

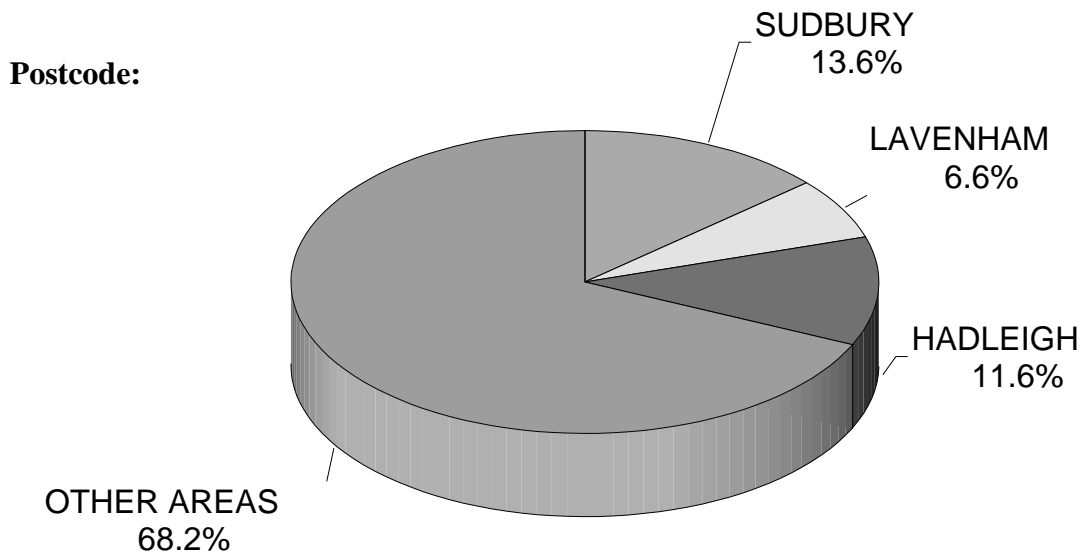
BABERGH DISTRICT COUNCIL

CAR PARKING SURVEY

This questionnaire was sent out in the Babergh Focus, which is sent to every household and commercial property in the Babergh District. (35,000).

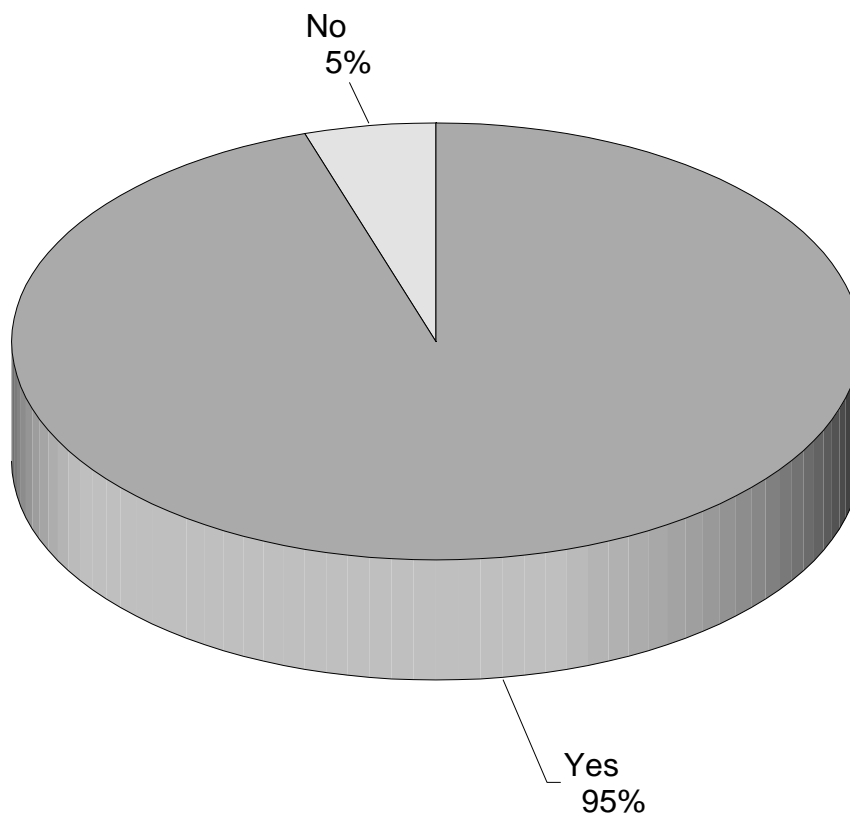
As at the end of 23 November 2001 we had received a total of 4,291, giving a Response Rate of 12.3%

Listed below are the findings:-

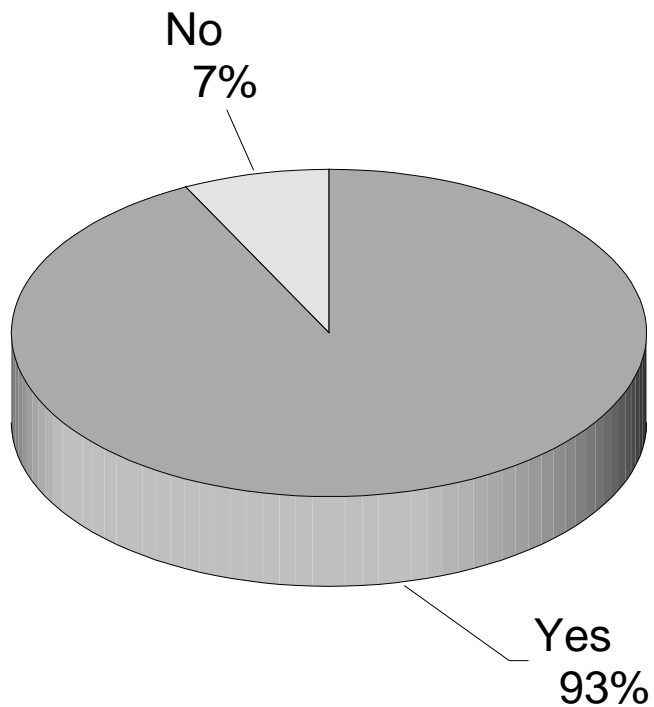


Section 1 - Use of the Service

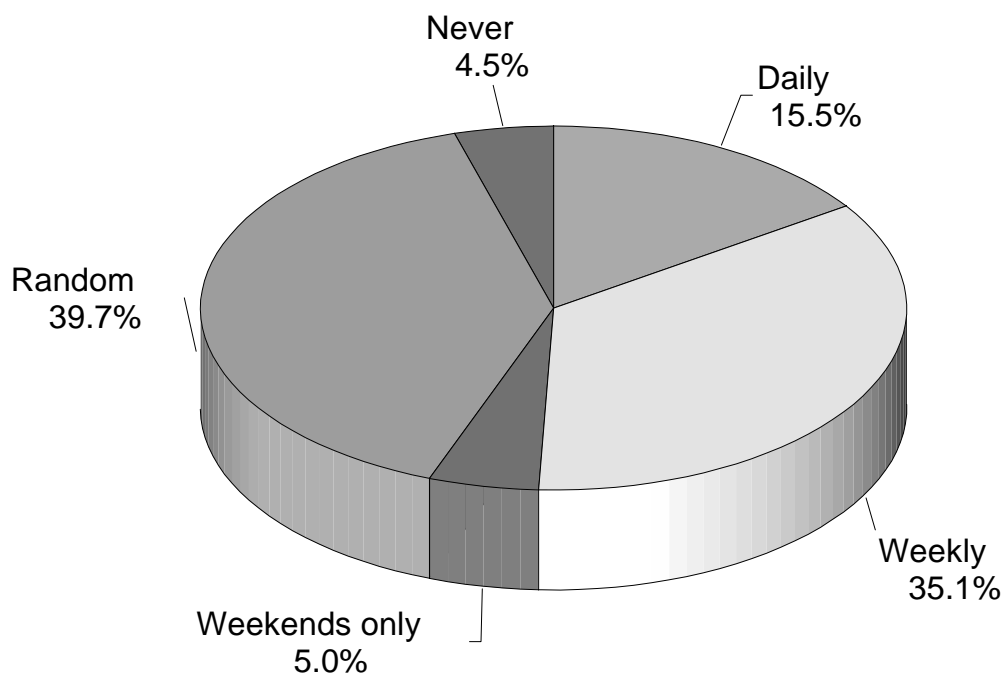
Q1. Do you own a car?



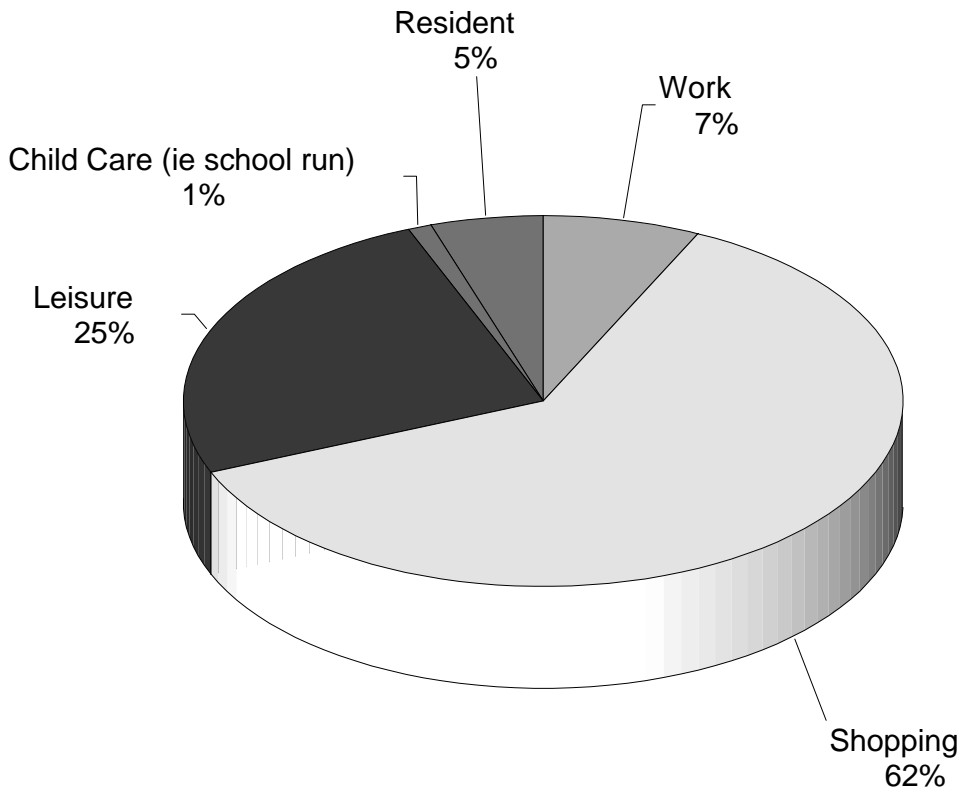
Q2. Do you use Babergh's car parks?



