

Car parks survey



Car parks in South Lakeland are an important service across all communities in South Lakeland, they also provide valuable income to support a wide range of council services. South Lakeland District Council (SLDC) is reviewing the car parking strategy and seeking the views of those who use SLDC car parks.

Since the consultation which took place in 2011 changes were made to improve the parking experience for all users, these include a maintenance programme including resurfacing work, new ticket machines with card chip and pin/contactless payment options and flexible programming, new information boards and flexible tariffs trialled in selected car parks.

As part of our new car park review, we are looking further at how we operate our car parks and how we can make the cost of parking as fair to all as it can be. We are also considering how advances in modern technology, with cashless parking such as pay by phone and payment by credit/debit card can help improve the parking experience.

This survey gives the opportunity to comment on the current SLDC parking facilities, identify ways to improve the car parks and give views on any possible changes to the way the service is delivered.

You can complete the survey below or online at:

www.southlakeland.gov.uk/parkingsurvey

Please return this survey by 4 September 2017

If you have any queries, would like to request additional copies or would like help taking part, please contact:

Parking Services on: **01539 733 333** or email parking.feedback@southlakeland.gov.uk

Using our car parks

Q1 What type of vehicle do you usually park in our car parks? Tick ONE only

- | | | | |
|-------------------|--------------------------|---------------------|--------------------------|
| Small car | <input type="checkbox"/> | Small van | <input type="checkbox"/> |
| Medium car | <input type="checkbox"/> | Medium van | <input type="checkbox"/> |
| Large car/SUV/MPV | <input type="checkbox"/> | Large van/campervan | <input type="checkbox"/> |
| Electric vehicle | <input type="checkbox"/> | Motorcycle | <input type="checkbox"/> |

Q2 How long do you usually stay in our car parks? Tick ONE only

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Up to 1 hour | 1-2 hours | 2-3 hours | 3-4 hours | All day | Overnight |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q3 When do you usually use our car parks? Tick All that apply

- | | | | | | |
|----------|--------------------------|----------|--------------------------|----------|--------------------------|
| Weekdays | <input type="checkbox"/> | Weekends | <input type="checkbox"/> | Evenings | <input type="checkbox"/> |
|----------|--------------------------|----------|--------------------------|----------|--------------------------|

Q8 How important are any of the following to making our car parks better? Tick ONE on each line

	Very important	Fairly important	Neither / nor	Not important	Not at all important	Don't know
Parent and child parking spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Larger parking space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decluttering of signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landscaping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More pay machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better use of technology (eg apps like Apple/Android Pay)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make pay machines cashless only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More car parks in the district	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other suggestions

Paying for parking

Q9 How do you normally pay to use our car parks? Tick ALL that apply

Cash	<input type="checkbox"/>	Annual permit - residential	<input type="checkbox"/>
Chip and pin card	<input type="checkbox"/>	Annual permit - business	<input type="checkbox"/>
Contactless card	<input type="checkbox"/>	3 day permit	<input type="checkbox"/>
Pay by phone	<input type="checkbox"/>	7 day permit	<input type="checkbox"/>

To help increase the use of our quieter car parks and reduce the pressure on our busy car parks, we have introduced a number of tariff offers which are detailed in the next question.

Q10 Have you used any of the following tariff offers for our car parks? Tick ALL that apply

In central lakes:

- Ambleside Low Fold: park and explore, park all day and use Stagecoach bus (up to 5 adults) for £18
- Bowness-on-Windermere Braithwaite Fold: park and explore, park all day and use Stagecoach bus (up to 5 adults) for £18

In rest of district:

- Kendal Multi-storey: early bird, park between 7-9am Monday to Saturday and pay £2.20 all day
- Grange-over-Sands Berners Close: £1.20 park all day
- Ulverston Stockbridge Lane: tariff starting at 20p per hour, up to maximum of £1.00 all day
- Kendal Peppercorn Lane: first 30 minutes 50p
- Grange-over-Sands Kents Bank Road: first 30 minutes 20p
- Kirkby Lonsdale New Road Number 2: first 30 minutes 20p

Q11 The income from parking charges is used to support a range of services that the Council provides. In light of this, do you think current charges are...? Tick ONE only

Too high About right Too low Don't know

Q12 The Council has different base tariffs for the central lakes area and rest of the district, excluding tariff offers. Would you prefer to have a set of charges based on...? Tick ALL that apply

Location How long you stay Usage of individual car parks One set of charges in district Set tariff for 3 year periods Don't know

Q13 Considering your answer to Q12, how likely is it that the following would encourage you to use our car parks more? Tick ONE on each line

	Very likely	Likely	Neither/nor	Not likely	Not at all likely	Don't know
Cheaper if park late afternoon eg 3pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early morning park all day offers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30 minute parking tariff in more car parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greater choice of tariff offers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Get full time for what you pay for (eg no overcharges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expand Park and Explore to more car parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Permit for a single car park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Permit for a single town	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motorcyclists park for free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Explain why and any other suggestions

Q14 Any other comments? Please write in below

About you

Please complete these voluntary questions, the information you give helps us to provide fair and equal access to our services. It also helps us to deliver the service that reflects our community. All the information you give will be kept completely confidential.

Q15 Would you like to ...? Tick ONE on each line

	Yes		No
Be kept informed of the consultation's progress	<input type="checkbox"/>	➔ If yes, leave email address below	<input type="checkbox"/>
Be kept informed of all SLDC consultation	<input type="checkbox"/>		<input type="checkbox"/>

Your contact details will only be used by South Lakeland District Council and will not be passed onto any other organisation.

Q16 Contact details Please write in below

Email address

Q17 Are you a...? Tick ALL that apply

Local resident	Local business owner	Visitor	Parent
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 Where do you live? Please write in below

Postcode

Q19 What was your age on your last birthday? Tick ONE only

Under 16	16-25	26-35	36-50	51-65	66-80	Over 80
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20 Are you ...? Tick ONE only

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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Q21 Do you have a long-standing disability or infirmity which limits your activities in any way? Tick ONE only

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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What will happen as a result of the survey? The results of the survey will be reported to the Council's Cabinet and used to help us with planning future car parking services.

The results will also be reported on the consultation section of the SLDC website www.southlakeland.gov.uk/parkingsurvey

Thank you for taking part, please return your survey by 4 September 2017.

Return by post:

South Lakeland District Council
South Lakeland House
Lowther Street
Kendal
LA9 4DQ

Or completed questionnaires can be left at one of the collection points below:

Kendal:

- South Lakeland House
- Westmorland Shopping Centre car park office

Windermere - Library

Ulverston - Coronation Hall