

# **Appendix D**

Residents Survey Results Summary



# Uttlesford District Council Car Park Survey 2013 for Residents and Visitors

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

## 1. Are you a resident of Uttlesford

|     |             |
|-----|-------------|
| Yes | 262 (94.9%) |
| No  | 14 (5.1%)   |

## Town/Village

## 2. Which town/village do you regularly park in?

|                       |             |
|-----------------------|-------------|
| Dunmow                | 66 (23.0%)  |
| Saffron Walden        | 199 (69.3%) |
| Stansted Mountfitchet | 46 (16.0%)  |

## Dunmow

## 3. Which car park(s) do you regularly use in Dunmow?

|               |            |
|---------------|------------|
| Angel Lane    | 28 (56.0%) |
| Chequers Lane | 17 (34.0%) |
| New Street    | 8 (16.0%)  |
| White Street  | 35 (70.0%) |
| Other         | 5 (10.0%)  |

If other, please specify where you park in the space below:

5 (100.0%)

## Saffron Walden

## 4. Which car park(s) do you regularly use in Saffron Walden?

|                                |             |
|--------------------------------|-------------|
| Catons Lane                    | 18 (9.7%)   |
| Council Offices (weekend only) | 26 (14.0%)  |
| Fairycroft (Waitrose)          | 133 (71.5%) |
| The Common                     | 100 (53.8%) |
| Rose and Crown                 | 21 (11.3%)  |
| Swan Meadow                    | 53 (28.5%)  |
| Other                          | 36 (19.4%)  |

If other, please specify in the space below:  
33 (100.0%)

## Stansted Mountfitchet

### 5. Which car park(s) do you regularly park use in Stansted Mountfitchet?

|               |            |
|---------------|------------|
| Crafton Green | 25 (55.6%) |
| Lower Street  | 28 (62.2%) |
| Other *       | 6 (13.3%)  |

\* If other please specify in the space below:  
6 (100.0%)

### 6. What influenced your choice of car park?

|                        |             |
|------------------------|-------------|
| Cost of ticket         | 57 (23.5%)  |
| Location of car park   | 194 (79.8%) |
| Availability of spaces | 92 (37.9%)  |
| Length of stay         | 50 (20.6%)  |
| Other *                | 20 (8.2%)   |

\* If other, please specify in the space below:  
20 (100.0%)

## Details of Your Visit

### 7. What was the reason you used this car park for?

|                                   |             |
|-----------------------------------|-------------|
| Shopping trip                     | 230 (81.3%) |
| Visitor/holiday                   | 4 (1.4%)    |
| Work/business                     | 59 (20.8%)  |
| Commuting outside of the district | 8 (2.8%)    |
| Visit the market                  | 83 (29.3%)  |
| Leisure                           | 59 (20.8%)  |
| Resident / visiting a resident    | 31 (11.0%)  |
| Medical / dental appointment      | 91 (32.2%)  |
| Other *                           | 19 (6.7%)   |

\* If "other please state:  
18 (100.0%)

**8. What is the length of time you usually park for?**

|                                |             |
|--------------------------------|-------------|
| Less than half an hour         | 24 (8.6%)   |
| Between half and one hour      | 73 (26.1%)  |
| One - two hours                | 132 (47.1%) |
| Two - three hours              | 33 (11.8%)  |
| Three - four hours             | 8 (2.9%)    |
| Over four hours                | 22 (7.9%)   |
| Season ticket holder           | 3 (1.1%)    |
| Resident parking permit holder | 7 (2.5%)    |

**Your Ticket**

**9. Were you able to purchase a ticket for as long as you needed?**

|     |             |
|-----|-------------|
| Yes | 165 (88.2%) |
| No  | 22 (11.8%)  |

**10. Do you feel the car park charges compare reasonably in comparison to other nearby towns / villages?**

|     |             |
|-----|-------------|
| Yes | 159 (58.2%) |
| No  | 114 (41.8%) |

**If not, why is this?**

105 (100.0%)

