

Appendix 3: Summary of Non-Questionnaire Responses (not including Town Councils)

Ref	Type	Summary of Comments
1	Individual	Inflation increase will perpetuate a flawed pricing system – need to assess all charges based on individual car park circumstances. Provided comments on several individual car parks.
2	Councillor	Proposed charges at Southwick Country Park should be withdrawn for a number of reasons: 1) The site is not fit for use as a paying car park; 2) The charge of 80p/hr is extortionate; 3) Southwick Country Park relies on the Friends of the Park for its maintenance and upkeep and this also applies to the car park; 4) Friends of Southwick County Park (FSCP) give very freely of their time; 5) If these volunteers are forced to pay car parking charges to attend it is likely that this group will diminish or cease completely; 6) The park is frequently used by school parties as part of their education programme; 7) Visitors will not pay the charge; 8) Parking outside the car park on the A361 Frome Road is time unlimited.
3	Individual	Difficulty in finding a residents parking space. Suggestion to allow resident permit holders to make use of the short-stay metered bays in the Salisbury.
4	Individual	A poor questionnaire and consultation. Why is the Council consulting on some of these issues and it seems that the Council is going to enact the options anyway.
5	Town Council	See Appendix 2.
6	Organisation	Southwick Country parkrun is a free to enter 5km run that takes place every Saturday at 9am in Southwick Country park. It typically attracts 300 local people of all ages and abilities. The imposition of a parking charge would impact on this health and community initiative.
7	Individual	Disgust at proposals for Devizes Market Place. Changing the current arrangements will have a dire effect for those wishing to stop for a short period and on Devizes itself.
8	Individual	Concern that issue of residents parking permits continues to increase in Salisbury with greater pressure than ever on the limited spaces available. Suggests that Council increases duration of residents parking permit from 6pm to 8pm.
9	Individual	Increase in charge for Salisbury residents parking permit is “criminal”. As majority of permits are issued in Salisbury, charges elsewhere should be harmonised at Salisbury levels. Salisbury seems to be regarded as a "cash cow" for the rest of the county.

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10	Individual	Putting up car park charges is not the answer. Central car park in Salisbury is now half empty. Low charges might bring more money as more people will park there. With high charges, Salisbury will lose out to local competitors.
11	Individual	Charges should be set to achieve a 90% occupancy level in car parks. This will both increase Wiltshire Council's revenue and get more people to the shops. Currently there are more shops vacant and to let than there have been for years so now is not the time to put across the board 12% uplift in prices.
12	Organisation	Charges should not be implemented at Melksham Station until after a masterplanning exercise (which includes Wiltshire Council) is completed.
13	Increase	Increase in season tickets will hit low paid retail workers. As survey is aimed at motorists, the option to reduce public transport is likely to be popular – but public transport is a vital service to many. Adverse impact on Southwick Park and volunteering. Base charges on usage of car park and/or variable charging mechanisms. Overall, proposals seen to be more about generating revenue than about creating an holistic transport system and vibrant and high quality town centres.
14	Individual	Sunday and BH charges should be as low as possible to encourage footfall. Need for affordable residents parking permit charges. Salisbury is used as a 'cash cow'. Binary choices in survey.
15	Individual	Cynically designed survey. All parking charges should be harmonised before adding any deemed necessary increase.
16	Individual	Given majority of residents parking permits apply in Salisbury, harmonisation of charges should be down not up. Visitor parking permits should also have been included in the consultation. Increase time period for residents permits from 6pm to 8pm.
17	Individual	Deficiencies in the way some questions are posed.
18	Individual	Increase residents parking permit time period from 6pm to 8pm.
19	Individual	Wiltshire Council should be trying to create a pro-business / shopping environment with low car parking charges rather than seeing parking charges in Salisbury as purely a short-term cash cow. Declining rental values will impact on rateable values and business rates, resulting in the Council having less money.
20	Business	Increase in season tickets for Marlborough workers is an outrage. Fair parking prices for workers and business owners who contribute to the footfall should be available.

