Appendix E

Business survey results summary

Uttlesford District Council Car Park Survey 2013 for Businesses

This is a short survey on your use of Council owned car parks within Saffron Walden, Dunmow and Stansted. The aim of the survey is to establish the use and capacity of all the Council owned car parks. The results from this survey will be combined with other work that will be undertaken by the Scrutiny Committee.

Please complete this survey by clicking in the appropriate box(es) for each question and when you have finished the survey to your satisfaction, press the **SUBMIT** button. **The closing date for the survey is Monday 9th September 2013.**

If you have any questions or queries about this survey, please contact Victoria Taylor at Uttlesford District Council on 01799 510 569 or e-mail vtaylor@uttlesford.gov.uk

About Your Business

1. Which town / village do you have a business in?

Dunmow	10 (40.0%
Saffron Walden	4 (16.0%
Stansted Mountfitchet	10 (40.0%
Other *	1 (4.0%)

* If "other" please specify in the space below:
1 (100.0%)

2. What is the nature of your business?

Retail	18 (72.0%
Bar / Restaurant / Cafe / Public House	4 (16.0%
Office	3 (12.0%
Optician / Medical Service	0 (0.0%)
Hair / Beauty Salon	5 (20.0%
Industrial	0 (0.0%)
Other *	1 (4.0%)

* If "other" please specify the nature of your business in the space below:
0 (0.0%)

Business Parking Facilities

3. Does your business have parking facilities for:

Staff	5 (20.0%
Customers / Visitors	1 (4.0%)
Both staff and customers / visitors	2 (8.0%)
No parking facilities	17 (68.0%

4. Where do you believe the majority of your customers / visitors park whilst visiting your business?

Council owned / managed car park	17 (68.0%
Business private car park	2 (8.0%)
Private car park	1 (4.0%)
On-street parking	7 (28.0%
Other *	2 (8.0%)

* Please specify in the space below:
2 (100.0%)

5. Does your business currently operate a scheme to refund part of the customers / visitors car parking?

Yes	0 (0.0%)
No	25 (100.0%

6. Is this something you would consider introducing?

Yes	7 (30.4%
No	16 (69.6%

Please provide some contact details in the space below:
6 (100.0%)

Car Parking Issues

8. What do you believe (if any) are the main problems surrounding Council owned / managed car parks within your locality. Please rank each issue in order of importance where 1 is a priority and 5 is not:

	1	2	3	4	5
Convenience of car park	10 (41.7%)	7 (29.2%)	4 (16.7%)	1 (4.2%)	2 (8.3%)
Availability of spaces	12 (50.0%)	5 (20.8%)	4 (16.7%)	1 (4.2%)	2 (8.3%)
Availability of disabled spaces	2 (8.7%)	5 (21.7%)	7 (30.4%)	7 (30.4%)	2 (8.7%)
Availability of parent and child spaces	0 (0.0%)	4 (17.4%)	6 (26.1%)	8 (34.8%)	5 (21.7%)
Width of parking spaces	2 (8.7%)	1 (4.3%)	11 (47.8%)	4 (17.4%)	5 (21.7%)
Layout of car parking spaces	4 (16.7%)	2 (8.3%)	8 (33.3%)	4 (16.7%)	6 (25.0%)
Road access to the car park	6 (25.0%)	5 (20.8%)	6 (25.0%)	2 (8.3%)	5 (20.8%)
Sign posting to the car park for a driver	13 (52.0%)	5 (20.0%)	5 (20.0%)	1 (4.0%)	1 (4.0%)
Sign posting from the car park as a pedestrian to attractions / facilities	11 (45.8%)	3 (12.5%)	7 (29.2%)	2 (8.3%)	1 (4.2%)
Lighting of the car park	5 (22.7%)	2 (9.1%)	11 (50.0%)	4 (18.2%)	0 (0.0%)
Lighting of the route to the attractions / facilities	4 (19.0%)	2 (9.5%)	9 (42.9%)	6 (28.6%)	0 (0.0%)
Price of car parking ticket	17 (70.8%)	1 (4.2%)	4 (16.7%)	2 (8.3%)	0 (0.0%)
Local traffic congestion	13 (52.0%)	7 (28.0%)	2 (8.0%)	2 (8.0%)	1 (4.0%)

E2

If you think there is an issue missing from the list above, please give details below and a rank using the 1-5 categories above:

8 (100.0%)

9. If you believe the Council owned / managed car parks need to be improved, which of the following potential improvements do you think would be most effective? Please rank in priority order where 1 is a priority and 5 needs no improvement:

