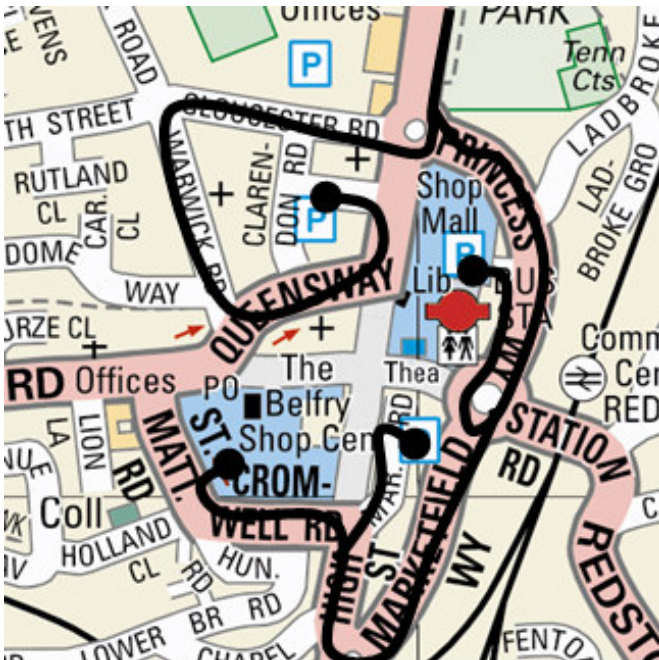


# REDHILL PARKING SITE VISIT NOTES

## Introduction

The overall quality of car parks in Redhill is excellent and all car parks feel secure and safe. Access & Signage were identified as specific issues and are discussed below, followed by a detailed description of each car park.

## Access & Signage

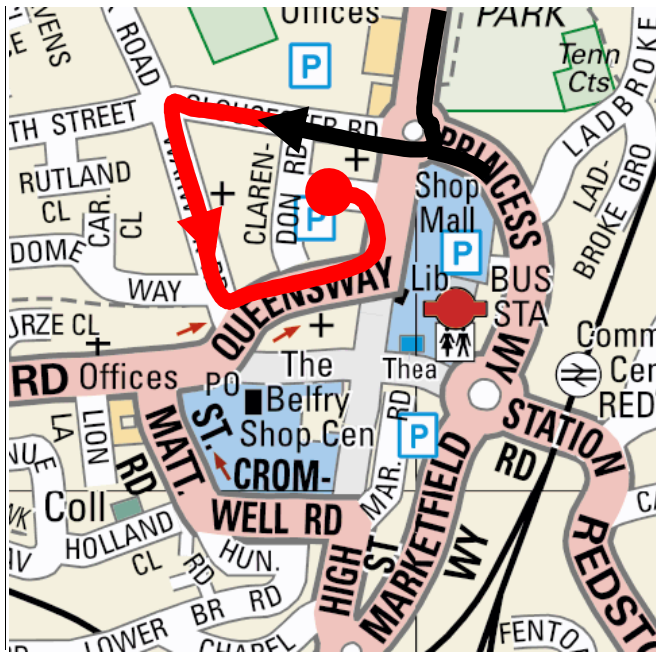


The one-way system in Redhill town centre causes a number of access issues for drivers wishing to visit short stay car parks. This is a particular problem for the 44% of drivers (local traffic excluding through traffic) arriving from the North who must traverse a series of detours or U-turns to reach any short stay car park (above left).

In order to cut down unnecessary detours around the town, Sainsbury's should be the car park of choice for drivers arriving from the East, and the Belfry and Marketfield Way should be first choice for drivers arriving from the South. However, the majority of existing parking signs do not clearly point drivers to the closest car park, with most simply list all the parking in the town without stating which direction to take (above right).

Clarendon Road should be the car park of choice for drivers arriving from the North and West<sup>1</sup>, but this is unlikely to be the case due to specific access issues at the site and poor signage, as discussed below.

<sup>1</sup> Gloucester Road has not been counted as it is further away from the town centre core than other car parks as is unlikely to be a preference for short stay trips.



Access to Clarendon Road is currently an issue. Any vehicles approaching from the North of the town centre or from Princess Way must make an elaborate detour to access the car park (above left). This is due to a slightly raised kerb on the entrance to the car park which prevents access to car park from Clarendon Road (above right). Parking signs are in place to direct drivers around the detour; however, upon reaching Queensway the signage all but disappears. There is one sign before the left hand bend at the top of High Street showing a parking symbol, but there are no markings or signings near the actual left hand turn to access Clarendon Road. From the North there are no signs to Clarendon road, and two very poorly placed signs to Gloucester Road. One sign is on the EB arm of the roundabout, pointing to the WB arm (below right), and another is difficult to see from the road and has been bent out of shape (below left).



Pedestrian and cycle access from car parks to Redhill town centre is generally very good. Car parks are signed on most of the old style red pedestrian signs in the town centre, but do not seem to have been included on the newer metallic signs. There are no pedestrian maps outside any of the car parks and very few signs directly outside car parks directing parkers to key destinations in the town.