**Your Experience**

**12. Please rate the following options on your experience of using a Council owned car park:**

|  | <i>Very good</i> | <i>Fairly good</i> | <i>Neither</i> | <i>Fairly poor</i> | <i>Very poor</i> |
|--|------------------|--------------------|----------------|--------------------|------------------|
| Convenience of car park  | 114 (41.6%)      | 126 (46.0%)        | 16 (5.8%)      | 15 (5.5%)          | 3 (1.1%)         |
| Availability of spaces   | 35 (13.4%)       | 128 (48.9%)        | 35 (13.4%)     | 48 (18.3%)         | 16 (6.1%)        |
| Availability of disabled spaces  | 27 (13.4%)       | 45 (22.3%)         | 94 (46.5%)     | 22 (10.9%)         | 14 (6.9%)        |
| Availability of parent and child spaces                                    | 23 (12.2%)       | 24 (12.8%)         | 94 (50.0%)     | 23 (12.2%)         | 24 (12.8%)       |
| Width of parking spaces  | 18 (6.8%)        | 106 (40.2%)        | 40 (15.2%)     | 78 (29.5%)         | 22 (8.3%)        |
| Layout of car parking spaces   | 24 (9.1%)        | 138 (52.1%)        | 53 (20.0%)     | 44 (16.6%)         | 6 (2.3%)         |
| Road access to the car park  | 42 (15.6%)       | 127 (47.2%)        | 51 (19.0%)     | 38 (14.1%)         | 11 (4.1%)        |
| Sign posting to the car park for a driver                                  | 38 (15.0%)       | 105 (41.3%)        | 63 (24.8%)     | 41 (16.1%)         | 7 (2.8%)         |
| Sign posting from the car park as a pedestrian to attractions / facilities | 34 (13.3%)       | 96 (37.6%)         | 87 (34.1%)     | 33 (12.9%)         | 5 (2.0%)         |
| Lighting of car park   | 24 (9.9%)        | 98 (40.5%)         | 86 (35.5%)     | 26 (10.7%)         | 8 (3.3%)         |
| Lighting of the route to the attractions / facilities                      | 14 (9.9%)        | 49 (34.5%)         | 60 (42.3%)     | 17 (12.0%)         | 2 (1.4%)         |
| Price of car parking ticket  | 7 (4.5%)         | 57 (36.3%)         | 21 (13.4%)     | 43 (27.4%)         | 29 (18.5%)       |
| Local traffic congestion   | 5 (3.2%)         | 22 (14.0%)         | 24 (15.3%)     | 60 (38.2%)         | 46 (29.3%)       |

If you think there is something missing from the list above, please give details below:  
81 (100.0%)

## Potential Improvements

13. Which 4 of the following potential improvements to the Council car parks, do you think would be most effective in improving. Please rank in priority order where 1 is a priority and 4 is not:

|   | 1           | 2          | 3          | 4          | 5          |
|---|-------------|------------|------------|------------|------------|
| Additional parking spaces   | 115 (51.1%) | 39 (17.3%) | 38 (16.9%) | 21 (9.3%)  | 12 (5.3%)  |
| Better layout of current car park   | 30 (16.0%)  | 38 (20.3%) | 55 (29.4%) | 39 (20.9%) | 25 (13.4%) |
| Additional disabled spaces  | 24 (16.7%)  | 17 (11.8%) | 37 (25.7%) | 35 (24.3%) | 31 (21.5%) |
| Additional parent and child spaces  | 29 (20.9%)  | 15 (10.8%) | 34 (24.5%) | 27 (19.4%) | 34 (24.5%) |
| Enhanced car park lighting  | 18 (11.3%)  | 36 (22.5%) | 41 (25.6%) | 37 (23.1%) | 28 (17.5%) |
| Enhanced lighting of the route to the attractions / facilities                      | 4 (4.2%)    | 17 (17.7%) | 28 (29.2%) | 20 (20.8%) | 27 (28.1%) |
| Improved sign posting for motorists   | 14 (8.4%)   | 30 (18.1%) | 61 (36.7%) | 35 (21.1%) | 26 (15.7%) |
| Improved sign posting from the car park as a pedestrian to attractions / facilities | 13 (8.6%)   | 24 (15.8%) | 50 (32.9%) | 35 (23.0%) | 30 (19.7%) |
| More short stay ticket options  | 109 (51.9%) | 42 (20.0%) | 29 (13.8%) | 17 (8.1%)  | 13 (6.2%)  |
| Pay on exit ticketing system  | 82 (52.6%)  | 25 (16.0%) | 16 (10.3%) | 15 (9.6%)  | 18 (11.5%) |

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:

69 (100.0%)

## About You

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?

3 (29.3%) Yes

0 (70.7%) No

D4

## About You

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)**

68 (100.0%)

**Your address / telephone number / email \* (optional)**

69 (100.0%)

**Are you male or female?**

- 5 (38.7%) Male
- 5 (59.3%) Female
- 4 (2.1%) Prefer not to say

**What is your age?**

- 2 (1.0%) 16 to 19
- 1 (0.5%) 20 to 24
- 8 (4.0%) 25 to 34
- 17 (8.6%) 35 to 44
- 1 (20.7%) 45 to 54
- 2 (26.3%) 55 to 64
- 4 (37.4%) 65 +
- 3 (1.5%) Prefer not to say

**Which of the following best describes your current work status?**

- 4 (17.3%) Employee in full-time job (30 hours or more per week)
- 2 (16.2%) Employee in part-time job (less than 30 hours per week)
- 9 (14.7%) Self-employed - full or part time
- 0 (0.0%) Government-supported training
- 3 (1.5%) Unemployed and available for work
- 1 (36.0%) Wholly retired from work
- 5 (2.5%) Full-time education at school, college or university
- 13 (6.6%) Looking after home/family
- 3 (1.5%) Permanently sick/disabled
- 7 (3.6%) Doing something else
- 0 (0.0%) Prefer not to say

