Grove along the stretch from Daneswood Close to Southwood creating problems of obscured sight lines and forcing people to walk in the road competing for space potentially with fast-moving traffic.
- Although not the subject of the survey, there is evidence of increasing concern throughout the Triangle that the 20mph limit was not well signposted and was simply not being observed, particularly dangerous given the problems of sightlines, access and the narrower carriageways created by excessive parking.

26. Understandably given the focus of the survey on validating the problems, only a few specific suggestions for potential remedies emerged. These included:

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- The introduction of a parking permit scheme. This was mentioned most often by New Road residents (7 out of 18) as a potential solution to their specific problems. 14 other responses from elsewhere in the Triangle also suggested some form of parking management scheme as a possible solution.
- Extending the double yellow lines slightly at the junctions of Dresden Way and Pine Grove and Pine Grove and Princes Road, and at the garage entrance to Landmark House
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- Prohibition of parking on the bend immediately outside the Jolly Farmer pub by extending the double yellow lines.
- More visible signage for the 20mph zone, both at the entrances and further along the roads. People drew attention to the fact that the traffic signs at the junctions were set too high, road markings were absent, and the ramp outside Manby Lodge was set too low to be effective in slowing traffic.
- More visible and regular enforcement of existing parking restrictions.

Conclusions

27. The survey confirms earlier evidence that the Triangle as a residential area struggles to cope with the volume of parking and traffic that the roads were never designed to take. This situation is being exacerbated by business demand, newer developments with inadequate parking provision, the shortage of public car parking space, and the closing down of scope for parking options in the surrounding area by the proliferation of parking restrictions and private roads. The result is that available parking slots have been funnelled mainly into a relatively small area of York Road (South) and Princes Road between the York Road and Queens Road junctions. Competition for slots has also increased further along Princes Road towards Hanger Hill, in New and Leavesden Roads and, to a lesser extent, in Pine Grove and its public road offshoots.

28. The extent to which parking is perceived as a problem by individual households will depend on where in the Triangle people live, how car-dependent they are, how many cars they have, and whether or not they have garage or driveway space. However, the survey confirms that the volume of parking across the Triangle means that roads are often reduced to a single lane, lines of sight are obstructed, and drives and access frequently blocked by vehicles. The recent experience of lockdown has largely confirmed that most of these problems are due to non-residential parking and displacement from elsewhere in the Triangle.

29. The survey also illustrates that the parking issues, although interrelated, are given different weight by residents in different parts of the Triangle. For example, pavement parking and its consequences is a substantially greater problem on Pine Grove than in Princes Road; on the other hand, the overlapping of driveways and the difficulty in finding parking spaces carries much greater weight in Princes Road and New Road. These differences pose problems in identifying a solution or solutions that would avoid remedying a problem in one

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part of the Triangle by diverting it to another. This begs the question, given the shortage of spaces that are already available, where?

