

# East Devon District Council

## Car Parks Review 2018



### Please read before filling in this questionnaire:

- Anyone can fill in this questionnaire; local residents, businesses, organisations, town and parish councils, visitors to the area etc. However, if you are a town and parish council or an organisation please fill in one co-ordinated questionnaire on behalf of the whole town or parish council or organisation.
- Any responses you give will be kept and used in accordance with Data Protection legislation and our Data Protection Policy.
- East Devon District Council runs 46 off road public pay and display car parks with 5,106 spaces throughout the district, this consultation is about those car parks. **It does not include any parking or parking spaces that are on the side of a road, even if you have to pay for it, as these spaces are the responsibility of Devon County Council and not us.**
- You don't have to answer all the questions. If there are questions you don't want to answer please leave them blank, your other responses will still be counted. **However, you do need to complete sections A and B.**

The structure of the questionnaire:

- **Section A - About you, please complete**
- **Section B - More information, please complete**
- Section C – Pay and display charges in 41 of our 46 car parks
- Section D – Pay and display charges in the 5 of our car parks that are currently different to the rest
- Section E – Car park permits
- Section F – Reserved car parking in Temple Street, Sidmouth
- Section G – Exmouth Pavilion car park
- Section H – Phear Park, Exmouth
- Section I – Church Street, Sidford car park
- Section J – Any other comments

**All completed questionnaires need to be with us by noon on 1 June 2018.**

**Please send completed questionnaires back to us in the pre-paid envelope provided or by post to Communications, East Devon District Council, Knowle, Station Road, Sidmouth, EX10 8HL.**

## Section A - About you

We are asking questions 1 - 7 as these factors may affect how you use our car parks. Your answers will be used to see if there are any particular issues in certain groups of people. Any details you give will be kept and used in accordance with Data Protection legislation and our Data Protection Policy.

### 1. In what capacity are you filling in this questionnaire:

Please select all that apply

- I live in East Devon
- I have a business in East Devon
- I am an East Devon District Councillor
- I am submitting the official response of a town or parish council
- I am submitting the official response of an organisation or group that isn't a town or parish council
- I am a visitor to East Devon
- Other - please select and then write in the box below:

### 2. Is this questionnaire the official response of a town or parish council or the official response of another organisation or group?

For their official response parish and town councils and other organisations need to fill in one co-ordinated questionnaire on behalf of the whole town or parish council or organisation.

- Yes
- No - move to question 5

### 3. If this questionnaire is the official response of a town or parish council or another organisation or group, please select the box below to confirm that you understand and agree that your responses may be published and attributed to your town or parish council, organisation or group. This would be to further help decision makers decide what action to take as a result of the consultation.

If you are a town or parish council, organisation or group and you feel your response should be kept confidential please contact us to discuss on 01395 517569 or email [jbuckley@eastdevon.gov.uk](mailto:jbuckley@eastdevon.gov.uk)

- = Select this box to confirm that you understand and agree that your responses may be published and attributed to your town or parish council, organisation or group.

### 4. If this questionnaire is the official response of a town or parish council or another organisation or group please write name of the parish or town council, organisation or group in the box below then move to question 8:

### 5. Which age group are you in?

- Under 29
- 30 to 49
- 50 to 69
- 70 +

### 6. Do you have a long-standing illness, disability or infirmity that limits your day to day activities in any way? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

- Yes
- No - please move onto question 8

## 7. If yes, please tell us the nature of your disability:

Please select all that apply

- Mobility (physical disability)
- Blind or visually impaired
- Deaf or hearing impairment
- Learning disability
- Mental health issues
- Progressive disability or chronic illness
- Other - please select and then write in the box below:

## Section B - More information

Any contact details you give below will not be linked to any of your questionnaire answers, will only be used for the purposes stated below and will be kept and used in accordance with Data Protection legislation and our Data Protection Policy.

## 8. Would you like to receive the results of the consultation and information on what we are doing with the results?

- Yes - please make sure you clearly write your e-mail address in the box below
- No – You will still be able to find out about the results and feedback from this survey on our website at [www.eastdevon.gov.uk/consultation-and-surveys](http://www.eastdevon.gov.uk/consultation-and-surveys)

If yes, please clearly write your email address in the box below in **BLOCK CAPITALS**:

## What wouldn't change

### Section C - Pay and display charges in 41 of our 46 car parks

We are proposing that the charges in 41 of our 46 off street pay and display car parks of 50p per half hour and £1 per hour to park wouldn't go up.

