
CAR PARKS CUSTOMER SURVEY - RESULTS

1 SUMMARY

- 1.1 In accordance with the Revenue and Housing Management Division Service Plan, a Car Parks Customer Survey was undertaken towards the end of 2003.
- 1.2 This report provides the results of the biennial survey, together with the observations of the Head of Service for Members' consideration and debate.

2 INTRODUCTION

- 2.1 Customer surveys provide a mechanism for interface with customers and an opportunity for them to comment on the services we provide. The summarised results of the survey are shown on Appendix 1 to this report.
- 2.2 The survey was carried out by staff on various days of the week and included all the Council's fee-paying car parks. Forms were also enclosed with correspondence sent from the Transportation Section during the survey period.
- 2.3 Of the 1,100 survey forms distributed 412 were returned, a good response due in part to the more personal style adopted by staff of handing the majority of forms to drivers rather than just leaving forms under windscreen wipers.

3 SURVEY DETAILS

- 3.1 The survey form followed the same format as 2001 with just minor alterations and an additional question asking if the car park used was the customer's first choice. The survey asked a variety of questions about the services provided by the Car Park Section and in almost all areas there has been an improvement on the already good results of the previous survey. The Head of Service makes the following observations.
 - 3.1.1 **Section A2** - The number of motorists travelling to work by car and using our car parks shows a slight increase from 2001, which is borne out by the steadily increasing number of season ticket holders.
 - 3.1.2 **Section A4** – The report from the last survey confirmed that the Authority had completed its programme of ensuring that there was a

minimum of two ticket machines in every car park. Since then, a further ticket machine has been installed at Castle Road, The Market and Websters Way to offer added convenience for motorists. This move is reflected in an improved result of nearly 87% of respondents who consider that the number of machines is sufficient.

- 3.1.3 **Section A5** – The results reveal that parking habits have remained fairly constant with around 58% of motorists buying the 2 hour ticket. Purchases of the 30 minute ticket account for 11%, exactly the same as two years ago.
- 3.1.4 **Section A6** – The subject of sufficient car parking spaces within the towns is a growing concern with motorists. Significantly, the number of respondents who feel there are insufficient spaces in the towns has risen year on year from 38% in 1999, to 44% in 2001, to 56% this year. Tied in with this is the 15% of motorists who cannot get parked in their first choice of car park.
- 3.1.5 **Section A8** – 85% of those respondents who had had contact with the Patrol Officers indicated that they found them professional and courteous. This is a sound figure given the volatility of their environment.
- 3.1.6 **Section B** – Figures for this section of the survey dealing with Penalty Notices show no variance from 2001.
- 3.1.7 **Section C2** – The number of customers who felt they were dealt with promptly and courteously by Transportation Staff has increased slightly to over 95%, which is pleasing in view of the potentially confrontational nature of the service.
- 3.1.8 **Section D4** - Comparison of the three surveys indicates a steady improvement in the reliability/maintenance of the Authority's ticket machines over the years.
- 3.1.9 **Section D6/7** – in 2001, at Members' request, this section was divided into **a) vandalism of vehicle** and **b) theft from your vehicle**. The number of respondents who have experienced crime related incidents has fallen again to 4.13% (9.60% in 1999, 6.60% in 2001).
- 3.2 The survey also gave customers the opportunity to make general comments and these are listed on pages 45-55 of Appendix 2 of this report. The most common issues raised by respondents in order of popularity are shown below:

-
- More parking spaces (70)
 - The reintroduction of the 1-hour charge (45)
 - Improved Lighting/CCTV (31)
 - Reduced Charges (21)
 - Pay on Exit parking (17).
 - Wider Bays (13)

4 CONCLUSION

- 4.1 The results of the survey are a useful guide to customer satisfaction in a number of areas. Comparisons with the 2001 survey show healthy improvements in the service, which is pleasing. Respondents' comments in Appendix 2 are a source of interest, particularly the top six topics mentioned in 3.2.
- 4.2 It appears from this year's survey that the prime concern of customers is **actually being able to locate a parking space**, which demonstrates our car parks are well used and that paying for parking is an accepted part of the service we provide.
- 4.3 A comprehensive review of parking policy and charges takes place every other year and the issues raised by the survey will need to be discussed during the pre-budget process. However, action in response to some of the 'top six' topics has already taken place or is in progress and observations relating to each issue are provided below.
- 4.3.1 The "parking spaces" issue will be extremely difficult to resolve without the Council acquiring land in and around town centres. Websters Way has already been considered in this context, in terms of expansion by way of multiple-decking, but the conclusion was that no further action should be taken at this time. An option may be to use the charging mechanism to more efficiently manage the issue.
- 4.3.2 The 1-hour charge band was deleted in September 2000 with an aim of persuading motorists to stay longer in the town centres. The half-hour charge was retained and the 2-hour charge was actually **reduced**. Currently, Rochford's set of charges are one of the lowest in Essex.
- 4.3.3 Southend Road, The Approach, Mill Hall and Bellingham Lane Car Parks have all benefited from improved lighting over the past two years with CCTV in operation at Mill Hall, Bellingham Lane and Golden Cross Car Parks.
- 4.3.4 Pay on Exit parking has been exhaustively investigated on a number of occasions over the last 7 years and research has shown it to be too expensive to implement and maintain. Only Websters Way Car Park

would come remotely close to being suitable for this type of parking control.

4.3.5 This year, several motorists suggested the Council should provide wider bays. The reasons for this request ranged from "I have young children to get in and out" to, "I own a large vehicle". Inevitably, with the many large off-road vehicles that are popular these days, parking can occasionally be difficult. However, all bays within the car parks conform to the National Guidelines (i.e. 8' 2", 2.50m) and any move to widen the bays would drastically reduce the number of bays available.

5 RESOURCE IMPLICATIONS

5.1 The provision of a customer survey forms part of the divisional work plan.

6 RECOMMENDATION

6.1 It is proposed that the Committee **RESOLVES**

- (1) That the report and survey be noted and a further survey be carried out during autumn 2005.
- (2) That the results of the survey are considered when the review of parking policy takes place in September. (HRHM)

Steve Clarkson

Head of Revenue & Housing Management

Background Papers:

412 completed survey forms.

Analysis of survey results.

Both of the above will be placed in the Members' Library during the week commencing 28 June 2004.

For further information please contact Jonathan Desmond on:-

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Car Parks Customer Survey - November / December 2003

Car Parks Customer Survey - Summary of Results

Appendix 1

1. Which car park did you visit today?

	<i>Back Lane</i>	
No.		60
Percent		14.56%
	<i>Castle Road</i>	
No.		32
Percent		7.77%
	<i>Hockley</i>	
No.		22
Percent		5.34%
	<i>Market Rayleigh</i>	
No.		21
Percent		5.10%
	<i>Mill Hall / Bellingham Lane</i>	
No.		27
Percent		6.55%
	<i>The Approach</i>	
No.		15
Percent		3.64%
	<i>Websters Way</i>	
No.		215
Percent		52.18%
	<i>More than one</i>	
No.		20
Percent		4.85%
Grand Total		412

2. What was the main purpose of your visit? - Total

	<i>Business Worker</i>	
No.		106
Percent		25.73%
	<i>Business Visitor</i>	
No.		14
Percent		3.40%
	<i>Shopping</i>	
No.		216
Percent		52.43%
	<i>Leisure</i>	
No.		13

Percent	3.16%
<i>Visit to Doctor/Dentist etc</i>	
No.	62
Percent	15.05%
<i>Unknown</i>	
No.	1
Percent	0.24%
Grand Total	412

3. When you arrived in the town, did you park in your first choice of car park? - Total

<i>Yes</i>	
No.	352
Percent	85.44%
<i>No</i>	
No.	60
Percent	14.56%
Grand Total	412