### Access & Signage Recommendations:

- Revise the signing of all car centre car parks, particularly on entrance points to the town and around Clarendon Road. If signs are to be replaced it may be a good opportunity to introduce VMS signs, which are unlikely to be needed in the short term due to surplus parking capacity, but may be required in the medium-long term due to planned growth;
- Remove the raised kerb at the car park entrance to allow greater easier to Clarendon Road car park;
- Add “CAR PARK” road markings on Queensway showing the left turn to Clarendon Road car park;
- Improve pedestrian information at car parks via maps and signs where appropriate

## Linkfield Corner



Linkfield Corner car park is located on the EB entrance to Redhill approximately 500m by foot from the town centre core and the High Street. Signage from the road is poor, but the existence of the car park is obvious to anyone driving past. On exit from the car park drivers must traverse a small one way system to get back to Station Road (A25). There are excellent pedestrian and cycling links to the town centre and surrounding environs.

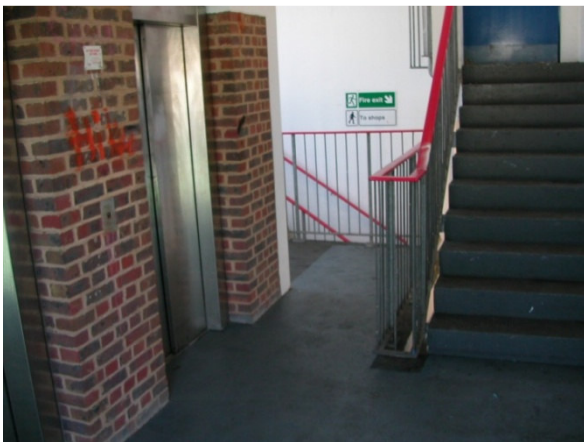
Overall quality of the car park is very good and, due to being overlooked, it feels safe.

Payment is via coin operated Pay & Display meter (max stay 3 hours). There are a number of free parking spaces (max stay 2 hours and max stay 30 mins) immediately outside the car park.

There is 1 disabled parking space. Recycling facilities are located within the car park grounds.

**Recommendation:** None

## Clarendon Road



As previously discussed, there are access issues at Clarendon Road that need to be addressed. It is approximately 100m from the High Street and walking links to the town centre are good, although the section from the car park is not very appealing and may feel insecure after dark.

Overall quality of the car park is very good and it feels safe. CCTV is in operation. The stairs/lifts area has small amounts of graffiti and litter, but the overall impression is good. Pedestrian routes inside the car park are excellent and well marked.

Payment is via coin operated Pay & Display meter or Ringo. There are sections for permit holders only on levels 4,6, and top floors comprising approximately 30-40 spaces each, which have barriers and require a PIN to enter.

**Recommendation:** Improve pedestrian link between car park exit and Queensway, Improve car access as previously discussed.

## Gloucester Road



As previously discussed Gloucester road car park has some signs from the road, although there is no road marking immediately outside the car park. The car park is approximately 200m from the High Street

Overall quality of the car park is very good and it feels safe, despite very worn car park space markings in places. CCTV is in operation. Payment is via coin operated Pay & Display meter or Ringo. About a third of the car park can only be access by a height restriction barrier.

Gloucester road is designated as having overnight parking for lorries, although no signs or markings were visible to verify this. Due to the tight bends on the access roads and lack of room to turn around within the car park if cars are parked, it is difficult to see how HGVs could currently use this site.

There are recycling facilities on the site.

**Recommendation:** Improve vehicle and pedestrian signage as previously discussed.

## Marketfield Road



Access to the site is limited by vehicle, but it is ideally placed for pedestrian access to High Street. Signage to entrance could be clearer, not marked on road. The overall quality of the car park is good. There is lighting and it is overlooked, giving it a good sense of security. There are 3 disabled spaces. There are recycling facilities on the site. Short stay car park. Payment via P&D coin machine.

No recommendations.

## The Belfry



Best quality car park in Redhill. Signage inside the car park is excellent, pedestrian routes are well marked. The car park is well signed from the road, and also marked on the road, but access is complicated other than from the South due to the one way system. Each floor directly accesses the shopping centre and as such the quality of escalators, stairs, and lifts is excellent.

The site is well lit and feels very secure. Payment is via card and barrier, with payment machines located at exits to the shopping centre. A car wash and valet service is also available.

Shop mobility is accessible in the Belfry centre.

## Sainsburys



Entry and Exit to the car park can only be made on the NB section of Princess Way and vehicles approaching from the north must do a U turn on The Stations Roundabout. The car park is very obvious from the road and is signed.

The overall quality of the car park is good, and pedestrian routes inside are well marked. There are escalators to ground floor level. It is well lit and CCTV is in operation, adding to a sense of security. Payment is via coin Pay & Display for a maximum stay of 3 hours. The first 30 minutes is free.

Intriguingly, there is a space designated for bicycle parking, but nothing to lock bikes to.

## Station Car Park (North)



The Northern Station car park is split into sections for long stay parking (above left) and 'prestige' parking (above right), which can be used by holders of a 'prestige' permit, taxis, motorcycles, and free for stays of up to 20 minutes. The station is signed from the road, but not marked on the road. There are 2 disabled spaces in the prestige section. Motorcycle and cycle parking facilities were full to capacity on the day of the visit. The station is adjacent to National Cycle Network Route 21.

