

# REPORT TO EXECUTIVE

## PORTFOLIO AREA: INFRASTRUCTURE, ENVIRONMENT AND TRANSPORT

Date of Meeting: 15TH October 2001

Public

Key Decision: Yes

Recorded in Forward Plan:

Yes

Inside Policy Framework

**Title: DEPARTMENT OF ENVIRONMENT AND DEVELOPMENT**

**CHARGES REVIEW 2002/3**

**Report of: DIRECTOR OF ENVIRONMENT AND DEVELOPMENT**

**CITY TREASURER**

**Report reference: EN164/01 AND FIN. MEMO 2001/02 No. 93**

### Summary:

The proposals for the 2002/3 charges for the Department of Environment and Department are contained within the attached report. A number of options have been set out and the Executive may wish to indicate a preference and/or identify any or a combination which they wish to consider in more detail. Whilst the budget proposals will be the subject of a consultation process the Executive may wish to seek the views of City Centre interest, Donaldsons, etc. on the specific issue of parking charges.

### Recommendations:

That the proposed charges are endorsed and that the Executive decides the preferred option for car parking charges. Also to consider whether the current concessions for Pest Control are to be reviewed.

**Contact Officer: Michael Battersby**

**Ext: 7400**

## 1. BACKGROUND INFORMATION AND OPTIONS

## 1.1 Environmental Services

### *Disposal of unfit and unsaleable food*

	Current	Proposed	% increase
Small load – per hour (exclusive of VAT)	57.00	60.00	5.26
Additional hours (per hours)	28.00	29.00	3.57
Condemnation Certificate	15.00	16.00	6.66

Occasionally minor amounts of food require disposal (i.e. where there are no transport or tipping charges incurred), for these cases it is recommended that the current charge of £20 be increased by 5% from £20 to £21. This charge will cover the cost of the condemnation certificate.

### *1. Export Certification of Food*

	Current	Proposed	% increase
Cost of Export Certificate	8.50	9.00	5.88
Cost of EHOs time where required (per hr)	34.00	35.00	2.94
Inspection of meat cutting premises (per hr)	34.00	35.00	2.94

### *2. Environmental Protection Act*

The various Authorisation fees are nationally prescribed and will be applicable from

1<sup>st</sup> April 2002. To date no indication has been received regarding the fees for next year. The Government is, however, keen to see the introduction of cost accounting for this area of work to confirm that the fees charged are expended solely on the Authorisation process. A 2.5% increase has been assumed for now.

### *3. Pest Control*

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(All charges exclusive of VAT)	Current	Proposed
Contract Service	£180	£180
Non contract service / hr) – minimum charge	£30	£30
Treatment for mice or insects / hr	£30	£30
Initial visits	£20	£20
Subsequent visits		

The pest control charges were substantially increased for this financial year with the hourly non-contract rate for services being increased by 36% from £22 to £30. Similarly the hourly rate for mice and insect treatment was increased by 43% for initial visits and by 33% for subsequent visits, representing increases from £21 to £30 and £15 to £20 respectively.

Contract charges were increased by 5.8% from a minimum of £170 to £180.

All the above charges are exclusive of VAT which is charged at the standard rate.

The increases made for the current year have resulted in a reduction in requests for assistance and it is therefore recommended that no increase be made for 2002/03. This is particularly so as regards Contract charges as the majority of these are for agricultural properties, many of which are suffering as a result of the Foot and Mouth outbreak. Many farmers have requested that their current contracts be suspended until they re-stock. The current income figures for 2001/02 would indicate that the overall income figures are unlikely to be achieved by approximately £10,000.

A potential area for increasing income on pest control is to re-examine the extent of free services which are available. All treatments for rats on domestic properties are free of charge because of the obvious health implications associated with an infestation. In addition pensioners and people in receipt of disability allowance are eligible for free treatment in respect of all other pest control complaints. Members may wish to consider introducing a subsidised, as opposed to free, service for this work particularly as the majority of complaints relate to ant and wasp infestations which are of negligible health significance. A 50% subsidy would result in charges of £15 per hour for an initial visit and £10 per hour for any subsequent visit. These charges represent a considerable saving on rates charged by private sector pest control companies.

Although the introduction of such charges would bring about a reduction in the number of requests for work it is reasonable to forecast that the overall impact would be an increase in income.

## 1.2 Design

The number of charges levied with the Design Division have substantially reduced as a result of the termination of the Highways Agency Agreement and revised arrangements introduced by United Utilities for sewer/drain connections.

Car parking charges are covered in a separate section.

It should also be emphasised that the residual charges generate an extremely modest level of income.

	Current	Proposed
1 Supplying information by post (minimum charge)	£40	£40
2. Section 104 Agreements	Scale of fees fixed nationally by Water Companies	
3. Carry out Structural Inspections and surveys / hour.	£35	£35
4. Carry out surveys to locate buried pipes, services, etc. / hour	£30	£35
5. Carry out enquiries with Public Utilities to locate services.	£35	£35

### 1.3 Planning Services

The main charges relate to Building Control and Development Control and these are set nationally. It is anticipated that the proposals for 2002/3 will be received in January 2002.

A 2.5% increase has been assumed for now. The miscellaneous charges that the City Council can set are set out below:

#### 1.3.1 *Miscellaneous Charges*

	Current	Proposed
OS Site Location Plans	7.50	8.00
Handling Charge (in addition to OS Charges)	+ VAT	+ VAT
Supply of decision notices (per item (includes postage))	3.50	4.00
Supply of Documents	3.50	4.00
(per item (VAT due if an extract of a document))	0.10	0.10

<ul style="list-style-type: none"> <li>• each additional page</li> <li>• by Fax (in addition per page incl VAT)</li> </ul>	1.00	1.00
Information to outside bodies/research/survey etc. <ul style="list-style-type: none"> <li>• Discretionary Charge (minimum)</li> <li>• Plus additional charge per hour</li> </ul>	5.00	5.00
Supply of Personal Data - Data Protection Act (Max £10.00)	10.00	10.00

### 1.3.2 *Development Control*

	Current	Proposed
Yearly Subscription for weekly press list	95.00	100.00
Yearly Subscription for report on planning decision	53.00	55.00
Cumbria Design Guide: Layout of New Residential Development	10.00	10.00

### 1.3.3 *Building Control*

	Current	Proposed
Supply of Radar Keys	2.10 (plus VAT)	2.10

### 1.3.4 *Local Plans*

	Current	+ postage	Proposed
Tree Preservation Orders	3.50		
Adopted Rural Area Local Plan*	15.00	2.50	

Map One and Two	8.00	0.50	No changes
Adopted Urban Area Local Plan Map*	15.00	2.50	
Map	8.00	0.50	
Proposed changes	10.00	1.50	
Policies and proposals	10.00	1.50	
Adopted Carlisle & District Plan*	32.50	2.50	
Urban Map	10.00	1.50	
Rural Map	10.00	1.50	
Development Brief – Botchergate Area	10.00	1.50	
Retail Study – C B Hillier Parker	50.00	1.50	

- o Price includes the maps

## 1.4 Car Parking Charges

### *Background*

1.4.1 In reviewing the parking charges for 2002/3 the Council needs to balance a range of issues. Parking plays an important role in defining private car usage within the area and as such contributes to the objectives of the Local Transport Plan. The availability of parking and associated charges are a key factor in influencing the economic vitality of the City Centre. Income from parking is in excess of £1m and makes a significant contribution to the Council's base budget.