4. Is the number of machines within the car park adequate? - Total

<i>Yes</i>	
No.	352
Percent	85.44%
<i>No</i>	
No.	60
Percent	14.56%
Grand Total	412

5. How long did you stay? - Total

<i>Less than 30 minutes</i>	
No.	44
Percent	10.68%
<i>30 mins - 2 hours</i>	
No.	241
Percent	58.50%
<i>2 - 4 hours</i>	
No.	28
Percent	6.80%
<i>4 - 5 hours</i>	
No.	9
Percent	2.18%
<i>Over 5 hours</i>	

No.	89
Percent	21.60%

Unknown

No.	1
Percent	0.24%
Grand Total	412

6. Are the notice boards adjacent to the ticket machines easy to understand? - Total

Yes

No.	394
Percent	95.63%

No

No.	18
Percent	4.37%
Grand Total	412

7. Do you consider there are sufficient parking spaces in the town you visited? - Total

Yes

No.	182
Percent	44.17%

No

No.	230
Percent	55.83%
Grand Total	412

8. How often do you use the Council's car parks? - Total

Daily

No.	138
Percent	33.50%

Once or twice each week

No.	217
Percent	52.67%

Occasionally

No.	47
Percent	11.41%

Seldom

No.	10
Percent	2.43%
Grand Total	412

9. If you have had contact with one of our Patrol Officers, did you find them professional and courteous?

Analysis of

	Yes
No.	227
Percent	55.10%
	No
No.	185
Percent	44.90%
Grand Total	412

Analysis of Conduct

	Yes
No.	193
Percent	85.02%
	No
No.	34
Percent	14.98%
Grand Total	227

1. Have you ever received a Rochford District Council Penalty Notice?

	Yes
No.	62
Percent	15.05%
	No
No.	350
Percent	84.95%
Grand Total	412

2. Was the Notice clear at to what action to take?

	Yes
No.	56
Percent	90.32%
	No
No.	6
Percent	9.68%
Grand Total	62

3. Do you think it's fair to issue a Penalty Notice to a vehicle which is parked outside a marked bay?

	Yes
No.	298
Percent	72.33%
	No
No.	114
Percent	27.67%
Grand Total	412

1. Have you ever contacted the Council Offices regarding any aspect of car parking?

	Yes
No.	87
Percent	21.12%
	No
No.	325
Percent	78.88%
Grand Total	412

2. Were you dealt with promptly and Courteously?

	Yes
No.	83
Percent	95.40%
	No
No.	4
Percent	4.60%
Grand Total	87

3. Please give a brief explanation as to the nature of your query.

		Penalty Notice
No.	37	
Percent	42.53%	
		Season Ticket
No.	34	
Percent	39.08%	
		Trader Refund
No.	2	
Percent	2.30%	
		Other
No.	14	
Percent	16.09%	

Grand Total 87

1. Are you aware of the TRADER REFUND

	Yes
No.	238
Percent	57.77%
	No
No.	174
Percent	42.23%
<i>Grand Total</i>	412

2. How often do you use this scheme?

	Regularly
No.	34
Percent	14.29%
	Often
No.	7
Percent	2.94%
	Occasionally
No.	24
Percent	10.08%
	Seldom
No.	24
Percent	10.08%
	Never
No.	138
Percent	57.98%
	Unknown
No.	11
Percent	4.62%
<i>Grand Total</i>	238

3. Does paying for parking influence you using town centre car parks? - Total

	Yes
No.	218
Percent	52.91%
	No
No.	194
Percent	47.09%
<i>Grand Total</i>	412

4. When using the car parks, how often have you encountered a faulty ticket machine? -

		<i>Often</i>
No.		18
Percent		4.37%
		<i>Occasionally</i>
No.		188
Percent		45.63%
		<i>Seldom</i>
No.		123
Percent		29.85%
		<i>Never</i>
No.		63
Percent		15.29%
		<i>Unknown</i>
No.		20
Percent		4.85%
Grand Total		412

5. When using the car parks how often do you see one of the Council's Patrol Officers? -

		<i>Often</i>
No.		79
Percent		19.17%
		<i>Occasionally</i>
No.		182
Percent		44.17%
		<i>Seldom</i>
No.		101
Percent		24.51%
		<i>Never</i>
No.		49
Percent		11.89%
		<i>Unknown</i>
No.		1
Percent		0.24%
Grand Total		412

4. Have you experienced vandalism to your vehicle whilst using the car parks, during the last 3 months? - Total

		<i>Yes</i>
No.		16
Percent		3.88%

	<i>No</i>
No.	396
Percent	96.12%
<i>Grand Total</i>	412

5. Have you experienced theft from your vehicle whilst using the car parks, during the last 3 months? - Total

	<i>Yes</i>
No.	3
Percent	0.73%

	<i>No</i>
No.	409
Percent	99.27%
<i>Grand Total</i>	412

Appendix 2

Car Parks Customer Survey - November / December 2003

Car Parks Customer Survey - Detailed Results

1. Which car park did you visit today?

	<i>Back Lane</i>	
No.		60
Percent		14.56%
	<i>Castle Road</i>	
No.		32
Percent		7.77%
	<i>Hockley</i>	
No.		22
Percent		5.34%
	<i>Market Rayleigh</i>	
No.		21
Percent		5.10%
	<i>Mill Hall / Bellingham Lane</i>	
No.		27
Percent		6.55%
	<i>The Approach</i>	
No.		15
Percent		3.64%
	<i>Websters Way</i>	
No.		215
Percent		52.18%
	<i>More than one</i>	
No.		20
Percent		4.85%
Grand Total		412

2. What was the main purpose of your visit - Detail

Car Park	Back Lane	
	<i>Business Worker</i>	
No.		20
Percent		33.33%
	<i>Business Visitor</i>	
No.		1
Percent		1.67%

		<i>Shopping</i>	
No.		15	
Percent		25.00%	
		<i>Leisure</i>	
No.		1	
Percent		1.67%	
		<i>Visit to Doctor/Dentist etc</i>	
No.		23	
Percent		38.33%	
	<i>Summary for Car Park</i>		
No.		60	
Percent		14.56%	60
Car Park		Castle Road	
		<i>Business Worker</i>	
No.		8	
Percent		25.00%	
		<i>Business Visitor</i>	
No.		2	
Percent		6.25%	
		<i>Shopping</i>	
No.		21	
Percent		65.63%	
		<i>Leisure</i>	
No.		1	
Percent		3.13%	
	<i>Summary for Car Park</i>		
No.		32	
Percent		7.77%	92
Car Park		Hockley	
		<i>Business Worker</i>	
No.		2	
Percent		9.09%	
		<i>Business Visitor</i>	
No.		1	
Percent		4.55%	
		<i>Shopping</i>	
No.		7	
Percent		31.82%	
		<i>Leisure</i>	
No.		3	
Percent		13.64%	

	<i>Visit to Doctor/Dentist etc</i>		
No.		9	
Percent		40.91%	
	<i>Summary for Car Park</i>		
No.		22	
Percent		5.34%	114

Car Park	Market Rayleigh		
	<i>Business Worker</i>		
No.		6	
Percent		28.57%	
	<i>Shopping</i>		
No.		12	
Percent		57.14%	
	<i>Leisure</i>		
No.		1	
Percent		4.76%	
	<i>Visit to Doctor/Dentist etc</i>		
No.		2	
Percent		9.52%	
	<i>Summary for Car Park</i>		
No.		21	
Percent		5.10%	135

Car Park	Mill Hall / Bellingham Lane		
	<i>Business Worker</i>		
No.		17	
Percent		62.96%	
	<i>Business Visitor</i>		
No.		1	
Percent		3.70%	
	<i>Shopping</i>		
No.		8	
Percent		29.63%	
	<i>Visit to Doctor/Dentist etc</i>		
No.		1	
Percent		3.70%	
	<i>Summary for Car Park</i>		
No.		27	
Percent		6.55%	162

