

Sustainable Transport Research

Parking Controls and Charges Survey

1. Survey of Retail Businesses in Haringey's principal local town centres
2. Survey of Visitors to Haringey's principal local town centres

Method

Business survey – the Council distributed 750 self completion questionnaires, with freepost return envelopes, to retail businesses in each of the five local town centres:

Harringay Green Lanes
Wood Green Shopping centre
Tottenham & Seven Sisters
Crouch End
Muswell Hill

This involved approximately 150 questionnaires being delivered to each local town centre. As the exercise was a survey rather than a consultation, the delivery company was instructed not to deliver to every outlet but to spread coverage to ensure the complete area was covered. It was decided that 150 outlets in each main location would provide a good range of representative responses.

Visitor survey - 1000 questionnaires with freepost return envelopes were distributed in the same five local town centres. Civil Enforcement Officers (CEOs) distributed those questionnaires over a period of two weeks to vehicles parked in pay & display bays. This ensured that the 'target audience' was reached.

The questionnaires, copies of which are in Appendix 1, were designed and produced jointly by the Parking Service and Sustainable Transport's Consultation Unit; who also conducted the data analysis using SPSS statistical software.

Colleagues from Corporate Consultation assisted the project by making both questionnaires available for online completion as a facility for those respondents who prefer this method.

120 responses were received from businesses (750 forms issued) 16%
84 responses were received from visitors (1000 forms issued). (8%)

1. The Business Survey

The largest rate of response was from businesses in Muswell Hill where 38 out of 150 completed the questionnaire. The table shows numbers and percentages.

Table 1

		Count	%
Which local town centre is your business located in?	Muswell Hill	38	32%
	Harringay Green Lanes	29	24%
	Tottenham & Seven Sisters	18	15%
	Wood Green	18	15%
	Crouch End	17	14%
	Total	120	100%

1.1 How do customers travel to the shops?

Table 2 shows the approximate proportions of their customers that businesses believe travel in by car. Overall it is assessed that 40% – 60% of customers travel in by car but there are local variations. Crouch End businesses consider that between 50 – 70% of customers come by car; while in Wood Green it is between 30% - 50%. *This is at odds With the analysis from the GLA Town Centre Health Check report, 2009.*

Centre	% of weekday trips to town centre			
	Public transport	Private transport	Cycle	Walking
Wood Green	43.3	11.3	0.5	44.9
Crouch End	18.8	23.5	10.9	46.8
Green Lanes	39.4	33.0	0.0	27.6
Muswell Hill	12.4	40.5	0.0	47.1
Tottenham	34.1	26.4	0.0	39.5
West Green Road	20.0	19.0	0.0	61.0

Note: The data is from London Travel Demand Survey [September 2005- March 2008]. The data is for trips with either an origin or destination or wholly within the town centre and gives a broad indication of how our town centres are accessed and in particular gives an indication of the level of visits by private cars.

Table 2

		Which local town centre is your business located in?					
		Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters	Total
		%	%	%	%	%	%
Can you	10%	6%	3%	0%	0%	0%	2%
indicate	20%	6%	0%	5%	0%	11%	4%
roughly the	25%	0%	7%	0%	0%	6%	3%
proportion of	30%	0%	0%	5%	17%	6%	5%
your	40%	6%	21%	21%	39%	22%	22%
customers	50%	41%	21%	8%	17%	22%	19%
who travel to	60%	18%	21%	24%	6%	11%	18%
this area by	70%	18%	10%	13%	11%	11%	13%
car	75%	0%	0%	0%	0%	0%	0%
	80%	6%	7%	21%	11%	6%	12%
	85%	0%	10%	3%	0%	6%	4%
	Total	100%	100%	100%	100%	100%	100%

Table 3 shows the proportions of their customers who businesses believe use public transport to travel in to their local town centres. Compared to the overall 'modal range' of 40 – 60% for car-based customers; fewer than 30% use public transport and the 'modal' or most frequently stated proportion is 5 – 10%.