There has been no increase in the amount we charge to park in these car parks since 2010. We don't want to put these charges up, despite this approach being taken by many other local councils. This is because:

- Our residents and businesses have clearly told us they don't want any price increases to this general charge and would rather see other options being considered instead.
- If the charges went up to just over £1 then it becomes difficult for customers as our car parking machines can't give change. Customers would potentially still just pay £1 and stay for less than an hour, giving them less time to spend in local businesses.

## 9. Do you agree or disagree with our proposal to keep the charges of 50p for half an hour and £1 an hour the same in our pay and display car parks?

- Agree - go to question 11
- Disagree
- Unsure / don't know - go to question 11

**10. If you disagree, please tell us why and what charges you would suggest:**

## What we're proposing to change

### Section D - Charges for the five car parks that are currently different to the rest

Charges in five of our car parks are significantly lower than the rest. We are proposing to bring the charges at these five car parks into line with charges in our other 41 car parks.

- Underhill car park at Lympstone would go up to our standard charges for long stay coastal car parks. Current charges are 20p for the first 30 minutes, then 40p per hour, if you pay £4 you can park for up to 24 hours. This would become 50p minimum charge, £1 per hour, £6 for up to 24 hours (reducing to £3 for up to 24 hours November to March inclusive), charges would apply 24 hours a day, 7 days a week.

The following two car parks are currently 50p for every hour, if you pay £1.50 you can park for up to 24 hours. Charges apply from 8am to 6pm, every day apart from Sunday which is free:

1. Canaan Way in Ottery St Mary.
2. Coombe Lane in Axminster.

The following two car parks are currently 20p for the first 30 minutes, then 40p per hour, if you pay £4 you can park for up to 24 hours. Charges apply from 8am to 6pm:

3. Church Street in Sidford. Charges apply 7 days a week. Please also see alternative proposal for this car park in Section G.
4. Dolphin Street in Colyton. Charges apply every day apart from Sunday.

We are proposing that charges in the four car parks above would become the same as our standard charges for other long stay inland car parks. This would be a 50p minimum charge, £1 per hour, £3 for up to 24 hours, charges would apply 8am to 6pm, every day apart from Sunday which would be free.

**11. Do you agree or disagree with our proposal to bring charges in these five car parks in line with our charges in other similar car parks?**

- Agree - go to question 14       Disagree       Unsure / don't know - go to question 14

**12. If you disagree, do you think we should:**

- Do nothing, keep the current changes in these five car parks - go to question 14  
 Do something else

**13. If you think we should do something else, please tell us what you think we should do instead and why:**

**Section E - Car park permits**

**What we do at the moment:**

**Town / Area Permits**

We currently offer four different Town / Area Permits for £134 a year each, which anyone can purchase and can be used in any of our pay and display car parks within the towns and villages covered by that particular permit:

1. Sidmouth and Sidford
2. Exmouth, Budleigh Salterton and Lympstone
3. Axminster, Beer, Colyton and Seaton
4. Honiton and Ottery St Mary

With a Town / Area Permit you can park in any short stay car park in the areas your permit covers for up to three hours, with a limit of one visit to each car park per day. You can park in any long stay car park in the areas covered for as long as you like, as often as you like.

**You can also currently top up these Town / Area Permits to an:**

· **Economy Permit.**

Pay an extra £38 a year (taking it to £172) so in addition to the benefits of a Town / Area Permit you can park in any of our long or short stay car parks throughout the district for a maximum of 3 hours, with a limit of one visit to each car park per day.

· **All East Devon Permit**

Pay an extra £73 a year (taking it to £207) so you can have the benefits of a Town / Area Permit but for the whole of East Devon. You can park in any of our short stay car parks in the whole of the district for up to three hours, with a limit of one visit to each car park per day. You can park in any long stay car park for as long as you like, as often as you like.