Car Park	The Approach		
	<i>Business Worker</i>		
No.		15	
Percent		100.00%	

Summary for Car Park

No.	15	
Percent	3.64%	177

Car Park

Websters Way

Business Worker

No.	36
Percent	16.74%

Business Visitor

No.	7
Percent	3.26%

Shopping

No.	138
Percent	64.19%

Leisure

No.	7
Percent	3.26%

Visit to Doctor/Dentist etc

No.	26
Percent	12.09%

Unknown

No.	1
Percent	0.47%

Summary for Car Park

No.	215	
Percent	52.18%	392

Car Park

More than one

Business Worker

No.	2
Percent	10.00%

Business Visitor

No.	2
Percent	10.00%

Shopping

No.	15
Percent	75.00%

Visit to Doctor/Dentist etc

No.	1
Percent	5.00%

Summary for Car Park

No.	20	
Percent	4.85%	412

2. What was the main purpose of your visit? - Total

	<i>Business Worker</i>	
No.		106
Percent		25.73%
	<i>Business Visitor</i>	
No.		14
Percent		3.40%
	<i>Shopping</i>	
No.		216
Percent		52.43%
	<i>Leisure</i>	
No.		13
Percent		3.16%
	<i>Visit to Doctor/Dentist etc</i>	
No.		62
Percent		15.05%
	<i>Unknown</i>	
No.		1
Percent		0.24%
Grand Total		412

3. When you arrived in the town, did you park in your first choice of car park? - Detail

Car Park	Back Lane
	Yes
No.	58
Percent	96.67%
	No
No.	2
Percent	3.33%
<i>Summary for Car Park</i>	
No.	60
Percent	14.56%

60

Car Park	Castle Road
	Yes
No.	30
Percent	93.75%
	No
No.	2
Percent	6.25%
<i>Summary for Car Park</i>	
No.	32
Percent	7.77%

92

Car Park

Hockley

Yes

No.
Percent

17
77.27%

No

No.
Percent

5
22.73%

Summary for Car Park

No.
Percent

22
5.34%

114

Car Park

Market Rayleigh

Yes

No.
Percent

19
90.48%

No

No.
Percent

2
9.52%

Summary for Car Park

No.
Percent

21
5.10%

135

Car Park

Mill Hall / Bellingham Lane

Yes

No.
Percent

23
85.19%

No

No.
Percent

4
14.81%

Summary for Car Park

No.
Percent

27
6.55%

162

Car Park

The Approach

Yes

No.
Percent

14
93.33%

No

No.
Percent

1
6.67%

Summary for Car Park

No.
Percent

15
3.64%

177

Car Park

Websters Way

		Yes	
No.		178	
Percent		82.79%	
		No	
No.		37	
Percent		17.21%	
<i>Summary for Car Park</i>			
No.		215	
Percent		52.18%	392

Car Park

More than one

		Yes	
No.		10	
Percent		50.00%	
		No	
No.		10	
Percent		50.00%	
<i>Summary for Car Park</i>			
No.		20	
Percent		4.85%	412

3. When you arrived in the town, did you park in your first choice of car park? - Total

		Yes	
No.		352	
Percent		85.44%	
		No	
No.		60	
Percent		14.56%	
Grand Total		412	

4. Is the number of machines within the car park adequate? - Detail

Car Park

Back Lane

		Yes	
No.		50	
Percent		83.33%	
		No	
No.		10	
Percent		16.67%	
<i>Summary for Car Park</i>			
No.		60	
Percent		14.56%	60

Car Park

Castle Road

Yes

No.
Percent

29
90.63%

No

No.
Percent

3
9.38%

Summary for Car Park

No.
Percent

32
7.77%

92

Car Park

Hockley

Yes

No.
Percent

21
95.45%

No

No.
Percent

1
4.55%

Summary for Car Park

No.
Percent

22
5.34%

114

Car Park

Market Rayleigh

Yes

No.
Percent

19
90.48%

No

No.
Percent

2
9.52%

Summary for Car Park

No.
Percent

21
5.10%

135

Car Park

Mill Hall / Bellingham Lane

Yes

No.
Percent

24
88.89%

No

No.
Percent

3
11.11%

Summary for Car Park

No.
Percent

27
6.55%

162

Car Park

The Approach

	Yes	
No.	13	
Percent	86.67%	
	No	
No.	2	
Percent	13.33%	
<i>Summary for Car Park</i>		
No.	15	177
Percent	3.64%	

Car Park

Websters Way

	Yes	
No.	181	
Percent	84.19%	
	No	
No.	34	
Percent	15.81%	
<i>Summary for Car Park</i>		
No.	215	392
Percent	52.18%	

Car Park

More than one

	Yes	
No.	15	
Percent	75.00%	
	No	
No.	5	
Percent	25.00%	
<i>Summary for Car Park</i>		
No.	20	412
Percent	4.85%	

4. Is the number of machines within the car park adequate? - Total

	Yes
No.	352
Percent	85.44%
	No
No.	60
Percent	14.56%
Grand Total	412

5. How long did you stay? - Detail

Car Park	Back Lane	
		Less than 30 minutes
No.	8	
Percent	13.33%	
		30 mins - 2 hours
No.	31	
Percent	51.67%	
		2 - 4 hours
No.	4	
Percent	6.67%	
		4 - 5 hours
No.	1	
Percent	1.67%	
		Over 5 hours
No.	16	
Percent	26.67%	
<i>Summary for Car Park</i>		
No.	60	
Percent	14.56%	60

Car Park	Castle Road	
		Less than 30 minutes
No.	1	
Percent	3.13%	
		30 mins - 2 hours
No.	20	
Percent	62.50%	
		2 - 4 hours
No.	1	
Percent	3.13%	
		Over 5 hours
No.	10	
Percent	31.25%	
<i>Summary for Car Park</i>		
No.	32	
Percent	7.77%	92

Car Park

Hockley

Less than 30 minutes

No. 2
Percent 9.09%

30 mins - 2 hours

No. 18
Percent 81.82%

2 - 4 hours

No. 1
Percent 4.55%

4 - 5 hours

No. 1
Percent 4.55%

Summary for Car Park

No. 22
Percent 5.34%

114

Car Park

Market Rayleigh

Less than 30 minutes

No. 1
Percent 4.76%

30 mins - 2 hours

No. 14
Percent 66.67%

4 - 5 hours

No. 2
Percent 9.52%

Over 5 hours

No. 4
Percent 19.05%

Summary for Car Park

No. 21
Percent 5.10%

135

Car Park

Mill Hall / Bellingham Lane

Less than 30 minutes

No. 3
Percent 11.11%

			30 mins - 2 hours	
No.		6		
Percent		22.22%		
			2 - 4 hours	
No.		2		
Percent		7.41%		
			4 - 5 hours	
No.		1		
Percent		3.70%		
			Over 5 hours	
No.		15		
Percent		55.56%		
<i>Summary for Car Park</i>				
No.		27		
Percent		6.55%		162
Car Park	The Approach			
			Over 5 hours	
No.		15		
Percent		100.00%		
<i>Summary for Car Park</i>				
No.		15		
Percent		3.64%		177
Car Park	Websters Way			
			Less than 30 minutes	
No.		29		
Percent		13.49%		
			30 mins - 2 hours	
No.		136		
Percent		63.26%		
			2 - 4 hours	
No.		17		
Percent		7.91%		
			4 - 5 hours	
No.		3		
Percent		1.40%		
			Over 5 hours	
No.		29		
Percent		13.49%		

		Unknown	
No.	1		
Percent	0.47%		
<i>Summary for Car Park</i>			
No.	215		
Percent	52.18%		
			392
Car Park	More than one		
		30 mins - 2 hours	
No.	16		
Percent	80.00%		
		2 - 4 hours	
No.	3		
Percent	15.00%		
		4 - 5 hours	
No.	1		
Percent	5.00%		
<i>Summary for Car Park</i>			
No.	20		
Percent	4.85%		
			412

