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 333or email parking.feedback@southlakeland.gov.uk

Using our car parks

Q1	What type of	vehicle do yo	u usually p	ark in our car	parks? Tick Of	NE only
		Small car			Sn	nall van
		Medium car			Medi	um van
	Larg	e car/SUV/MPV			Large van/cam	npervan
		Electric vehicle			Mot	torcycle
Q2	How long do	you usually s	tay in our o	car parks? Ticl	k ONE only	
Up to	o 1 hour 1	-2 hours	2-3 hours	3-4 hours	All day	Overnight
Q3	When do yo	u usually use	our car par	ks?Tick All that a	apply	
	Weekdays		Weekends		Evenings	

Q4	Which o	f our car parks do	you curre	ently use	and how	often?Ti	ck ONE on	each line	
			5-7 times a week	3-4 times a week	1-2 times a week	2-3 times a month	Once a month	Less than once a month	Don't use
		King Street							
Amble	acida	Lake Road							
Allible	ssiuc	Low Fold							
		Rydal Road							
		Braithwaite Fold							
	ess on	Ferry Nab							
Winde	ermere	Glebe Road							
		Rayrigg Road							
		Berners Close							
0		Hampsfiell Road							
Grang Sands	je over	Kents Bank Road							
		Main Street							
		Windermere Road							
Grasn	nere	Redbank Road							
		Blackhall Road							
		Sandes Avenue							
		Dowker Lane							
		Highgate (Bowman)							
	_	Library Road							
Kenda	al	Westmorland							
		Shopping Centre							
		Peppercorn Lane South Lakeland							
		House							
		Booths / Wainwright's Yard							
		Market Square							
Kirkby	,	New Road No.1							
Lonsd		New Road No.2							
		Booths							
Milnthorpe		Beetham Road							
	orpe	Park Road							
		Brewery Street							
		Buxton Place							
Ulvers	eton	Daltongate							
Uivers	Ston	Stockbridge Lane							
		The Gill							
		Theatre Street							
		Broad Street							
Winde	ermere	Quarry Mount							
		Ravrigg Meadow							

Q5 Why do you normally use our car parks? Tick All that apply							
	Work / E			Soc	cialising		
	Re	sidential			Visiting t	he area	
	S	hopping					
	Other, please	specify					
00	vorall how catisfic	ad ar dicas	ticfied ere	. vou with	our oor norks	2 Tiek ONE and	
Q6 Ov	erall, how satisfic	ea or aissa	itisfied are	you with	our car parks	? TICK ONE ONLY	
Very satisfied	Fairly d satisfied	Neither/		Fairly dissatisfied	Very d dissatis		on't
Sausne	a Salisiled	[1	or	uissatistiet	u uissaiis	nea Kr	now
Please stat	e						
why							
Q7 Ho	ow satisfied are yo	ou with the	se aspect	s of our ca	r parks? Tick	ONE on each line)
		Very satisfied	Fairly	Neither/	Fairly dissatisfied	Very dissatisfied	Don't
Fin	iding our car parks	Satisfied	satisfied	nor	dissatisfied	dissatisfied	know
	Car park surface						
	Level access						
	Lighting						
	Size of space						
Lo	ocation of payment						
	machines						
l laina a	Cost of parking						
•	payment machines f different payment						
	ons eg pay by card						
	Opening hours						
	Charging periods						
_	round the car park						
	of finding a space						
Number	of reserved spaces for disabled users						
	of reserved spaces						
	rents with children						
	Signage and maps Easy to understand						
	information board						
	Security						
Motor h	nome/large vehicle parking						
Elect	ric charging points						

How important are any of the following to making our car parks better? Tick ONE on each line							
each line	Very important	Fairly important	Neither / nor	Not important	Not at all important	Don't know	
Parent and child parking spaces							
Larger parking space							
Decluttering of signs							
Landscaping							
More pay machines							
Better use of technology (eg apps like Apple/Android Pay)							
Make pay machines cashless only							
More car parks in the district							
Any other suggestions							
Paying for parking							
Q9 How do you normally pa	ay to use ou	ır car carks	? Tick ALI	that apply			
	Cash Annual permit - residential						
Chip and pin o			Ann	ual permit - b			
Contactless of					y permit		
Pay by pho	one			7 day	y permit		
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	ne following	tariff offers	s for our	car carks?	Tick ALL that	apply	
In central lakes:							
Ambleside Low Fold: park and explo Bowness-on-Windermere Braithwa	•	•	•	lay and use S	•	us _	
In rest of district:							
Kendal Multi-storey: early bird	-		-	•	ay £2.20 all da .20 park all da	•	
Ulverston Stockbridge La		•			•	· .	
Ulverston Stockbridge Lane: tariff starting at 20p per hour, up to maximum of £1.00 all day Kendal Peppercorn Lane: first 30 minutes 50p							
		Kendal	Peppercoi	n Lane: first 3	30 minutes 50)p 🗌	
	Grange		• •		30 minutes 50 30 minutes 20	•	

	income from pa incil provides. I					_		
Too h	nigh	About right		То	o low		Don't know	N
dist	Council has dif rict, excluding t .? Tick ALL that ap	ariff offers. V	Vould yo	u prefer	to have a			
Location	How long yo stay	Usage individua park	al car	One set charges district	in Set	tariff for ar periods	T)∩n′t	know
Q13 Con	sidering your a	nswer to Q12	2, how lik	ely is it t	hat the fo	llowing	would enc	ourage
you	to use our car	parks more?		on each lin				
			Very likely	Likely	Neither/ nor	Not likely	Not at all likely	Don't know
Cheap	er if park late after	noon eg 3pm						
	arly morning park	•						
	parking tariff in m	•						
	Greater choice	•						
Get full ti	me for what you p	ay for (eg no overcharges)						
Expand Park	and Explore to mo	o ,						
	Permit for a si	•						
		a single town						
	Motorcyclists	•						
Explain why a other sugge								
		_						
Q14 Any	other commen	ts? Please writ	e in below					

About you

Pleasecompletethesevoluntaryquestions, the information you give helps us to provide fair and equal access to our services. It also helps us to deliver these rvice 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 Be kept informed of all SLDC consultation
	ntact details will only be used by South Lakeland District Council and will not be passed y other organisation.
Q16	Contact details Please write in below Email address
047	
Q17	Are you a?Tick ALL that apply Local resident Local business owner Visitor Parent
Q18	Where do you live? Please write in below Postcode
	1 Ostoode
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
Q20	Are you? Tick ONE only
	Male Prefer not to say
Q21	Do you have a long-standing disability or infirmity which limits your activities in any way? Tick ONE only Yes No
\A/lb a4 v	vill bannon as a result of the survey? The results of the survey will be reported to the

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:	Or completed questionnairescan be left at
South Lakeland District Council South Lakeland House Lowther Street Kendal LA9 4DQ	 one of the collection points below: Kendal: South Lakeland House Westmorland Shopping Centre car park office Windermere - Library Ulverston - Coronation Hall