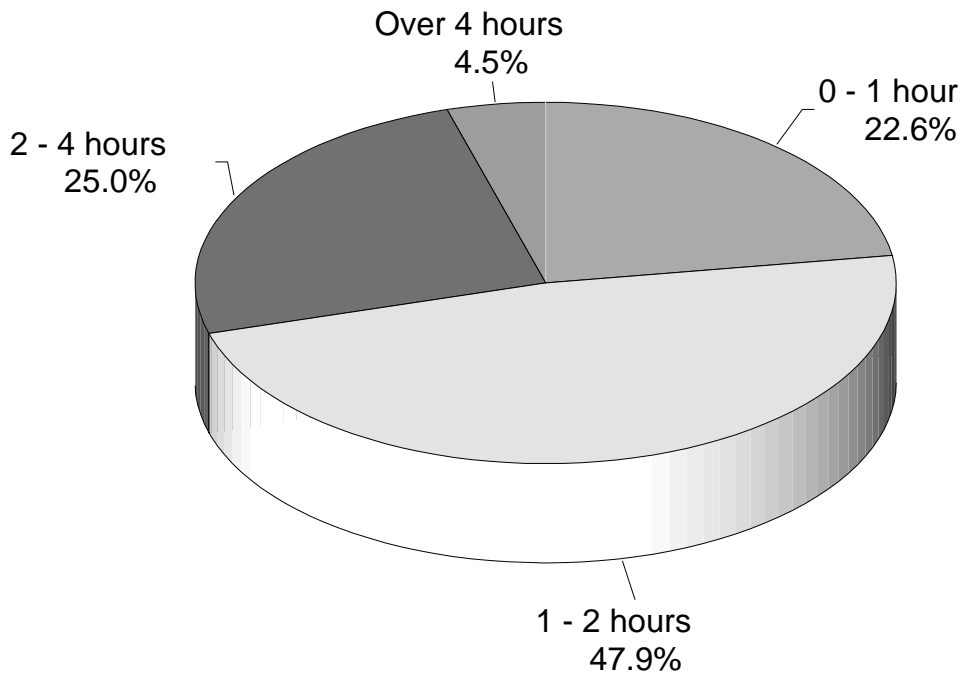
Q3. How often do you use the Council's car parks within the District?



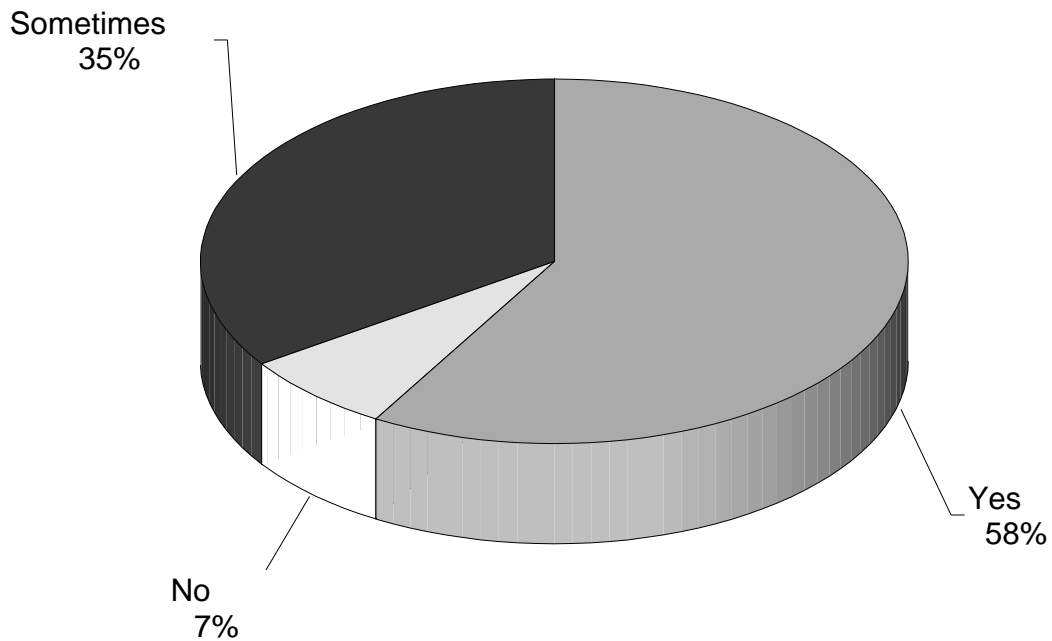
Q4. Please indicate your main reason(s) for using car parking facilities within the Babergh district.



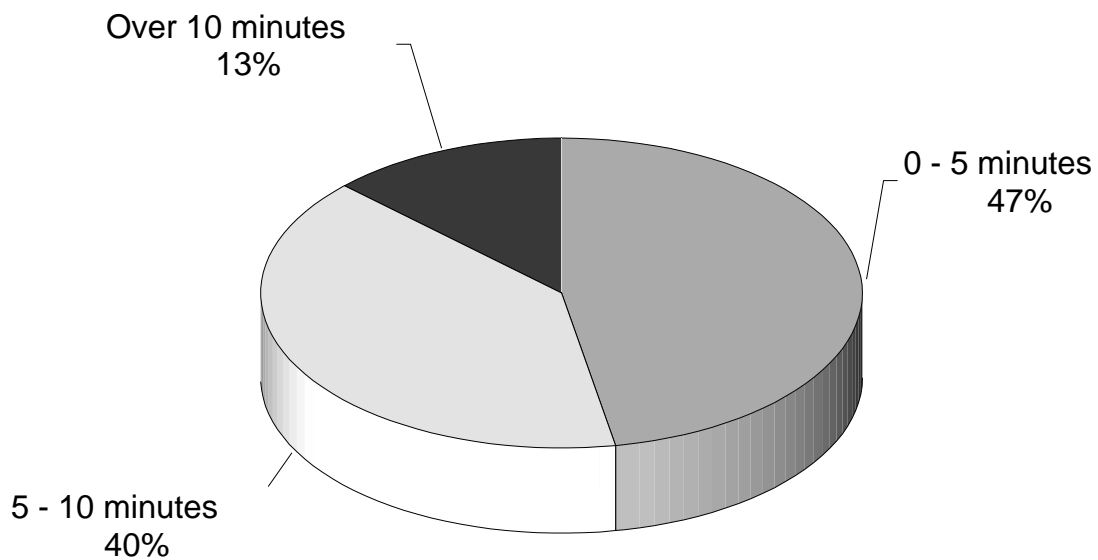
Q5. What is your average length of stay?



Q6. Are you able to find a town centre parking space without too much difficulty?



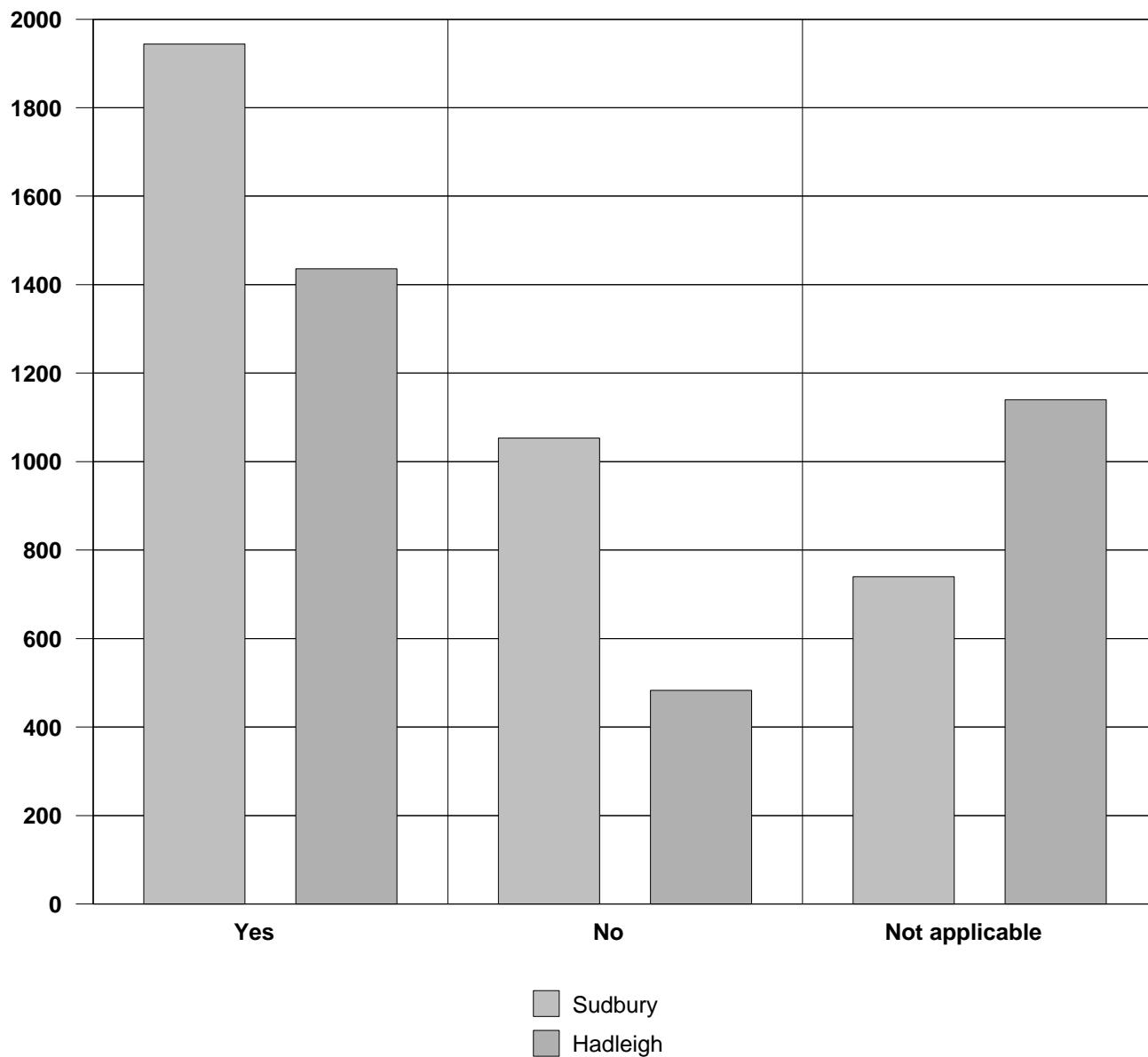
Q7. If not, how much time on average do you take trying to find a suitable space?