5. How long did you stay? - Total

	<i>Less than 30 minutes</i>	
No.	44	
Percent	10.68%	
	<i>30 mins - 2 hours</i>	
No.	241	
Percent	58.50%	
	<i>2 - 4 hours</i>	
No.	28	
Percent	6.80%	
	<i>4 - 5 hours</i>	
No.	9	
Percent	2.18%	
	<i>Over 5 hours</i>	
No.	89	
Percent	21.60%	
	<i>Unknown</i>	
No.	1	
Percent	0.24%	
Grand Total	412	

**6. Are the notice boards adjacent to the ticket machines easy to understand?
 - Detail**

Car Park	Back Lane	
	Yes	
No.	58	
Percent	96.67%	
	No	
No.	2	
Percent	3.33%	
<i>Summary for Car Park</i>		
No.	60	
Percent	14.56%	60
Car Park	Castle Road	
	Yes	
No. 31		
Percent	96.88%	
	No	
No.	1	
Percent	3.13%	
<i>Summary for Car Park</i>		
No.	32	
Percent	7.77%	92
Car Park	Hockley	
	Yes	
No.	22	
Percent	100.00%	
<i>Summary for Car Park</i>		
No.	22	
Percent	5.34%	114
Car Park	Market Rayleigh	
	Yes	
No.	18	
Percent	85.71%	
	No	
No.	3	
Percent	14.29%	
<i>Summary for Car Park</i>		
No.	21	
Percent	5.10%	135

Car Park	Mill Hall / Bellingham Lane		
		Yes	
No.		26	
Percent		96.30%	
		No	
No.		1	
Percent		3.70%	
<i>Summary for Car Park</i>			
No.		27	
Percent		6.55%	162

Car Park	The Approach		
		Yes	
No.		13	
Percent		86.67%	
		No	
No.		2	
Percent		13.33%	
<i>Summary for Car Park</i>			
No.		15	
Percent		3.64%	177

Car Park	Websters Way		
		Yes	
No.		208	
Percent		96.74%	
		No	
No.		7	
Percent		3.26%	
<i>Summary for Car Park</i>			
No.		215	
Percent		52.18%	392

Car Park	More than one		
		Yes	
No.		18	
Percent		90.00%	
		No	
No.		2	
Percent		10.00%	
<i>Summary for Car Park</i>			
No.		20	
Percent		4.85%	412

**6. Are the notice boards adjacent to the ticket machines easy to understand?
 - Total**

	Yes
No.	394
Percent	95.63%
	No
No.	18
Percent	4.37%
Grand Total	412

7. Do you consider there are sufficient parking spaces in the town you visited? - Detail

Car Park	Back Lane	
	Yes	
No.	31	
Percent	51.67%	
	No	
No.	29	
Percent	48.33%	
<i>Summary for Car Park</i>		
Sum	60	
Percent	14.56%	60

Car Park	Castle Road	
	Yes	
No.	15	
Percent	46.88%	
	No	
No.	17	
Percent	53.13%	
<i>Summary for Car Park</i>		
Sum	32	
Percent	7.77%	92

Car Park	Hockley	
	Yes	
No.	10	
Percent	45.45%	
	No	
No.	12	
Percent	54.55%	
<i>Summary for Car Park</i>		

Summary for Car Park

Sum	215	
Percent	52.18%	392

Car Park

More than one

Yes

No.	7
Percent	35.00%

No

No.	13
Percent	65.00%

Summary for Car Park

Sum	20	
Percent	4.85%	412

7. Do you consider there are sufficient parking spaces in the town you visited? - Total

Yes

No.	182
Percent	44.17%

No

No.	230
Percent	55.83%

Grand Total	412
--------------------	-----

8. How often do you use the Council's car parks? - Detail

Car Park

Back Lane

Daily

No.	24
Percent	40.00%

Once or twice each week

No.	28
Percent	46.67%

Occasionally

No.	7
Percent	11.67%

Seldom

No.	1
Percent	1.67%

Summary for Car Park

No.	60	
Percent	14.56%	60

Car Park

Castle Road

Daily

No.	10
Percent	31.25%

Once or twice each week

No.	20
Percent	62.50%

Occasionally

No.	1
Percent	3.13%

Seldom

No.	1
Percent	3.13%

Summary for Car Park

No.	32	
Percent	7.77%	92

Car Park

Hockley

Daily

No.	2
Percent	9.09%

Once or twice each week

No.	13
Percent	59.09%

Occasionally

No.	6
Percent	27.27%

Seldom

No.	1
Percent	4.55%

Summary for Car Park

No.	22	
Percent	5.34%	114

Car Park

Market Rayleigh

Daily

No.	5
Percent	23.81%

Once or twice each week

No.	13
------------	----

Percent	61.90%	
	Occasionally	
No.	3	
Percent	14.29%	
<i>Summary for Car Park</i>		
No.	21	
Percent	5.10%	135

Car Park **Mill Hall / Bellingham Lane**

	Daily	
No.	15	
Percent	55.56%	
	Once or twice each week	
No.	9	
Percent	33.33%	
	Seldom	
No.	3	
Percent	11.11%	
<i>Summary for Car Park</i>		
No.	27	
Percent	6.55%	162

Car Park **The Approach**

	Daily	
No.	14	
Percent	93.33%	
	Once or twice each week	
No.	1	
Percent	6.67%	
<i>Summary for Car Park</i>		
No.	15	
Percent	3.64%	177

Car Park **Websters Way**

	Daily	
No.	61	
Percent	28.37%	
	Once or twice each week	
No.	126	
Percent	58.60%	
	Occasionally	
No.	25	
Percent	11.63%	
	Seldom	

No.	3	
Percent	1.40%	
<i>Summary for Car Park</i>		
No.	215	
Percent	52.18%	392

Car Park **More than one**

	Daily	
No.	7	
Percent	35.00%	
	Once or twice each week	
No.	7	
Percent	35.00%	
	Occasionally	
No.	5	
Percent	25.00%	
	Seldom	
No.	1	
Percent	5.00%	
<i>Summary for Car Park</i>		
No.	20	
Percent	4.85%	412

8. How often do you use the Council's car parks? - Total

	Daily	
No.	138	
Percent	33.50%	
	Once or twice each week	
No.	217	
Percent	52.67%	
	Occasionally	
No.	47	
Percent	11.41%	
	Seldom	
No.	10	
Percent	2.43%	
Grand Total	412	

Analysis of Conduct

	Yes	
No.	193	
Percent	85.02%	
	No	

No.	34
Percent	14.98%
Grand Total	227

1. Have you ever received a Rochford District Council Penalty Notice?

	Yes
No.	62
Percent	15.05%
	No
No.	350
Percent	84.95%
Grand Total	412

2. Was the Notice clear as to what action to take?

	Yes
No.	56
Percent	90.32%
	No
No.	6
Percent	9.68%
Grand Total	62

3. Do you think it's fair to issue a Penalty Notice to a vehicle which is parked outside a marked bay?

	Yes
No.	298
Percent	72.33%
	No
No.	114
Percent	27.67%
Grand Total	412

1. Have you ever contacted the Council Offices regarding any aspect of car parking?

	Yes
No.	87
Percent	21.12%
	No
No.	325

Percent	78.88%
Grand Total	412

2. Were you dealt with promptly and Courteously?

	Yes
No.	83
Percent	95.40%

	No
No.	4
Percent	4.60%
Grand Total	87

3. Please give a brief explanation as to the nature of your query.

	Penalty Notice
No.	37
Percent	42.53%

	Season Ticket
No.	34
Percent	39.08%

	Trader Refund
No.	2
Percent	2.30%

	Other
No.	14
Percent	16.09%
Grand Total	87

1. Are you aware of the TRADER REFUND

	Yes
No.	238
Percent	57.77%

	No
No.	174
Percent	42.23%
Grand Total	412

2. How often do you use this scheme?

	Regularly
No.	34
Percent	14.29%

	Often
No.	7
Percent	2.94%
	Occasionally
No.	24
Percent	10.08%
	Seldom
No.	24
Percent	10.08%
	Never
No.	138
Percent	57.98%
	Unknown
No.	11
Percent	4.62%
Grand Total	238