**Residents Permits**

We currently also offer special residents permits in three of our 46 pay and display car parks. Nearby residents can pay £40 a year to park in a named car park. This exists for:

- Dolphin Street car park in Colyton
- Camperdown Terrace car park in Exmouth
- Underhill car park in Lympstone

Demand for these permits is high, we always sell many more permits than there are spaces. This means permit holders still face competition for car park spaces from other permit holders, residents and visitors to the area. These also take a significant amount of administration.

## Our proposal for the future:

Our proposal is to stop providing all of the permits we provide at the moment (Residents Permits, Town / Area Permits, Economy Permits and All East Devon Permits).

Instead, we would offer new **Single Town or Village Permits** for our car parks priced according to availability and demand. You could park in any of our short stay car parks in the town or village you buy the permit for, for up to three hours, with a limit of one visit to each car park per day. In addition you could park in any long stay car park in that town or village for as long as you like, as often as you like. Anyone could buy these permits:

- Permits for any one of Sidmouth, Honiton, Axminster, Exmouth, Budleigh Salterton, Lypstone, Beer or Seaton would cost £134. This equates to £2.58 a week, which is less than a single three hour stay in one of our £1 an hour car parks.
- Permits for any one of Sidford, Ottery St Mary or Colyton would cost £85, this charge reflects the lower demand for car parking spaces and that we don't have as many car parking spaces in either.

We would also offer the following permits:

### **- All Car Parks Permits.**

Anyone could buy a single town or village permit for £134 or £85 and as well as the benefits of that permit could pay an extra £50 a year to get an All Car Parks Permit. They could then park in any of our long or short stay car parks throughout the district for a maximum of 3 hours, with a limit of one visit to each car park per day. This equates to £3.54 a week, which is roughly the cost of a three and a half hour stay in just one of our £1 an hour car parks.

### **- Business Users Car Parks Permits.**

Business users would be able to pay a total of £500 a year to be able to park for any length of time in any of our long and short stay car parks throughout East Devon.

## Questions on the Section E as a whole

### **14. Do you currently have any of the following current permits?**

Please select all that apply.

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Residents Permit   | <input type="checkbox"/> Economy Permit        | <input type="checkbox"/> I have no East Devon car park permits |
| <input type="checkbox"/> Town / Area Permit | <input type="checkbox"/> All East Devon Permit |  |

### **15. Do you agree or disagree with our proposal to get rid of Residents Permits, Town / Area Permits, Economy and All East Devon Permits and replace them with Single Village or Town Permits, All Car Parks Permits and Business Permits?**

- |   |                                |   |
|---|--------------------------------|---|
| <input type="radio"/> Agree - go to question 18 | <input type="radio"/> Disagree | <input type="radio"/> Don't know / unsure - go to question 18 |
|---|--------------------------------|---|

**16. If you disagree, do you think we should:**

- Do nothing, keep the permits as they currently are (bearing in mind that the cost of Residents Permits would have to go up) - go to question 18
- Do something else

**17. If you think we should do something else, please tell us what you think we should do instead and why:**

**Questions on Residents Permits**

We currently offer special residents permits in three of our 46 pay and display car parks. Nearby residents can pay £40 a year to park in one named car park.

**18. Bearing in mind that if we do continue to offer them the amount they cost would need to increase, do you agree or disagree with our proposal to stop providing Residents Permits?**

- Agree - go to question 22
- Disagree
- Don't know / unsure - go to question 22

**19. If you disagree please tell us why, and what, if anything, you think we should do instead:**

**20. We currently only offer Residents Permits in three of our 46 pay and display car parks. If we ended up keeping Residents Permits, bearing in mind that if we do continue to offer them the amount they cost would need to increase, we could offer them in more of our car parks, do you think we should do this?**

- Yes
- No
- Don't know / unsure

**21. Currently households can have as many Residents Permits as they want. If we ended up keeping Residents Permits, bearing in mind that if we do continue to offer them the amount they cost would need to increase, do you think they should they be limited to one Residents Permit per household?**