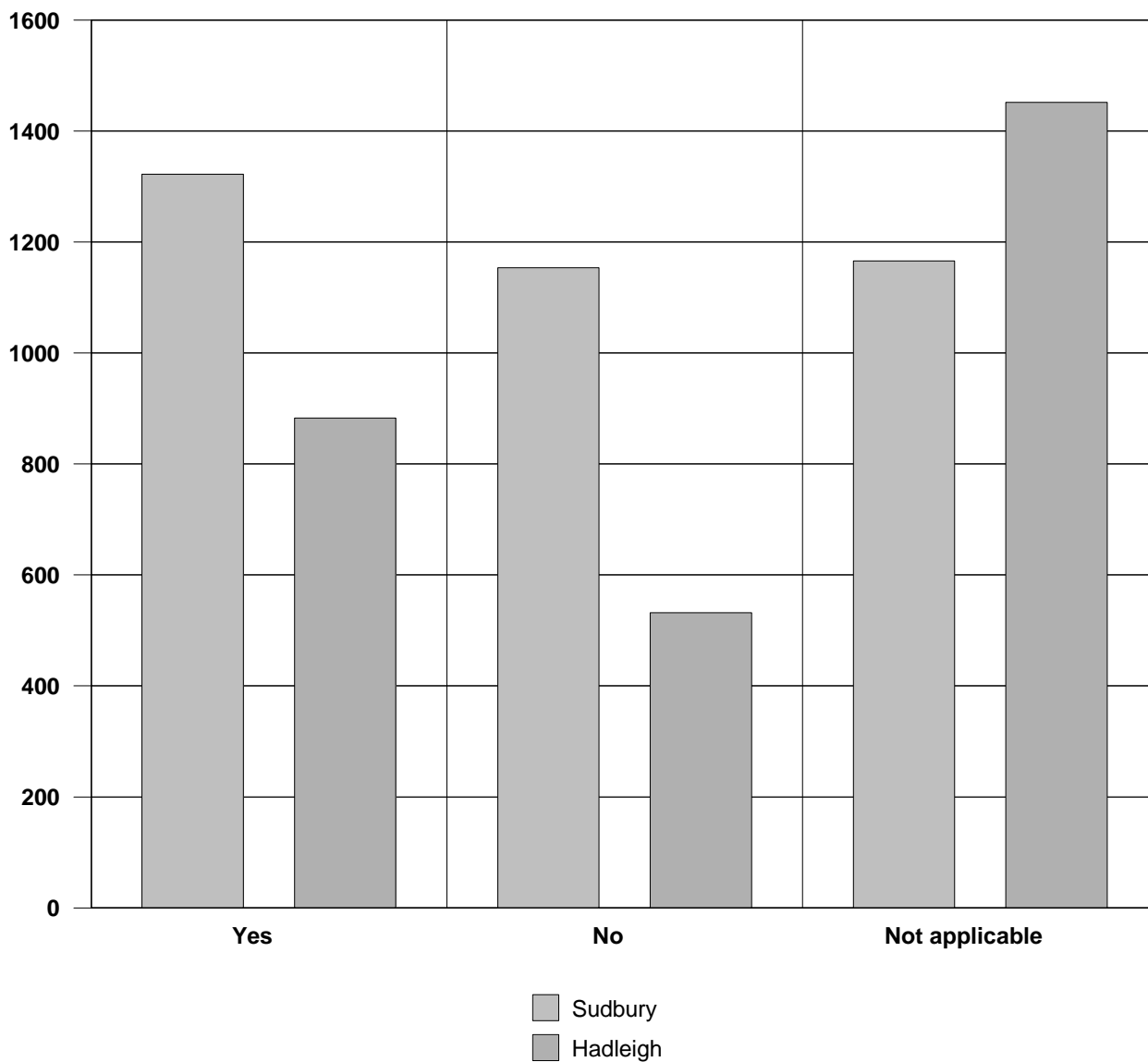
Q8. If you experience difficulty parking, please indicate in which car park(s) you experience this.

Absolute Analysis % Respondents	
Base	1361 100.0%
North Street & surrounding area	471 34.6%
Girling Street & surrounding area	64 4.7%
Station Road & surrounding area	48 3.5%
Market Hill	16 1.2%
Great Eastern & surrounding area	10 0.7%
Toppesfield/Market Place	24 1.8%
Magdalen Road	70 5.1%
Stonehouse Road	1 0.1%
Pin Mill	5 0.4%
Disabled Spaces	8 0.6%
Not enough Long Stay Parking	10 0.7%
No Problems	26 1.9%
Not Enough Spaces Generally	4 0.3%
Other Comments	95 7.0%

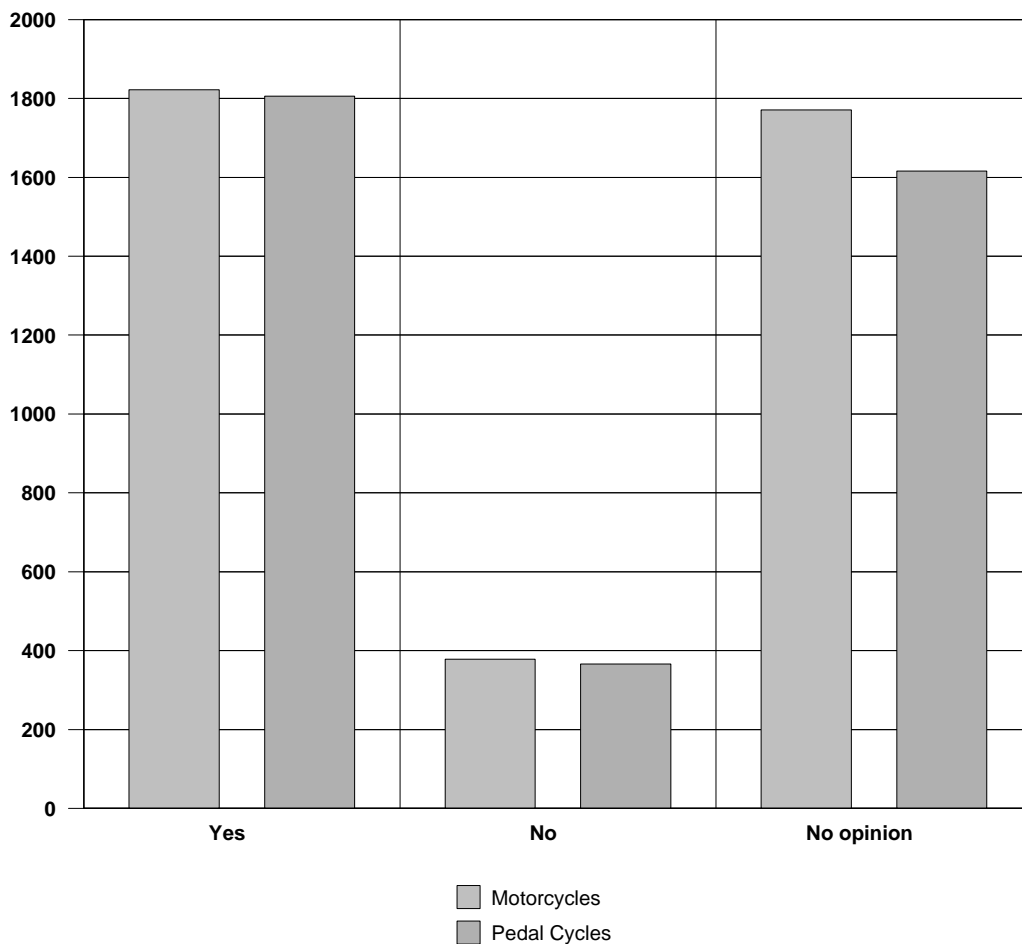
Q9. Do you think there are enough short stay (less than 4 hours) spaces in:-



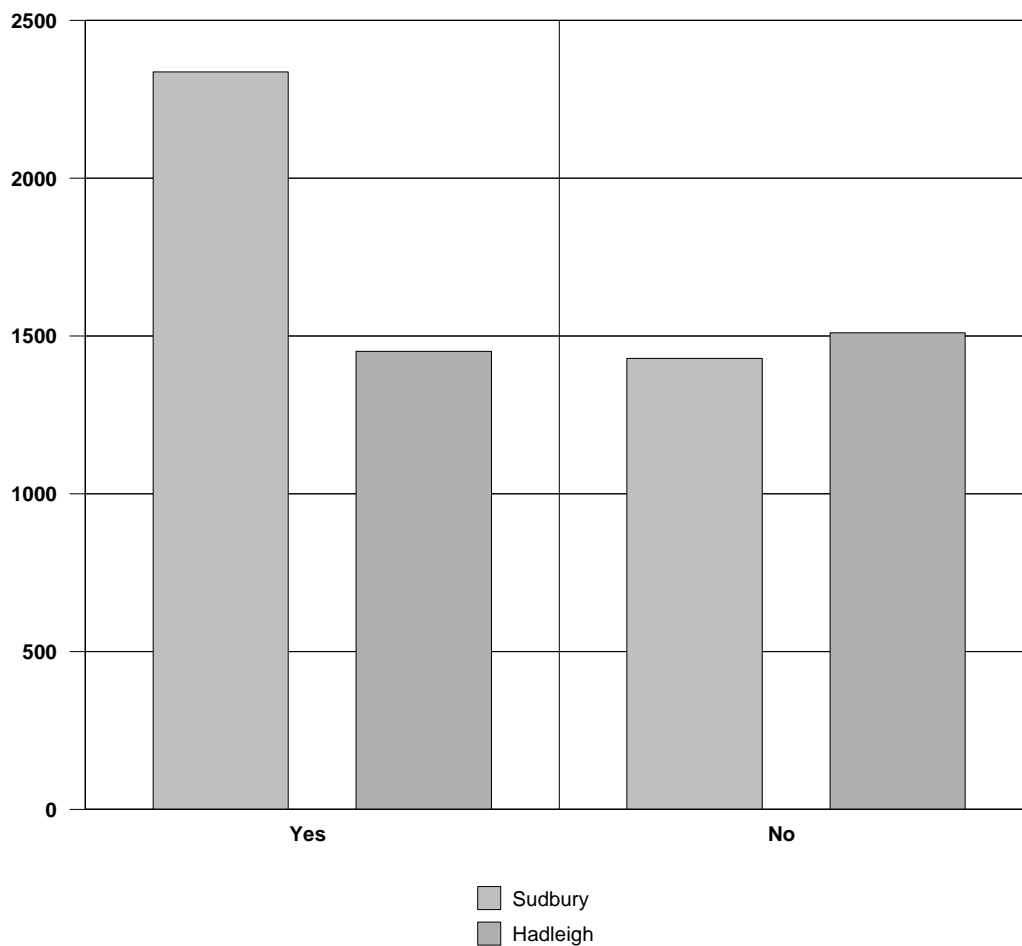
Q10. Do you think there are enough long stay (no restriction by time) spaces in:-