**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?**

- 1 (84.7%) I do not consider myself to have a long-term condition, impairment or disability
- 3 (12.1%) I consider myself to have a long-term health condition, impairment or disability
- 6 (3.2%) Prefer not to say

**Sexual orientation**

- 11 (6.1%) Bisexual
- 1 (0.6%) Gay
- 2 (78.9%) Heterosexual
- 0 (0.0%) Lesbian
- 0 (0.0%) Undecided
- 8 (4.4%) Other \*
- 8 (10.0%) Prefer not to say
- \* If "other" please state:
  - 12 (100.0%)

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

- 9 (17.9%) Yes
- 5 (71.0%) No
- 8 (11.1%) Prefer not to say

**Which of the following best describes your religion?**

- 0 (0.0%) Buddhist
- 7 (70.2%) Christian
- 0 (0.0%) Hindu
- 1 (0.6%) Jewish
- 0 (0.0%) Muslim
- 0 (0.0%) Sikh
- 7 (20.4%) None
- 4 (2.2%) Other \*
- 12 (6.6%) Prefer not to say
- \* If 'other' please state:
  - 7 (100.0%)

**Which of the following best describes your ethnic origin?**

- 4 (89.6%) White - British
- 0 (0.0%) White - Irish
- 0 (0.0%) White - Eastern European
- 3 (1.6%) White - Other
- 0 (0.0%) Mixed/Mixed British - White and Black Caribbean
- 0 (0.0%) Mixed/Mixed British - White and Black African
- 2 (1.1%) Mixed/Mixed British - White and Asian
- 0 (0.0%) Mixed/Mixed British - Other
- 0 (0.0%) Asian/Asian British: Indian
- 0 (0.0%) Asian/Asian British: Pakistani
- 0 (0.0%) Asian/Asian British: Bangladeshi
- 0 (0.0%) Asian/Asian British: Other
- 0 (0.0%) Black/Black British: Caribbean
- 0 (0.0%) Black/Black British: African
- 0 (0.0%) Black/Black British: Other
- 0 (0.0%) Chinese
- 0 (0.0%) Gypsy, Roma or Traveller
- 2 (1.1%) Other \*
- 12 (6.6%) Prefer not to say
  - \* If 'other' please state:
    - 9 (100.0%)

**Thank you for taking the time to complete this questionnaire.**

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

**Thank you**



# Uttlesford District Council Car Park Survey 2013 for Residents and Visitors – Open Question Responses

## Q3. Where did you park in Dunmow other

- Co-op car park
- New Street
- recreation ground
- On street
- HRS (school)

## Q4. Where did you park in Saffron Walden other

- On the road
- Roadside
- behind Boots
- town square
- town square
- Boots
- High street and market square if possible
- In Castle Street / Museum Street as free for 2 hours
- Castle Street
- Library (Disabled)
- Market Square and High Street
- Emson Close
- Free parking top of common
- Blue badge holder. Market Place Ashdon Rd
- Gold Street
- Free parking spaces when available e.g. on High Street and Castle Street. Abbey Lane parking.
- Street parking.
- Market Square; on street
- Top of Common
- None, I pay to park on the street as a residentparker
- 2hr free parking in Castle Street
- tesco
- Resident in Gold Street
- waitrose
- East street
- King Street. Market Square
- I have nowhere to park my car, I have to use the road but more houses means no spaces for me anymore
- Castle Street
- As long time residents we always endeavour to walk within the town so are not regular parkers
- Have stopped shopping in Saffron Walden because risk of huge parking fines too high

- side of common
- Abbey Lane
- Emson Close (Private) I pay £480/yr for this, waited 7 yrs for space!

#### **Q5. Where did you park in Stansted other**

- I live in Stansted Mountfitchet and walk to wherever. I do not regularly drive to anywhere in Uttlesford where I need to use a car park. I will page through the rest of the questionnaire and respond in general terms.
- Parking bay, lower st, Cambridge rd
- Since on street parking was restricted I rarely go to Stansted Mountfitchet but occasionally park in the expensive station car park to catch a train. Otherwise I now go to Bishops Stortford.
- Street parking in lower street, station road and cambridge road
- Main Road
- On the street with the shops

#### **Q6. What influenced your choice of car park?**

- Free on high street and market square
- Great to have 1/2 hour free
- Permit holder, emson close
- Blue badge. See 4 above.
- I can redeem some of my parking cost at Waitrose.
- Ease of access and manoeuvring. Fairycroft is very difficult.
- Amount I am carrying
- Availability of disabled spaces
- Obviously, I park on the street my house is on.
- I only shop where there is free parking
- Resident in Gold Street
- Resident of East Street, Saffron Walden
- Resident parking as I live in the High Street, Saffron Walden
- traffic wardens harassing and haranguing people using the commons car park
- Resident car parks are full and under threat of closure.
- Occasional use of Fairycroft because we can recover the cost of parking from Waitrose
- Can't take risk of using any car park with high fines possible.
- I walk so to get free parking
- Safety CCTV
- forced to use car park as no road side spaces available