- Yes
- No
- Don't know / unsure

## Questions on Town / Area Permits, Economy Permits and All East Devon Permits

**22.** Do you currently have a Town / Area Permit, Economy Permit and / or an All East Devon Permit?

- Yes  No - go to question 25  Don't know / unsure - go to question 25

**23.** If yes, will the new proposals for Single Village or Town Permits, and All Car Parks Permits meet your needs?

- Yes - go to question 25  No  Don't know / unsure - go to question 25

**24.** If no, please tell us why not, and what improvements or alternatives you would suggest and why:

## Question on Business Permits

**25.** Do you agree or disagree with our proposal for Business Users Permits?

- Agree - go to question 27  Disagree  Don't know / unsure - go to question 27

**26.** If you disagree, please tell us what improvements or alternatives you would suggest and why:

## Section F - Reserved car parking in Temple Street, Sidmouth

Temple Street car park in Sidmouth has 31 spaces. 12 of these are currently reserved for local residents, so are not open for public use. The 12 residents rent their own car parking space for £240 a year that is then reserved so only they can use it. Anyone can park in the other 19 spaces for free for up to 2 hours, between 8am to 6pm Monday to Saturday inclusive, the rest of the time it is free. The reserved spaces are well used and 7 local residents are on a waiting list to get one. We are proposing to make changes to this car park.

**27. Do you agree or disagree with us turning 8 of the public free to use car park spaces into reserved bays for residents? This would leave 11 spaces where anyone could park for free for up to two hours.**

Agree - go to question 30

Disagree

Unsure / don't know - go to question 30

**28. If you disagree, do you think we should:**

Do nothing, stick with the current 12 reserved spaces and 19 spaces for open public use - go to question 30

Do something else

**29. If you think we should do something else, please tell us what you think we should do instead and why:**

## Section G - Exmouth Pavilion car park

We own the Pavilion in Exmouth, and the 26 space car park opposite it on the seafront in Exmouth. We lease the Pavilion to LED Leisure who run it.

We have allowed the car park to be used, free of charge by the Pavilion's staff and customers for several years, this has been allowed to continue pending a decision about its future. However it has been legally designated a public pay and display car park since 2008. The Exmouth Pavilion car park became in need of significant repairs and improvement and we have recently agreed with LED Leisure that we will start to manage the car park. It will become a pay and display car park, the income earned will help to pay for the urgently needed repairs and improvements that we have just completed in the car park.

The car park will be managed on our usual short stay tariff. This will be a 50p minimum charge, £1 per hour, maximum charge £3 for up to 4 hours, charges will apply 8am to 6pm, 7 days a week.

We want to continue to support certain groups, activities and events that take place at the Pavilion and in particular those events that are considered to be important by the people of Exmouth by offering to subsidise some car parking charges.

**30. Do you think we should offer discounted or free car parking to certain people using or visiting the Pavilion in Exmouth, whether that is in the Pavilion car park or a different long stay car park up to ten minutes walk away?**

Yes

No - go to question 32

Don't know / unsure - go to question 32

**31. If yes, which Exmouth Pavilion users do you think should get discounted car parking?**

Please choose one answer for each user group

|   | No discount           | A part refund of parking charges in the Pavilion car park | A full refund of charges in the Pavilion car park | Free car parking in a long stay car park up to 10 minutes walk away |
|---|-----------------------|---|---|---|
| Customers of the cafe buying food and / or drinks   | <input type="radio"/> | <input type="radio"/>                                     | <input type="radio"/>                             | <input type="radio"/>   |
| People taking part in exercise classes, education classes etc.                            | <input type="radio"/> | <input type="radio"/>                                     | <input type="radio"/>                             | <input type="radio"/>   |
| People watching a show or concert   | <input type="radio"/> | <input type="radio"/>                                     | <input type="radio"/>                             | <input type="radio"/>   |
| Members of groups or clubs meeting there  | <input type="radio"/> | <input type="radio"/>                                     | <input type="radio"/>                             | <input type="radio"/>   |
| Stallholders for markets and other events   | <input type="radio"/> | <input type="radio"/>                                     | <input type="radio"/>                             | <input type="radio"/>   |
| Customers of markets and other events   | <input type="radio"/> | <input type="radio"/>                                     | <input type="radio"/>                             | <input type="radio"/>   |
| People putting on a show or concert   | <input type="radio"/> | <input type="radio"/>                                     | <input type="radio"/>                             | <input type="radio"/>   |
| Organisers running exercise classes, educational classes or running other groups or clubs | <input type="radio"/> | <input type="radio"/>                                     | <input type="radio"/>                             | <input type="radio"/>   |
| Exmouth Pavilion staff  | <input type="radio"/> | <input type="radio"/>                                     | <input type="radio"/>                             | <input type="radio"/>   |
| Other - please write in the box below and select the option                               | <input type="radio"/> | <input type="radio"/>                                     | <input type="radio"/>                             | <input type="radio"/>   |