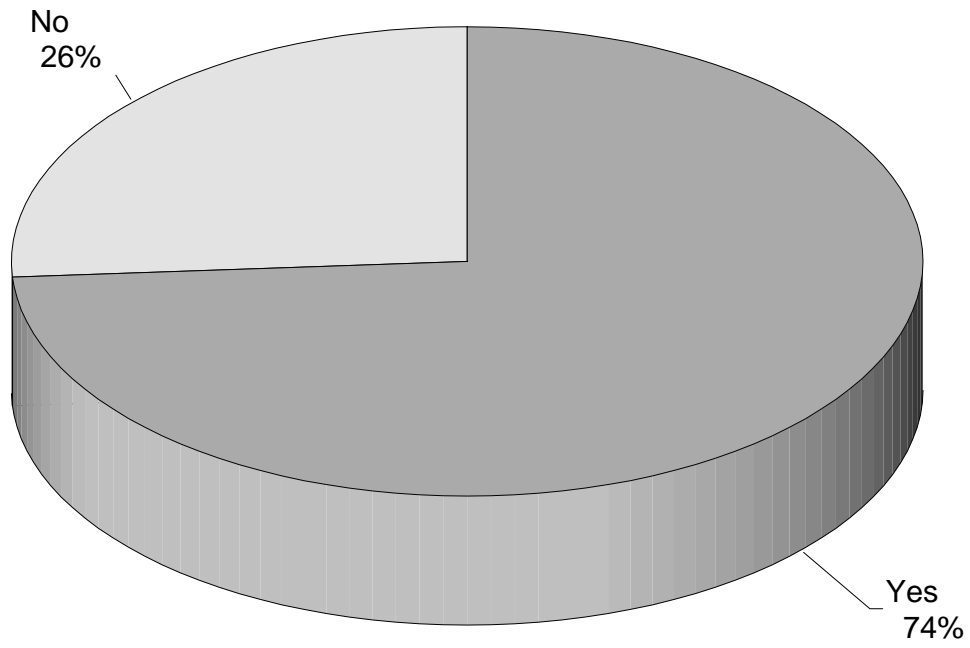
Q11. Would you like to see dedicated parking spaces for:-



Q12. Are you aware that CCTV cameras operate in the following town centre car parks:

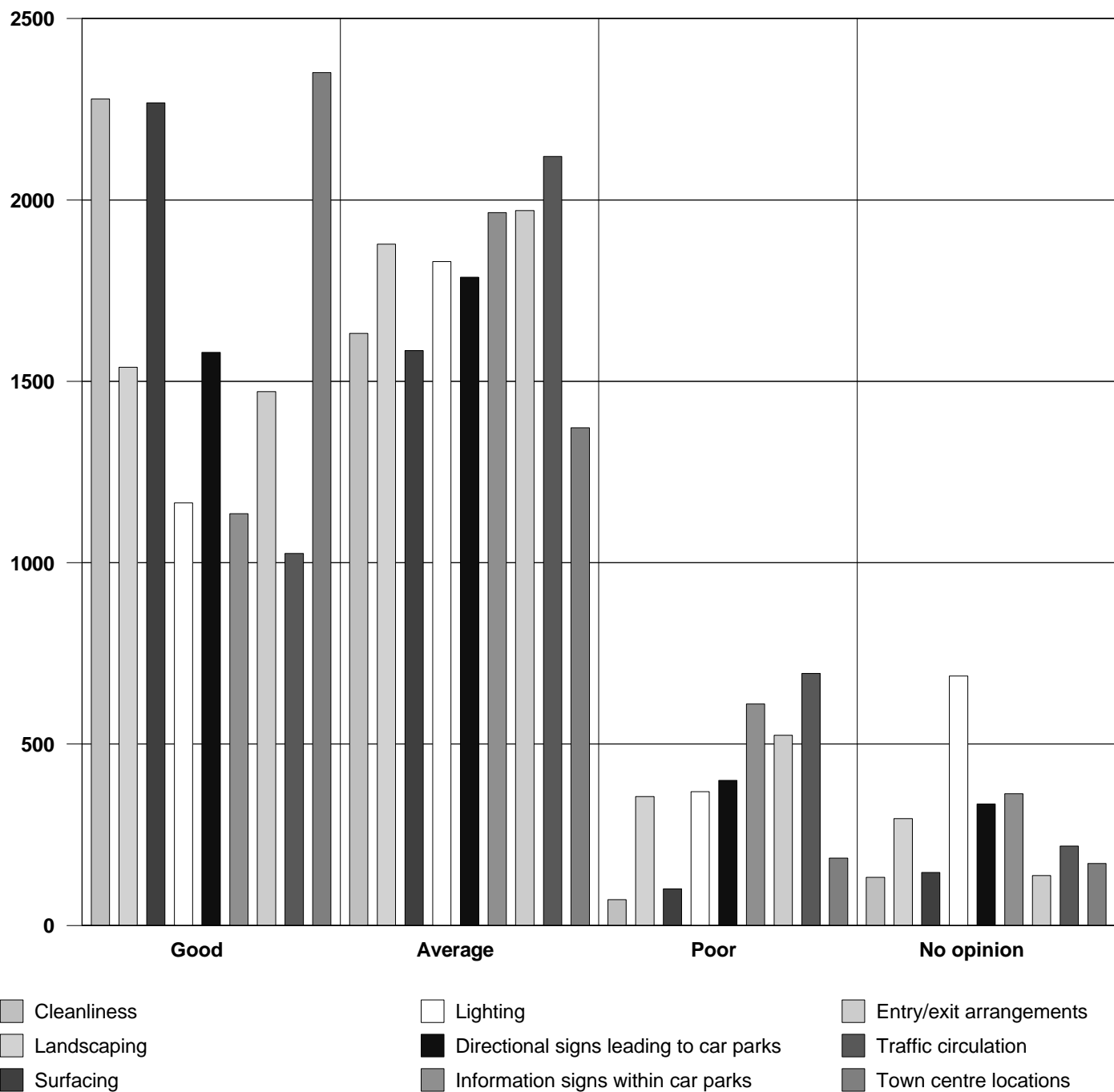


Q13. Does the use of CCTV cameras make you feel more secure about leaving your car unattended?

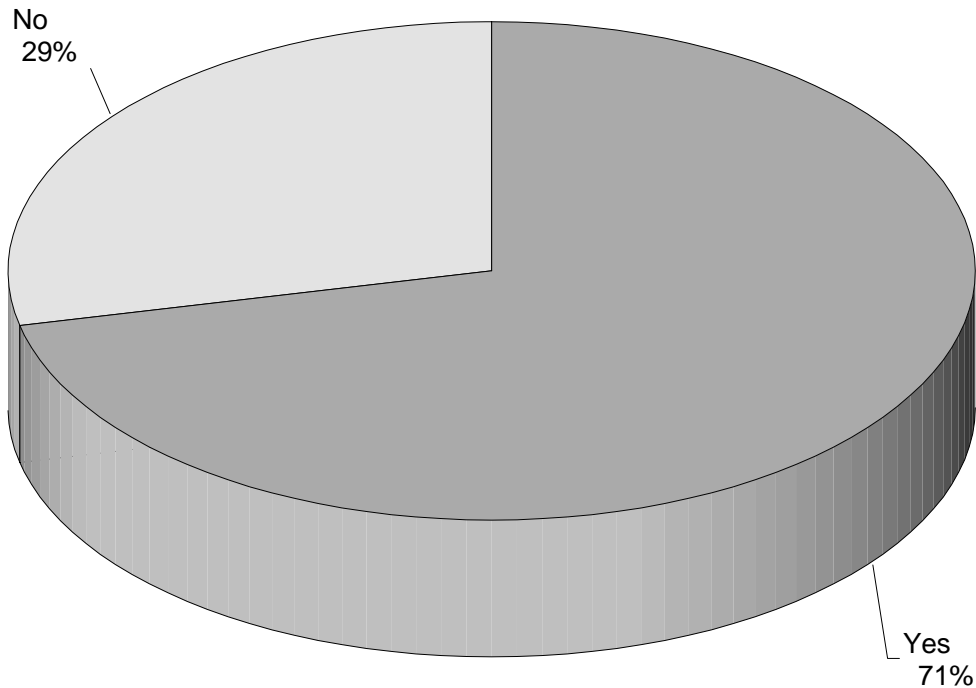


Section 2: Operation of the Service

Q14. Please indicate how you rate the following in relation to the Council's car parks.



Q15. Would you like to see other information displayed in our car parks eg. town maps?

