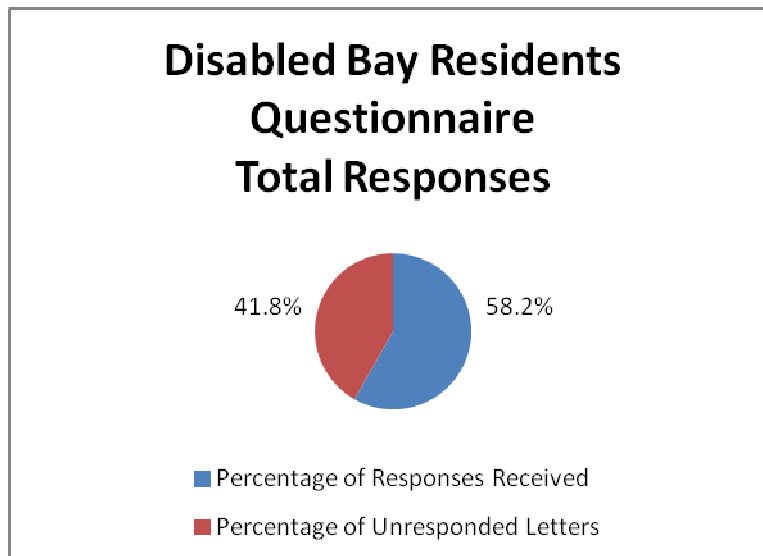


Disabled Bay Scrutiny Panel

A total of 170 questionnaires were sent out in mid February to residents in the Borough who currently meet the criteria and have a disabled bay marked on the road within the public highway.

We received 99 responses which provided a 58.2% response rate to the questionnaire which is a very good response for surveys of this type.



Question 1. Do you have problems with your Disabled Bay?

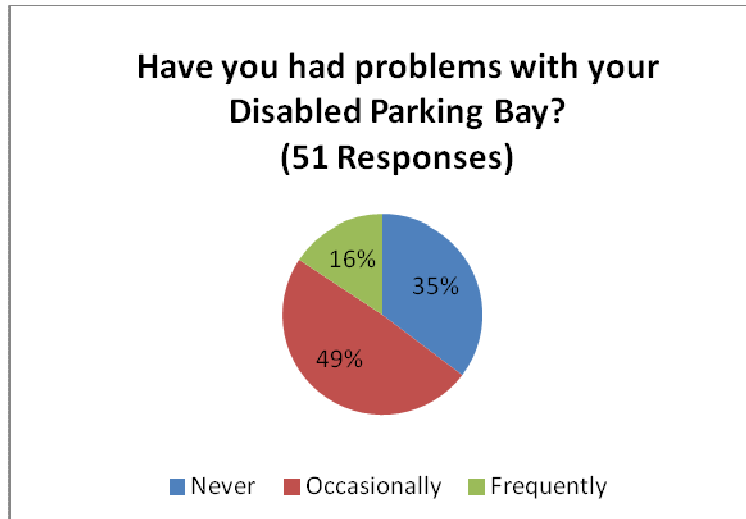
We received a total of 51 replies from residents living outside the CPZ.

18 residents have never had problems with their bay.

25 residents told us that they occasionally had problems and this included things like tradesman working at neighbours parking in their bay

8 residents reported that they frequently had problems with their bay and this included inconsiderate parking at school times and when there is football on.

The pie chart below shows the response as a % of the 51 residents who completed and returned the questionnaire.



Question 1. Do you have problems with your Disabled Bay?

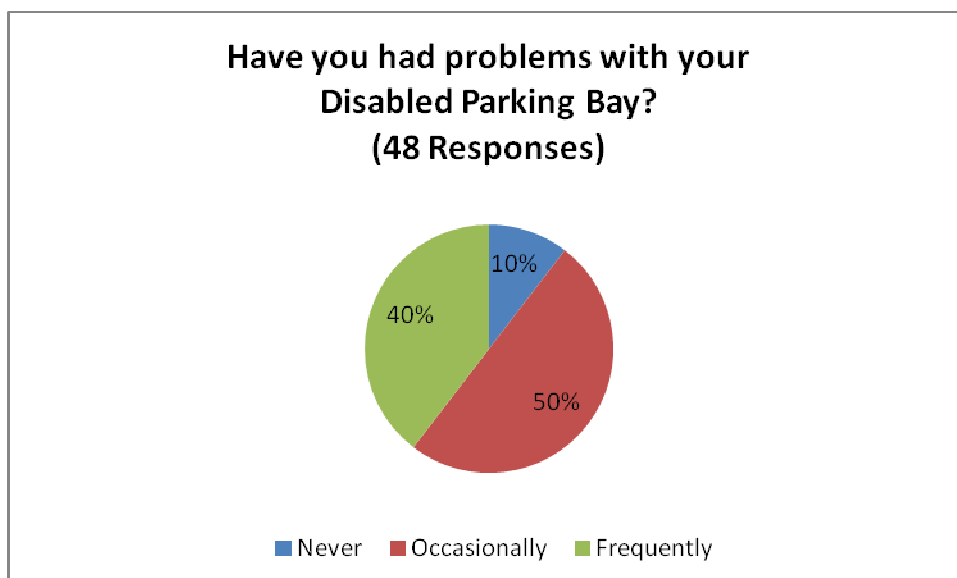
We received a total of 48 replies from residents living within the CPZ.