**32. Please tell us about any alternative suggestions you have for how we might manage this car park in a way that generates an income to pay for its maintenance?**

## Section H - Phear Park, Exmouth

Our proposal is to introduce pay and display parking at the public car park in Phear Park, Exmouth so we can cover the costs of preventing inconsiderate parking on the grass and pathways.

There have been continued complaints from park users and local Councillors about people parking inconsiderately on the grass and pathways around the park, damaging them and blocking the way for cyclists, people with pushchairs and those with disabilities.

The proposal is to create a public car park with about 30 clearly marked bays in the park. It's currently free to park here but this would turn it into a pay and display car park. The proposal is that this would be a minimum charge of 50p for 30 mins, continuing at up to £1 per hour and up to £6 on any day, with no parking at all between 11pm to 4am. The parking fees would cover the costs of us patrolling for and taking action on inconsiderate parking in Phear Park, any extra monies would be invested into the park.

### 33. Do you agree or disagree with this proposal?

- Agree - go to question 36       Disagree       Unsure / don't know - go to question 36

### 34. If you disagree, do you think we should:

- Do nothing. Not introduce pay and display charges in Phear Park car park, some people will continue to park inconsiderately - go to question 36  
 Introduce charges but make them lower than those proposed  
 Do something else

### 35. - If you think we should do something else, please tell us what you think we should do instead and why:

- If you think we should introduce charges but make them lower than those proposed, what do you think the charges should be and why?

## Section I - Church Street, Sidford

A local Councillor has proposed that we consider an alternative in our pay and display car park in Sidford, to suit its particular needs. Charges in the car park are currently 20p for the first half an hour, then 40p for every hour, if you pay £4 you can park for up to 24 hours. Charges apply from 8am to 6pm every day.

The proposal is that some of the 57 car parking spaces would be reserved for nearby Sidford residents. Nearby residents would have to apply to us for a reserved space, and if granted one they would have to pay an annual charge for it. Their space would then be just for their use. Anyone would be able to park in the rest of the spaces for as long as they like, free of charge for the first two hours, then the standard charges of £1 an hour would apply for anything over two hours. Having the first two hours free, and then charging for anything over that would apply from 8am to 6pm every day.

**36. Do you agree or disagree with the proposal to reserve some car parking spaces in the pay and display car park in Sidford for nearby Sidford residents, which they would be charged a premium for?**

Agree

Disagree - go to question 38

Unsure / don't know - go to question 38

**37. If you agree, how many of the 57 spaces do you think should be reserved for residents?**

Under 10

10 to 19

20 to 29

30 to 39

40 to 49

50 plus

**38. Do you agree or disagree with the proposal to introduce free of charge public car parking (in any non-reserved residents' spaces) in our Sidford car park for the first two hours, then applying the standard charges of £1 an hour for anything over two hours?**

Agree - go to question 41

Disagree

Unsure / don't know - go to question 41

**39. If you disagree, do you think we should:**

- Do nothing, keep the current charges of 20p for the first 30 minutes, then 40p for every hour, if you pay £4 you can park for up to 24 hours - go to question 41
- As proposed in section B of this consultation, make the charges in this car park the same as in other similar car parks – please move onto question 41
- Do something else

**40. If you think we should do something else, please tell us what you think we should do instead and why:**

## Section H - Any other comments

**41. Any other comments:**

**Thank you for taking the time to fill in this questionnaire.**

All completed questionnaires need to be with us by noon on 1 June 2018.

Please send completed questionnaires back to us in the pre-paid envelope provided or by post to Communications, East Devon District Council, Knowle, Station Road, Sidmouth, EX10 8HL.