### *Performance in 2001/02*

1.4.2 The financial performance of the car parks in the current year has been assessed over the past six months. Whilst the busiest period of usage is approaching, current figures indicate a higher level of income than the same period last year and is slightly ahead of profiled budget expectations. The income from short stay car parks is marginally ahead of profile whilst that for long stay car parks is approx. 10% below profile. Income from ECNs and contract parking is ahead of profile.

1.4.3 At this stage the foot and mouth crisis in the area does not appear to have had an adverse impact on usage in the short term. The potential longer term impacts will need to be monitored carefully.

1.4.4 Other changes taking place during the current year which may have implications on future income are the introduction of a 'pay on foot' system in the Lanes car park and decriminalised parking enforcement which is scheduled for introduction in November.

### *Transportation Issues*

1.4.5 As stated earlier, car parking charges form a key part in the Local Transport Plan and an extract from the Plan is included in Appendix 1. Specific comments are:

- o The introduction and effective monitoring of residents parking schemes has been achieved.
- o Decriminalised parking enforcement is scheduled for introduction in November 2001.
- o The Council charges for long stay parking have already reached the levels defined for 2002/3.

1.4.6 As can be seen above the Council has already substantially achieved the parking targets defined. Until such time as the timescale for delivering an effective park and ride scheme can be clearly defined significant further increases will need to be considered extremely cautiously.

### ***Economic Vitality***

1.4.7 Car park usage figures to date reflect a standstill to modest growth. However, this may mask medium/longer term problems. The message from City Centre interests clearly embraced within the 'City Vision' is for more, affordable parking in and around the City Centre.

### ***Charging Options for 2002/3***

1.4.8 The changes introduced for 2001/2 were an increase in the longer stay charges in the long stay car parks and the relocation of staff parking to create public parking at the Civic Centre. In headline terms these have enabled the financial targets to be achieved.

The charging policy in previous years has been to maintain or reduce short stays and increase the cost of long stay parking. A table showing comparative charges on the last five years is included as Appendix 2.

The budget strategy adopted by the Council is for a 3.5% increase in income which would require an additional £37,000 to an overall target for 2002/3 of £1,090,630.

The existing car park charges are set out in Appendix 3 and a user survey undertaken in November 2000 is included as Appendix 4.

A number of options are set out which are not mutually exclusive.

#### **1.4.9 Option 1 – Retain Charges at the 2001/2 level**

This could only be considered as short term option to minimise any medium term impact of FMD, and contribute to City Vision objectives.

Whilst income is currently ahead of profile it would not fully meet the budget target. It is unlikely that freezing charges will have a major impact on increasing usage and equivalent savings or increased income would be required elsewhere in the budget.

#### 1.4.10 **Option 2 – Increase the over 6 hour stays on long stay car parks**

This would continue the current policy of targeting long stay parking and an increase from £3.00 to £3.50 would generate approx. £45,000.

The potential disadvantages are that this could be perceived as not meeting City Vision objectives and would have greatest impact on visitors and those parkers employed in the City Centre.

#### 1.4.11 **Option 3 – Introduce a 2-3 hour charging band on long stay car parks**

The charging bands on long stay car parks were rationalised several years ago. Usage figures and comparison with short stay charges would indicate that the 2-3 hour long stay should be increased, i.e.

2 – 3 hour short stay £1.80

2 – 3 hour long stay £1.00

To introduce a 2-3 hr period and increase the charge to £1.50 could generate approx. £50,000. It is difficult to be precise because users may simply change their stay period.

### 12. **Option 4 – Review Contract Parking Charges**

The Council currently offers contract parking on most long stay car parks which offers a concession equivalent to 40% reduction on the normal day rate (Contract parking £370/year Monday to Friday). The take-up of contracts has increased this year possibly as a result of this level of concession. An increase to £480/year would still offer a 25% concession, and assuming the current take-up is maintained, would generate a further £13,000.

### 13. **Option 5 – Introduce charges on Sundays**

At the moment no charges are levied on Sundays, but there appears to be a steady growth in trading in the City Centre on Sundays. A recent survey on the use of Council Car parks suggests that the introduction of a fixed charge of £1.00 would generate approx. £38,000. The cost of management would also increase, but it is estimated a net income of £30,000 could be achieved.

The introduction of such a charge may have an adverse effect on Sunday trading.

#### 1.4.14 **Option 6 – Miscellaneous**

A number of options have been identified which may generate ancillary income at the major car parks. These include food vendors, car valeting, etc. It is considered that these may generate some modest income, but at this stage the level and sustainability could not be guaranteed.

Similarly, additional advertising and sponsorship could be pursued but it needs to be recognised that many of the main car parks are in sensitive locations.

Both these types of options can be more fully assessed over the next 12 months.



## **Summary**

1.15 A number of options have been set out and the Executive may wish to indicate a preference and/or identify any or a combination which they wish to consider in more detail. Whilst the budget proposals will be the subject of a consultation process the Executive may wish to seek the views of City Centre interests, Donaldsons, etc. on the specific issue of parking charges.

### **1. CONSULTATION**

As part of the overall budget process, but specific consultation should be undertaken with City Centre interests and Donaldsons in respect of car parking issues.

### **3. STAFFING/RESOURCES COMMENTS**

None

### **4. CITY TREASURER'S COMMENTS**

The City Treasurer has been consulted in the preparation of this report.

### **5. LEGAL COMMENTS**

Not applicable

### **6. CORPORATE COMMENTS**

Not applicable

### **7. ENVIRONMENTAL IMPLICATIONS**

Various, but should be considered for individual service areas as appropriate.

### **8. RECOMMENDATIONS**

That the proposed charges are endorsed and that the Executive decides the preferred option for car parking charges. Also to consider whether the current concessions for Pest Control are to be reviewed.

### **9. REASONS FOR RECOMMENDATIONS**

See above

### Parking

As mentioned above there will be a reduction of long stay (over 6 hours) commuter and private non-residential parking to coincide with improvements to alternative modes of travel.

**748** To date, four large Residents' Parking Zones have been introduced in Carlisle with the conversion of some 3000 spaces from long stay to 2 hours maximum for non-residents. The zones are all around the edge of the City Centre, near major schools and colleges, and major factories. Parking within the zones is now no longer a problem for residents as commuters have had to make alternative provision for parking or travel. There have not been problems with commuter parking being displaced to streets just outside the zones with the exception of Denton Holme. To rectify

problems here it is proposed to convert the short stay car park at Upper Viaduct to long stay.

**749** Public off-street parking in Carlisle city centre currently amounts to some 2900 spaces in multi-storey and ground level car parks. A further 600 spaces are made available by private operators. **Table 22** sets this information in context by showing the changes in long stay, short stay, private car spaces that have occurred over the last two years and the effect on supply of introducing

Park and Ride long stay sites by 2005.

**750** In 1999/2000 the over 6 hours long stay parking charges in the City Council off-street car parks were increased from the previous £1.70 to £2.00. In 2000/01 it is anticipated that those will rise by above inflation to £2.50 and in 2002/3 to £3.00. As the proposed Park and Ride sites and other measures are introduced it is understood that the City Council will keep the charges under review and adjusted to encourage the use of alternative modes.