#### **Q7. What was the reason you used this car park?**

- solicitor
- solicitor
- Pubs
- Pubs
- Hairdressers
- Swan meadow - dog walks audley end park
- Hair dresser
- Hair dresser, bank, optician, post office

- going to the bank
- Taking children to after school activities
- to collect items from post office
- Collect child from school
- assisting at the school and collecting grandchildren from school
- Resident in Gold Street
- I have lived here for 20 years and residential parking is a nightmare.
- Visiting the library
- Post Office/optician/Chemist/solicitors
- rather than "a shopping trip" sometimes it can be just to visit the post office or to pop to one particular shop - very short visit - library etc.

### **Q10. Do you feel the charges compare reasonably in comparison to other towns/villages**

- Waitrose car parks in many other towns are free for, usually, up to 2 hours
- I can park further away from the town centre for cheaper in other places. In Saffron Walden the price is the same regardless of how far away one parks. In Royston one can park for free and for short periods.
- To shop in other nearby towns/villages parking is usually free.
- I live midway between Saffron Walden & Haverhill. Haverhill is significantly cheaper and, as a consequence, I shop there more frequently.
- Often use P&R at Trumpington and go into Cambridge which is free for OAPs
- Other Towns and villages introduce free times after certain times of the day and on Special Occasions in particular leading up to Christmas. We should make free car parking standard at certain times of a year to introduce growth.
- over the last couple of years the price has doubled from £2 to £4. Added to the rise in train fares my total commuting costs has risen exponentially, when mine and others salaries have not even kept pace with inflation. This is completely inequitable
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- Parking should be free for less than an hour & I would use town more.
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- Its unfair that Tesco's has free parking, Maldon allows half an hour free parking in its car parks this would go some way to negate the advantage Tesco's has been allowed to gain.
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- because of the need to prepay, pay on exit would be far better
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- Sadly there is 'very little' to draw residents into the town centre and those of us that want to support local traders find we have to PAY for parking in order to support them. Other towns where payments are required actually have a lot more to offer! So I feel there should be a lot more free parking especially for a one hour stay and maybe something free on visiting Angel Lane surgery where often the waiting time is over an hour. We need to encourage visitors to the centre not penalise them with parking charges

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- Dunmow is struggling to attract people to the town & high street, therefore car park charges need to reflect this. Dunmow is unique in having few if any chain stores & in order to ensure this remains (one of its attractions) far more needs to be done. The shop owners are part of the community & as well as many being residents too, as much as possible needs to be done to help them retain their livelihoods and the very important role they play in the community.
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- Most stays are short shopping trips and the charges are disproportionate to the stay should be broken into .5 hr slots up to 2 hrs 1 hr, 1.5 hr, 2hr nothing more annoying than paying for more than is needed
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- The cost deters me from spending anything more than the minimum time in town
- The cost deters me from spending anything more than the minimum time in town
- Primarily this is shopping at Waitrose and most supermarkets offer free parking. Why not make the current car park levels specifically for Waitrose and add two more stores for general parking with charges? Ask Waitrose to pay for it so their customers get free parking.
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- I think you should get 1/2hr free
- I think you should get 1/2 hour free
- I live in Thaxted where the car parks are all free to use!
- I live in Thaxted where the car parks are all free to use!
- Free in Ely. Better shops in other towns ie M&S and Sainsburys
- Cheaper in Dunmow or Waltham Abbey. Can only get 2 hours max
- I disagree in principle, paying "up front" for parking it is very restrictive and seems designed to "catch people out" ie i was 15 mins late back to my car from a job interview in town i'd paid for 3 hours so i got fined. The car parks should be ticketed to pay when you leave.
- Too expensive. Deters outside shoppers and visitors.
- others had less of an increase recently.
- EFDC do not charge on a Saturday and the first hour should be free
- Saffron Walden is dearer than other Uttlesford parking areas. It is being used as a revenue source rather than a public amenity.
- I have no experience