It is in Crouch End, Muswell Hill and Green Lanes that visitors are less likely to use public transport, whereas in Wood Green and Tottenham they are more likely to use public transport.

Table 3

		Which local town centre is your business located in?					
		Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters	Total
		%	%	%	%	%	%
Can you indicate	5-10%	29%	38%	42%	17%	22%	33%
roughly the proportion	20%	24%	14%	32%	22%	17%	23%
of your customers	30%	35%	17%	8%	28%	22%	19%
who travel to this area	40%	6%	21%	16%	17%	22%	17%
by using public	50%	6%	7%	0%	6%	11%	5%
transport	60%	0%	3%	3%	11%	6%	4%
	Total	100%	100%	100%	100%	100%	100%

In general the proportion of visitors/customers walking or cycling in to the local town centres is less than 30% and most likely to be between 5 – 10%. Crouch End and Muswell Hill are more likely than other centres to have visitors who either walk or cycle in. Table 4 has the detail

Table 4

		Which local town centre is your business located in?					
		Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters	Total
		%	%	%	%	%	%
Can you indicate roughly the proportion of your customers who travel to this area on foot	5-10%	29%	41%	32%	44%	50%	38%
	20%	24%	24%	26%	17%	17%	23%
	30%	18%	14%	24%	22%	17%	19%
	40%	18%	7%	13%	6%	6%	10%
	50%	0%	7%	3%	6%	6%	4%
	60%	12%	7%	3%	6%	6%	6%

1.2 How do customers find the parking arrangements? We asked businesses to tell us what their customers say about parking

Table 5

		Count	%
Reported parking issues	Difficulty in quickly finding an available parking space	76	63%
	Inconvenient not being able to park for more than 2 hours	20	17%
	Not enough Pay & Display bays conveniently located	20	17%
	The level of charges	29	24%
	Not enough parking spaces close to all the shops & restaurants	52	43%
	Clear and simple signs stating where visitors can park and for how long	28	23%
	Total	120	100%

Businesses report that customers and visitors complain most about lack of readily available parking space. Table 5 shows that this is the single most important issue. This issue is further illustrated by the view of many that there are not enough spaces sufficiently close to all the shops and restaurants, and not enough pay & display bays conveniently located.

The level of charges appears to be relatively less of an issue. Businesses such as hairdressers are most likely to be concerned about the 2-hour limit on parking. The importance of having clear signs about where visitors can park and for how long is also a significant factor for visitors coming in by car.

Table 6 looks at how the various issues vary across the local town centres.

Table 6

	Which local town centre is your business located in?				
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters
	%	%	%	%	%
Difficulty in quickly finding an available parking space	82%	48%	68%	50%	72%
Inconvenient not being able to park for more than 2 hours	18%	7%	21%	33%	6%
Not enough Pay & Display bays conveniently located	6%	10%	16%	22%	33%
The level of charges	18%	41%	18%	28%	11%
Not enough parking spaces close to all the shops & restaurants	47%	48%	34%	39%	56%
Clear and simple signs stating where visitors can park and for how long	18%	34%	26%	11%	17%
Total	100%	100%	100%	100%	100%

There are significant variations by location. Harringay Green Lanes businesses report that their visitors are more concerned about the level of charges than are their counterparts in other local centres. They are also more concerned about the need for clear signage. Crouch End and Muswell Hill, on the other hand, are primarily concerned at the difficulty in finding readily available and conveniently located parking space. Indeed the majority of businesses focus on:

- The difficulty faced by visitors in finding an available space
- Insufficient car parking spaces and pay and display bases conveniently located

Individual retailers in Green Lanes comment on the lack of available parking space but given the differing demographics of visitors to local town centres, the deterrent effect to visitors of much increased charges would be likely to adversely affect Green Lanes businesses rather more than those in say, Crouch End. However, all these concerns have to be set against the fundamental factor of competition for parking space between residential streets and 'the high street'.