**751** The City Council, with County Council support, will discuss the charging policy on private car parks with the owners and if necessary, powers contained in the "Control of Off-Street Parking Order 1978" will be used to ensure an integrated charging policy throughout the City.

**752** The County Council are considering seeking powers under the Road Traffic Act 1991 to decriminalise on-street parking in Carlisle District (see Chapter 9). The County Council is also considering the desirability and practicality of both congestion and workplace charging.

**Table 22 Public Parking Supply : Cairns**

<b>CITY CENTRE/EDGE OF CENTRE</b>	<b>1997 /98</b>	<b>1998 /99</b>	<b>1999 /00</b>	<b>2000 /01</b>	<b>2001 /02</b>	<b>2002 /03</b>	<b>2003 /04</b>	<b>2004 /05</b>
<b>LONG STAY</b>								
Off-Street Long Stay Spaces	1788	1788	1788	1673*	1220*	1220	1220	1220
Edge of Centre On-Street Spaces for Long stay Use	4056	1585	1060	600	600	600	600	600
Total Long Stay Spaces	5844	3373	2848	2273	1820	1820	1820	1820
<b>SHORT STAY</b>								
Off-Street Short Stay Spaces	1123	1099	1099	1214*	1667*	1667	1667	1667
On-Street Short Stay (<2hrs.)	474	2945	3470	3930	3930	3930	3930	3930
Total Short Stay Spaces	1597	4044	4569	5144	5597	5597	5597	5597
<b>PRIVATE</b>								
Private Operated Spaces	596	596	796	996	996	996	996	996
<b>CITY CENTRE/EDGE OF CENTRE TOTAL SPACES AVAILABLE</b>	8037	8013	8213	8413	8413	8413	8431	8413
Park and Ride Spaces	0	0	0	500	950	1250	1250	1250

\* Long Stay Car Parks (Sands and Paddy's Market) converted to Short Stay, Short Stay Car Park (Upper Viaduct) converted to Long Stay-

CAR PARK CHARGESSHORT STAY CAR PARKS

YEAR	COST FOR DURATION OF STAY					
	1 hr	2 hr	3 hr	4 hr	5 hr	6 hr
1997 / 98	0.60	1.30	2.50	5.00	5.00	5.00
1998 / 99	0.60	1.30	2.50	5.00	5.00	5.00
1999 / 2000	0.60	1.30	2.00	2.50	5.00	5.00
2000 / 01	0.60	1.20	1.80	2.50	5.00	5.00
2001 / 02	0.60	1.20	1.80	2.50	5.00	5.00

LONG STAY CAR PARKS

YEAR	COST FOR DURATION OF STAY					
	1 hr	1 - 2 hrs	2 - 3 hrs	3 - 4 hrs	4 - 5 hrs	Over 6 hrs
1997 / 98	0.60	0.60	1.40	1.40	1.40	1.40
1998 / 99	0.60	0.60	1.70	1.70	1.70	1.70
1999 / 2000	0.60	0.90	1.80	1.80	1.80	2.00
2000 / 01	1.00	1.00	1.00	2.00	2.00	2.50
2001 / 02	1.00	1.00	1.00	2.00	2.00	3.00

ENVIRONMENT COMMITTEE

CAR PARKS

1. Pay & Display Charges (Inc VAT)	Implementation Date: 01/04/01 All Charges apply 8.30 to 18.00 Monday - Saturday	
<b>SHORT STAY CAR PARKS</b>	Duration of Stay (Up to 24 hours)	Charge £
* Town Dyke	To 1 hr	0.60
* Civic Centre	1 - 2 hrs 2 - 3 hrs	1.20 1.80
* Bitts Park	3 - 4 hrs Over 4 hrs	2.50 5.00
<b>LONG STAY CAR PARKS</b>	Duration of Stay (Up to 24 hours)	Charge £
William Street	0 - 3 hrs	1.00
Cecil Street	3 - 6 hrs	2.00
Shaddongate	Over 6 hrs	3.00
Upper Viaduct		
* Swifts Bank		
* The Sands		
* Lower Viaduct		
* Paddy's Market		
* Devonshire Walk		
- Car & Caravan		3.00
- Coaches		FREE

<b>2. Contract Parking - All contracts expire 31<sup>st</sup> March</b>	Charge
Long Stay Parks Only (Inc VAT)	£
Excess Charge	
Excess Charge	50.00
If paid within 7 days notice	25.00
<b>Contract Parking (Per Year) (Mon - Fri)</b>	
William Street	370
Cecil Street	370
Shaddongate	370
Paddy's Market	370
* Devonshire Walk	370
* The Sands	370
* Lower Viaduct	370

\* Denotes Car Parks holding a "Secured by Design Award"

ENVIRONMENT COMMITTEE

CAR PARKS

	<u>Implementation Date:</u>
Contract Parking (Per Year) (Mon - Sat)	01/04/01
	£
William Street	440
Cecil Street	440
Shaddongate	440
Paddy's Market	440
* Devonshire Walk	440
* The Sands	440
* Lower Viaduct	440

<b>3. Use of Car Parks for Special Events</b>	<b>Charge</b>
Daily Charge per space used	£
* Devonshire Walk	1.80
William Street	3.00
Cecil Street	3.00
Shaddongate	3.00
Paddy's Market	3.60
* The Sands	3.60
* Swifts	3.60
* Lower Viaduct	3.60
Bitts Park	8.40
* Town Dyke Orchard	9.60
* Upper Viaduct	9.60
* Civic Centre	9.60
Admin charge per application    Min.	36.00
Max.	180.00

Authorising Minute E.11/01 - 01/02/01

Estimated Income 2001/02 - £1,053,750

\* Denotes Car Parks holding a "Secured by Design Award"

CARLISLE  
CITY COUNCIL



# FINDINGS FROM THE LONG AND SHORT STAY CAR PARK USER SURVEY

NOVEMBER 2000

Corporate Policy & Strategy Unit  
Lynne Wild

OPTION 2	Proposed Charge 2001 / 2002
Excess Charge	
Excess Charge	50.00
If paid within 7 days	25.00**
Contract Parking (Per Year) (Mon - Fri)	
William Street	444
Cecil Street	444
Shaddongate	444
Paddy's Market	444
* Devonshire Walk	444
* The Sands	444
* Lower Viaduct	444
Contract Parking (Per Year) (Mon - Sat)	
William Street	528
Cecil Street	528
Shaddongate	528
Paddy's Market	528
* Devonshire Walk	528
* The Sands	528
* Lower Viaduct	528
Use of Car Parks for Special Events (Daily Charge per space used)	
* Devonshire Walk	1.80
William Street	3.00
Cecil Street	3.00
Shaddongate	3.00
Paddy's Market	3.60
* The Sands	3.60
* Swifts	3.60
* Lower Viaduct	3.60
Bitts Park	8.40
* Town Dyke Orchard	9.60
* Upper Viaduct	9.60
* Civic Centre	9.60
Admin charge per application	
Min.	36.00
Max.	180.00

NOTES

- \* Denotes Car Parks holding a "Secured by Design Award"