Space markings in the long stay section are very poor. Daily tickets can be purchased from a coin operated Pay & Display machine, whilst longer tickets must be purchased from the station ticket office.

Overall the car park feels safe and CCTV is in operation. There is a pedestrian crossing linking the car park to the town centre.

## Station Car Park (South)



The southern station car parks operates the same parking regime as the northern site, and is in a similar condition in terms of space markings. It is not overlooked, but CCTV and lighting act to improve the sense of security. However, the pedestrian tunnel and path linking to the town are in a terrible state of repair, giving a very poor sense of security. Graffiti and rubbish line the route.

**Recommendation:** Clean up the tunnel and footpath



## Memorial Park



As stated on signs, Memorial Park car park is provided solely for users of Redhill Memorial Park. Maximum length of stay is 1 hour, free of charge. There are 9 spaces, of which 2 are for the disabled.

## Office Parking above Sainsburys



There is a car park for office workers only above Sainsburys car park of 100-200 spaces. Access is controlled via a barrier and swipe-card system.

## Disabled spaces on Station Road



There are 4 disabled spaces and a loading area immediately next to the High Street on Station Road.

## Pricing

Council – <30mins = 20p, <1hr = 70p, <2hr = £1.40, <3hr = £2, <4hr = £2.60, <5hr = £3.20, <10hr £5.00

Station – Daily £4.80, Weekly £10.10, Monthly £74, Quarterly £207, Annual £805

Belfry - <1hr = 70p, <2hr = £1.40, <3hr = £2, <4hrs = £2.60, <5hrs = £5, over 5 = £7.50

Sainsburys - <30min = free, <1hr = £1, <2hr = £2

Station is much cheaper than councils for regular long stay parking. Councils cheaper than belfry. Sainsburys free for first 30mins but more expensive than all after that.

**Car parks were busy, but far from full.**

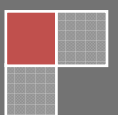
2009

# Redhill Town Centre Parking Options

## Workshop Note

Date of Workshop: 30<sup>th</sup> September 2009

Location: Reigate Town Hall



BLANK PAGE

**Table of Contents**

**OVERVIEW OF WORKSHOP ..... 5**

**PARKING ISSUES/PROBLEMS..... 6**

    DISCUSSION OF ISSUES/PROBLEMS..... 6

    RANKING OF ISSUES/PROBLEMS ..... 7

**PARKING OPTIONS ..... 8**

    REDUCING CONGESTION..... 8

    SUPPORTING PROPOSED GROWTH IN REDHILL ..... 9

    PROMOTING SUSTAINABLE TRAVEL AND REDHILL’S ROLE AS A TRANSPORT HUB ..... 11

    DEPENDENCIES BETWEEN OPTIONS ..... 12

**CONCLUSION..... 15**

**List of Tables**

TABLE 1 PARKING ISSUES/CONCERNS ..... 6

TABLE 2 PARKING OPTIONS TO REDUCE CONGESTION..... 8

TABLE 3 OPTIONS TO SUPPORT PROPOSED GROWTH IN REDHILL ..... 9

TABLE 4 OPTIONS FOR REDUCING PARKING STRESS IN RESIDENTIAL AREAS ..... 10

TABLE 5 OPTIONS TO PROMOTE SUSTAINABLE TRAVEL AND REDHILL’S ROLE AS A TRANSPORT HUB ..... 11

TABLE 6 SUMMARY OF DEPENDENCIES/LINKS..... 12

TABLE 7 LIST OF RETAINED PARKING OPTIONS RETAINED FOR NEXT STAGE OF STUDY ..... 16

**APPENDIX A – ADDITIONAL COMMENTS**

BLANK PAGE

## Overview of Workshop

---

A workshop was held on the 30<sup>th</sup> September 2009 in Reigate Town Hall on the subject of parking options for Redhill town centre in Surrey. The workshop was held in the context of a Parking Options study for Redhill town centre, being undertaken by Hyder Consulting ('Hyder' or 'the consultant') on behalf of Reigate and Banstead Borough Council (RBBC). The workshop was hosted by RBBC and organised with the help of Hyder. The aim of the workshop was to inform Hyder's work by gathering the views of stakeholders on the main issues and problems surrounding parking in Redill town centre, and on possible options to address these issues and problems. The workshop attendees were divided into three sub-groups.

The workshop was attended by the following persons:

First Name	Surname	Organisation
Prematha	Velayutham	RBBC
David	Sowe	RBBC
Jillian	Holford	RBBC
Mark	Teasdale	RBBC
Kathy	O'Leary	RBBC
Steve	Roch	RBBC
Gemma	Thomas	Surrey County Council
Margaret	Trevelyan	Surrey County Council
David	Stempfer	Surrey County Council
Andrew	Leitch	Surrey County Council
Martin	Knowles	Surrey County Council
Louisa	Calam	Surrey County Council
Stuart	Clark	Mole Valley Council
Mel	Mehmet	EASIT
Dave	Robertson	Network Rail
Damon	Ede	Southern
Kathryn	Kennell	Hyder
Anthony	James	Hyder

## Parking Issues/Problems

### Discussion of Issues/Problems

A list of parking issues/problems, reproduced below, was tabled at the workshop. This list was collated from previous consultation exercises carried out by the Council. The list was used to foster a discussion around what are the main parking issues/problems in Redhill and check that the right issues/problems had been identified by the consultant. Comments made by attendees are reproduced in summary form in the table below (right-hand column).