Other parking problems your visitors may have mentioned...

Crouch End

They want free parking

The majority of our customers live locally but STILL want to pop in just to collect their items.

Harringay Green Lanes

Customers very angry, Saturday two hours no parking on one side of the road puts people off coming to Green Lanes

Unclear signs for when allowed to park

Not able to park freely for minimum of at least 20 minutes

Lack of parking space

No disabled parking in front of one surgery

Impossible to find spaces

We need multistorey car park; people are staying away due to no parking

Muswell Hill

Not enough spaces here. Shoppers go to Brent X

Only 4 allotted all day spaces for 20+ businesses

Free parking fee first

Wardens too quick to ticket cars

Why do we have restrictions on weekend day like Sunday beyond 1.30pm?

Aggressive enforcement and limited spaces have damaged Muswell Hill as a local centre

2-hour limit is inconvenient

Wood Green

Parking charges over too high and even Sundays not free

If you go 5 minutes over your paid and display ticket – you are ticketed

Tottenham & Seven Sisters

2 hour limit is problem as are lack of spaces outside the shops. The CEOs are averse to issue tickets

There are double yellow lines outside my shop but parking bays in the rest of the road.

Traffic attendants are too sharp

Confusing variation in permitted times

Wardens hide and then write a ticket. Many customer complaints about this

1.3 How long do your customers/visitors generally want to park for?

Table 7

Please give us an indication (your best estimate) how long your customers usually want to park for.					
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters
	%	%	%	%	%
Just a few minutes	0%	7%	11%	0%	12%
15 minutes to half an hour	12%	24%	16%	22%	24%
About one hour	41%	41%	24%	22%	29%
Two hours or more	47%	28%	50%	56%	35%
Total	100%	100%	100%	100%	100%

Responses indicate a need for more detailed research because if they are accurate it suggests that the 'traditional' 2-hour time restriction is often not suited to the needs of customers. This issue is more significant in Crouch End, Muswell Hill and Wood Green. It is less of an issue – although still significant – in Green Lanes and Tottenham.

When visitors were asked how long they generally needed to park for, the figures are somewhat different and that the majority stay for between one and two hours.

How long do you generally need to park for when coming here?						
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters	Total
	%	%	%	%	%	%
Less than 15 minutes	13%	20%	8%	6%	15%	12%
About half an hour	8%	10%	23%	6%	23%	13%
One to two hours	67%	50%	54%	33%	15%	46%
More than two hours	13%	20%	15%	56%	46%	29%
Total	100%	100%	100%	100%	100%	100%

1.4 We aim to increase parking charges and want to know how this is likely to affect your visitors

Table 8

	Likely effect of increased charges	%
Increase parking charges and they might make fewer visits to the local town centres	71	60%
Increase parking charges and they would park for a shorter time when visiting	17	14%
Increase parking charges and they would go to another town centre or shopping mall	88	74%
Increase parking charges and they might try to use public transport or other alternatives for some visits.	11	9%
Increase parking charges and it would not have significant impact	7	6%
Total	119	100%

It is becoming clear that the issue of charges has to be discussed in the context of available parking space and how and by whom the spaces that is available is being utilised. Recent parking consultations conducted by Sustainable Transport (including one in Crouch End) indicate that business owners and staff often drive to work and have in the past often been able to park all day. Clearly the prospect of higher charges will deter this commuter parking and free up spaces for shoppers. Nonetheless there is clearly considerable concern among businesses that higher charges could lead to visitors going to other shopping locations such as Brent Cross; where parking is both free and convenient.

Table 9 overleaf sets out how increased charges are viewed across the local town centres.