- cost of parking and size of spaces
- If parking for a short period say for going to the bank, parking adds to the cost. Some towns have free parking for 1-2 hours! Sudbury.
- expensive for the amount of time.
- 1. Bishops Stortford (Waitrose) free for 1/2 hour 2. The Council car park is cheaper.
- Price discourages longer stay in town
- it depends where i go
- They are alot cheaper at Haverhill & Harlow & Bishops Stortford
- i would prefer pay on exit from car parks.
- Primarily this is shopping at Waitrose and most supermarkets offer free parking. Why not make the current car park levels specifically for Waitrose and add two more storeys for general parking with charges? Ask Waitrose to pay for it so their customers get free parking.
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- far too expensive, which is why I only park for an hour. I would like to stay for 2 hours
- waitrose is rather expensive you only get a refund if you spend over £10 instore. common is too
- Great Dunmow is cheaper; Thaxted is free
- Thaxted is free when I visit the doctors
- they are all tooexpensive
- Haverhill is much cheaper
- Expensive for long term. No shopper discounts except for Waitrose - could be extended to other shops
- A lot of places are free
- Too expensive
- Weekends and market days should be free to get more people into Dunmow to use the shops
- Other towns make the effort to provide free parking so as to provide customers of business's and shops with the incentive to support the town.
- Having to pay on arrival means having enough coins which the machine will accept and knowing in advance how long your stay will be. This is frequently not the case.
- because i don't
- Not enough in Saffron Walden to justify the high prices.
- Parking in a car park in Epping recently, behind Marks and Spencer ie central to shops, on a Saturday, there was no charge. During the week the first half hour is free and any further time is very reasonable. This must encourage visitors on a Saturday to stay in the area without worrying about cost or a parking ticket.
- parking is free in Thaxted, therefore parking in ALL of uttlesford should be free
- This is loaded question,why are we comparing? It's expensive to park in saffron walden.i don't shop elsewhere.
- Other places ie Haverhill and Royston have free parking after 3pm. Can park all day in Haverhill for £2.20
- too high for short periods
- Too expensive - prohibits long stays in town. Regularly travel to Bury St. Edmunds to shop and you can park all day for around £4.
- I feel the charges do not encorage visits to Saffron Walden

- More expensive.
- 70p for the first hour at Swan Meadow is too high given its location. If Saffron Walden wants to attract more footfall at local businesses then Swan Meadow being free for up to 30 minutes and maybe 30-40p for the first hour would be more appropriate.
- We find Bishop's Stortford much more competitive for parking-recoverable from Sainsbury's
- Too expensive
- much more expensive in Saffron Walden than Stansted , Why is this??
- saffron walden parking prices are higher than many other comparable towns ...eg; Dunmow
- I do not know why I should be charged so much other than the obvious unthinking money making exercise which is what it has become
- Only when I go to Waitrose which is free with shopping receipt. The same should apply when I am shopping in Saffron Walden from Swan Meadow for short term, say two hours. You can keep the charges on the central parking by the common.
- Too expensive
- the parking in Dunmow is totally inadequate. We live in North Street. There are at least twelve houses on this street with no parking place other than overnight. The old library used to allow us to park in their parking area but now they have moved, we are not allowed anywhere except the recreation ground. The recreation ground is too far away for my wife who suffers from osteo-arthritis and is often full at the weekend. Parking places on North St would not only help us but also slow the lorries and coache down
- We need free parking to encourage people into our town to use our local shops
- It is not always possible to know how long appointment etc will take. I end up paying way over car park charge to avoid huge fines. If I return early, I don't get a refund. This is not fair charging.
- Expensive
- If it were cheaper I probably wouldn't get so many cars parking in the residential street I live in, would help if first hour at least was free!
- I often use Haverhill, where one hour costs 40p, and 4hours costs £1, plus the 3 hours free in Tesco, which is within 5 minutes walk of the town centre
- Braintree cheaper. I am fed up with having to make a decision about how long I will be in town. Hair, doctors, shopping, meal, coffee can be difficult to judge and having a fine because there were queues is unfair. I should be able to pay within 12 hours to avoid fine. Help businesses in Dunmow to grow and stop charging for parking or make it cheaper and easier.
- i feel all parking should be free
- The charges for car parking makes one shop quickly and does not encourage one to stop for a coffee or lunch which of course is bad for shops and business making shoppers go elsewhere.
- Dunmow town centre is too small to warrant short term parking charges
- Saffron Walden is the only town/village I use regularly where I have to pay anything to park - at other locations I can usually find a car park for free. (Also, it's the free Tesco parking etc that we should be comparing Saffron Walden with, just as much as other towns/villages. This doesn't create a level playing field and discriminates unfairly against Saffron Walden)
- More expensive
- Look at the number of cars being parked in residential roads!
- Should be free

- All Suffolk towns are much cheaper eg Newmarket Haverhill Sudbury even B. Stortford in Herts. UDC ought to make 2-3 hours cheaper to encourage stay.
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- Parking in Thaxted is free. Cheaper parking (especially pay on exit system) would encourage shopping in Saffron Walden.
- Pay on exit would be a better choice
- Short term only with no return
- Much too expensive in Uttlesford
- Far too expensive in Uttlesford
- they should be reduced w/e & holidays (xmas) and evenings
- If i go to Cambridge i do park and ride. If i go to retail shopping areas the parking is free.
- with all the residents parking no where to park for free as an OAP with difficulty walking and carrying shopping should be allowed one day a week free for OAPs to get to shops.
- The lack of a 2 hour parking charge means the options either side are expensive.
- Too expensive
- Being disabled i do not feel i should have to pay. I have a regular blue badge, and parking fees kill towns.
- Haverhill, Bury, Ely etc. are much better value for money (i.e. Cheaper)
- In Harlow, car park near Doctors surgery is free for a short visit (1st hour I think). If charges were lower people might be more prepared to use the car parks instead of road side parking.