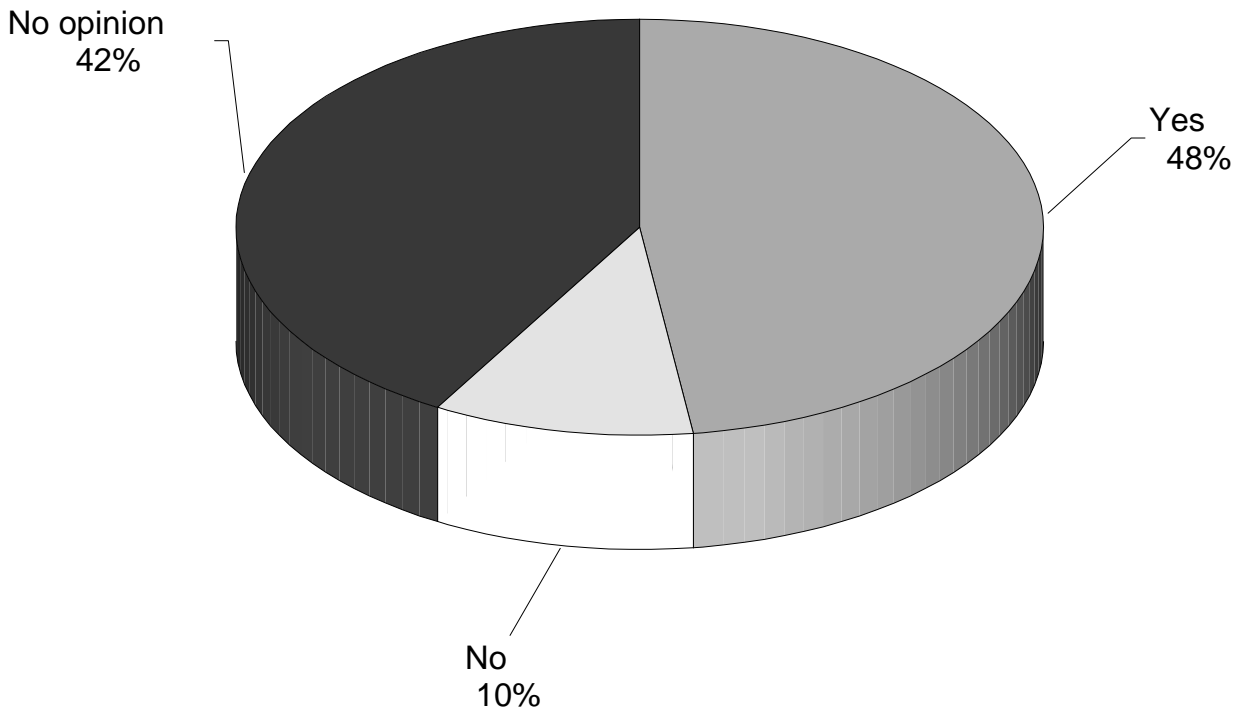


Q16. If yes, please indicate what information you feel would be helpful.

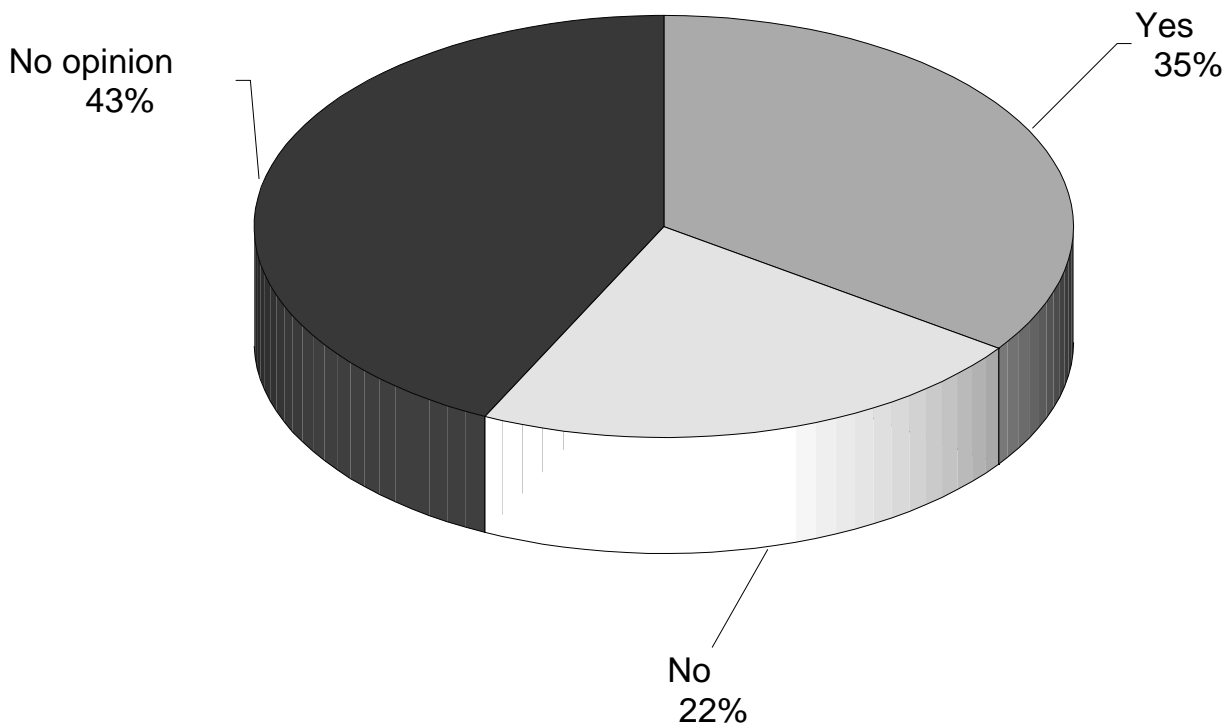
Main points raised were:-

- Town/Street Maps indicating "You are here!", local shops, opening times, local services ie. Police Station, Fire Station, Toilets, Doctors Surgery.
- Maps showing Places of Interest, Places to Eat, B&B's.
- Events Diary - "Whats on"
- Directional Signs for pedestrians and motorists
- Bus and Train Timetables (in a larger print)
- Better signs indicating Short Term and Long Term Parking
- Alternative Parking
- Emergency telephone
- Local Councillor(s) contact details
- Better position of ticket machines.
- Keep car parks basic.

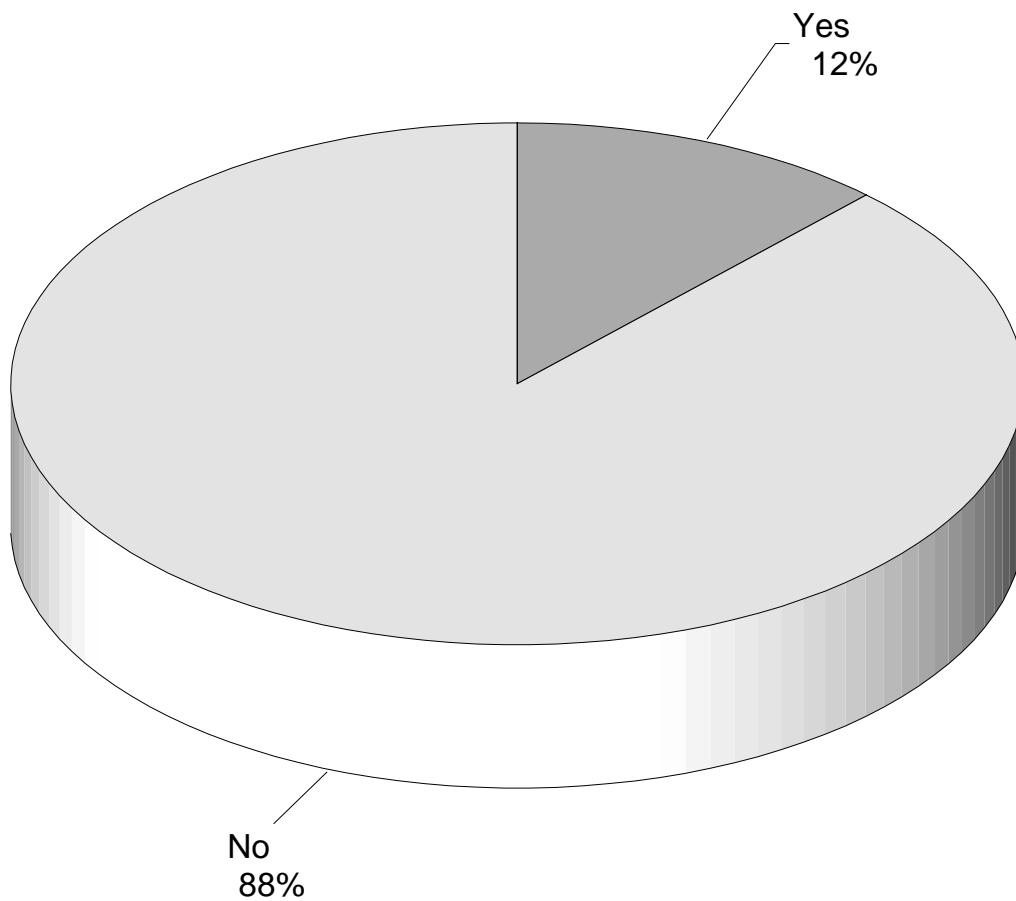
Q17. Would you like to see emergency contact points in our town centre car parks?