Table 9

	Likely effect of increased charges				
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters
	%	%	%	%	%
Increase parking charges and they might make fewer visits to the local town centres	82%	57%	47%	67%	61%
Increase parking charges and they would park for a shorter time when visiting	6%	14%	16%	11%	22%
Increase parking charges and they would go to another town centre or shopping mall	82%	75%	79%	78%	50%
Increase parking charges and they might try to use public transport or other alternatives for some visits.	0%	14%	11%	11%	6%
Increase parking charges and it would not have significant impact	6%	7%	5%	6%	6%
Total	100%	100%	100%	100%	100%

Table 9a

	Where might customers go to instead of here?					
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters	Total
	Count	Count	Count	Count	Count	Count
Brent Cross	4	1	17	5	2	29
Wood Green	1	5	1	3	1	11
Harringay Arena shopping centre	2	5	0	0	3	10
Tottenham	1	3	0	1	0	5
Enfield	0	0	0	3	1	4
Edmonton	0	2	0	1	1	4
Crouch End	0	0	3	0	0	3
Dalston	0	1	0	0	0	1
Golders Green	0	0	1	0	0	1
Muswell Hill	1	0	0	0	0	1
Barnet	0	0	1	0	0	1
Holloway	1	0	0	0	0	1
Walthamstow	0	0	0	0	0	0
Friern Barnet	0	0	0	0	0	0
Total	10	17	23	13	8	71

2. The Visitor Survey

The responses from visitors tend to support the main finding from the business survey in that the main problem is the difficulty in finding readily available parking space close to the shops. Furthermore it is clear that visitors find the search for parking space stressful and, as the analysis will show, this is because it can take a considerable time to find parking space.

While businesses take the view that increased charges will drive customers away to other shopping centres where parking is free; the reality of the experiences cited by visitors is that parking is a hassle. Thus there are strong indications that the real challenge facing the Council is to make the 'parking experience' as smooth and trouble free as possible. Certainly about 20% of visitors comment about high charges and over zealous enforcement staff, but this does not appear to be the primary concern for the majority of visitors

The number of visitor responses from each area is set out in Table 10.

Table 10

		Count	%
Which of these local town centres were you visiting ?	Crouch End	24	29%
	Harringay Green Lanes	15	18%
	Muswell Hill	13	15%
	Wood Green	19	23%
	Tottenham & Seven Sisters	13	15%
	Total	84	100%

A total of 84 responses were received to the Visitors Survey. Highest response rates were in Crouch End and Wood Green.

Please tell us what you most like about coming here

CROUCH END

Unique shops
Meeting friends, shopping, library, restaurants, park road pool, Priory Park
I have come for my job
The village atmosphere - so many different shops and services all in walking distance
Lots of shops and convenient to where I live & plenty of parking spaces available
Good parking
Nice center with all shops one needs and I can always park
I come here because I need to visit my sick brother
Good shops
Variety of shops
The range of small independent shops and the friendly atmosphere
Shopping
Good range of facilities
Welcome lack of high street chain shops
Variety of shops
Good selection of practical shops
Local independent shops
Interesting small shops and cafes
The atmosphere around the clock tower
Shopping /children's activities/restaurants
Individual shops independent shops, as well as good charity shops
Good non-chain local shops. Good charity shops too
Interesting shops and cafes - very local
It's local with lots of independent stores with a variety of restaurants and a real community feel

GREEN LANES

Wide range of shops and friendly feel
There are lots of pay and display meters so a space is always available
My children have a home here with their father
Visit my friends and do shopping
I don't like coming to this town I only come to do some work
Shopping and food

Shopping
Restaurants

MUSWELL HILL

Local shopping in local shops not large supermarkets
Nice shopping area
Good shops
My bank, Sainsbury's and cafes and local atmosphere
Good shopping
Nice atmosphere with reasonable shopping
Good place to shop and eat
Closest place with good range of food shops and other facilities
Local – it's close and has most of the facilities I need
My son is at school in Highgate so I come to pick him up and do shopping
Shopping - browsing, leisure. Good range of shops and amenities. High charges will spoil this as it drives people to malls out of town. Your very high short term charges don't help
It's easy to get around - the shops are near by both car and bus. It has most of what I need including food and places to meet
Good shopping facilities