3. Does paying for parking influence you using town center car parks? - Detail

Car Park	Back Lane
	Yes
No.	28
Percent	46.67%
	No
No.	32
Percent	53.33%
<i>Summary for Car Park</i>	
Sum	60
Percent	14.56%

60

Car Park	Castle Road
	Yes
No.	13
Percent	40.63%
	No
No.	19
Percent	59.38%
<i>Summary for Car Park</i>	
Sum	32
Percent	7.77%

92

Car Park

Hockley

	Yes	
No.	16	
Percent	72.73%	
	No	
No.	6	
Percent	27.27%	
<i>Summary for Car Park</i>		
Sum	22	
Percent	5.34%	114

Car Park

Market Rayleigh

	Yes	
No.	13	
Percent	61.90%	
	No	
No.	8	
Percent	38.10%	
<i>Summary for Car Park</i>		
Sum	21	
Percent	5.10%	135

Car Park

Mill Hall / Bellingham Lane

	Yes	
No.	17	
Percent	62.96%	
	No	
No.	10	
Percent	37.04%	
<i>Summary for Car Park</i>		
Sum	27	
Percent	6.55%	162

Car Park

The Approach

	Yes	
No.	8	
Percent	53.33%	
	No	
No.	7	
Percent	46.67%	

Summary for Car Park

Sum	15	
Percent	3.64%	177

Car Park

Websters Way

Yes

No.	113
Percent	52.56%

No

No.	102
Percent	47.44%

Summary for Car Park

Sum	215	
Percent	52.18%	392

Car Park

More than one

Yes

No.	10
Percent	50.00%

No

No.	10
Percent	50.00%

Summary for Car Park

Sum	20	
Percent	4.85%	412

3. Does paying for parking influence you using town centre car parks? - Total

Yes

No.	218
Percent	52.91%

No

No.	194
Percent	47.09%

Grand Total	412
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4. When using the car parks, how often have you encountered a faulty ticket machine? - Detail

Car Park

Back Lane

Often

No.	1
Percent	1.67%

			Occasionally	
No.		19		
Percent		31.67%		
			Seldom	
No.		19		
Percent		31.67%		
			Never	
No.		14		
Percent		23.33%		
			Unknown	
No.		7		
Percent		11.67%		
<i>Summary for Car Park</i>				
No.		60		60
Percent		14.56%		
Car Park	Castle Road			
			Occasionally	
No.		12		
Percent		37.50%		
			Seldom	
No.		12		
Percent		37.50%		
			Never	
No.		8		
Percent		25.00%		
<i>Summary for Car Park</i>				
No.		32		92
Percent		7.77%		
Car Park	Hockley			
			Often	
No.		1		
Percent		4.55%		
			Occasionally	
No.		11		
Percent		50.00%		
			Seldom	
No.		8		
Percent		36.36%		
			Never	

No.	2	
Percent	9.09%	
<i>Summary for Car Park</i>		
No.	22	
Percent	5.34%	114

Car Park

Market Rayleigh

		Occasionally
No.	11	
Percent	52.38%	
		Seldom
No.	6	
Percent	28.57%	
		Never
No.	3	
Percent	14.29%	
		Unknown
No.	1	
Percent	4.76%	
<i>Summary for Car Park</i>		
No.	21	
Percent	5.10%	135

Car Park

Mill Hall / Bellingham Lane

		Often
No.	1	
Percent	3.70%	
		Occasionally
No.	13	
Percent	48.15%	
		Seldom
No.	9	
Percent	33.33%	
		Never
No.	2	
Percent	7.41%	
		Unknown
No.	2	
Percent	7.41%	
<i>Summary for Car Park</i>		
No.	27	

Percent 6.55% 162

Car Park

The Approach

Occasionally

No. 9
Percent 60.00%

Seldom

No. 5
Percent 33.33%

Unknown

No. 1
Percent 6.67%

Summary for Car Park

No. 15
Percent 3.64% 177

Car Park

Websters Way

Often

No. 11
Percent 5.12%

Occasionally

No. 106
Percent 49.30%

Seldom

No. 57
Percent 26.51%

Never

No. 32
Percent 14.88%

Unknown

No. 9
Percent 4.19%

Summary for Car Park

No. 215
Percent 52.18% 392

Car Park

More than one

Often

No. 4
Percent 20.00%

		Occasionally
No.	7	
Percent	35.00%	
		Seldom
No.	7	
Percent	35.00%	
		Never
No.	2	
Percent	10.00%	
<i>Summary for Car Park</i>		
No.	20	
Percent	4.85%	

412

4. When using the car parks, how often have you encountered a faulty ticket machine? -

		Often
No.	18	
Percent	4.37%	
		Occasionally
No.	188	
Percent	45.63%	
		Seldom
No.	123	
Percent	29.85%	
		Never
No.	63	
Percent	15.29%	
		Unknown
No.	20	
Percent	4.85%	
Grand Total	412	

5. When using the car parks how often do you see one of the Councils Patrol Officers? - Detail

Car Park	Back Lane
	Often
No.	6
Percent	10.00%
	Occasionally
No.	22
Percent	36.67%
	Seldom

No. 20
Percent 33.33%

Never

No. 12
Percent 20.00%

Summary for Car Park

No. 60
Percent 14.56%

60

Car Park

Castle Road

Often

No. 8
Percent 25.00%

Occasionally

No. 16
Percent 50.00%

Seldom

No. 2
Percent 6.25%

Never

No. 6
Percent 18.75%

Summary for Car Park

No. 32
Percent 7.77%

92

Car Park

Hockley

Often

No. 1
Percent 4.55%

Occasionally

No. 10
Percent 45.45%

Seldom

No. 10
Percent 45.45%

Never

No. 1
Percent 4.55%

Summary for Car Park

No. 22
Percent 5.34%

114

Car Park

Market Rayleigh

	Often
No.	8
Percent	38.10%
	Occasionally
No.	9
Percent	42.86%
	Seldom
No.	2
Percent	9.52%
	Never
No.	2
Percent	9.52%
<i>Summary for Car Park</i>	
No.	21
Percent	5.10%

135

Car Park

Mill Hall / Bellingham Lane

	Often
No.	7
Percent	25.93%
	Occasionally
No.	14
Percent	51.85%
	Seldom
No.	4
Percent	14.81%
	Never
No.	2
Percent	7.41%
<i>Summary for Car Park</i>	
No.	27
Percent	6.55%

162

Car Park

The Approach

	Occasionally
No.	2
Percent	13.33%
	Seldom
No.	7
Percent	46.67%

	Never	
No.	6	
Percent	40.00%	
<i>Summary for Car Park</i>		
No.	15	
Percent	3.64%	177

Car Park	Websters Way	
	Often	
No.	46	
Percent	21.40%	
	Occasionally	
No.	104	
Percent	48.37%	
	Seldom	
No.	49	
Percent	22.79%	
	Never	
No.	15	
Percent	6.98%	
	Unknown	
No.	1	
Percent	0.47%	
<i>Summary for Car Park</i>		
No.	215	
Percent	52.18%	392

Car Park	More than one	
	Often	
No.	3	
Percent	15.00%	
	Occasionally	
No.	5	
Percent	25.00%	
	Seldom	
No.	7	
Percent	35.00%	
	Never	
No.	5	
Percent	25.00%	
<i>Summary for Car Park</i>		
No.	20	
Percent	4.85%	412