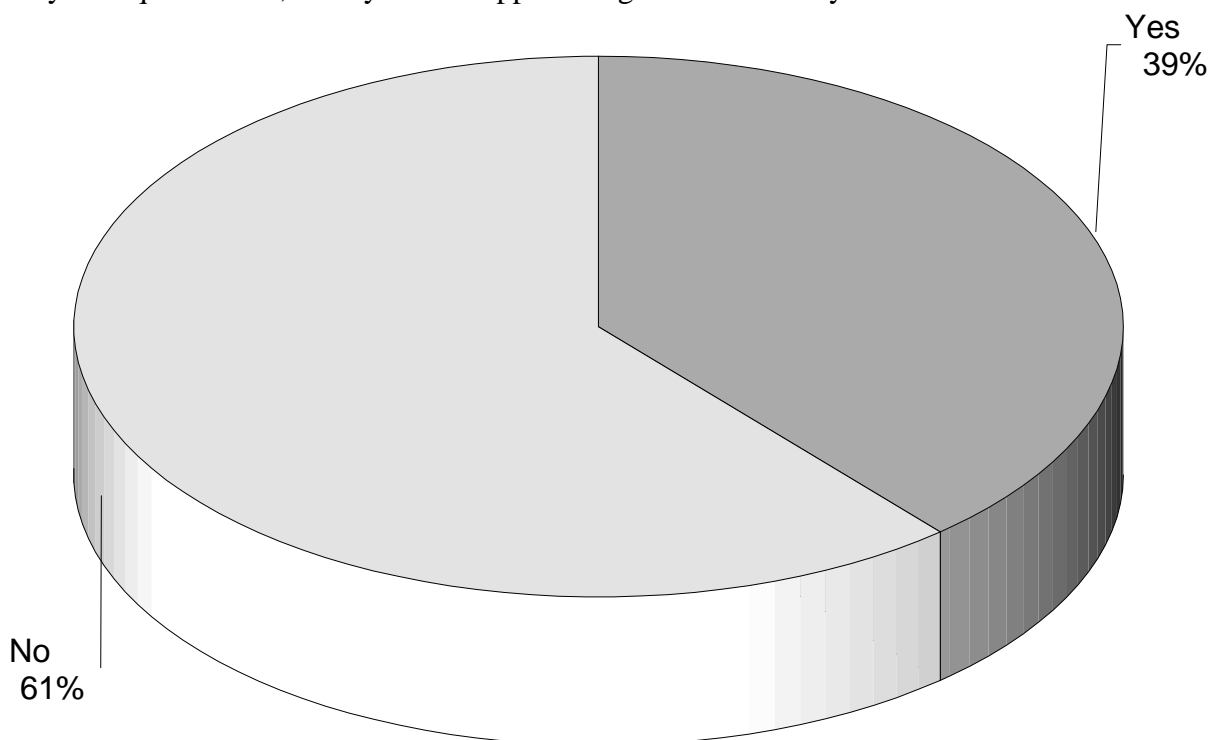
Q18. Is there enough parking provision for the disabled in our car parks?



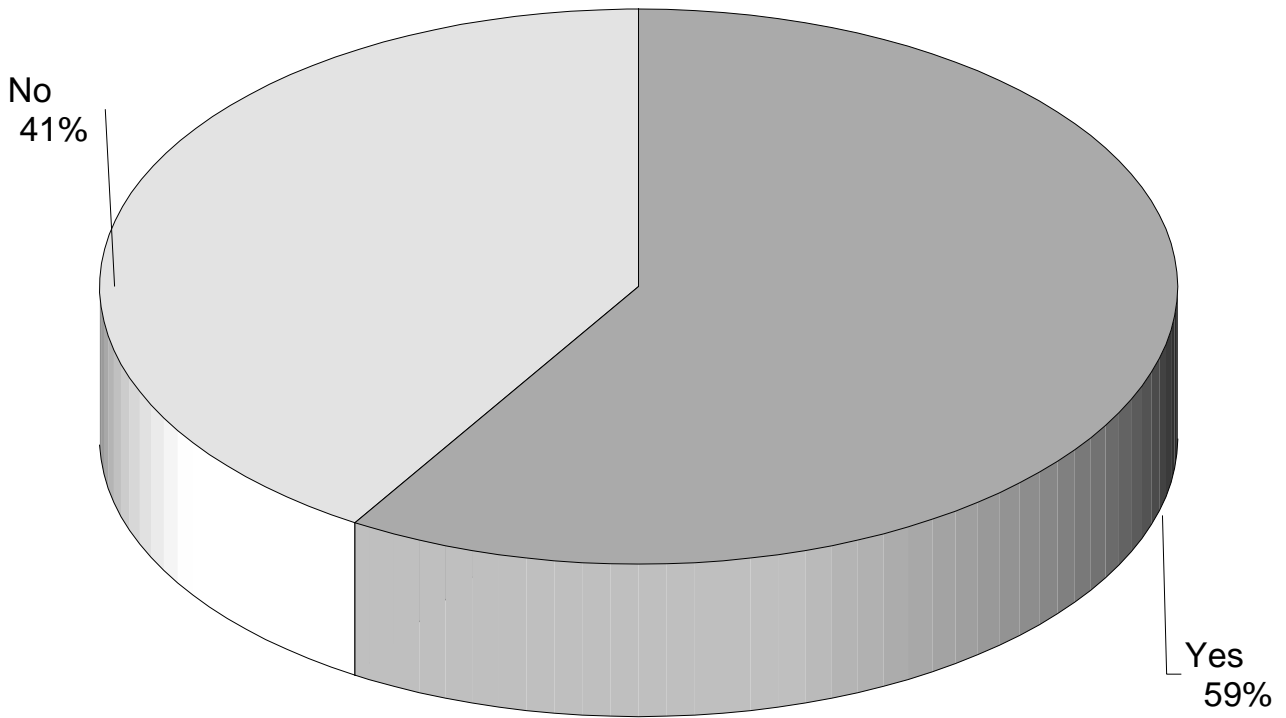
Q19. Have you ever been issued with a Penalty Charge Notice in any of our car parks?



Q20. If yes to question 19, have you ever appealed against the Penalty?

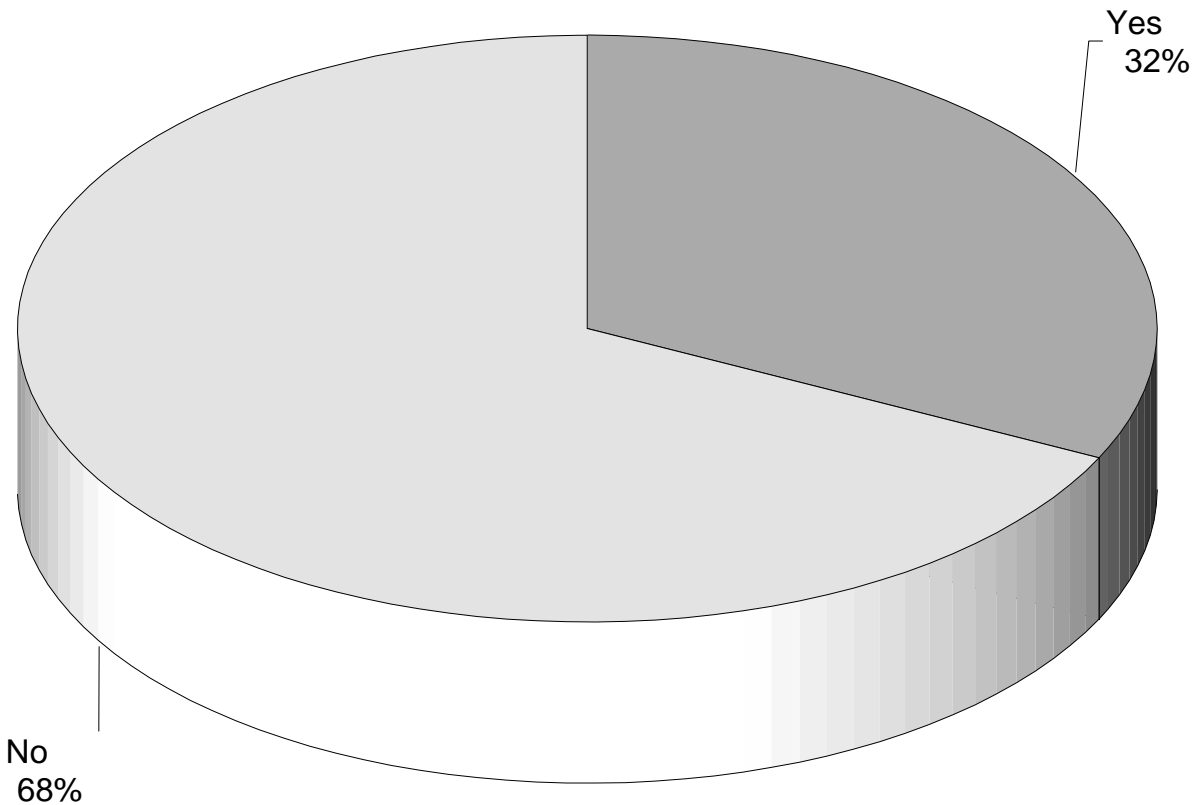


Q21. If yes to question 20, did you feel that the appeal procedure was fairly administered?