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21	Business	Increase in season ticket charges is beyond affordability. Business owners struggle with retention of staff at present. Ultimately will result in more empty shops which Marlborough does not need.
22	Individual	Poor survey document. Wiltshire Council should consider planning policy and responsibility for the health of the community. Proposal will have a large number of "unintended consequences". Proposed charges at Southwick Country Park should be withdrawn.
23	Town Council	See Appendix 2.
24	Individual	Season ticket holders in Marlborough will already be paying significant rates; Parking charges already give a surplus to the community budget; There is little or no usable long term parking in Marlborough; There are limited public transport options; Kennet Place car park is often overfull and there are no spaces left for season ticket holders. Therefore totally against any increase in season tickets. Instead increase pay and display charges although this can impact on town viability.
25	Individual	Flawed consultation process.
26	Individual	Expenditure on unnecessary traffic management measures should be reduced. Charges for residents' parking should increase to reflect the real value of a car parking space.
27	Individual	Parking problems in Marlborough particularly for residents. Outrageous proposed increase in residents parking permit charges.
28	Individual	Formal complaint about the construction of the questionnaire. Main points: Survey does not make clear consequences (e.g. maintenance backlog) of forgoing an inflation increase over last 5 years; Survey forces particular answers when other options should be available; There should not be a direct link between parking charges and bus subsidies; No account has been taken for the direct and indirect consequences of the proposed options.
29	Business	An 82% increase in season tickets in Marlborough is bordering on profiteering and will be unaffordable to many low paid workers and residents. No realistic alternatives especially for staff that live in outlying villages with a now much reduced bus service. Proposal will put yet another strain on businesses wishing to retain staff.
30	Individual	Kennet Place car park, Marlborough should be cheapest or the current residents' permit charge should be unchanged - with commercial and non-residents charged a higher amount. OAPs and Blue Badge holders should be offered a special discount.

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31	Individual	Notes that there no extra parking being provided. Very limited public transport available to people outside of Chippenham. Lack of spaces at Olympiad [Sadlers Mead car park] as they are given over to people with parking permits - this is anti-social as it prevents people who have to bring their own car to use the facilities from parking.
32	Individual	Q3 - Charges should be harmonised and that includes the free parking; Q4 - There should be no Sunday parking charges but if they are necessary then they should be harmonised and be the equivalent to one hour parking in the week. Bank holiday charges should be harmonised; Q5 - The first hour parking should be reduced in Salisbury carparks and the next three hours harmonised with other car parks in Wiltshire. Salisbury should not subsidise the rest of the County anymore; Q6 - Free parking at Christmas would be a supportive gesture to businesses; Q7 - Increasing season tickets to 50% of normal charges should be done slowly to reduce the impact on workers; Q8 - The "harmonising" question is nonsense. The Council is suggesting the "harmonisation" of over 3,500 Salisbury permit holders with 70-odd outside Salisbury. Paying £90 is excessive especially on the back of previous increases (Zone A) and the issuing of twice as many parking permits as there are spaces (Zone E); Q9 - Supports this but first priority is to harmonise parking charges across Wiltshire. Summary - The Council should stop treating Salisbury as a "cash cow" - the questionnaire does not justify the gross overcharging of Salisbury residents, workers and visitors.
33	Councillor	Opposes swingeing increase in season ticket charges for parking. In Kennet Place car park, Marlborough, because parking spaces are also available to pay and display users, season ticket holders are unable to park in the area for which they have bought a season ticket. To sell the same parking place twice and then to charge someone twice is dubious practice. Marlborough Town Council is suggesting that certain areas, like Kennet Place, be reserved solely for season ticket holders.
34	Individual	Has had a season ticket in Kennet Place car park, Marlborough for four years. Already pay rates in Marlborough. Suggested raise in the cost of season tickets is absurdly prohibitive- especially for residents. If rise is necessary then businesses and non-residents should pay an increased amount. OK to pay a small increase but not 75%. A car is a necessity in Marlborough.
35	Individual	Comments should be considered in the construction of future consultations. In particular: 1. Better decisions will be made if costs and benefits of options are included; 2. Inherent unfairness where there is a direct match of cost savings with cuts in other service areas when the views and interests of those other service users are under represented.