## LONG AND SHORT STAY CAR PARK USER SURVEY

### Introduction:

Car Parking and CPSU designed a survey to assess customer satisfaction with a combination of long and short stay car park users in the city centre. CN Research, an independent market research company, carried out fieldwork during Thursday 19 October to Saturday 21 October. 75 interviews were conducted in The Sands Centre, Town Dyke Orchard and Lower Viaduct car parks, giving a total of 225 interviews. As car park users, results are accurate to a + or - 5.7% confidence interval. As users of individual car parks each sample is accurate to a + or - 10% CI. Significant differences in results between the car parks will be included in the report. Interviewers were instructed to get an equal division of male and female respondents and views from a distribution of ages. The sample profile is 49% male and 51% female with ages as follows:

17-24	22	(10%)
25-34	41	(18%)
35-44	43	(19%)
45-54	42	(19%)
55-64	41	(18%)
65-74	29	(13%)
75+	7	(3%)

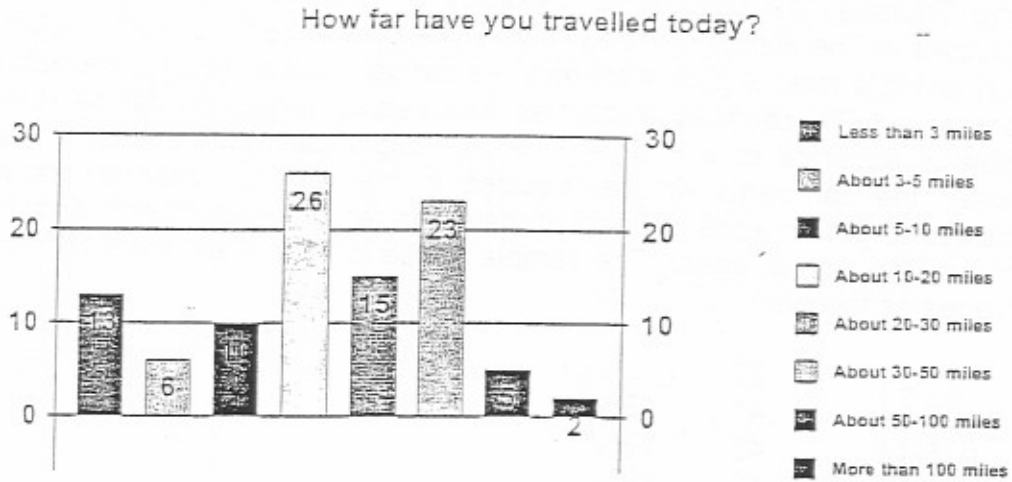
### Summary of main findings:

- A third of car park users live within 10 miles of Carlisle and two thirds live elsewhere in Cumbria or outside of Cumbria
- Three-quarters of all car park users are in Carlisle to do their shopping
- 70% are satisfied with the cost of their parking space
- 96% are satisfied with the location of the car park
- 61% are satisfied with the approach signs to the car park
- 36% are satisfied with the pedestrian signs, over a half are neither satisfied nor dissatisfied
- 86% of users are satisfied with the availability of car spaces
- 77% of users are satisfied with the security of the car parks
- 93% of users are satisfied with the cleanliness of the car parks
- 95% of users are satisfied overall with the three car parks

*How far have you travelled today?*

Almost two thirds of users (64%) had travelled between 10 and 50 miles before they reached the car parks. 29% had travelled for 10 miles or less, see Chart 1:

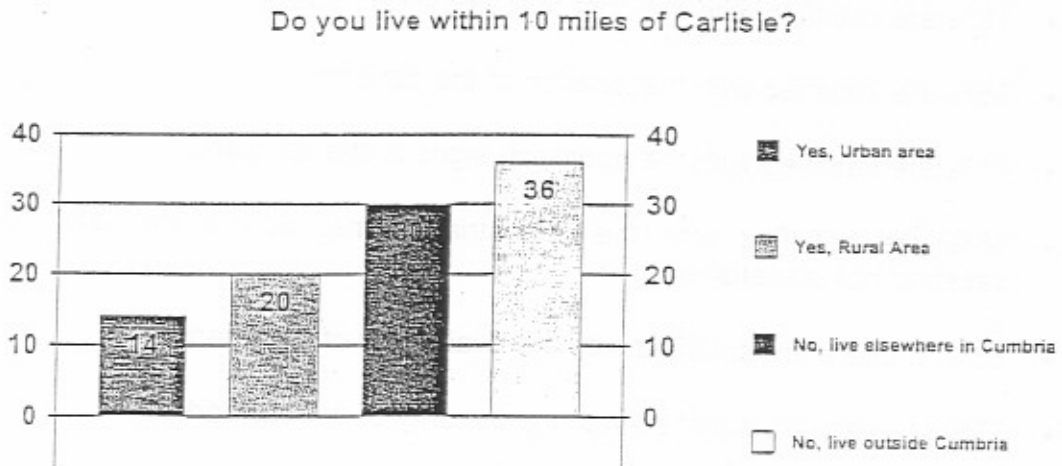
Chart 1



*Do you live in the Carlisle district (i.e. within 10 miles of Carlisle?)*

A third of users live within 10 miles of Carlisle and two thirds of users live elsewhere in Cumbria or outside of Cumbria, see Chart 2:

Chart 2



More residents of Carlisle frequent the Town Dyke Orchard Car Park than either the Sands Centre or Lower Viaduct Car Parks. Around a half of the Town Dyke Orchard users live within the Carlisle district and a half live elsewhere in Cumbria or outside of Cumbria, see Table 1:

Table 1 - Town Dyke Orchard Users

Absolute Analysis % Respondents	
Base	75 100%
Do you live within 10 miles of Carlisle?	
Yes, Urban area	15 20%
Yes, Rural Area	23 31%
No, live elsewhere in Cumbria	15 20%
No, live outside Cumbria	22 29%

Visitors to Carlisle seem to prefer the Sands Centre and Lower Viaduct car parks. Three-quarters of Sands Centre users and just under three-quarters of Lower Viaduct users live outside of the Carlisle district, see Tables 2 & 3:

Table 2 - Sands Centre users

Absolute Analysis % Respondents	
Base	75 100%
Do you live within 10 miles of Carlisle?	
Yes, Urban area	9 12%
Yes, Rural Area	10 13%
No, live elsewhere in Cumbria	14 19%
No, live outside Cumbria	42 56%

Table 3 - Lower Viaduct users

Absolute Analysis % Respondents	
Base	75 100%
Do you live within 10 miles of Carlisle?	
Yes, Urban area	8 11%
Yes, Rural Area	13 17%
No, live elsewhere in Cumbria	38 51%
No, live outside Cumbria	16 21%

*How often do you use this car park?*

Over a third do not use the car park very often, or had not used it before:

Not very often/not used it before	78	(35%)
About once a month (Mon-Fri)	29	(13%)
About once a week (Mon-Fri)	25	(11%)
Some weekends	22	(10%)
Between 2 to 3 times a week	22	(10%)
Most weekends	13	(6%)
Every weekday	10	(4%)
Between 1 to 5 times a year	9	(4%)
Once a fortnight	6	(3%)
Every day including weekends	3	(1%)
Once a month on a Saturday	3	(1%)
Once every 2 months	3	(1%)
Other	2	(1%)

How often do you use this car park (other)?