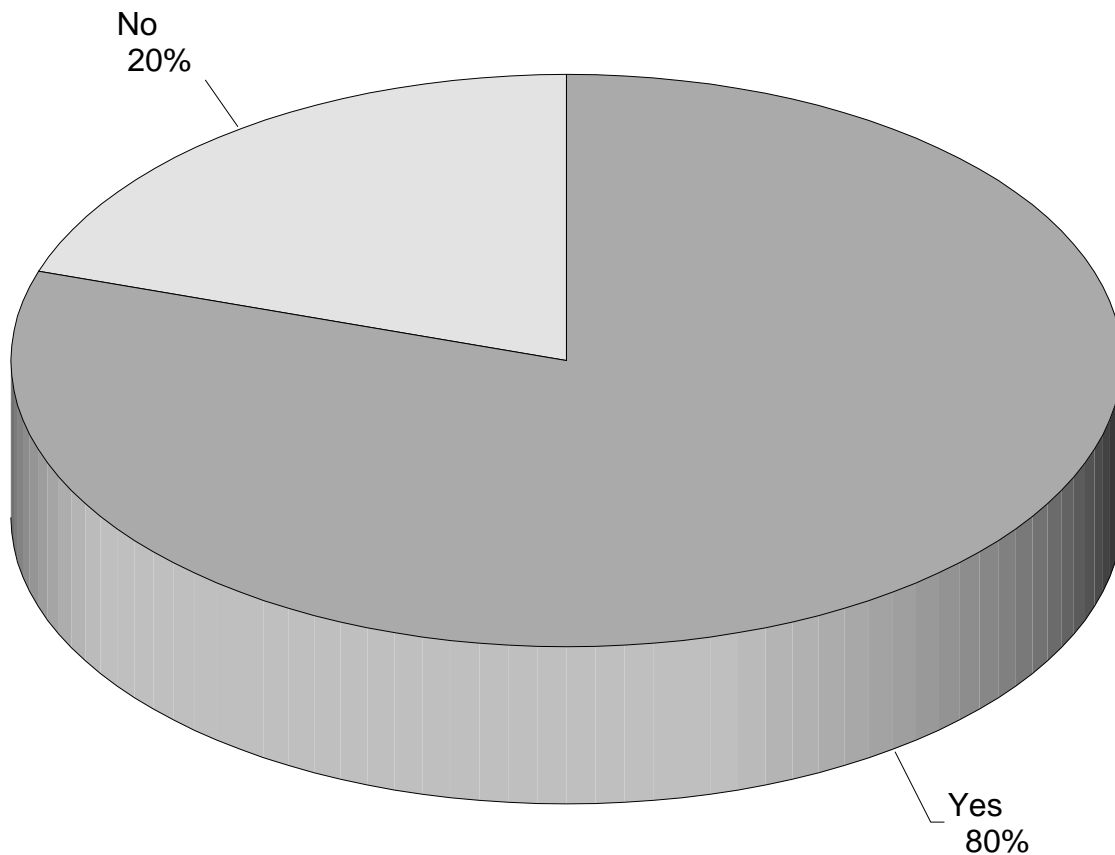


Section 3: Funding of the Service

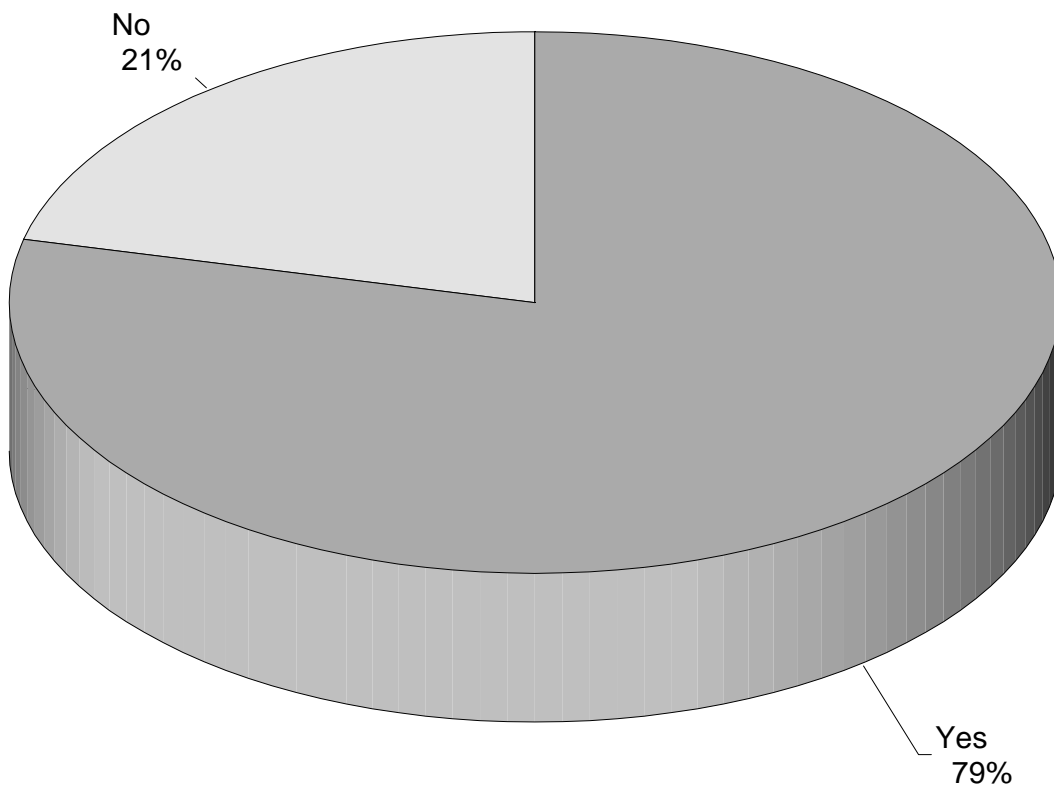
Q22. Were you aware of the level of spending on the Council's car parks, as set out in the current edition of Babergh Focus?



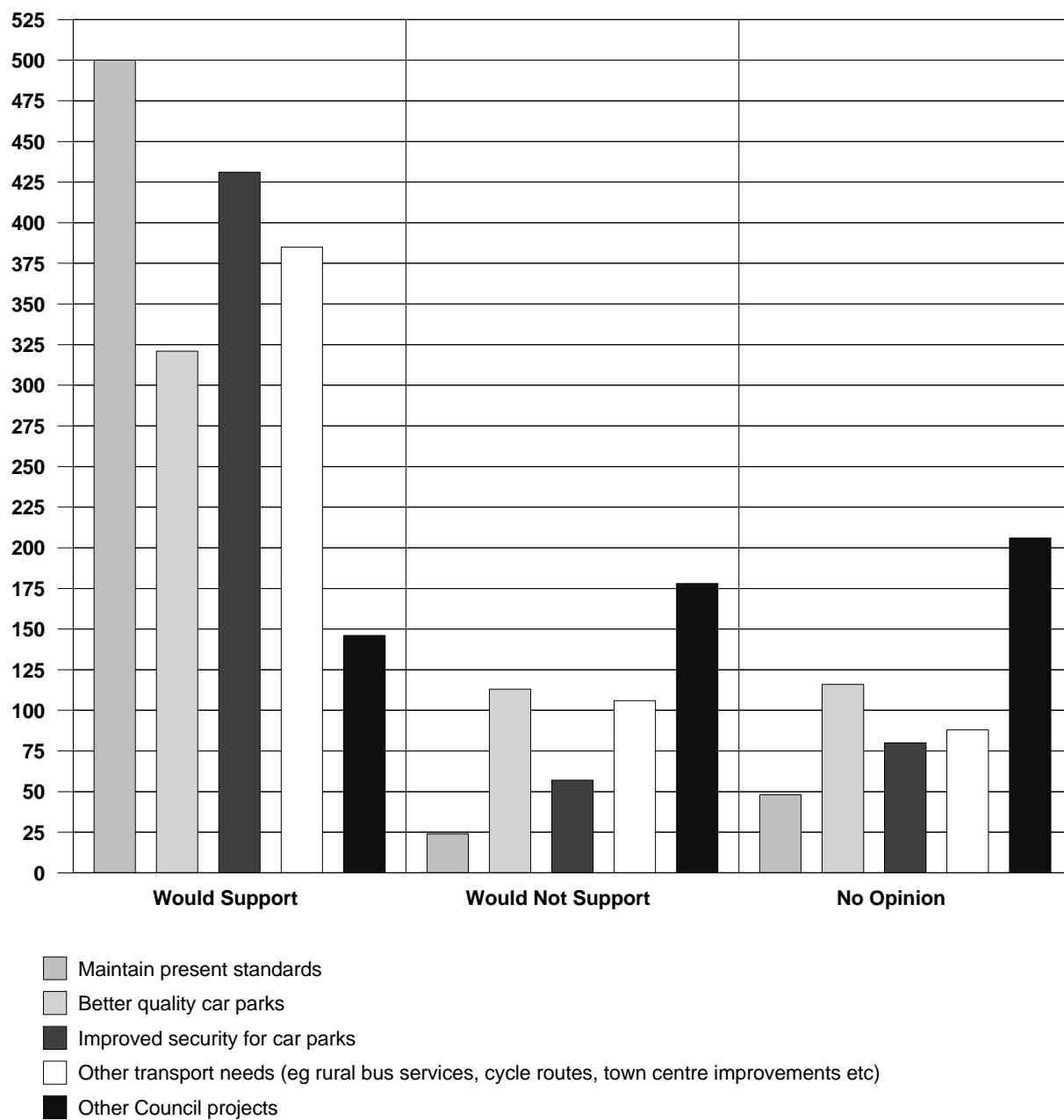
Q23. Are you happy for these costs to continue to be met by Council Tax payers?



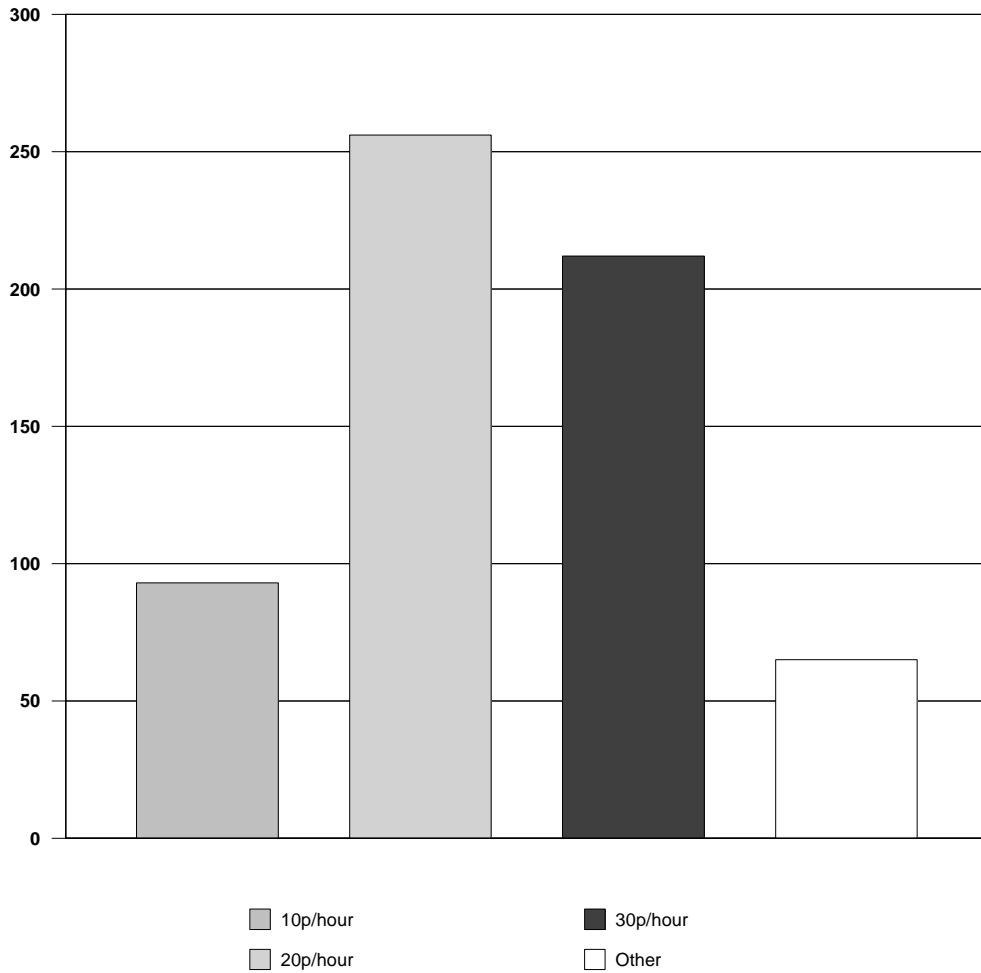
Q24. If no to question 23, would you support meeting these costs through car parking charges?