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36	Individual	People parking on double yellow lines at the top of Hamilton Road, Salisbury. Better enforcement is required (including in the evenings) to reduce residents' inconvenience and to avoid possible delays to ambulance, fire engines, etc.
37	Town Council	See Appendix 2.
38	Town Council	See Appendix 2.
39	Individual	Do not put up parking charges any more. My extended family and I will stop coming to Salisbury. The Council should be reducing the cost and making the parking ticket machines give change. There is no incentive to park in Salisbury at all. If it was £1 per hour , you would get many more people. Max 4 hour stay.
40	Town Council	See Appendix 2.
41	Town Council	See Appendix 2.
42	Councillor	Extremely concerned about the car park at Southwick Country Park. Considerable expense would need to be spent in bringing this car park up to standard. People would not pay the high rates for a sub-standard car park. Reduced usage would then have an adverse effect particularly on the Hope Nature Centre/Squirrel Tea Rooms which provides jobs for vulnerable adults. Strongly objects to car parking charges at this car park.
43	Town Council	See Appendix 2.
44	Organisation	<u>Views:</u> 1. Car parking charges in Salisbury are already high and the city falls behind other towns and cities in providing modern car parking - technology allowing choice in how the customer can pay; 2. Salisbury relies heavily on shoppers / visitors supporting its retail and cultural markets - the Wiltshire Council proposal and consultation is unhelpful; 3. Salisbury has poor traffic infrastructure meaning that travel into the city is already complicated and often delayed; 4. The city has had many challenges from the increasing out of town trading on the Southampton and London Roads, both major routes into the city; 5. Car parking charges are expensive compared to other Wiltshire towns and the city has become uncompetitive with neighbouring towns in Wiltshire,

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		<p>Hampshire & Dorset.6. Our car parking churn in the city is poor and has become worse over the last few years; 7. Car parks in the city centre suffer a lower occupancy than in previous years; 8. Salisbury is developing its identity as a place of experience and the current car parking policies are hindering that; 9. Other than limited on-street parking there is no other facility in the city for half an hour parking; 10. There is a large army rebase around the city, but many potential customers are bypassing Salisbury for alternative towns such as Amesbury, Andover and Winchester; 11. Although the city's empty retail unit percentage is generally lower than other towns in the South West, businesses feel that the quality of Salisbury's offer is declining and that expensive car parking and out of date technology is adding to that; 12. Despite MI Permit being a possibility for car parking payment, this does not provide enough of a technological option; 13. The current car parking payment facilities do not allow debit or credit card payments; 14. The car parks do not have pay on exit or Automatic Number Plate Recognition (ANPR) technology; 15. Long term parking is penalised because of lack of smart technology; 16. The daily usage of car parking is believed to be declining and the city is not as busy as in previous years; 17. Our car parks are badly kept, dirty, and lack convenience. The only exception to this is the Old George Mall which is a privately-owned car park. This is a safe, clean, and attractive car park which offers pay on exit and subsequently enjoys high occupancy and regular churn; 18. Local companies, Value Cars and Executive Travel have confirmed that for the festive season this year they have more bookings going out of the city to other towns such as Bournemouth, Southampton, Andover, Basingstoke, Bath, and Winchester. This has been confirmed by the Purple Flag Steering Group and South-Western Railways in Salisbury Station. <u>Request:</u> package of benefits to be discussed with Wiltshire Council.</p>
45	Individual	Appalled at notice of season ticket parking charges increase. Why are people being penalised for living where they live (Royal Wootton Bassett).
46	Town Council	See Appendix 2.