5. When using the car parks how often do you see one of the Council's Patrol Officers? -

	Often
No.	79
Percent	19.17%
	Occasionally
No.	182
Percent	44.17%
	Seldom
No.	101
Percent	24.51%
	Never
No.	49
Percent	11.89%
	Unknown
No.	1
Percent	0.24%
Grand Total	412

6. Have you experienced vandalism to your vehicle whilst using the car parks, during the last 3 months? - Detail

Car Park	Back Lane		
	Yes		
No.	7		
Percent		11.67%	
	No		
No.	53		
Percent		88.33%	
<i>Summary for Car Park</i>			
No.	60		
Percent		14.56%	60

Car Park	Castle Road		
	Yes		
No.	1		
Percent		3.13%	
	No		
No.	31		
Percent		96.88%	
<i>Summary for Car Park</i>			
No.	32		
Percent		7.77%	92

Car Park	Hockley		
	Yes		
No.	1		
Percent		4.55%	
	No		
No.	21		
Percent		95.45%	
<i>Summary for Car Park</i>			
No.	22		
Percent		5.34%	114

Car Park	Market Rayleigh		
	No		
No.	21		
Percent		100.00%	
<i>Summary for Car Park</i>			
No.	21		
Percent		5.10%	135

Car Park	Mill Hall / Bellingham Lane		
	Yes		
No.	2		
Percent		7.41%	
	No		
No.	25		
Percent		92.59%	
<i>Summary for Car Park</i>			
No.	27		
Percent		6.55%	162

Car Park	The Approach		
	Yes		
No.	2		
Percent		13.33%	
	No		
No.	13		
Percent		86.67%	
<i>Summary for Car Park</i>			
No.	15		
Percent		3.64%	177

Car Park	Websters Way		
		<i>Yes</i>	
No.	2		
Percent		0.93%	
		<i>No</i>	
No.	213		
Percent		99.07%	
<i>Summary for Car Park</i>			
No.	215		
Percent		52.18%	392

Car Park	More than one		
		<i>Yes</i>	
No.	1		
Percent		5.00%	
		<i>No</i>	
No.	19		
Percent		95.00%	
<i>Summary for Car Park</i>			
No.	20		
Percent		4.85%	412

4. Have you experienced vandalism to your vehicle whilst using the car parks, during the last 3 months? - Total

	<i>Yes</i>	
No.	16	
Percent	3.88%	
	<i>No</i>	
No.	396	
Percent	96.12%	
Grand Total	412	

7. Have you experienced theft from your vehicle whilst using the car parks, during the last 3 months? - Detail

Car Park	Back Lane		
		<i>No</i>	
No.	60		
Percent		100.00%	
<i>Summary for Car Park</i>			
No.	60		
Percent		14.56%	60

Car Park	Castle Road		
		<i>No</i>	
No.		32	
Percent			100.00%
<i>Summary for Car Park</i>			
No.		32	
Percent			7.77%
			92
Car Park	Hockley		
		<i>No</i>	
No.		22	
Percent			100.00%
<i>Summary for Car Park</i>			
No.		22	
Percent			5.34%
			114
Car Park	Market Rayleigh		
		<i>No</i>	
No.		21	
Percent			100.00%
<i>Summary for Car Park</i>			
No.		21	
Percent			5.10%
			135
Car Park	Mill Hall / Bellingham Lane		
		<i>No</i>	
No.		27	
Percent			100.00%
<i>Summary for Car Park</i>			
No.		27	
Percent			6.55%
			162
Car Park	The Approach		
		<i>Yes</i>	
No.		3	
Percent			20.00%
		<i>No</i>	
No.		12	
Percent			80.00%
<i>Summary for Car Park</i>			
No.		15	
Percent			3.64%
			177

Car Park

Websters Way

	<i>No</i>		
No.	215		
Percent		100.00%	
<i>Summary for Car Park</i>			
No.	215		
Percent		52.18%	392

Car Park

More than one

	<i>No</i>		
No.	20		
Percent		100.00%	
<i>Summary for Car Park</i>			
No.	20		
Percent		4.85%	412

5. Have you experienced theft from your vehicle whilst using the car parks, during the last 3 months? - Total

	Yes	
No.	3	
Percent	0.73%	
	No	
No.	409	
Percent	99.27%	
Grand Total	412	

8. Please give brief details of the incident.

Back Lane

- side of vehicle keyed
- scratches on car
- Had hub cap stolen
- Numerous scratches to car from careless drivers doors
- Wheelbarrow carrying plasterboard scraped complete side. Broken number plate
- Doors are scuffed as scratched frequently as spaces are crammed in
- Car aerial broken off

Castle Road

Bad parking by another driver - dented two doors, drove off & left it

Hockley

Dent in drivers door

Mill Hall / Bellingham Lane

Playing football in car park & keying paintwork
Broken aerial, Mill Hall car park

The Approach

Smashed windows stolen stereos & door locks screwdrivered
Lock broken into car stereo, cd changer & cds stolen
Windows smashed & car stereo stolen

Websters Way

Minor but found car covered in spit after dark on one occasion. Youngsters using it for target practice
Scratches on car, bent windscreen wiper

More than one

9. What improvements would you like to see made in the car parks?

Back Lane

More spaces in Rochford. Cheaper in Hockley
Only one disabled bay in square, there used to be 4 I am disabled, it is also a long walk from car park
Like new exits & entry to Back Lane
Rochford Square is a disaster, causes back-logs all round Rochford
Reduce the charges
Free parking
Wider spaces for mums I can't get baby car seat in or out when parked in bay very easily. Too narrow!!
1) more visible wardens
2) rework the Rochford Square car park - put back all the spaces you removed
3) ensure people with disabled stickers park in bays, too many without then use our spaces
Remove raised beds
non payment for surgery
more disabled bays stop use of bays for council advert caravans
None
I think there could be more disabled parking in the square, one space is not enough
More lighting to get to car park
I think there should be parking for 1 hour - I pay 50p for 2 hours every week & only stay for 30-40 mins
More lights in Back Lane in winter for driver security when returning to your car. Early morning gritting to Back Lane in severe weather in view of the sloping surfaces. My car was sliding backwards in the snow & nearly had an accident
Doctors free parking, it's a disgrace to pay this when council tax so high
OK as they are
Printed maps on signs of the town centre with its one way system displayed. I have seen cars try to

turn right up West Street

Maybe baby & toddler car parking spaces as bays are quite narrow and hard to get baby seat out of the car

Introduction of 'PAY ON EXIT' to eliminate the chance of me getting a penalty notice for overstaying, and electronic advance of 'full' status

Ticket on entry pay on exit. Not pay & display. Patrol Officers to control crime, toilets in Back Lane car park are a site for drug abusers and jobs

CCTV

Free parking or cheaper rates

More spaces in the Rochford Town Square (2nd taxi rank re-sited)

Bays should be wider only small cars have sufficient room to access doors reasonably

Bigger car parking spaces & preferential parking for season ticket holders

Machines that give change

Better lighting in the car park (Back Lane)

Because flaps have now been fixed down cars have started to use exit as an entrance which will lead to frayed tempers & possible accidents

CCTV

Machines that give change

More places that sell season tickets, quicker!