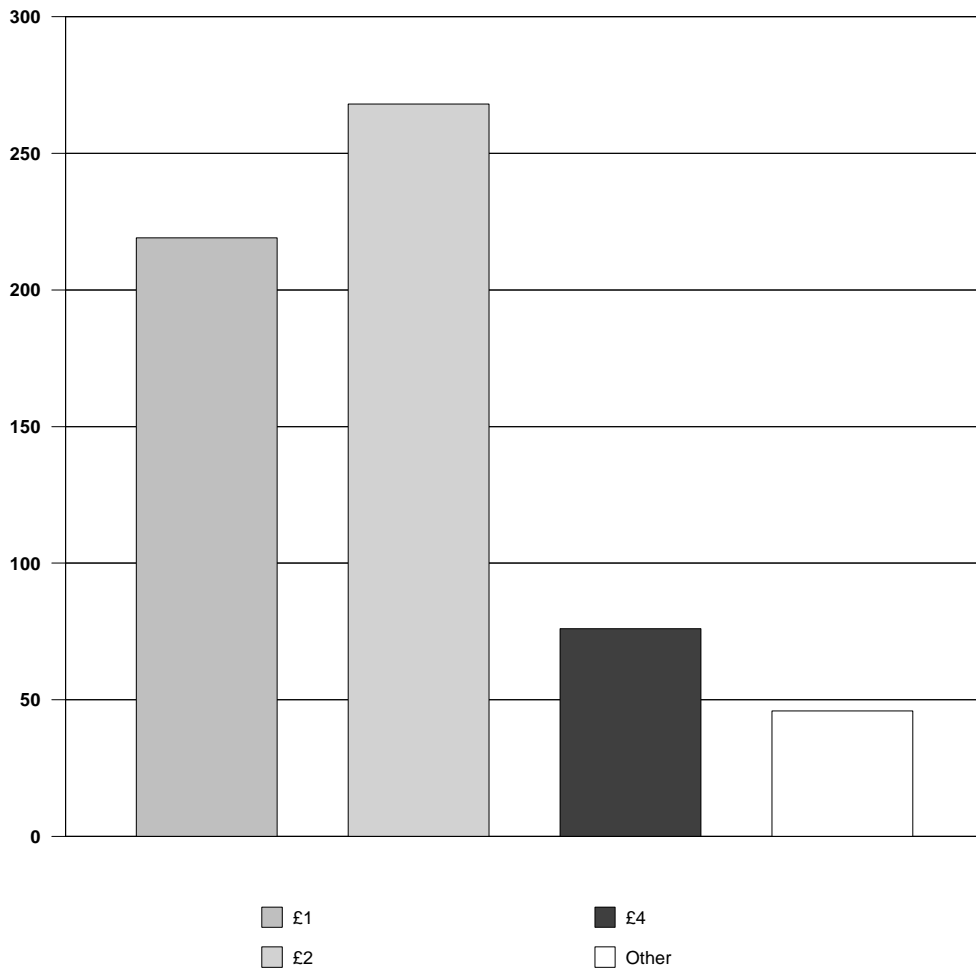
Q25. Please indicate whether you would support the following issues through raising income from parking charges.



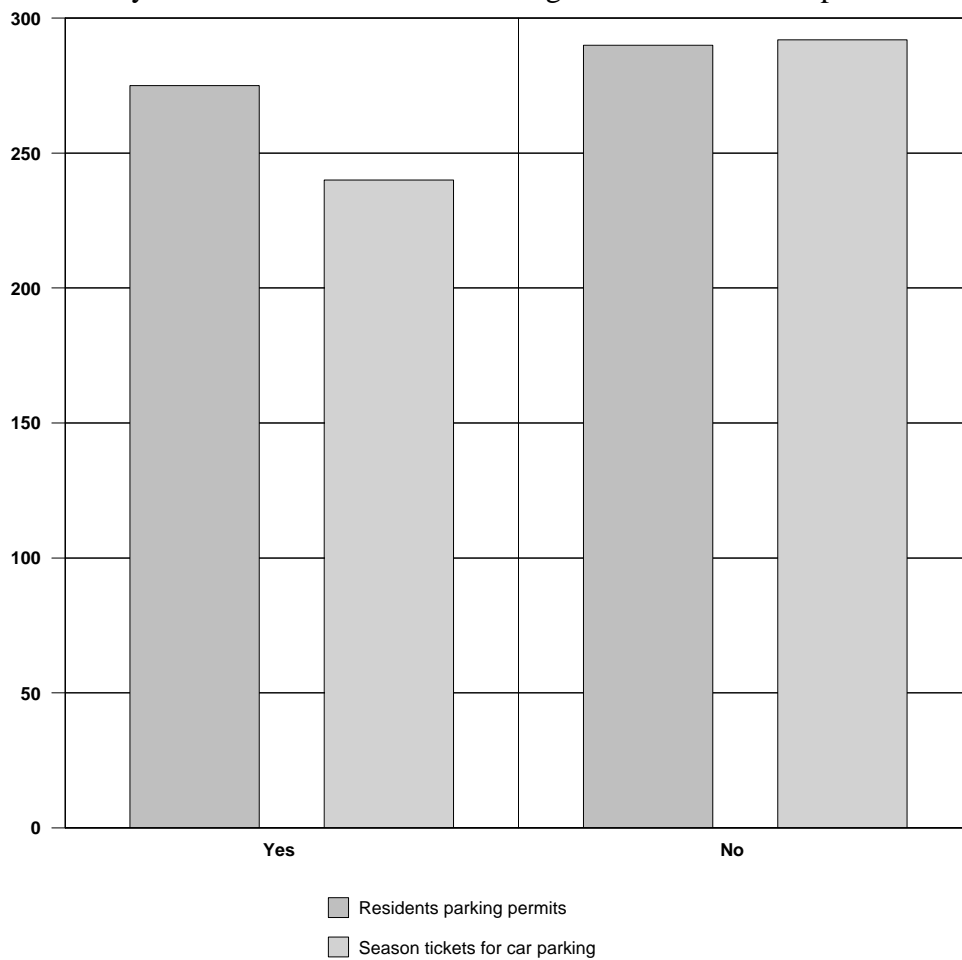
Q26. What would you consider to be a reasonable charge for short stay parking?



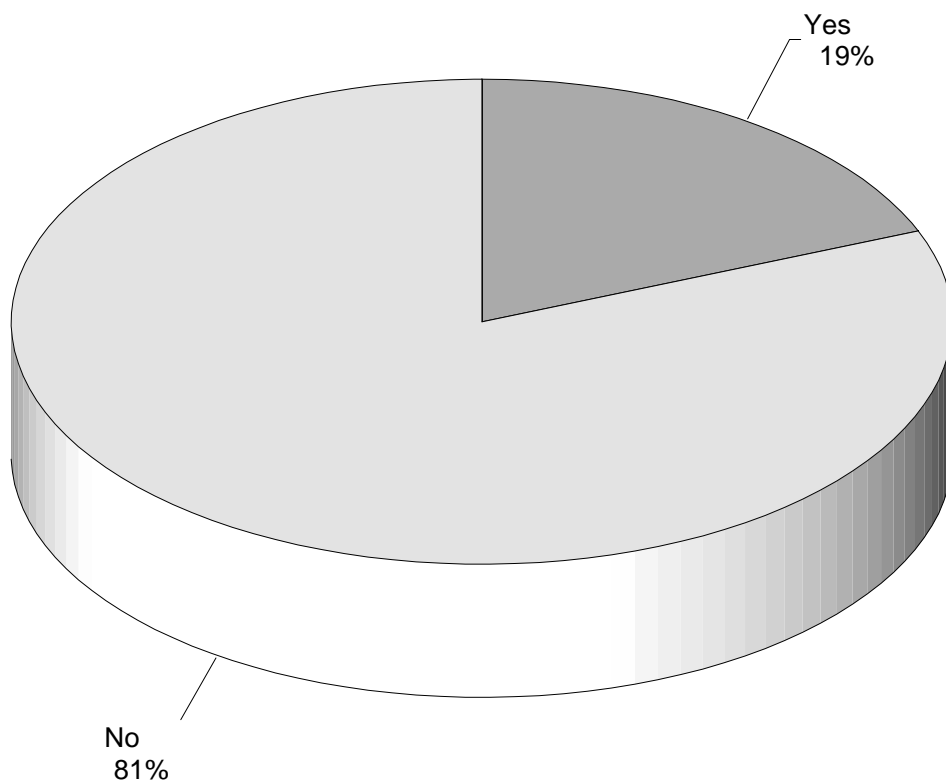
Q27. What would you consider to be a reasonable charge for long stay (over 4 hours) parking? (Per day)



Q28. Would you be interested in the following for town centre car parks or on-street parking?



Q29. Do you think there should be parking charges on Sundays and Bank Holidays?



Are there any other comments you would like to make about our off street car parking service?

Common views taken from responses made are:-

- No to car parking charges.
- Additional costs involved in charging, i.e. providing ticket machines, policing, administration, maintenance.
- If charges are introduced will tax payer pay less Council Tax/Business Rates.
- Council Tax Payers contribute to many services from which many receive no direct benefit.
- Charging will drive people to shop out of town where parking is free.
- More vehicle's will be parked on-street to prevent paying.
- Retail business will suffer. (Sudbury, Hadleigh, Lavenham).
- Non car owners will suffer if shops have to shut due to lack of trade.
- Provide better off street parking for Residents.
- Lack of long-term spaces for the staff of retail businesses.
- Look after cyclists.
- Organise the car parks better with regard to layout - make them just functional; more ticket machines; stop making spaces smaller.
- Council staff should pay for the use of Council Car Parks.
- Car owners already pay enough with taxes associated with using a car.
- Poor and expensive public transportation makes the use of private cars a necessity.
- Commercial benefit to keep charging free.
- Consider Street Meters.
- Free parking attracts visitors to the towns.
- Biased questions - questions misleading.
- Why change a working system.
- Generally for charges - but keep them small - say 30p per hour or the first hour free.

2 August 2002