Most weekends and 2 weekdays

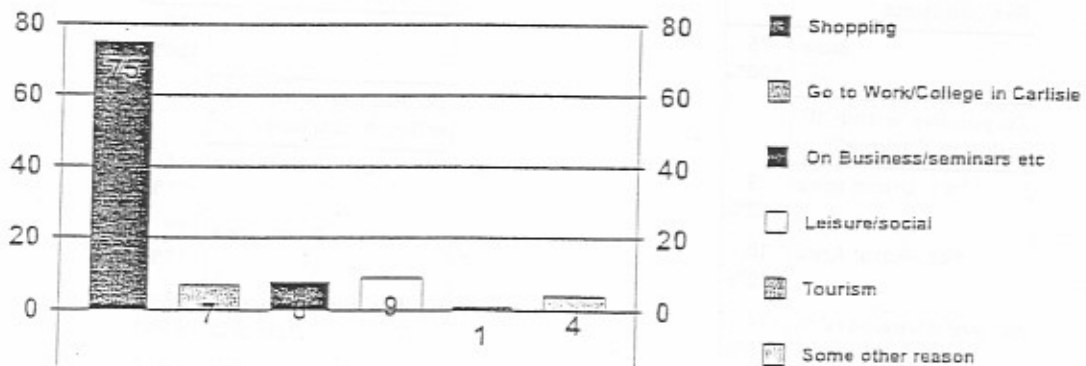
Some weekends and about once during the week

*What is the main reason you are in Carlisle today?*

Three-quarters of all car park users are in Carlisle to do their shopping, see Chart 3. There is no significant difference for being in Carlisle by choice of car park or being a resident or non-resident of Carlisle, see Chart 3:

Chart 3

What is the main reason you are in Carlisle?



Some other reason for being in Carlisle

Jury Service  
Doctors appointment  
Hospital \*3  
Visit my granddaughter and take her out  
Job hunting  
Break in journey to holiday destination  
Not specified

*Was this car park your first choice?*

90% of the sample said the car park they had chosen was their first choice.

The 10% who did not get their first choice car park, stated their first choice:

- Lower Viaduct - further to walk \*3/Lower Viaduct, rather busy and full
- The Lanes/Lanes car park was full/Lanes - because of road works
- County council car park above this one, but it was full \*2
- Beside police station
- Beside Civic Centre (I was annoyed as I was delivering forms to Civic Centre and the time factor was uncertain there)
- Lowther Street
- Tait Street, Botchergate
- Behind C.G. Ford, free area, full up
- Chatsworth Square
- Sands Centre, needed somewhere closer to shop
- The one round the back of the Market
- Nearer town centre, this was last resort
- Tried M & S, it was full and queuing
- Beside fire station, it was full
- Beside railway station
- Tesco, but probably full

*Are you an orange/blue badge holder, or do you drive on behalf of an orange/blue badge holder?*

11 people in the sample (5%) are orange/blue badge holders or drive for someone who owns one.

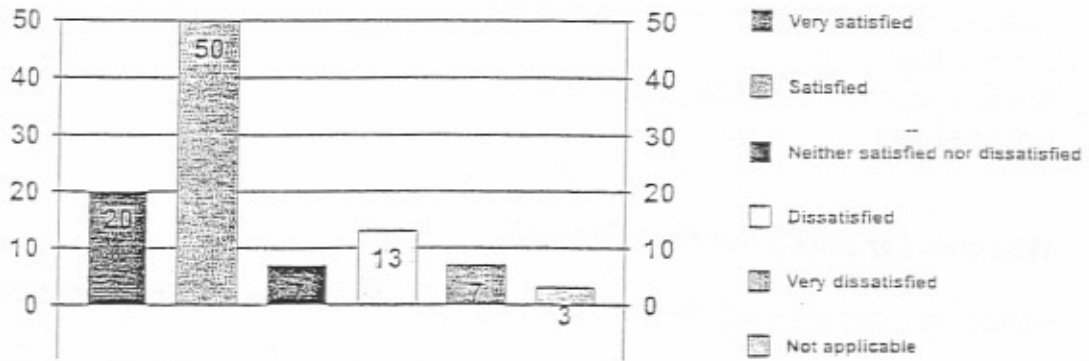
*How satisfied are you with the following factors?*

The cost of your parking space?

Overall, 70% of the sample are satisfied with the cost of their parking space, and 20% are dissatisfied, see Chart 4.

Chart 4

The cost of your parking space?

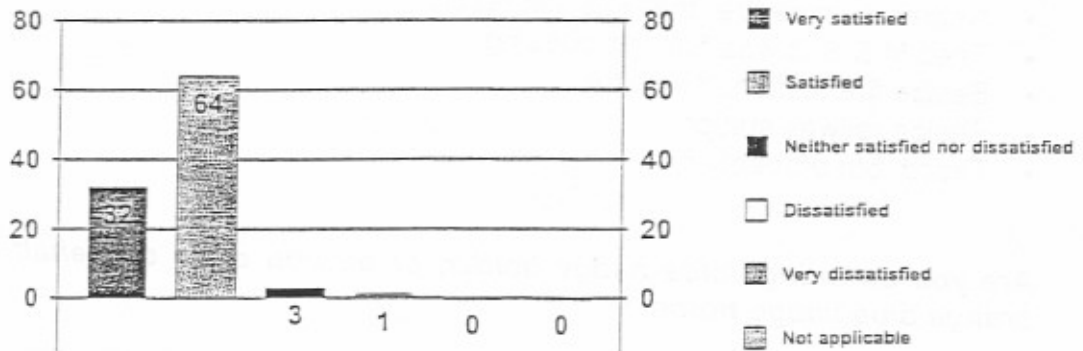


The location of the car park?

96% of the sample are satisfied with the location of the car park, see Chart 5:

Chart 5

The location of the car park?

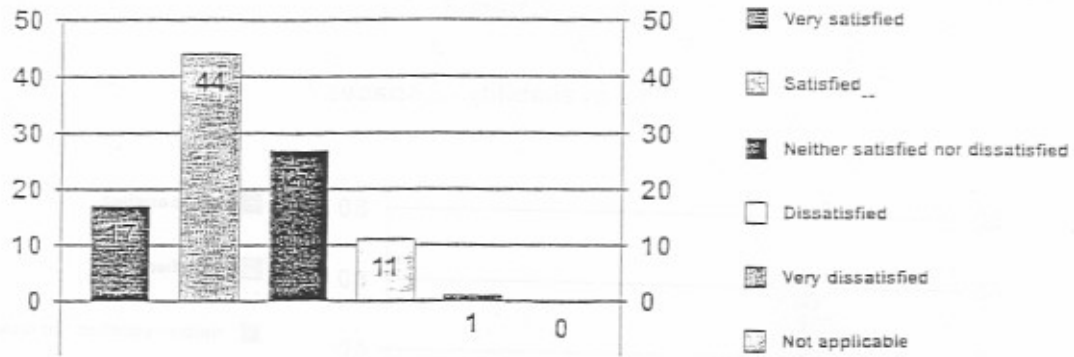


The approach signs to the car park?