WOOD GREEN

Shops
Leaving It
That's the only town centre near to me
Attending church and buying exotic food
Closest shopping centre
Closest shopping centre
My family GP is in this area, I go to Barclays bank and for shopping in the main stores
There is good variety of shops and it's convenient to shop here
Shopping and cinema
I would be most upset and probably would not come if it were no longer possible to park
Good shopping
I've lived in Wood Green for 30years and like the shops
I've just moved to this town centre
The variety of shops -mostly the shopping city with its parking facilities
Shops close to parking
Nothing at all - bad parking over-priced ticketing double that of other areas. Disgusting area for shopping

TOTTENHAM & SEVEN SISTERS

West Green Road
Visit Friends
Mini cab drivers come here every time but find it hard to drop customers because of CCTV
The Tube Station
All the shops and banks I need - most now have pay point so bills can be paid
Shopping
Shopping and the Bank
Shopping
I work in the area
I can do all my shopping and get everything I need here

Not a lot but my hairdresser is here

Please tell us what you least like about coming here

	Which of these local town centres were you visiting?	Please tell us what you least like or which makes it difficult
	Crouch End	Parking is very difficult
	Crouch End	Junction at the Broadway is a bottle neck for traffic
	Crouch End	Parking is very difficult in this area
	Crouch End	I have found parking restrictions vary a lot and have had parking tickets because I didn't understand the complex rules
	Crouch End	Nothing at the moment however it will be different when the parking restrictions come into force
	Crouch End	stupid people driving badly
	Crouch End	Congestion at Bruce Grove
	Crouch End	Parking
	Crouch End	Lack of parking
	Crouch End	limited and complicated parking regulations
	Crouch End	lack of parking space
1	Crouch End	Parking charges very high currently
1	Crouch End	Lack of parking space and persistently increasing prices
1	Crouch End	expensive parking
	Crouch End	Limited parking - empty shop, parking limitations between 5-7 don't make sense
	Crouch End	Parking
1	Crouch End	Parking shortage and cost
	Crouch End	Greatly reduced parking spaces outside all the shops, especially between 4 to 6pm mostly not warranted by traffic flow
1	Crouch End	Parking charges
	Crouch End	Parking extremely difficult sometimes I have to walk half mile away as all spaces are occupied
	Crouch End	Not inclined to visit restaurants during the day as cost of parking mounts up
	Crouch End	Parking
1	Crouch End	Confusing signs confusing parking instructions and parking is expensive
	Harringay Green Lanes	Cross town transport/heavy shopping

	Harringay Green Lanes	Very heavy traffic at busy times
	Harringay Green Lanes	lack of parking , lack of pay and display area, lack of free parking dealing with rude inspectors who often issue fines unlawfully
	Harringay Green Lanes	Not being able to park for a short time for a pick-up or delivery of the children, perhaps with a brief chat with their dad.
	Harringay Green Lanes	Lack of clear signs where parking is available
	Harringay Green Lanes	I work in the area and sometimes can't park because no pay and display all full up worker should have permission to park
1	Harringay Green Lanes	no parking
	Harringay Green Lanes	parking charges
	Harringay Green Lanes	parking and exiting
	Harringay Green Lanes	Parking
	Muswell Hill	Parking wardens come as soon as you stop
1	Muswell Hill	parking problems
1	Muswell Hill	parking charges
1	Muswell Hill	Parking restrictions and high charges
1	Muswell Hill	Parking charges are too high now!!
	Muswell Hill	very difficult to park other than in paid for car parks, always walk/take bus if can but need car for weekly food shop
	Muswell Hill	parking can be a problem
	Muswell Hill	Parking is stressful and there are too many big cars here (Highgate)
1	Muswell Hill	Inconsistent parking arrangements and signs/times. If you want to do something useful, sort out the cost of the ODEON car park in Muswell Hill. It seems to be all about money and not ease of access as you claim
	Muswell Hill	Congestion at the roundabout
1	Muswell Hill	Difficulty parking at times and car parks too expensive especially for short stay. Minimum rate is £1.10
	Wood Green	traffic
1	Wood Green	Parking difficult and very expensive
	Wood Green	the parking
	Wood Green	no on street parking after 6.30
	Wood Green	no on street parking after 6.30
	Wood Green	Parking is difficult - difficult to find a parking space or too far
	Wood Green	only 2 hours maximum parking time. it always takes more than 2 hours for me visiting the GP
1	Wood Green	parking charges are too high
	Wood Green	parking restricted hours compare to other boroughs