**Q12. Your experience. If you think there is something missing from list above:**

- Not being sure of the next questions, I'd like the opportunity to suggest out of town shop car parks are paid vfor, subsidieing free ones in town centrs. Put the life back.
- Although I have a season ticket for chequers lane on a tuesday when it is market day I always have to drive around looking for a space and its very annoying that the market traders park in there and also on the street and just put signs on there vans market trader and don't purchase a ticket
- Although I have a season ticket for chequers lane on a tuesday when it is market day I always have to drive around looking for a space and its very annoying that the market traders park in there and also on the street and just put signs on there vans market trader and don't purchase a ticket
- method of payment
- The ACCESS only road through white street is VERY dangerous! It crosses the pedestrian area outside the library this is an accident waiting to happen! People drive through and park in white street to try to avoid paying parking charges! Through the so called town square who in their right mind thought that would be the heart of Dunmow for goodness sake what a waste of time and effort!
- The lights being turned off in White Street is a very serious personal safety risk, even if the floodlights were turned off & lower level light installed. The car park is used as a through route & as such later at night it is in total darkness when the street lights are turned off.
- Find somewhere else for the market, causes parking chaos on market day for what is a pretty poor market

- Water - there is always excess water on the upper level. Sort your drainage out and stop ruining my shoes. The fenced off spaces on the ground floor are filthy and smell - why have you not effected the necessary repairs and refurbishment?
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- Swan Meadow too far from town think outside the box and build underground car park on common
- From Beeches Close we have to drive through congestion of town centre to get to any car park.
- Ban over sized 4x4's - give them space in a distant car park
- 
- Fairycroft needs rebuilding with a three decker per waitrose plans shown in town last year.
- there is very little parking for those of us from the outlying villages, who have no option but to drive to work in town - there being such poor or non-existent public transport.
- Market square. This should be pedestrians only it is quite dangerous to cross from one side to the another.
- 40p when i'm just going to Dorringtons in Stansted for one loaf - makes it a very expensive loaf! I often go to Snowley Parade in Bishops Stortford instead - its free!
- The Council should consider an underground/first floor built car park in white street Dunmow particularly if they insist in forcing new houses to the town.
- Swan Meadow - 1. Traffic calming bumps need white marks as they cannot be seen in dark shadows and cause shock if not injury to passengers. 2. The bays should be numbered to facilitate easier location of car on the drivers return. Price - i feel that swan meadow should be cheaper than CPs in town. Lighting to the common CP. Emson Close is dark and feels scary especially for elderly
- There is sufficient car parking in the town. Parking for a quick errand is a difficult and lengthy undertaking. Also parking for a longer period to do volunteering work is expensive and inconvenient. Swan Meadow is too far out of town.
- Price of car park = Providing you are a Waitrose Customer. Traffic - will become impossible once agreed and under consideration housing development schemes are partially and fully completed.
- No catering for people who want to pop in and out.
- Thaxted car park is free so why not Saffron Walden etc. Or put charges and Thaxted and reduce the cost overall.
- Have not paid attention to availability of disabled/parent child spaces, so unable to comment.
- There is no point in defacing our villages with double yellow lines if the penalties are not enforced, or action taken against those who park on them.
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- With bigger cars spaces are very tight and people do not care whether they damage your car.
- Water - there is always excess water on the upper level. Sort your drainage out and stop ruining my shoes. The fenced off spaces on the ground floor are filthy and smell - why have you not effected the necessary repairs and refurbishment?
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- lack of car parks
- 
- The lack of parent and child spaces in Saffron Walden is appalling. Waitrose has 4.
- Directional signs for drivers could be better
- Information about car park being full
- There are many elderly who need a closer parking space but are not registered diasabled.
- Uneven ground in Swan Meadow and pot wholes on the approach have not been rectified
- In Swan Meadow the footpath from the end away from the town was badly overgrown when I last tried to
- Residents' parking: before changes are made, send a questionnaire to all affected permit-holders.
- Prepayment of parking ticket is a major disadvantage
- This survey is only designed for visitors. I does nothing to address the situation for residents that have no parking, that cannot obtain a resident permit because they live on the wrong side of the road, or even a permit to park in the council run car parks BECAUSE they are a resident that does not commute into the village even though they are self employed working from home.
- I do not need disabled or parent and child facilities, so there ought to be a "not applicable" button on this survey
- is providing RESIDENT PARKING until 9pm 6 days a week fair to other taxpayers?
- Signs for exit not clear I also got stuck when it was icy as the car park is sloped and it wasn't gritted
- Although parking in the town centre is good value, Swan Meadow is expensive by comparison. DO NOT DISCOURAGE local residents and visitors by increasing parking charges, if anything REDUCE them to ensure that the town can properly compete with 'out of town centre' shops. Do NOT look for parking to be a major revenue generator.
- I would prefer to pay for my parking ,for time used,after doing my business. Time after time I have to rush back to car park not having finished my shopping . The town must lose lots of revenue because visitors underestimate the time going to be spent.
- This is no good if you are a resident of the town
- flexibility of paying - i.e. machines calibrated per time period, giving change and accepting card payment
- There are more resident permits issued for East Street than there are actual spaces available. Out of 7 days per week we can park in a space 5 days usually. So we don't get full value of our residents parking permit.
- CCTV/security - poor
- I think the signs for Swan Meadow Car Park should state the length of walk to the centre because entering out by the golf club I am sure visitors feel they are a long way from the shops and we all know people don't like to walk too far.
- all parking should be free of charges
- Number of Disabled car parking spaces - Too many !!
- Car parking spaces for residents are needed. Existing residents not the thousands due in with the constant house building. You're ruining this town.
- Access to town centre especially for disabled parking which on market days there are not enough considering that the disabled parking bays in King Street/Market Square are not available and there are not that many in Waitrose or Common car park which is the furthest someone with a walking disability can walk from into the