Altogether, 61% of the sample are satisfied with the approach signs to the car park and 12% are dissatisfied, see Chart 6:

Chart 6

The approach signs to the car park?

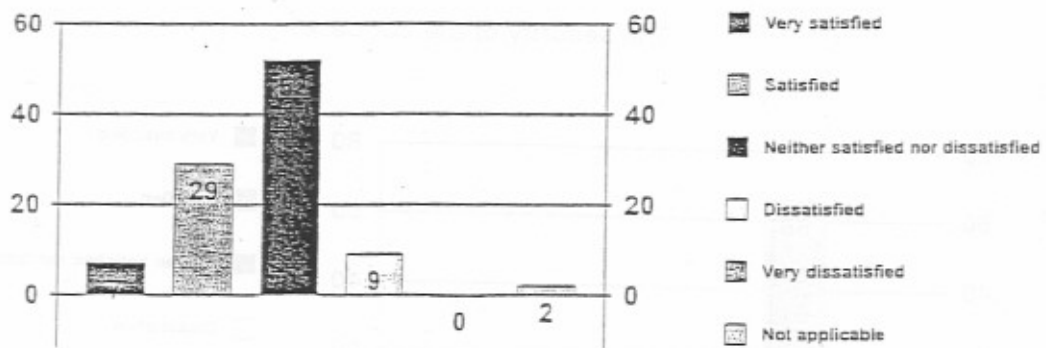


Pedestrian signs on the car park?

36% are satisfied with the pedestrian signs and over a half are neither satisfied nor dissatisfied, see Chart 7:

Chart 7

Pedestrian signs on the car park?

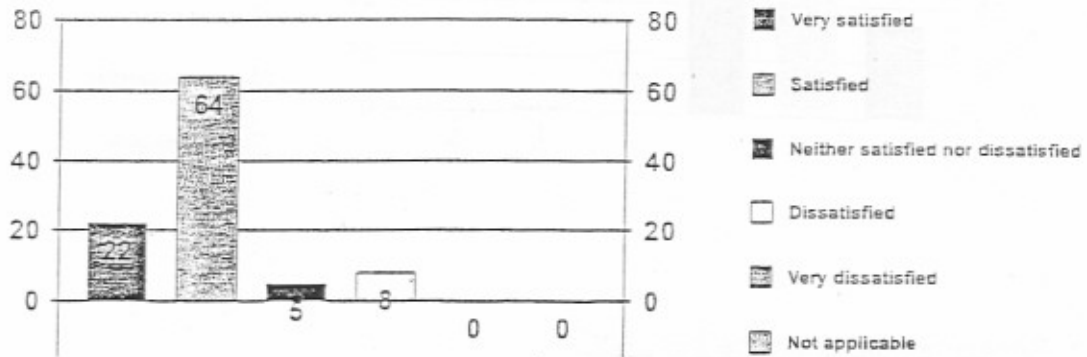


The availability of spaces?

On average, 86% of users are satisfied with the availability of spaces in the car parks, see Chart 8. When comparing car parks, 93% of Lower Viaduct users are satisfied with the availability of spaces compared to 76% of Town Dyke Orchard users.

Chart 8

The availability of spaces?

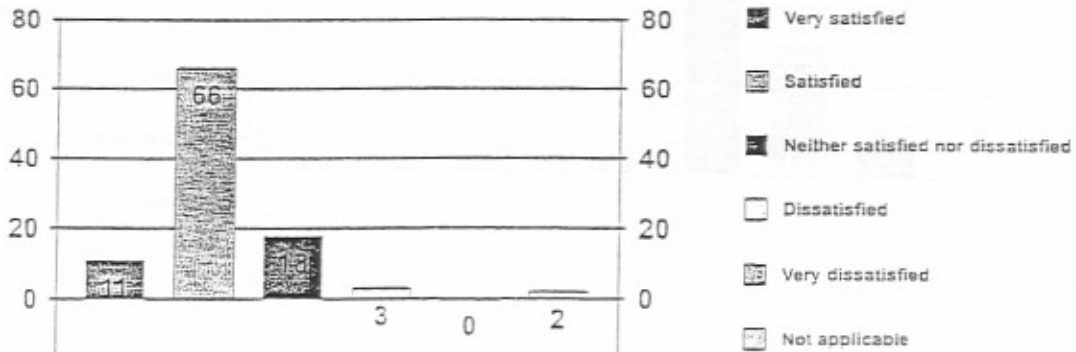


The security of the car park?

77% of the sample are satisfied with the security of the car parks, see Chart 9.

Chart 9

The security of the car park?



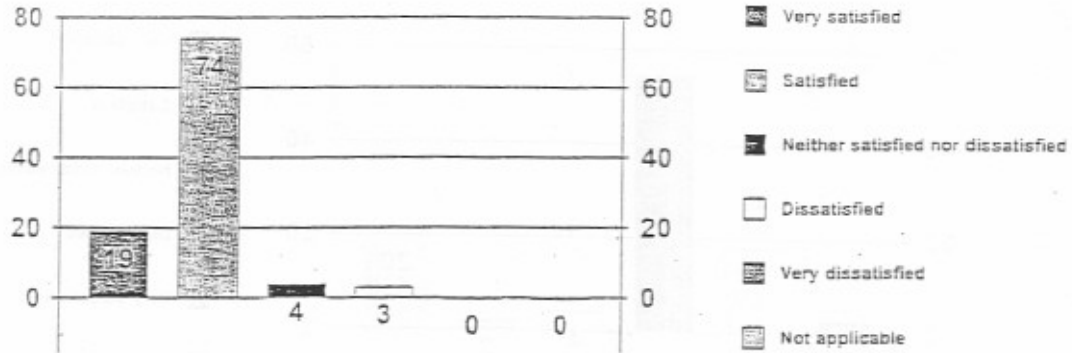


The cleanliness of the car park?

93% of the sample are satisfied with the cleanliness of the car parks, see Chart 10.

Chart 10

The cleanliness of the car park?

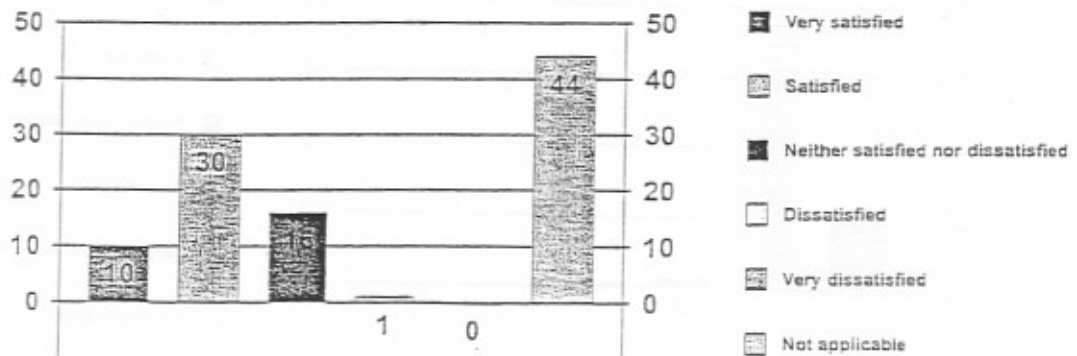


The lighting on the car park?