5 residents have never had problems with their bay.

24 residents told us that they occasionally had problems and this included things like tradesman working at neighbours parking in their bay

19 residents reported that they frequently had problems with their bay and this included inconsiderate parking at school times and when there is football on.

The pie chart below shows the response as a % of the 48 residents who completed and returned the questionnaire.

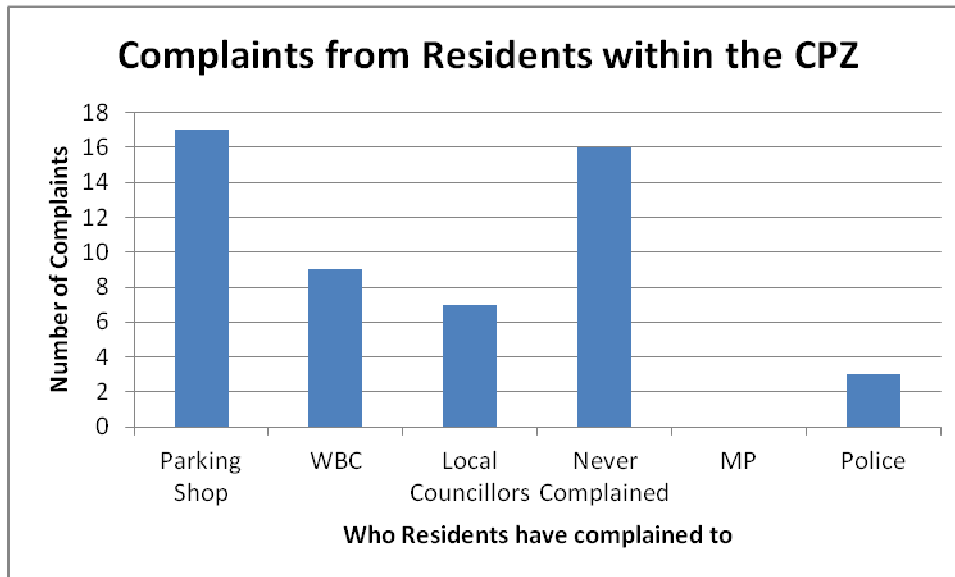


Question 2. Who have you complained to?

The column chart below relates to question 2 of the questionnaire.

Some residents told us that they had complained to more than one person. We received a total of 52 replies from residents living within the CPZ.

All of the responses have been included within the analysis.

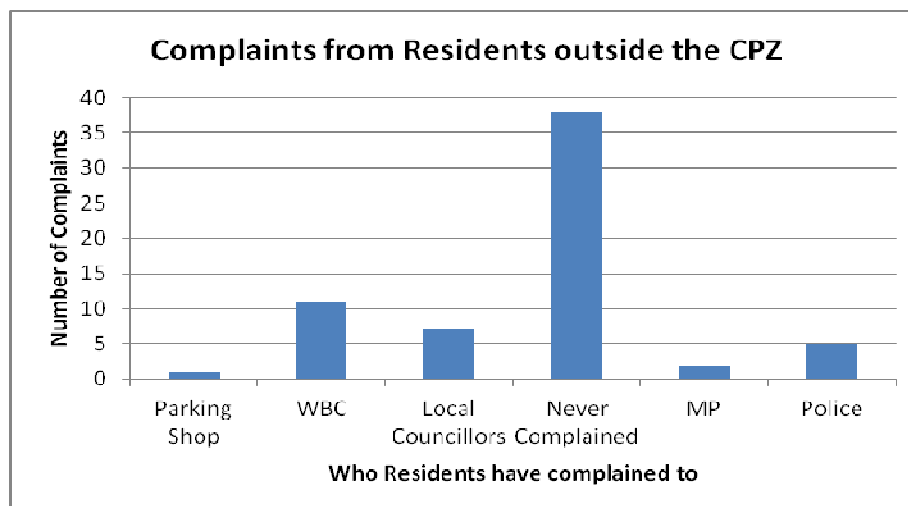


Question 2. Who have you complained to?