**Table 1 Parking Issues/Concerns**

<b>Parking Issue/Problem Raised</b>	<b>Workshop Comments</b>
1. Car parks not always placed strategically to road network or located logically.	Agreed, but this will not resolve the issue relating to the high percentage of through traffic where Redhill is not a destination. A car park on Redstone Hill would be a good location in terms of intercepting vehicles from the north-east and would help to reduce parking stress on streets in this area.
2. Parking stress, illegal parking and commuter parking in residential areas.	There needs to be a fine balance here as parking restrictions will affect the viability of Redhill. The restriction of car parking in new developments could make this worse.
3. Parking insufficient to meet weekend demand in Redhill town centre.	More car parking would not help relieve congestion.
4. Car parking at Redhill Station is insufficient to meet current demand.	Not convinced as this is a sustainable travel issue.
5. Car parking too freely available, encouraging people to drive to Redhill.	Agreed that an ample supply of parking would encourage people to drive and add to congestion, which would discourage people from visiting the town centre. A fine balance is required otherwise the viability of the town centre will be affected.
6. The impact of increased employment and housing on parking in Redhill.	Regeneration will bring about extra footfall, which will inevitably generate some car traffic. Increased employment and housing could be accommodated if sustainable measures were imposed, e.g. a car club. A car club operator would need to be approached to establish the viability of this measure.
7. Parking provision during the development phase of Redhill town centre.	Yes, it is needed.
8. High parking fees do not reflect the quality of car parks in Redhill.	Strongly felt that charges should not be raised as this would affect the viability of the town centre.
9. Safety, security and quality issues associated with car parks in Redhill.	Essential. There is a particular need for improving safety in the tunnel beneath the railway to/from the Redstone Hill car park.
10. Sharing of parking provision and/or variable use parking spaces.	Network Rail would be willing to make station car parking available to other users at weekends
11. Poor car park signage and information for drivers wishing to park in Redhill.	Agreed that signage/information is needed.
12. Balancing sustainable transport solutions with car parking provision.	This was felt to be essential but a fine balance needs to be struck. Alternatives to the car need to be made attractive. Emphasis should be placed on educating existing residents, commuters (if possible) and employers/employees in the area to explain the rationale behind sustainable travel, and how it could benefit them. Investment in technology systems (e.g. video conferencing, free access to Wifi) could also make a difference by enabling flexible working.



Parking Issue/Problem Raised	Workshop Comments
	Emphasis should also be placed on asking people what changes they are willing to make.

## Ranking of Issues/Problems

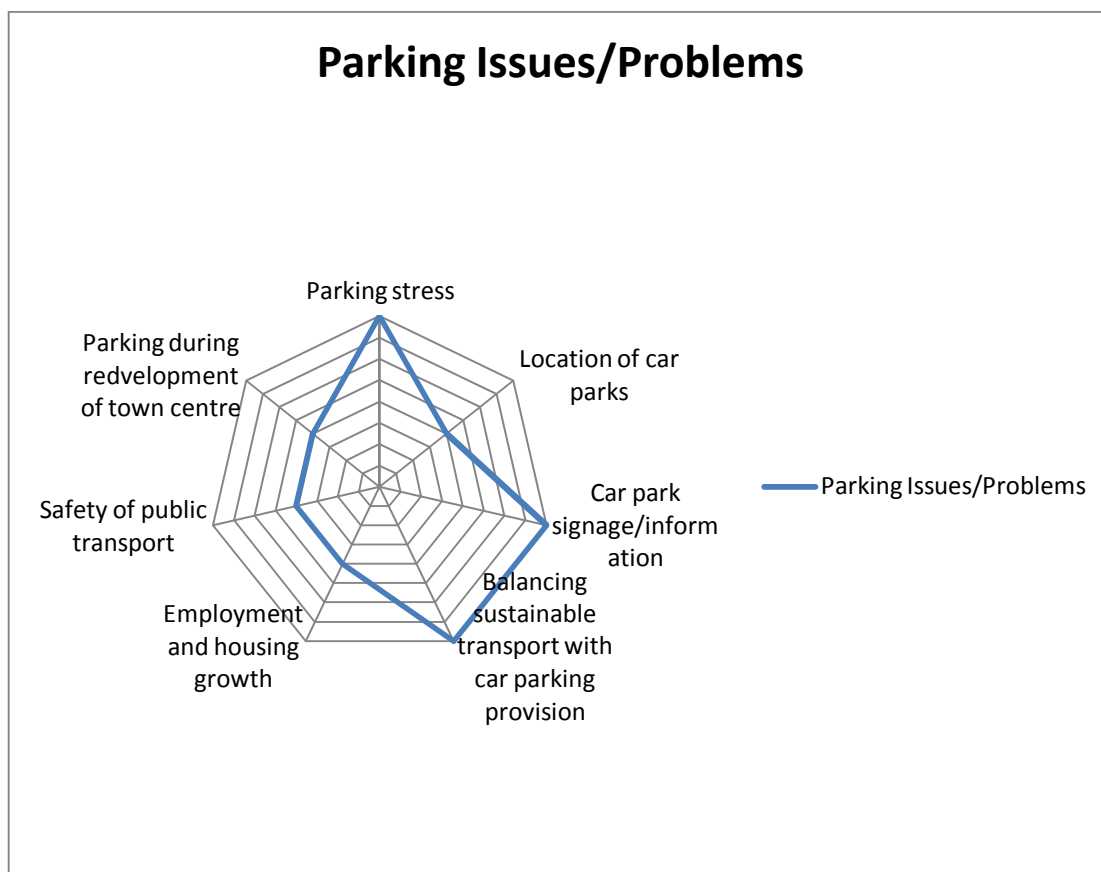
Each workshop sub-group was asked to select, from the list of issues/concerns shown in table 1 above, five issues/problems that they perceive as being the most important. They were then asked to rank these five issues/problems by order of priority.