40% of the sample are satisfied with the lighting on the car park, 44% say this was not applicable to them. This may be due to being interviewed in daylight when they would not be able to comment on the lighting.

Chart 11

The lighting on the car park?

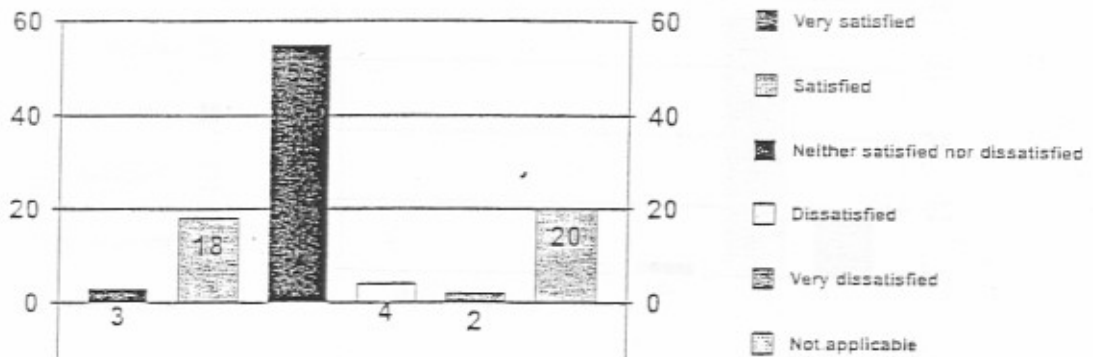


The parking attendants?

Three-quarters are neither satisfied nor dissatisfied or said this was not applicable to them, see Chart 12.

Chart 12

The parking attendants?

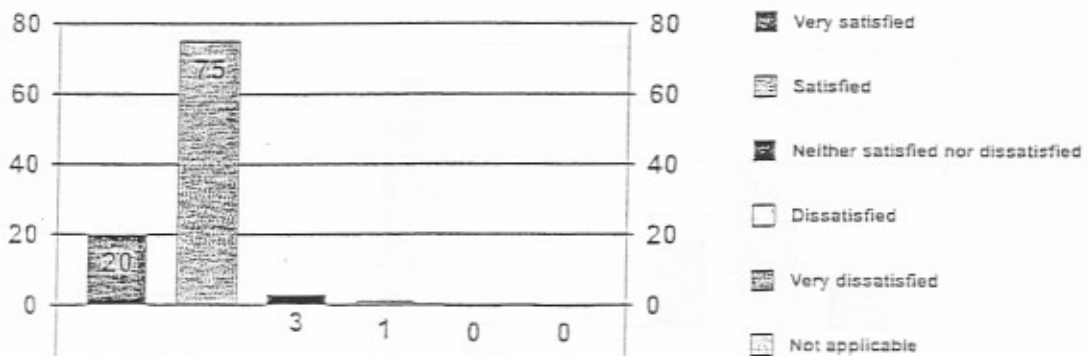


Overall opinion of the car park?

95% are satisfied overall with the car park, see Chart 13:

Chart 13

Overall opinion of the car park?



*What improvements to the car parks do you think should be made, if any?*

For a full list of comments, see Appendix 1.

Sands Centre (74)

Nothing – fine/ok as it is	43	(58%)
Extend car park	10	(13.5%)
More/working ticket machines	4	(5%)
Cheaper rates	3	(4%)
Better traffic direction signs	2	(3%)
Shorter time breaks relating to charges	2	(3%)
Other comments	10	(13.5%)

Town Dyke Orchard (80)

Nothing – fine/ok as it is	23	(29%)
Reduce cost/reduce cost for city workers	10	(13%)
Widen spaces/car park	10	(13%)
Ramp for wheelchairs/prams	5	(6%)
More working/change giving ticket machines	5	(6%)
Lift/handrails/improvement to steps	4	(5%)
More signs	6	(8%)
Separate exit and entrances	2	(2%)
More security	2	(2%)
Other comments	13	(16%)

Lower Viaduct (75)

Nothing – fine/ok as it is	39	(52%)
Reduce the price	10	(13%)
More attendants	6	(8%)
Extend car park	6	(8%)
Repair ticket machines	3	(4%)
Improve approach signs	4	(5%)
Other comments	7	(9%)

*Is there anything else you would like to say about this car park, or parking in Carlisle?*

For a full list of comments, see Appendix 2.

## Appendix 1

*What improvements to the car parks do you think should be made, if any?*

### Sands Centre (74)

- Nothing \*38/None, I think its alright/None. It's a very good car park and well set out. It would be very difficult to improve it/Nothing. I've never seen any problems/Not really, it is well marked, laid out, clearly signed, and plenty of space/Nothing really. Free parking should be allowed when using Sands Centre Facilities
- Provide more spaces \*4/ Have more and wider parking spaces/ The Sands could be enlarged/ It is in a good situation, should be extended/ Extend the area of the Sands Car Park \*3
- Have more and better-positioned ticket machines/Sometimes ticket machines are out of order. Slight confusion about exits and more notices are required for this/Ticket machines often stick, had trouble today, have lost money in the past/Need more ticket machines, often out of order
- Have cheaper rates/ Reduce the price/ Cheaper prices. A cheaper residents card should be available for regular users
- Have grading costs per hr, instead of £3 overall/More shorter time breaks, relating to charges, should be available
- I'm uncertain about the direction of traffic, better signs required/Have better signs on the car park - routing and traffic flow
- Better signing for the mini golf course on Swifts Car Park. Present sign is worn and on the ground
- Have more undercover facilities
- More security should be provided i.e. attendants and more cameras. I've had my locks tampered with during day time on Sands Car Park
- Have an attendant in view more often
- Remove the trees and bricked area around the edges of parked area, these cause obstructions in places
- Reduce the tree volume, it will give more and better vision
- Provide better toilets
- Provide an exit at Swifts end of Sands Car Park
- Provide a better pedestrian way out of the car park, safe from moving traffic. Cars tend to speed sometimes past what are blind exit and entrance lanes
- Car Parking is free everywhere in Dumfries and the standard of these is just as good, if not better, than in Carlisle, introduce free parking and this would encourage more shoppers

### Town Dyke Orchard (80)

- Nothing \*19/ Find everything alright/Fine/Its OK/It's just a car park, quite adequate
- Put prices down \*2/ Make it cheaper \*4/Make it cheaper for short stay/ Do away with Pay & Display/Make it cheaper for all day parking/A reduced rate (tariff) for people who work in the city/Cheaper rates for workers

## Appendix 1 continued

- Need more room for parking/Needing more room, could be cleaner too/Car park should be made bigger \*5/ Wider spaces, very tight parking/More spaces/More spaces, especially helpful around holidays and Christmas shopping
- Should be disabled ramp \*2/Should be a ramp for prams \*2/ Need a ramp for disabled and prams
- None needed, perhaps a lift up steps for elderly
- Rails for the steps, should be ramps, son has difficulties.
- More handrails at the bottom of the steps. The edge of the steps should be marked with bright paint, to see them more clearly
- Improvement to the steep steps, but not sure what
- Better signs would improve things/More signs/More pedestrian signs \*2/ More signs for strangers. Lighting and pedestrian safety – pavement/Signs coming in should be better
- Machine that gave change would be good \*2
- More machines/ Put more meters about
- Machines to give change, should be ramps, spaces should be wider
- Need two exits/ Exits and entrance should be separate
- More spaces for disabled at the top and bottom of the car park
- The last row rather tight, when you come out of your row to go to the exit
- More security/I don't know, maybe some security
- Can't see any, it's just a car park
- No comment as not a local
- Can't say, first visit
- Lowering
- D/K \*4/ Can't think of any