Entrance relocated to where it was by the Marlborough Pub, and free parking to be made compulsory. Many people are put off by having to pay to visit shops

Lower car park fees

Better lighting leading to & in car park (Back Lane)

Charges revised to include a 1 hour stay, ie 25p half hour; 35p 1 hour; 50p 2 hours

Free first half hour - sometimes I only park to pick up the kids, also paying for car park outside the doctors surgery is outrageous

Something should be done on Tuesdays (market day) in Rochford for those people with doctors appointments. I nearly missed my daughters appointment as it took me 15 mins to find a space

I would like to see paid parking in town square to stop cars queuing back causing a jam

I would like to have hourly instead of half hourly parking half hour is not long enough when going to chemist for prescriptions

More spaces!! Back Lane difficult on Tuesdays (because of Market) likewise Websters Way (Wednesday market day) & Saturdays difficult in all car parks

A 1 hour stay charge like we used to have easier access to Back Lane car park

New entrance to Back Lane car park is through Locks Hill I would like to see the road free of water when it rains heavily

£2 parking for over 5 hours instead of £2.50 as rarely have change of 50p

They are fine

Castle Road

More spaces (though realising this is a problem) Lunchtime parking can be difficult and I have to arrive at Cattle Road for shopping on Saturday by 10am latest to guarantee a place

1) gritting in Winter

2) area for season ticket holders

3) more parking spaces

Charge for up to one hour, half hour too short, 2 hours too long

The car park in Castle Rd has had broken glass in several of the bays for quite some time - the bays need to be swept occasionally

A larger sign directing you to this particular car park. Being a visitor I find the fee very reasonable and for this reason will be visiting Rayleigh more often to shop

One hour allowed for lowest charge in lieu of half hour (at 30p if necessary as 5p coins seldom held)

Suits me as they are, but as I only visit once a week I am satisfied

Not sure

As a season ticket holder would like to see reserved bays for ticket holders as horrid when I have paid to park but cannot get a space

Long stay car park short stay parking for 2 max hours to assist shopping

Change machine or ticket to issue change.

Issue of season tickets from other outlets

More ticket machines

1 hour charge; half hour is too short; 2 hours too long

The cheapest rate should be for 1 hour

Cheaper fees

1 hourly charge returned

Public toilets

1 hour parking time returned not just half hour or 2 hours

Would like the ticket machines to give change

A payment for 1 hour

Change giving machines

Cheaper fees, less spaces for the disabled in High Street parking

More spaces especially for CP & RPCT employees I have had to wait 20 mins to get a space. I also think the in & out should be reversed so that parking in the Lane is easier to get in and out of the car

Hockley

A bit more lighting at night when dark evenings in Winter

Better lighting for evening parking

Cheaper short stay (under 30mins) pricing

Wider bays

Improved lighting at night

More variation in set parking times eg - 30mins, 1 hour

Bigger parking bays, this would avoid doors banging other cars

Cheaper fees to encourage local shopping

1) more free parking sessions eg after 5pm

2) parking for up to 1 hour

3) more lighting

4) remove teenagers with skateboards especially at dusk

Slightly wider spaces, so when it's busy I can get the kids out of the car

A note change machine. Sometimes you have the correct change but the coin is not accepted, a change machine would be useful

To make one hour for 35p as many people don't need 2 hours and it's expensive

More supervision to deter persistent offenders and help prevent theft or damage to cars

Cheaper parking for 1 hour, stays not 0-30mins & 30 mins-2 hours

Parking fees for up to 1 hour, half an hour often too short + two hours too long

As paying customers someone should be held responsible for damage or theft of vehicle ie

COUNCIL: solution CAR PARK ATTENDANT

More parking spaces, better deal on pricing, 30 mins is long enough - 2 hrs too long how about 1 hr

for 30p

Adjust times allowed, 50p for 31 mins is unfair, 30p for up to 1 hour would be better

Being a disabled driver I would like to see more spaces available for disabled people

Machines that give change

I am overall satisfied with Hockley car park

An hourly charge, this appeals to many of my friends, especially in Hockley when visiting the doctors

Market Rayleigh

There is a need for more spaces in Rayleigh town centre

Better entrance & departure to and from the car park

lower parking charges.

More parking spaces

More lighting

More car parks space

More pay as you leave, not pay as you enter

Pay on exit

I feel that the parking times for Hockley car park are unfair - you are only allowed half hour or up to 2 hours when visiting the doctors surgery sometimes to pick up a prescription I object to paying for half hour

Parking for 1 hour and not part hour which is not long enough

They operate well overall now 2nd ticket machine in Market, a plus

Clearer boards, one way system in operation

The present facilities seem to be reasonably adequate

25p per hour instead of 25p for half hour and 50p for 2 hours

There are not enough long stay car parks in Rayleigh on Wednesday when Market car park is closed this also is a problem on Tuesday

There's never enough spaces, but you can only do your best

Market car park to be open all day Tuesday, can't see why it closes in the afternoon. Why can't you make parking cheaper for the people who work in Rayleigh daily

Mill Hall / Bellingham Lane

Please target & penalise drivers who are not disabled but use disabled bays (I am not disabled)

As a trader in Berry's Arcade & a season ticket holder need own bay. Car parks full after 9:15am

Extra litter bins

Machines that can take & give refunds / change of larger coins ie. £2 & £1 coins with change given

Cheaper tickets for 1-2 hours charges 8am-6pm only
free weekends

Security cameras that are operational especially at night. I work until 6:30 and am always aware of my security when dark

Wider spaces at Websters Way

Clearance of litter early in the morning, decrease in charges, more spaces, impossible to park after 10am

Free parking for under 30 mins (special bays to be monitored for this) fee for 1 hour (have to pay for 2 hour at the moment)

More spaces with better access roads
Payment on exiting car park so you are not restricted by times and fines
Cheaper, too greedy
Change to one-way system to allow easier access & avoid queues
I would like to see the parking charges reduced
I would also like to see a parking space available on Wednesday morning
A more affordable fee the charges are much too high
Better & more street lights in Mill Hall especially
Penalties for cars that are parked in 2 places (straddle the lines)
CCTV is a must
spaces should be bigger
Make the first payment 20p not 25p and make more time slots ie up to 30 mins, up to 1 hour up to 2 hours etc this will save people money
More car parks needed
More all day spaces especially on a Tuesday & Wednesday after 9:30 am there are no spaces left
Keep the yobs in a big pen in the park & feed once a week or vandalise their parents cars
A longer fairer payment structure 25p for at least an hour minimum half hour is not quite long enough for most people & we find your charge at present mean minded

The Approach

3rd lamppost never worked 2 other lampposts now stopped working ramp to station too big, should also be stairs
Enough season ticket holder spaces for season ticket holder, penalty tickets for people who park across
Annual season tickets cheaper. More lighting & CCTV cameras
Cameras installed (CCTV) Patrol Officers frequently especially daytime
glass cleaned up quicker
weekly season tickets as before
Better regulation of people parking in a single bay not affecting adjacent parking bays
Street lamps working all the time
CCTV cameras covering all of each of the car parks
CCTV, more visits made by Patrol Officers
Weekly ticket bought back
Season ticket costs reduced
See attached sheet

Websters Way

An hours time charge
Introduce a fee for a parking period of 1 hour
Ticket available for 1 hour instead of half hour / 2 hours
One way lanes (Websters Way)
More spaces
Hockley needs more provision at Lower end of Spa Road near the shops
Quite adequate

Small bays / reduced fees for micro cars such as smart. Better entrance into Websters Way - Fed up with wearing tyres out with tight turn approaching from south

Free parking altogether
free parking for half hour if you are just running to the bank etc
also 1 hour parking, having to pay for 2 hours when it is not needed

More lights, creepy at night

Machine that gives change
coin changing machines would be welcome like in arcade

A lower tariff for 1 hour parking - 30p for example

More lighting

Make the system the same as Maldon. This system has the reg no. of the car and the ticket cannot be used by others

Free ten minutes parking for pick up

A flat rate of 20p hour The existing 25p / 50p scheme suits no-one

More spaces
Keep the ticket machines in working order

Half hour for 25p should be 1 hour

Facility to pay on exit of car park, or the half hour parking fee extended to 1 hour