	Wood Green	too many rough crowds too far to walk if cant park at back on road I get thru to high road without going all the way round
	Wood Green	no parking signs , too many disable batch car (AA driving instructor got disabled batch stack in his car)
	Wood Green	Don't like the mall or the foreign shops parking is difficult as i cannot walk for long
	Wood Green	I live within a mile of the shopping city so I only use the car if i have any heavy shopping
1	Wood Green	the ongoing theft on parking restriction easy money
1	Wood Green	cost of parking
	Wood Green	There are no free bays like before Haringey seems only to have parking spaces for workers
	Wood Green	parking and exiting
	Tottenham & Seven Sisters	Car and HGVs
	Tottenham & Seven Sisters	Traffic parking
	Tottenham & Seven Sisters	As a mini cab we deserve the right like the black cab stopping to pick and dropping customers
	Tottenham & Seven Sisters	Traffic, crime filthy streets
	Tottenham & Seven Sisters	not enough disabled parking area other people use what bay there is
	Tottenham & Seven Sisters	Heavy traffic
	Tottenham & Seven Sisters	not much free parking
1	Tottenham & Seven Sisters	Parking fees, permitted spaces. At 8:30 - 10:00 am the time is too long
	Tottenham & Seven Sisters	Car parking
	Tottenham & Seven Sisters	Football traffic
	Tottenham & Seven Sisters	the litter and mess and lack of parking for more than 2 hours

Visitors were asked (Q4) how frequently they visit the local town centres. In Green Lanes and Tottenham, most visit on a daily basis whereas in Muswell Hill and Wood Green, visits are more likely to be on a weekly basis. Details are set out in Table 11

Table 11

	How frequently do you come to this town centre?					
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters	Total
	%	%	%	%	%	%
Most days	38%	54%	31%	35%	54%	41%
Weekly	38%	15%	46%	41%	38%	36%
About once a month	8%	0%	15%	0%	8%	6%
Other	17%	31%	8%	24%	0%	16%
Total	100%	100%	100%	100%	100%	100%

Those who said 'other' mostly commented that they visited twice a week. A pattern seems to be emerging where Harringay Green Lanes and Tottenham visitors come more frequently and for relatively shorter times; while visitors to other town centres come less frequently but want to stay for longer periods. This pattern is supported by the information in Table 12.

Table 12

	How long do you generally need to park for when coming here?					
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters	Total
	%	%	%	%	%	%
Less than 15 minutes	13%	20%	8%	6%	15%	12%
About half an hour	8%	10%	23%	6%	23%	13%
One to two hours	67%	50%	54%	33%	15%	46%
More than two hours	13%	20%	15%	56%	46%	29%
Total	100%	100%	100%	100%	100%	100%

Table 13

	What made you decide to come here by car today?					
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters	Total
	%	%	%	%	%	%
Car is more convenient	33%	56%	42%	35%	69%	44%
Public transport is not practical because of need to carry heavy shopping etc.	54%	22%	50%	41%	23%	41%
Public transport not practical as I have a physical disability	4%	0%	0%	18%	8%	7%
Public transport links poor	4%	11%	8%	0%	0%	4%
Works out cheaper to use the car	4%	11%	0%	6%	0%	4%
Total	100%	100%	100%	100%	100%	100%

The main reason visitors prefer to come by car is for convenience. This is also linked to the view that public transport is not seen as a practical option for those carrying heavy shopping. The latter point is cited more by visitors to Crouch End and Muswell Hill – areas which are, furthermore, not served by the Tube. Very few visitors suggest it works out cheaper to use the car and this too suggests that convenience is a key factor.