	1	2	3	4	5
Convenience of car park	7 (31.8%)	7 (31.8%)	3 (13.6%)	1 (4.5%)	4 (18.2%)
Additional parking spaces	9 (39.1%)	4 (17.4%)	6 (26.1%)	1 (4.3%)	3 (13.0%)
Better layout of current car park	6 (27.3%)	2 (9.1%)	7 (31.8%)	2 (9.1%)	5 (22.7%)
Additional disabled spaces	1 (4.8%)	1 (4.8%)	8 (38.1%)	4 (19.0%)	7 (33.3%)
Additional parent and child spaces	1 (4.8%)	1 (4.8%)	8 (38.1%)	4 (19.0%)	7 (33.3%)
Enhanced car park lighting	4 (18.2%)	3 (13.6%)	6 (27.3%)	4 (18.2%)	5 (22.7%)
Enhanced lighting of the route to the attractions / facilities	4 (18.2%)	2 (9.1%)	8 (36.4%)	2 (9.1%)	6 (27.3%)
Improved sign posting for motorists	12 (52.2%)	2 (8.7%)	6 (26.1%)	0 (0.0%)	3 (13.0%)
Improved sign posting from the car park as a pedestrian to attractions / facilities	10 (41.7%)	4 (16.7%)	8 (33.3%)	0 (0.0%)	2 (8.3%)
More short stay ticket options	10 (40.0%)	2 (8.0%)	4 (16.0%)	2 (8.0%)	7 (28.0%)
Pay on exit ticketing system	14 (56.0%)	1 (4.0%)	2 (8.0%)	3 (12.0%)	5 (20.0%)

If you think there is something missing from the list above, please give details below and rank in priority order where 1 is a priority and 5 is not:

7 (100.0%)

We have a legal duty to promote equality and are also required by law to assess the impact of any of the council's policies/services/activities on the different equality groups in order to eliminate or minimise any adverse impacts on these groups.

YOU DO NOT HAVE TO COMPLETE THIS SECTION but if you do it will help us make sure we have a wide range of views. The answers are anonymous and it is not possible to identify individuals from them unless you choose to provide your contact details. You can choose not to answer any questions in this section.

Would you like to skip this section of the survey?

Yes	10 (41.7%
No	14 (58.3%

E3

The following questions are to help us to ensure that we are not discriminating against any individuals or groups on the grounds of their protected characteristics including gender, race, disability and age.

The answers to these questions will help us to focus and prioritise any necessary equality work in the correct areas and will provide us with a better understanding of the make-up of the communities we serve. You can choose not to answer any questions within this section.

Thank you for your assistance.

Your Name * (optional)
7 (100.0%)

Your address / telephone number / email * (optional)
7 (100.0%)

Are you male or female?

Male	5 (38.5%)	Prefer not to say	0 (0.0%)
Female	8 (61.5%)		

What is your age?

16 to 19	0 (0.0%)	45 to 54	3 (21.4%
20 to 24	2 (14.3%)	55 to 64	3 (21.4%
25 to 34	1 (7.1%)	65 +	0 (0.0%)
35 to 44	5 (35.7%)	Prefer not to say	0 (0.0%)

Which of the following best describes your current work status?

Employee in full-time job (30 hours or more per week)	5 (35.7%)	Wholly retired from work	0 (0.0%)
		Full-time education at school, college or university	0 (0.0%)
Employee in part-time job (less than 30 hours per week)	1 (7.1%)	Looking after home/family	0 (0.0%)
Self-employed - full or part time	8 (57.1%)	Permanently sick/disabled	0 (0.0%)
Government-supported training	0 (0.0%)	Doing something else	0 (0.0%)
Unemployed and available for work	0 (0.0%)	Prefer not to say	0 (0.0%)

Under the Equality Act 2010, a person has a disability if "they have a physical or mental impairment, or the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities." Do you consider yourself to have a disability?

I do not consider myself to have a long-term condition, impairment or disability	14 (100.0%)	I consider myself to have a long-term health condition, impairment or disability	0 (0.0%)
Prefer not to say	0 (0.0%)		

Sexual orientation

Bisexual	0 (0.0%)	Undecided	0 (0.0%)
Gay	0 (0.0%)	Other *	0 (0.0%)
Heterosexual	13 (92.9%)	Prefer not to say	1 (7.1%)
Lesbian	0 (0.0%)		

E4

* If "other" please state:
0 (0.0%)

Do you live and work full time in the gender role opposite to that assigned at birth?