Whilst the workshop sub-groups gave different collective responses, they all named the following issues/problems amongst their 'top five':

- Parking stress, illegal parking and commuter parking in residential areas
- Poor car park signage and information for drivers wishing to park in Redhill
- Balancing sustainable transport solutions with car park provision.

The radar diagram below illustrates the results of this exercise.

Figure 1 Top Parking Issues/Problems



## Parking Options

As part of the workshop the sub-groups were asked to consider parking options presented to them and aimed at addressing the issues and problems they had previously discussed. Each sub-group was given a different set of options corresponding to a particular theme. Some options fit into more than one theme. The themes were:

- Reducing congestion
- Supporting proposed growth in Redhill town centre
- Promoting sustainable travel and Redhill's role as a transport hub.

The tables below list the options discussed and capture the comments made during the workshop. Some additional options were suggested during the workshop and these have also been included in the tables below. The column 'Action/Comment' indicates whether or not the option is retained for the next stage of the study. The decision to retain or not an option is based on the comments made at the workshop and the desktop analysis (reviewed in light of the workshop) carried out by the consultant. A list of retained options is provided in the Conclusion.

### Reducing Congestion

**Table 2 Parking Options to Reduce Congestion**

Parking Option	Group Response	Action/Comment
1. Place new car parks at strategic locations on the edge of the town centre.	Agreed, but this will not resolve the issue relating to the high percentage of through traffic where Redhill is not a destination.	Option retained for next stage of study and to be further investigated by consultant.
2. Implement a wayfinding system to help pedestrians navigate between car parks and the town centre.	Agreed, but the tunnel beneath the railway from Redstone Hill requires particular attention to pedestrian safety.	Option retained for next stage of study and to be further investigated by consultant. Issue of pedestrian safety to be considered as part of this.
3. Locate new development at accessible locations.	All new developments are going to attract/generate additional development traffic and would not help relieve congestion. However, accessible locations are preferable.	Option retained for next stage of study and to be further investigated by consultant.
4. Allow right turns into car parks accessed off Marketfield and Princess Way.	Not convinced that this is a good idea without evidence to prove it. On the face of it, traffic flow would be impeded.	The evidence for the viability of this option will be reviewed by consultant.
5. Introduce car parking information systems and carrying out marketing to inform users of parking choices available.	Yes, this is accepted to be a good idea. However, these measures tend to work best when there isn't a large surplus of car parking available.	Option retained for next stage of study and to be further investigated by consultant.
6. Support car clubs by allocating car club bays on street or in public off street car parks.	Very sceptical this would work in Redhill. However, there may be potential in this measure provided a car club operator believes this to be viable.	Car club operators to be contacted by consultant to gauge market interest. If there is a market interest, option will be retained and investigated further by consultant.
7. Reduce the availability of long-stay parking in conjunction with implementing a package of	Yes, but could not be introduced in isolation. It was felt that employers would be inclined to locate	Option retained for next stage of study and to be further investigated by consultant.

Parking Option	Group Response	Action/Comment
measures to encourage modal shift.	elsewhere (some large companies have already left the town centre) if measures are too restrictive. No one measure would work on its own and education is key to ensuring a marked change in modal shift.	
8. Introduce different peak and off-peak parking charges to encourage people to travel outside the peak hours.	Did not feel this would work. Commuters using the railway travel before and after the peak hour in any event. It would not stop through traffic using the road system. The remainder of parking users (employees) would be discouraged from working in Redhill unless their employer is amenable to flexible working hours.	These time variable charges would apply to short-stay parking, and would aim to encourage shoppers to travel outside the peak hours. Option not retained.
9. Provide some free short stay parking (e.g. up to 30 minutes) to help tackle illegal parking that causes obstructions.	Agreed a good idea, however, was not convinced that this would have any real impact on congestion.	This option would support the viability of the town centre. Option retained for next stage of study and to be further investigated by consultant.