The column chart below relates to question 2 of the questionnaire.

Some residents told us that they had complained to more than one person. We received a total of 54 replies from residents living outside the CPZ.

All of the responses have been included within the analysis.



Other General Comments received from residents

We received a wide range of General Comments from residents which included the following:

4 residents told us that they had contacted the Council and letters had been sent by the Council which resolved problems with neighbours using their bay.

A total of 10 residents would like their Disabled Bay to be made larger with hatching placed either side to help with access.

11 residents told us that they have problems during school times and on match days.

7 residents told us that they would like the bay repainted in yellow paint, would like a sign as this would help during snow and would also like their house number put within the bay.

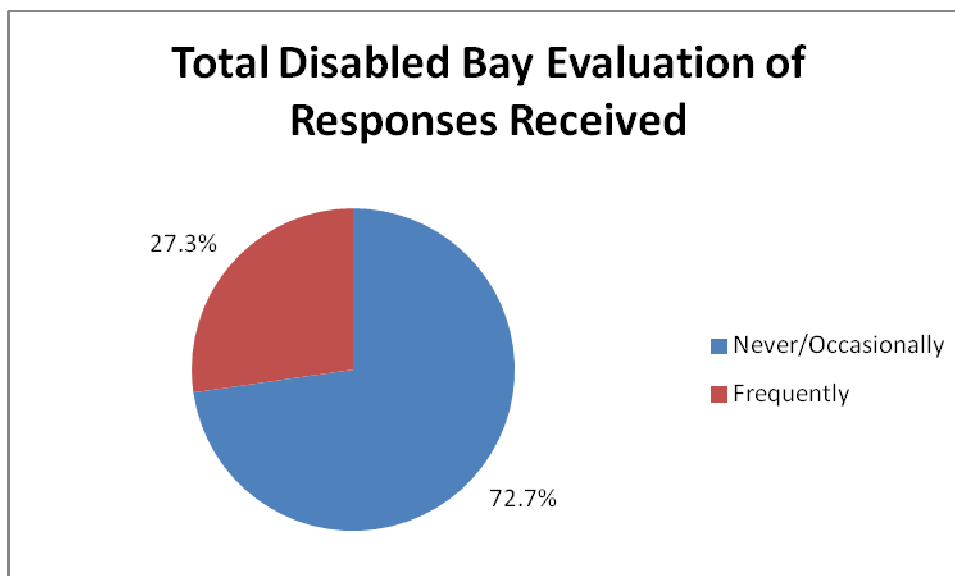
16 residents told us that they understand that the bay is advisory only.

13 residents told us (9 within the CPZ area and 4 outside the CPZ) that their bay had been used by other blue badge holders.

Overall summary and evaluation of the questionnaire

The pie chart below shows that of the 99 responses 72 % of the residents never or only occasionally had problems with their Disabled Bay.

A total of 27.3% (19 within the CPZ and 8 outside the CPZ) had frequent problems with other motorists using their bay. Many of the problems occur during school times or on match days.



Response to the General comments

We have enforcement powers available to us to deal with non permit holders parking in Advisory Bays located within the CPZ areas that is associated with school traffic and (where the match day scheme applies) football related traffic. For permit holders who use Advisory Bays inappropriately the Council already takes action by way of correspondence and this has proved to be effective in addressing the issue.

Outside the CPZ areas the level of problem is significantly less with only 16% of respondents indicating frequent problems.

The Traffic Signs Regulations and General Directions 2002 regulation 1028.3 provides the dimension details for Disabled Bays. The size for bays is a minimum 6.6m in length and a width of between 2.7m – 3.6m. To maximise road space Disabled Bays in Watford are marked out to the following dimensions L:5.5m W:2m and lettering size of 330mm.

The Regulations require Disabled Bays to be painted in white, lettering on the outside of the bays and no symbol required.

Officers Recommendations as a result of the survey

Highlight to the applicants the powers the Council has to address inappropriate use of the Advisory Bays. This advice could readily be included in the application paperwork and within routine correspondence sent out to existing residents with bays.

That the recently completed residents Disabled Bay survey/questionnaire be repeated in three years time to identify if the level of abuse has changed.

Consider the outcome of the survey in relation to the forthcoming CPZ review in relation to requests for expansion of zone operating hours to incorporate match day. This will provide addition protection for Advisory Bays from football related traffic.