Yes	2 (15.4%)	Prefer not to say	2 (15.4%
No	9 (69.2%)		

Which of the following best describes your religion?

Buddhist	1 (7.1%)	Sikh	0 (0.0%)
Christian	7 (50.0%)	None	5 (35.7%
Hindu	0 (0.0%)	Other *	0 (0.0%)
Jewish	0 (0.0%)	Prefer not to say	1 (7.1%)
Muslim	0 (0.0%)		

* If 'other' please state:
0 (0.0%)

Which of the following best describes your ethnic origin?

White - British	12 (85.7%)	Asian/Asian British: Pakistani	0 (0.0%)
White - Irish	0 (0.0%)	Asian/Asian British: Bangladeshi	0 (0.0%)
White - Eastern European	0 (0.0%)	Asian/Asian British: Other	0 (0.0%)
White - Other	0 (0.0%)	Black/Black British: Caribbean	0 (0.0%)
Mixed/Mixed British - White and Black Caribbean	1 (7.1%)	Black/Black British: African	0 (0.0%)
		Black/Black British: Other	0 (0.0%)
Mixed/Mixed British - White and Black African	0 (0.0%)	Chinese	0 (0.0%)
		Gypsy, Roma or Traveller	0 (0.0%)
Mixed/Mixed British - White and Asian	0 (0.0%)	Other *	0 (0.0%)
Mixed/Mixed British - Other	0 (0.0%)	Prefer not to say	1 (7.1%)
Asian/Asian British: Indian	0 (0.0%)		

* If 'other' please state:
0 (0.0%)

Thank you for taking the time to complete this questionnaire.

Please use the 'Submit' button below to send the survey to us.

Thank you

E 5

Uttlesford District Council Car Park Survey 2013 for Businesses – Open Question Responses

Q1. Which town / village do you have a business in? Other

- Thaxted

Q4. Where do you believe the majority of your customers / visitors park whilst visiting your business?

- No parking required
- The business car park is not sufficient customers use whereever they can close to the pub - dog and duck. The current and planned parking restrictions are restrictive for local lower street businesses

Q7. Does your business currently operate a scheme to refund part of the customers / visitors car parking? Is this something you would consider introducing?

- Anna Harvey, Scarlett & Stone, 25 High Street, Dunmow, Tel: 01371 873 079, anna@scarlettandstone.com
- Nikki Anthony, Wardrobe 20 High St Dunmow CM6 1AH 01371 879862 email hello@wardrobe-uk.com
- Jonathan Lamb at cambridgefurnitureco@yahoo.co.uk
- As long as there was sufficient parking
- only on the condition that there was more parking
- Peter Apps Kings Family Butchers 01279812219

Q8. What do you believe (if any) are the main problems surrounding Council owned / managed car parks within your locality. Please rank each issue in order of importance where 1 is a priority and 5 is not: If you think there is an issue missing from the list above, please give details below and a rank using the 1-5 categories above:

- To attract local business into a small town, parking needs to be free for the first 30 / 45 minutes.
- Tickets expiring 1, an option would be a flat fee or pay on exit
- Way in which parking is paid for as pay on exit would be a much better system 1 Not enough free parking 1
- Ice Snow clearance needs to be addressed, also something free / minimum fee periods at specific times
- More free short term parking 1 Paying on leaving the car park 1

E6

- This only designed for visitors. It is not for owners/residents who have nowhere to park or cannot get permits.
- the problem of customers having to watch the time in case they run over the pre-paid ticket duration. rank 1
- Most often heard complaint is lack of "Pay on Exit" parking, meaning customers are forever checking time.

Q11. If you believe the Council owned / managed car parks need to be improved, which of the following potential improvements do you think would be most effective? Please rank in priority order where 1 is a priority and 5 needs no improvement. If you think there is something missing from the list above, please give details below and rank in priority order where 1 is a priority and 5 is not

- Stop traffic wardens policing the car parks, introduce enforcement camera's.
- A flat fee would stop people worrying about tickets running out 1
- I would like to see residents get some parking concession just to try and bring people back into town
- Under 4 hours free or low cost parking to encourage visitors to stay/spend more/stay for lunch.
- Pedestrian access from car park to shops - 1
- This only for visitors. It is not for owners/residents who have nowhere to park or cannot get permits
- a period of free parking starting mid afternoon, also free parking in swan meadow further zones rank1

E 7