## Supporting Proposed Growth in Redhill

Table 3 Options to Support Proposed Growth in Redhill

Parking Option	Group Response	Action/Comment
1. Build a multi-storey car park on the site of the existing Gloucester Road car park.	Unsure about this location as it is a fairly residential area, away from the main roads. Currently used as an overnight lorry park – alternative location for lorry parking could be lay-bys on major roads.	Option retained for next stage of study and to be further investigated by consultant. Comment on the residential character of the area to be taken into account. Feasibility of using lay-bys as an overnight lorry park to be investigated in next stage.
2. Build a multi-storey car park on Redstone Hill to replace the existing station car park.	Redstone Hill is a viable location for traffic coming from the East.	Option retained for next stage of study and to be further investigated by consultant.
3. Rely on spare capacity in public off-street car parks to accommodate displaced parking during redevelopment of Marketfield Way.	There is a very fine balance to be struck. If you get it wrong, car parks could be full, leading to more congestion. Would require car park signage.	Option retained for next stage of the study but in the context of the implementation of a parking information system/better signage.
4. Build a temporary car park to accommodate displaced parking during the redevelopment of Marketfield Way and/or Gloucester Road.	The cost of purchasing or leasing a temporary car park is high and could lead to a loss of revenue; however this should be balanced against the regeneration objectives for the town centre. The idea of a temporary Park and Ride site was suggested. A suitable site for a temporary car park or park and ride site would need to be found. The traffic impacts of a temporary car park or Park and Ride would need to be investigated.	Option retained for next stage of study and to be further investigated by consultant. Idea of a temporary Park & Ride site to be investigated as an option.

Parking Option	Group Response	Action/Comment
5. Stagger development of Gloucester Road and Marketfield Way to minimise issue of displaced parking.	Agreed that this was a good idea.	Option retained for next stage of study and to be further investigated by consultant.
6. Provide more short-stay spaces for shoppers and visitors.	This would have a negative impact on public transport.	Option retained for next stage of study and to be further investigated by consultant. Comment on negative impact on public transport to be taken into account. Need to look at this option in the context of the possible introduction of on-street parking restrictions and the regeneration objectives for the town centre.
7. Reduce the cost of short-stay parking.	It was felt that this option is not desirable as it would have a negative impact on public transport. It was noted that if Marketfield Way is redeveloped, people will tend to use the Belfry. Car park charges in Gloucester Road would need to be lower than at the Belfry, in order to encourage usage of Gloucester Road.	Option not retained. However comment on pricing at Gloucester Road to be taken into account.
8. Provide more long-stay spaces in recognition of Redhill's role as a hub and to relieve parking stress in residential areas.	It was felt that if Residential Parking Zones (RPZs) were introduced, more long-stay spaces would be required in order to enable visitors to park. The idea of providing new long-stay parking spaces on corridors away from the town centre was suggested.	Option retained for next stage of study and to be further investigated by consultant, in conjunction with option to introduce RPZs.

**Table 4 Options for Reducing Parking Stress in Residential Areas**

Parking Option	Group Response	Action/Comment
1. Introduce Controlled Parking Zones (CPZs)/Residential Parking Zones (RPZs)	This is a necessity. RPZs would come forward as a result of developments (2014/15). Displaced parking would need to be accommodated elsewhere. A Park and Ride that would be part of the 'Hub' bid could provide a solution.	Option retained for next stage of study and to be further investigated by consultant.
2. Introduce parking curfews	It was noted that some curfew parking is to be introduced next year. Parking curfews will need to take into account the timing of off-street car park charges.	Option retained for next stage of study and to be further investigated by consultant. Further information on planned curfew parking scheme(s) to be sought.
3. Introduce CPZs with some pay and display bays	This was seen as a good idea by some. The location of on-street pay and display bays would be an important factor. There would be a potential in some areas (e.g. Brighton Road) to create turnover and help small retailers.	Option retained for next stage of study and to be further investigated by consultant.
4. Reduce the cost of long-stay parking charges in public off-street car parks	It was felt that this would encourage travel by car.	Option not retained.

Parking Option	Group Response	Action/Comment
5. Increase the amount of long-stay parking in public off-street car parks	Yes, otherwise people will park in residential areas. Also more long-stay parking could encourage local residents to use public transport?	Option retained for next stage of study and to be further investigated by consultant.

## Promoting Sustainable Travel and Redhill's Role as a Transport Hub

Table 5 Options to Promote Sustainable Travel and Redhill's Role as a Transport Hub

Parking Option	Group Response	Action/Comment
1. Apply reduced parking standards to new developments in line with Surrey County Council's Parking Strategy	It is difficult to apply reduced parking standards to residential. Inevitably people will have a car. Mention was made of the Essex Design Guide, which advocates a new approach to parking standards. However it was felt that reduced parking standards might work in certain cases, for example where not having a car is promoted as a lifestyle. The idea applying reduced parking standards to areas with parking stress was suggested.	Viability of this option to be explored in next stage of the study.
2. Reduce the amount of long-stay parking in conjunction with implementing a package of measures to encourage modal shift	It was felt that the convenience of the car was a major draw and that at the moment the alternatives are not attractive enough (e.g. a train and a bus ride instead of a single car journey). The issue of people not feeling safe on public transport (in particular buses) was cited as an obstacle, as well as insufficient secure cycle parking in the town centre. The need for more station car parking was also cited as well as increased parking demand that would result from new development.	Option not retained.
3. Implement Park and Ride	It was suggested that a previous Park and Ride study needed to be revisited and that Park and Ride would be part of the Redhill-Reigate Transport Hub bid. Competition between Park and Ride and existing bus services was raised as an issue.	Option retained for next stage of study and to be further investigated by consultant.
4. Improve public transport	People do not feel safe on public transport (in particular buses). Priority bus routes, which are being considered, might result in a loss of on-street parking.	Option retained for next stage of study and to be further investigated by consultant.
5. Implement 'Smarter Travel' ('soft') measures to reduce demand for parking	It was felt that alternatives to the car need to be made attractive. It was suggested people who make short journeys by car (journeys that could be walked or cycled) should be targeted with measures such as junction improvements.	Option retained for next stage of study and to be further investigated by consultant.
6. Reduce the number of long-stay	Not a good idea, as this would lead	Option not retained.