Like a fee for up to 1 hour

Make sure disabled bays are for disabled people only, especially in the High St

There needs to be additional parking available at peak trading periods

Bring back the 1 hour parking, 30 mins is completely useless, and to have to pay for 2 hours when one hour would be sufficient is unfair for people like us who are pensioners on a fixed notice

Penalty notice should be issued for any vehicle parked in disabled bay with out pass displayed

I find Webster Way very muddled, perhaps some form of direction arrows would stop cars driving in different directions

None

Trees taken out, they only get vandalised. Parking discounts for OAPs living in Rayleigh
More police presence

More spaces
More car parks

The entrance into the car park, why are those bricks there? It is unnecessary just to have to manoeuvre around them, very poor entry

Too many cars not enough room for more car parks in Rayleigh

Pay on exit

More parking spaces available in Rayleigh difficult to find spaces, especially on Wednesday (market day) if have to leave & return on business

A larger area to be able to open doors

More Spaces

1 hour parking fee

Cameras to catch vandals

More disabled spaces

More car parks in town
prices not to go up again
More machines
More staff in car parks

More car park space, when we did take ticket into shop for refund they said they didn't do it, so

should be cheaper on certain days

The vandalised tree surrounds need to be clearly marked. They can cause damage if snow covered

Ticket machines giving change
No more price rises

Lowering the 50p to 40p for 2 hours

Few more disabled places in Rayleigh

1 hour costs 30p half hour does not allow for delays at banks etc

More information about the parking when you visit a new area

Speedier way of exiting car park

More car parks

Reducing the cost

More parking space

There should be a reduced payment for anyone parking for 1 hour, at present half hour payment or 2 hour payments

One hour slot
few more disabled spaces

1. More disabled places
2. Thirty five pence for 1 hour

Speed humps
Better enforcement of disabled only spaces
MORE SPACES

Lots more spaces needed

More parking to accommodate increasing population

Ticket machines moved out of parking bays, entrances widened

I think the car parks are well organised and run, but we could do with more spaces somewhere

More disabled spaces & parent & child spaces

Webster Way made into long stay

More control over parking on lines and in disabled areas. Keep free Saturday pm parking

Wider entrance to get into Websters Way car park - too narrow

Listing somewhere the traders that are part of the Trader Refund scheme

I think the season ticket is very expensive & can't see why the increase from £240 to £350 happened

Pay on exit - so as not restricted to clock watching when shopping

More parking spaces in Hockley

More free parking.
People contact training for Patrol Officers.
At least 2 more ticket machines, more litter bins

Have weekly tickets or monthly

Payment changed to 'PAY ON EXIT'

More choice of staying time, ie half hour stay & 1 hour stay as well as other times

Mill Hall all of the car park long stay, also Websters Way

Websters Way is cleaned more often - it is filthy. A real good impression we give to visitors. But this will fall on deaf ears as usual

More ticket machines
More parking spaces

A third way in and out of the car park

Improved security long stay & short stay spaces

None really, this time of year is always busy & can be difficult to get a parking space unless it's really early in the day

Please do not give ticket if the driver is late on return

Free parking

More parking spaces. You should compulsory purchase empty building next to Websters Way park for more parking - always difficult to park, build multi story

More Parking Spaces

More patrols & any anti vandal devices that work ie CCTV

Cheaper annual ticket

Supermarket trolley park (recently dispensed with)

Barriers to prevent car parks being used as skid pans

Should not have to pay to park car

A one hour rate of pay for 30p please

Where have all the bins gone to put the ticket parts in?

The bays for supermarket trolleys are sorely missed

I would like to see pay on exit car parking. I regularly visit the bank for business banking & because I cannot guarantee queue times or if I see a friend for a chat, I have use the 50p tariff when mostly I have been 10 min, it's the same with the doctors surgery as well

Permanently manned by council officers who could assist in many ways

More attendants overseeing tickets and people using parking bays properly

More parking spaces especially on Wednesday am when Market closed. Due to parking I intend to give Rayleigh a miss

None. Top marks for no fee after 13:00 on Saturday & no charge after 19:00

At busy times cars are driving round and round trying to find a space

Less litter

People restricted from parking in disabled bays unless entitled, ie more officers

I would like to see being able to pay for 1 hours parking and not 2 hours, when you think you may be longer than half hour

I would like the ability to pay for 1 hour parking 30 mins is not enough to get from, say, Websters Way to the shops and back, but then 2 hours is too much

'PAY AS YOU LEAVE' parking would encourage people to stay longer (coffee / lunch etc) roads are congested, parking a nightmare, shops poor

Pay on exit so I don't need to clock watch all the time
more spaces, lower charges

I feel that we should be entitled to a reduction when employed in the town

Half hour too little to do anything, 2 hours too long. Why can't we have 1 hour parking fee?

Mother and child parking spaces

Free parking

More spaces are now urgent

I like Websters Way car park and almost always use it, but Rayleigh needs more parking spaces, there is never a quiet time anymore

Pay as you leave

A large clear notice when machine out of order as we have lost money several times

I think 50p is a lot of money for just over half hour time 30 mins - 2 hours should be 25p for 1 hour

Car access into Websters Way car park, especially from Eastwood Road, very confusing & particularly for new visitors- driving into the 'exit' lane

Dscouted car parking for people that work in the area

Increased number of waste bins - litter is a problem each morning

More parking spaces, improvement to the highway system

More spaces for motorcycles

A pay for time used scheme instead of the current rip-off, which I use infrequently as possible in favour of Southend, Basildon, Chelmsford

Don't know

More space available

Reduced fines for being over ticket time

More car park spaces & more machines

30 mins is not long enough, an hour would suit better. The free Sat pm is good if you can get parked - its too busy

Many more spaces for the Mill & Castle Road

Larger bays

Pay as you leave the car park would be better, no penalty then

More handicapped spaces

Pay as you leave

Cheaper rates for 1 hour

More ticket machines please

More free parking / reduced fees to encourage shoppers to centres

Plenty of car parks and spaces

More ticket machines, or even better, payment on exit with a barrier

More disabled places, I spent 25 mins driving round for any place to park. I am disabled

One hour instead of half an hour - half an hour not long enough to get back from bank or doctor

Better security for cars, maybe closed circuit TV

The facility to pay for 1 hour, parking at a reasonable cost. Half hour is frequently too little, but 2 hours is too much

Machines that give change

More disabled bays

More security, to see council's Patrol Officers about.

To introduce a few parent and child parking spaces with wider bays for easier accessibility

More spaces available

Better lighting, clearer marking for parking spaces

If possible more parking spaces, Websters Way is full up after 10am

Although I have not been affected personally - security is my prime concern in public car parks

More than one

Ref section 1: visit to two car parks and found cars driving round waiting for space had to return home see answer 6

Cleaner

A larger choice of payable charges ie. Half hour; 1 hour; 1.5 hours; 2-4 hours, no spaces

More spaces needed especially on a Wednesday & in December

Reduce taxi parking. Reduce illegal use of disability passes

None

Half hour extended to at least 45 mins walking to shops takes time

Half hour parking not enough time to go to post office, queue and get pension - swipe cards would be beneficial

More parking spaces must be available, Castle Road car park to be upgraded to 2 or 3 storey car park, but not Websters Way car park due to its location and appearance

Cheaper parking

More parking

You can go to lakeside all day & not pay a penny for parking. I think the rich council takes enough money from us

Cheaper parking.

Change from machines when over paying.

Free all day on Saturday / Sunday

Better lighting, more visible CCTV

Emergency point to gain access to staff / police in event of crime / assault etc

More free time parking

Room made for supermarket trolleys, a small amount of room would be adequate, there was space, but that has been removed (naughty)

Pay on exit

Parking periods put back to 1 hour 30p; 2 hours 50p etc

An extra disabled parking bay near doctors surgery

More spaces & wider bins for tickets