town centre.

- While the convenience of the parks I use is 'fairly good' I would like to use Swan Meadow it would be far more convenient to access the town centre but traffic congestion etc puts me off driving all the way through town to then double back. I wish there was a way to access the carpark without driving all the way through town.
- Numbers of convenient car park places is very low especially when considering additional pressures arising from numbers of new houses being built and needs of frail elderly with serious mental health conditions who don't meet criteria for blue badge
- Severe shortage of spaces, particularly on Market day
- See previous comments on short term free parking in Swan Meadow
- I think it is very short sighted of the council to charge for car parking in Dunmow. I find I generally pay for 30 mins, do what I have to then return to my car. If there were no parking charges I and many others would meander along the High Street and no doubt spend money. I recently moved to the district from South Woodham Ferrers where there is no charges to use car parks.
- Limited time free road parking=fairly poor as very limited spaces
- I'd like to distinguish between the central car parks, where availability of spaces is not very good and Swan Meadow where availability is excellent. I cannot complain about unavailable parking spaces because I can always go to Swan Meadow, which should be promoted more. People seem to think it is far from the centre, whereas it is a very short walk up Park Lane.
- parking for residents without car spaces. Also too much through traffic in Market Square.
- Stress trying to work out how long I will need to park especially for appointments etc
- Parking on the curbside and double yellow lines should be banned for safety reasons. Especially in the vicinity of the Tesco store in Stansted! It is mayhem on many occasions.
- Method of payment
- I believe the ratio of disabled parking spaces in almost every car park I visit is too high and are there are almost always disabled spaces left available whilst other drivers have to drive round and round to find a parking space.
- Rates of charges - availability of half hour tariff
- Villages i.e Stebbing have one bus to Dunmow and one bus back to Stebbing ONCE a week so one has to use the car, would it not be possible to give concessionary parking to local residents without bus services to enable them to complete essential business without worrying about the time running out on the meter .
- I only generally pay to park in Saffron Walden
- Night-time security: I feel uneasy about security of my car after dark in many of Saffron Walden's car parks (and one of the reasons I try and avoid using the Common car park - which often seems to be the meeting point for boy racers and venue for anti-social behaviour)
- Saffron Walden one way routes are a nightmare prefer to shop elsewhere.
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- 
- With people having bigger cars the spaces are not wide enough.
- No provision for free short stay - as in market sq.
- I understand that parking charge income is important to the council but the charges

do not reflect the availability of facilities in the towns they serve. I feel strongly that there should be a 2 hours charge/period for Dunmow as, from experience, I usually pay for 1/2 hours parking and then rush my shopping, thereby not spending as much in the shops available. I feel there should be greater cooperation and coordination between UDC and the chamber.

- I always look for pay on exit car parks but there are none in s/walden!
- Parking in Market Place, Saffron Walden. It should become a pedestrian area with disabled parking outside boots/barclays etc and vehicular access down market hill and only king street only.
- Access from the car park to the town square needs to be safe for disabled and pedestrians from the common and I think the carpark behind boots the chemist should be for disabled only. We all go to boots and would not need to cross any roads and the ground is flat.
- Access to Crafton Green from Cambridge Rd should be more direct. Needs to be clearly marked as One Way. During the Summer Lower St is often full with visitors to the Museum, leaving little space for shoppers. Entry/exit to Lower St is awful.