### Lower Viaduct

- Nothing \*31/ None. I'm happy with this one/Nothing, it suits our requirements/I think it is OK, just a little over priced/ Seems OK as it is/ It's fine as far as I am concerned/ None, it's a good car park/None, its alright/Just as it is, not to shut it that's for sure
- Reduce prices \*2/ Reduce the cost, especially for regular town workers/Make it cheaper, it jumps in price too frequently and too much/Make them free/This car park is OK, but others are too expensive/Keep prices as they are, do not put them up/Reduction in price, it goes up often and quite big jumps, when it does go up/ It should cost the same as other parking facilities, down the road its £1.50 all day, and they watch your car/Prices are far too dear
- Have someone in attendance all day/More attendants, for this type of money, your car should be better looked after/An attendant on this car park at all times/More car parking attendants for security purposes/More frequent patrols by attendants and emptying of machines/Attendant should be more visible each day if machine does not work there's no-one to get your money back. Ensure that no people park over the lines (usually happens around Xmas) when they're not really spaces

### Appendix 1 continued

- Provide more spaces, especially in summer/Make larger - 2 storey on this site/Could be larger, if you don't get there early, its full/Perhaps - try to make larger/Extend car park/ This car park is tight on spaces at times
- Have approach signs to give earlier warning of turns into parking area/ Signs to the car park are not very prominent/ Signing to the car park /Signs to the entrance. In sign is not prominent enough
- The ticket machine clocks are about 6-10 mins behind correct time, this reduces the time able to stay, Could cause dispute over period parked
- The ticket machines often stick (especially the middle one)
- Machine took money - no ticket or refund. Grit on bad/slippery frosty days.
- Re-paint the white lines of the vehicle boxes
- Have bigger signs of charges, to see before getting out of car
- Lot of glass in car park, it should be cleaned on a regular basis
- Car Parks that are cheaper for people who work are quite a distance from town centre, maybe designated car parks for people who work in the city, still pay but cheaper prices
- An actual area at the front for disabled people
- Pass
- No idea

## Appendix 2

*Is there anything else you would like to say about this car park, or parking in Carlisle?*

### Sands Centre

- No improvements needed \*39/No. I find it reasonable/ Everything is fine/ I find it is quite good here \*2/This parking is fine, never any problems / Not really. I'm always satisfied with the Sands Park, easy access to town. I feel the Lanes parking is too expensive
- More central parking areas are required \*5/ Provide more spaces in town area/ Have more car parking areas/Insufficient car parking in City Centre/Not sufficient central car parking. The Lanes park is too expensive
- This is handy for town centre/No. This one is handy for us
- This park is ideally located for me, coming in from the North/ This one is ideally situated for our approach
- Not really, apart from having a park and ride system/Provide a park and ride scheme
- It has improved in the past 2 years
- It is better than most other areas I've used
- Provide an exit at the Swifts end of the Sands Park
- This is satisfactory for most people including wheelchair users with the ramps and underpasses
- Tait St park is difficult to get out of sometimes, large traffic flow
- More personal attention should be given to the car parks, on a random time basis. i.e. security staff
- The long stay car park at the station is too expensive, time stays should be graded by the single hour
- The rest of the parking in Carlisle is very difficult, especially the multi-storey
- The Lanes Car Park is difficult to access
- Charges should be stepped for less time spent here
- Provide public toilets on site
- This is well located and has plenty of parking spaces
- It is quite good and the Sands Park is well situated
- Sands Car Park - The trees and brickwork and large boulders protrude into some parking spaces
- Other areas, including where we come from, provide free parking

### Town Dyke Orchard

- No improvements needed \*43/OK\*4/Adequate/No. Quite satisfactory/Very good/Everything fine
- Not bad, nothing to say
- This car park is handy for me with the gym and near M & S
- Nice and handy although expensive, should be more short stay car parks for town shopping
- Nice and handy
- First visit to Carlisle

## Appendix 2 continued

- A nightmare parking in Carlisle
- Parking in Carlisle is terrible
- Parking in Carlisle is terrible, zone areas none existent
- Too many disk parking zones around
- Visibility when 6th row parked up, can't see so well when moving out
- Shortage of parking at Eden Bridge and Lanes
- Not enough parking areas in Carlisle
- The parking fees in Carlisle are shocking for a small city /Price is too much
- Why is this dearer than Lower Viaduct car park? Don't see that it should be
- Too narrow approach as you come in through the bridge, worse if there are taxis parked
- Poor parking in general for Carlisle. Lack of parking near centre
- Have a lift up the steps, no wheelchair access
- Very difficult to find parking, not impressed at all
- Not enough parking in Carlisle, price could be a lot less
- Not much street parking, no alternative to using the car parking, should be cheaper
- Lots of cars parked on double yellow lines
- Not the best place for parking, not enough spaces and too far from the shops
- Should be free if you're shopping

### Lower Viaduct

- No improvement needed \*36/ No. Generally it is very good/No. I think it is alright/Parking in Carlisle is adequate/ Parking is quite good in Carlisle/This car park suits our requirements/ For my purposes, it is adequate and convenient
- Insufficient parking in City Centre area /More central parking areas are required/Not enough of them/ There are not quite enough Car Parking Spaces in Carlisle, especially 2 and 3 hr stay
- Too expensive in the rest of town /Too expensive, but know this is the price Carlisle charges/ It's a rip off
- Parking reasonable for this car park/It is very reasonably priced/I used this because of price, I was advised by my sister who lives locally
- It compares favourably with other cities
- They are well sited and plenty of choice. I envisage problems in Botchergate and London Road areas where cars are just left
- More parking areas required, especially at busy times e.g. Christmas
- Have more central parking for the disabled
- Better facilities for people who have difficulty walking as your cheaper car parks are quite a distance or have steps from City Centre
- More publicity could be given to other parking areas available
- First visit, just arrived. A short stay area notice on route would have been useful. Only plan to stay for about 1 hr, but have had to pay for 3 hrs
- There's poor access to city at present, due to road works
- Bus station area is very poor for parking when picking up travellers



## Appendix 2 continued

- If you sell County Council park than parking in this area is going to be more difficult
- Parking on a Saturday is very bad
- Difficulty with parking in Carlisle, especially at night in City Centre with all the double lines, especially if trying to park and see a film
- In Dumfries parking is free, so wonder why it is so expensive in Carlisle
- Lanes are too complicated and the rest are too expensive
- Handy Car Park, I hope it stays here/This car park is handy
- No. As long as this large car park stays
- There should be a few more large car parks like this
- Leaves need tidied up
- A few more dustbins would be handy
- It's difficult parking in Carlisle, this is the only car park I can always get a place in
- Like an attendant all the time on this car park, it's a deterrent. A presence is better than CCTV
- Parking spaces are not big enough (just in Lanes) it's lethal