Parking Option	Group Response	Action/Comment
permits.	to displaced parking.	
7. Further increase parking charges for long-stay parking.	Not a good idea. Car park charges are in line with those in neighbouring boroughs. Decreasing long-stay parking charges was not seen to be a good option either. However it was suggested that reducing short-stay charges could help increase turnover.	Option not retained.
8. Introduce Residential Parking Zones (RPZs) or Controlled Parking Zones (CPZs)	An RPZ was looked at for Redhill in the past, however the proposed 'cordon' was felt to be too wide. In relation to which areas to include within RPZs, the comment "where does Redhill finish/Horley start" was made, suggesting that zone boundaries will be an issue. In terms of options a link needs to be made between RPZs and a possible Park and Ride (2015). Mention was made of a Park and Ride being part of the 'Redhill-Reigate transport hub' bid.	Option retained for next stage of study and to be further investigated by consultant.
9. Increase the amount of station car parking	Network Rail is of the view that 560 spaces are needed at Redhill station, which currently has 377 spaces. However the Council has in the past been reluctant to grant planning permission for this. The 560 spaces could be used for other uses (e.g. shoppers) at weekends.	Option retained for next stage of study and to be further investigated by consultant.

## Dependencies between Options

Dependencies/links between options were discussed by the sub-groups. As a general comment a key dependency would appear to be the Redhill-Reigate Transport Hub. The table below captures in summary form the dependencies/links discussed, as well as some additional ones added following further analysis. The list below is not exhaustive and is likely to be added to in the second stage of the study. It will inform the study's conclusions in terms of the phasing of options. Some of the dependencies are discussed in more detail in the commentary below.

No measure of the 'strength' of dependencies is given however it is evident that some options could not go ahead without another option being in place whilst others could go ahead, but would not achieve the full desired outcomes without other options being in place.

**Table 6 Summary of Dependencies/Links**

Parking Option or Development Option	Dependencies
Place new car parks at strategic locations on the edge of the town centre	<ul style="list-style-type: none"> <li>Upgrade of existing pedestrian subway between Redstone Hill and Marketfield Way</li> <li>Improved pedestrian linkages and clear signage</li> <li>Parking Information System with real time information in place to guide motorists</li> </ul>

Parking Option or Development Option	Dependencies
	<ul style="list-style-type: none"> <li>Transformation of ring road</li> </ul>
Implement RPZs	<ul style="list-style-type: none"> <li>Additional parking for commuters and shoppers (Redstone Hill Multi-Storey Car Park, Park and Ride)</li> <li>Residents are in favour</li> <li>More Smarter Travel measures, reduction of school related trips through school travel plans, 'walk and stride' schemes, etc.</li> </ul>
Implement Park and Ride	<ul style="list-style-type: none"> <li>RPZs in place</li> <li>Redhill/Reigate Transport Hub Bid</li> <li>Suitable site identified and planning permission granted</li> </ul>
Redevelop sites currently used as car parks (e.g. Marketfield Way)	<ul style="list-style-type: none"> <li>Availability of alternative car parking (Redstone Hill, Park and Ride, temporary car park)</li> <li>Signage to direct motorists to alternative car parks</li> <li>Improved pedestrian linkages and clear signage</li> </ul>
Apply reduced parking standards	<ul style="list-style-type: none"> <li>More Smarter Travel measures</li> <li>Implementation of a car club (if viable)</li> <li>Improvements to public transport (services, sense of safety) and interchange (Transport Hub bid)</li> </ul>
Increase the amount of station parking	<ul style="list-style-type: none"> <li>Build Redstone Hill Multi-Storey Car Park</li> <li>Upgrade of existing pedestrian subway between Redstone Hill and Marketfield Way</li> <li>Improved pedestrian linkages and clear signage</li> </ul>
New housing and additional retail and office floor space	<ul style="list-style-type: none"> <li>Additional parking for shoppers and residents (Redstone Hill Multi-Storey Car Park, Park and Ride)</li> <li>Implement RPZs</li> <li>More Smarter Travel measures</li> <li>Improvements to public transport (services, sense of safety) and interchange (Transport Hub bid)</li> </ul>
Build Redstone Hill and Gloucester Road Multi-Storey Car Parks	<ul style="list-style-type: none"> <li>Parking Information System with real time information in place to guide motorists</li> <li>Improved pedestrian linkages and clear signage</li> <li>Upgrade of existing pedestrian subway between Redstone Hill and Marketfield Way</li> <li>Transformation of ring road</li> </ul>

### **Commentary on Dependencies**

All groups identified a link between the option 'Increase the amount of station car parking' and 'Build a multi-storey car park on Redstone Hill to replace the existing station car park'. The latter option was also linked to the option 'Improving pedestrian links and signage between car parks and the town centre'.