Table 14

	How long did it take you to drive here today?					
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters	Total
	%	%	%	%	%	%
Less than 15 minutes	67%	10%	85%	50%	38%	54%
15 - 30 minutes	29%	70%	15%	28%	31%	32%
Longer than 30 minutes	4%	20%	0%	22%	31%	14%
Total	100%	100%	100%	100%	100%	100%

Table 14 indicates that car journey times to Crouch End, Muswell Hill and Wood Green are generally shorter than those to Green Lanes and Tottenham.

Table 15 below reports that 59% of visitors have difficulty finding parking space at the local town centres. Just 9% say it easy.

Table 15

	How easy is it generally is to find a parking space here?.					
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters	Total
	%	%	%	%	%	%
It's easy	4%	18%	8%	6%	15%	9%
I /we can usually find a space	43%	0%	42%	29%	31%	32%
It's difficult	52%	82%	50%	65%	54%	59%
Total	100%	100%	100%	100%	100%	100%

Looking at this in more detail, Table 16 below shows that 49% of visitors took 6 – 10 minutes or longer before finding a pay & display parking space. In Green Lanes 80% of visitors take 6-10 minutes or longer to find a pay & display parking space.

Table 16

	How long did it take you to find a pay and display space here (if applicable)?					
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters	Total
	%	%	%	%	%	%
Immediately or within a couple of minutes	25%	10%	38%	17%	50%	27%
2 - 5 minutes	29%	10%	38%	28%	8%	25%
6 - 10 minutes	25%	50%	15%	17%	25%	25%
11 - 15 minutes	0%	20%	0%	22%	0%	8%
Longer than 15 minutes	21%	10%	8%	17%	17%	16%
Total	100%	100%	100%	100%	100%	100%

Table 17 shows that the single most important consideration is being able to quickly find parking space close to the shops and restaurants. However in Green Lanes and Tottenham the level of parking charges is the most important factor.

Table 17

	Most important aspect of parking					Total
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters	
	%	%	%	%	%	
Ability to quickly find a parking space and which is close to the shops	63%	54%	69%	79%	46%	63%
Parking charges	38%	62%	46%	42%	54%	46%
Ability to park for at least 2 hours	21%	23%	23%	16%	31%	22%
Clear and simple signs which tell me where and when I can park and for how long	46%	23%	23%	32%	38%	34%
Total	100%	100%	100%	100%	100%	100%

The final question asked: **We aim to increase parking charges and want to know how this might impact on you. If we charge up to 75p per 15 minutes in the busiest areas (less in areas of lower demand) how might this affect you?**

Table 18 shows responses by local town centre and most visitors say they would make fewer visits. Given that many visitors say they have some difficulty finding parking spaces at present then the suggestion of increasing charges to reduce demand for space is clearly not seen as a positive solution. Furthermore the question refers to areas with lower demand, but the survey shows that demand for parking space is high across all the local town centres.

Table 18

	Effect of increased charges				
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters
	%	%	%	%	%
I might make fewer visits to the local town centres	95%	78%	75%	63%	46%
I would park for a shorter time when visiting	5%	11%	0%	11%	15%
I would try to use public transport or other alternatives for some visits	0%	11%	17%	16%	31%
It would not have significant impact	0%	0%	8%	11%	8%
Total	100%	100%	100%	100%	100%

Table 19

We set parking charges at a level which encourages a quick turnover of space.....do you agree with this approach?					
	Crouch End	Harringay Green Lanes	Muswell Hill	Wood Green	Tottenham & Seven Sisters
	%	%	%	%	%
I agree	21%	15%	38%	47%	23%
I disagree	79%	85%	62%	53%	77%
Total	100%	100%	100%	100%	100%