**Q13. Potential improvements. If you think there is something missing from list above:**

- There are far too many disabled and mother and child parking spaces. Normally empty when no other spaces available.
- Pay on exit system would be fantastic!
- If free parking for first hour/ half parking ensure that a sign to indicate that a ticket is required is prominent!! experience in Harlow.
- Access to top deck is very difficult because of curved ramp. Top deck floods when wet.
- Free car parking after 3pm in all council car parks
- Park and Ride from outside town would improve services for all
- Would often stay longer if I could pay on exit
- would often stay longer if I could pay on exit
- 1. Toilet facilities. To show at Swan Meadow that the nearest are in Hill Street is less helpful and it needs a more prominent sign and better route info. 2. a CP at
- Perhaps the first hour could be free - it might help Dunmow High Street and bring more people into town.
- Another level for the Waitrose car park as previously designed by local architect practice. The new Waitrose plan why not increase the current amount of parking.
- Everything is good at the moment but what happens when all these new houses go up in Saffron Walden.
- Enforce parking restrictions on Cambridge Road Stansted.
- The ramp in Waitrose car park is awful (I do not use it now)
- Payment by card
- Surprised cost isn't an option here - so - cost - 1, especially to stop inconsiderate people using the residential streets as their own company parking
- Improved width and access. Information about full car parks.
- Free very short term parking, ie 20 mins
- encourage people to walk into town
- 1. proper maintenance of car parks, ie potholes, surfacing, treating when icy 2. CCTV with lights, to enhance security 3. validated parking, ie customer loyalty
- For Council tax payers in Uttlesford an annual parking permit, of say £15, to be used in all UDC car parks similar to scheme run in the New Forest in Hampshire.

- to be able to pay for car parking via card
- Shoppers discounts for shops other than Waitrose
- Machines should give change.
- Cost
- It doesn't matter what you do, people will always complain that parking is not free. In Dunmow you could make free parking on Saturdays and the week before Christmas
- Residents parking. Bad idea to extend guest permits to a full day for East Street; it is sometimes full already, meaning I cannot park where I have paid to park.
- Rank 1: I think the first 30 minutes should be free (e.g. to allow time for banking purposes).
- It is not just the car parks that need reassessing, it is the on street parking for residents especially on Station Road who are not entitled to parking permits.
- Free parking periods! If only need to stay for 30 mins, should get free to encourage local custom.
- dont waste public money on facilities nobody wants
- missing word in first sentence.
- Make it SIMPLER and CHEAPER to park close to the town centre and ATTRACT people in to the town centre! ENCOURAGE the use of the town centre rather than penalising it
- Crackdown on elderly abuse of disabled bays needs sorting as it restricts access for genuine disabled. There is barely a single pensioner who should be using the bay
- Cheaper parking to encourage shoppers
- Frankly, the parking in SW is first rate and I choose to go there because of it. Please speed up road works at end of Thaxted Road though!
- Payment online and/or by text message
- CCTV/security
- local traffic congestion is missing from your list and desperately needs to be dealt with!
- Do we, as existing residents, even figure in any Council plans?
- Lack of public conveniences at Swan Meadow and Common car parks. The existing toilets are not open in the evening. This does not show a good side of Saffron Walden.
- Road access to Swan Meadows
- 3 first 30 minutes parking free would attract more people to local businesses the town centre
- One hour free parking option for shoppers (1)
- Short term free parking options
- Free parking for two hours or less in Swan Meadow to encourage shoppers. Charge from 9.00 am until 5.00 pm only.
- No charges 1
- Spaces should be wider - cars are getting bigger yet the spaces aren't - cars can get damaged and it is very difficult for people to get in and out.
- Additional spaces for limited time road paking=1 Limited time free parking in all car parks=1
- Again, the central car parks are not sufficient, but people need to be encouraged to go to Swan Meadow, which is never full.
- free parking for the first hour.
- Fair car park charging and penalty system - based on paying what you actually use
- The Town needs more affordable parking places so that the residential streets

- aren't clogged up with people who leave their cars all day while they go off to work.
- Other alternatives pay by phone, allow people to pay for excess time without fining them
  - I don't think any of the others should have money thrown at them
  - Priority 1 (by far): Much more free parking. Needing to pay deters, and shortens, visits to Saffron Walden
  - cheaper for less than 1 hour in saffron walden
  - More free parking
  - Lower the price
  - Lower the price
  - Signposting to car parks is very poor. Sign on B184 is often obscured by vegetation and is too close to swan meadow entrance (should also indicate it is a central car park). Need signs on other approach roads into saffron walden.
  - More free parking available - swam meadow is usually half full so perhaps allocate free parking on a first come first serve basis. I have recently enjoyed free parking at faircroft as an ECC employee (library) and feel this should continue as other ECC employees enjoy this facility.
  - Change given at all machines
  - change given at all machines
  - regularly emptied litter bins 2.
  - Change machines in car parks
  - The Council car park is the only one on this side of the town and only available on w/e. To use swan meadow it is necessary to use the already congested high street.
  - I feel i am discriminated against because i am a normal white english person. There are no bays for elderly people who are a bit slow but have to walk far to the shops.
  - We shopkeepers are sick of customers dashing off because their car park tickets are about to expire. (happens frequently - ridiculous)