A dependency/link was identified between the timing of the redevelopment of car parks (Marketfield Way and/or Gloucester Road) and the introduction of RPZs, which is as follows. The introduction of RPZs is likely to displace parking elsewhere, such as off-street car parks, providing these have some spare capacity. The redevelopment of Marketfield Way will also lead to some displaced parking. If RPZs are introduced before or at the same time as the redevelopment of Marketfield Way, there may not be sufficient spare capacity to accommodate displaced parking from both sources. One option would be to complete the redevelopment of one of the car parks before RPZs are introduced.

A link was identified between the introduction of RPZs and Park and Ride. As previously stated, the introduction of RPZs is likely to displace car parking. The only place where this parking could legally go is off-street car parks, however capacity in these may be an issue during the redevelopment of existing car parks and as a result of new development in the town centre. The introduction of RPZs may therefore need to be timed with the opening of a Park and Ride site. Equally Park and Ride may only become viable when RPZs are introduced, and/or when car parks such as Marketfield way close temporarily for redevelopment.

A link was identified between new development and RPZs. New development is likely to lead to increased on-street parking stress, in particular if reduced parking standards were to be applied to new developments in line with Surrey County Council's Parking Strategy. To avoid overspill parking onto streets in the vicinity of new developments, RPZs would need to be introduced. It is understood that a substantial amount of new development would be completed by 2014/15, by which time RPZs would need to be in place.



## Conclusion

---

Following the workshop the consultant's initial findings regarding issues/problems, parking options and dependencies between options were compared against the comments made during the workshop. The workshop confirmed the list of issues/problems, and provided useful comments around these. Three issues/problems not on the list will be added:

- Improving safety on public transport
- Improving safety in the tunnel beneath the railway to/from the Redstone Hill car park
- Educating existing residents, commuters (if possible) and employers/employees to explain the rationale behind sustainable travel, and how it could benefit them

The workshop made a very useful contribution in relation to dependencies and options, which were summarised above. The comments made at the workshop were used in conjunction with the consultant's desktop analysis results to decide which options to retain and investigate further in the second stage of the study. Most options were retained – these are listed in the table below by theme. The original numbering has been kept to help cross reference with the options tables above.

In the second stage of the study the options retained will form the basis for the development of a matrix of bespoke and flexible parking options that supports the projected growth in Redhill. One of the anticipated benefits of this matrix is that it will provide a choice of options to address a particular issue/problem. This explains why apparently opposing options have been retained. The options in the final matrix may be slightly different from the list below due to a process of refining the options. This process will be carried out in consultation with RBBC and other parties as advised by RBBC.

**Table 7 List of Retained Parking Options Retained for Next Stage of Study**

<b>Reducing Congestion</b>
1. Place new car parks at strategic locations on the edge of the town centre.
2. Implement a wayfinding system to help pedestrians navigate between car parks and the town centre.
3. Locate new development at accessible locations.
4. Allow right turns into car parks accessed off Marketfield and Princess Way.
5. Introduce car parking information systems and carrying out marketing to inform users of parking choices available.
6. Support car clubs by allocating car club bays on street or in public off street car parks.
7. Reduce the availability of long-stay parking in conjunction with implementing a package of measures to encourage modal shift.
9. Provide some free short stay parking (e.g. up to 30 minutes) to help tackle illegal parking that causes obstructions.
<b>Supporting Proposed Growth in Redhill</b>
1. Build a multi-storey car park on the site of the existing Gloucester Road car park.
2. Build a multi-storey car park on Redstone Hill to replace the existing station car park.
3. Rely on spare capacity in public off-street car parks to accommodate displaced parking during redevelopment of Marketfield Way.
4. Build a temporary car park to accommodate displaced parking during the redevelopment of Marketfield Way and/or Gloucester Road.
5. Stagger development of Gloucester Road and Marketfield Way to minimise issue of displaced parking.
6. Provide more short-stay spaces for shoppers and visitors.
8. Provide more long-stay spaces in recognition of Redhill's role as a hub and to relieve parking stress in residential areas.
<b>Reducing Parking Stress in Residential Areas</b>
1. Introduce Controlled Parking Zones (CPZs)/Residential Parking Zones (RPZs)
2. Introduce parking curfews
3. Introduce CPZs with some pay and display bays
5. Increase the amount of long-stay parking in public off-street car parks
<b>Promoting Sustainable Travel and Redhill's Role as a Transport Hub</b>
1. Apply reduced parking standards to new developments in line with Surrey County Council's Parking Strategy
3. Implement Park and Ride
4. Improve public transport
5. Implement 'Smarter Travel' ('soft') measures to reduce demand for parking
8. Introduce Residential Parking Zones (RPZs) or Controlled Parking Zones (CPZs)
9. Increase the amount of station car parking

# Appendix A – Additional Comments

If you would like to provide additional comments, please provide these using the template below and return to [christopher.mason@hyderconsulting.com](mailto:christopher.mason@hyderconsulting.com) by close of play on Thursday 22<sup>nd</sup> October 2009.

## Issues/ Problems

## Parking Options

**Dependencies**