

APPENDIX 1: COMMENTS, OBJECTIONS AND RESPONSES

The County of Wiltshire (Eastern Wiltshire) (Off Street Parking Places) Order 2015

Devizes

| Name | Comments and Objections | Wiltshire Council Response |
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| Resident | <p>I can see absolutely no benefit to Devizes from the changes outlined in your proposal dated 25th June 2015. By putting charges up I for one will do even less shopping in central Devizes. Lightweight items I can obtain by walking, but I am not likely to visit the market and buy good value but heavy vegetables if the cost benefits are swallowed up by car parking. I might just as well drive to a supermarket and as I hugely dislike Morrisons, and find Sainsbury's too small, that means more of my money will end up in a distant Tesco rather than benefiting Devizes.</p> <p>Nor can I see the point of changing the Sheep Street Devizes car park to pay by phone. It is no great distance from the central car park, so if cash machines can be serviced there it would not take huge amounts of staff time to empty a cash machine there. I for one am hopeless at remembering where my mobile is, let alone keeping it charged.</p> <p>Just look at the benefits felt by the town of Cardigan when nothing was charged for parking for a month – visitors stayed longer, and shop sales are up by 50%.</p> <p>Why not return to the parking disks with a clockface, and a sensible time limit to prevent spaces being blocked all day, and help the Devizes Economy</p> | <p>The proposed changes to the car parks have been based on Devizes' local circumstances as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy. As part of this consultation, the majority questionnaire response to the proposals was either 'This is my preferred option' or 'I have no opinion'.</p> <p>The decision to trial 'MiPermit only' in Sheep Street car park is to assess how successful cashless parking can be. It is considered that it can bring significant savings to the Council as well as providing a convenient service to our customers.</p> <p>Parking discs with a clockface were phased out due to the relatively high cost of purchasing them and with the move to Wiltshire Council, the decision was made to harmonise parking schemes across the county.</p> |

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| Mrs J Batchelor | <p>The new proposed cashless car parking scheme will put a lot of customers off using Sheep Street car park and will prove to be confusing & inconvenient for many others. It cannot be assumed that everybody carries a mobile phone & credit/debit card with them or indeed are happy to put their card details online, if they have an internet ready computer! It will serve only to drive people away from Sheep Street</p> | <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |
| Mr K Brown | <p>Taking away the cash machine at Sheep Street car park will affect the many, usually elderly drivers, who do not have a mobile phone or access to on-line connections. Pity, as it is a very convenient place to park, especially for the mobility challenged in our society. Please re-consider.</p> | <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |
| Mrs M Bryant | <p>I am very concerned about changes to charges in Devizes. Shops are closing regularly and we need to be encouraging people to shop here. I would like to see a free car park in town; perhaps Station Road car park; slightly out of the centre but walkable.</p> <p>The proposal to make Sheep Street car park only available by using virtual parking tickets (payable by phone/online) is incredibly discriminatory and makes assumptions that people have smart phones or computers.</p> <p>BY THE WAY: the document relating to these proposals was NOT available in the local library as stated on the notice.</p> | <p>The proposed changes to the car parks have been based on Devizes' local circumstances as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy. As part of this consultation, the majority questionnaire response to the proposals was either 'This is my preferred option' or 'I have no opinion'. Free parking (for half an hour) has been retained at the Market Place car park and charges at Station Road have been substantially reduced to better reflect its location and usage.</p> <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |

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| Resident | <p>I wish to record an objection to the traffic order recently published which relates to charging changes in Devizes car parks.</p> <p>I am a regular user of the Sheep Street car park and would like to hear what the reasons are for making this a phone and online car park only. What makes this little car park special? It will not be as convenient to use and I suspect many people will stop using it altogether. Please retain the existing method of payment.</p> <p>Incidentally, details of this are not available in Devizes Library as stated on the WC website.</p> | <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |
| Resident | <p>I strongly object to your proposal to make payments for parking at the Sheep Street car park by mobile phone only! This would mean that many people would be unable to use it! Not everybody has a mobile phone, and not everybody who has one would be happy to give their bank details out over the phone. This car park is often used by people for a short stay (perhaps an hour) so why make payment so complicated? The situation of this car park makes it ideal for people (often elderly people) to visit the library, Work and Pensions Office and local shops. Therefore I feel that the proposed change would be a great disadvantage to many vulnerable people, and to local shops, particularly those in Sidmouth Street that have recently been trying to promote themselves, by organising the recent Sidmouth Street Festival!</p> | <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machine. The MiPermit service is secure and there should be no concern with payment details being given over the phone.</p> |

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| Resident | <p>I have read with distress your plans to increase parking charges in Devizes, and to bring in 'ticketless' parking in the Sheep Street carpark. I do know that technology is the way forward, however Devizes has a very high elderly population, many of whom need to park close to the shops, and I am sure a great number of them will not be able to cope with having to pay for their parking via a mobile phone. My husband, for one, struggles with technology and with bad eyesight as well, would never be able to cope with this.</p> <p>We are in need of tourists and trade in the town, increasing parking charges and making it more difficult will not help one bit. Devizes is (was) a lovely market town, unfortunately Wiltshire Council seem to be doing their best to bury it! If we are to attract tourists to Wiltshire, we need to keep it special, as well as making it accessible. Personally I think Trowbridge and Melksham are lacking in character, Chippenham has been ruined and now it looks as if Devizes is getting the same fate. How many more empty shops do we need before someone takes some positive action?</p> | <p>The proposed changes to the car parks have been based on Devizes' local circumstances as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy. As part of this consultation, the majority questionnaire response to the proposals was either 'This is my preferred option' or 'I have no opinion'.</p> <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |
| Resident | <p>Hopefully the cabinet member will take into consideration the statement reported from the government last week suggesting that parking charges should be scrapped in small towns in order to maintain business for the shops, and keep small businesses going, and high streets open.</p> | <p>The proposed changes to the car parks have been based on Devizes' local circumstances as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy. As part of this consultation, the majority questionnaire response to the proposals was either 'This is my preferred option' or 'I have no opinion'.</p> |

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| <p>Devizes Chamber of Commerce</p> | <p>The Chamber regrets that the views expressed, with a considerable degree of unanimity, by the stakeholders representing the interest of Devizes have been largely, in not entirely ignored. No explanation has been offered as to why the proposed changes are believed to be preferable to the alternative suggestions: this makes a mockery of the consultation process.</p> <p>General Point: The continued use of the 5p. price point is an unnecessary irritation. The price point should be either rounded up or down.</p> <p>Station Road Long Stay: The proposed charges will not encourage those parking all day to use this park.</p> <p>The end nearest the town should be charged at the normal rates. The far end should have a much lower rate to encourage its use and discourage parking on residential streets. This should lead to increased income.</p> <p>Suggested charges:</p> <p>Up to 4 hours - £1.20 Up to 5 hours - £1.50 All Day - £2.00</p> <p>Central Car Park: It was suggested that this car park should become pay-on-foot with possibly a six hour limit. This system would encourage tourists, in particular, to stay longer and would generally benefit the town's economy. Also other users might be encouraged to extend their stay. The current and proposed method means that visitors often feel compelled to hurry off before they have completed their visit.</p> | <p>All the majority or main comments made as part of the public consultation exercise on the Wiltshire Local Transport Plan Car Parking Strategy review were fully considered by the Council. The explanation for the Council's decision was then set out in a report to the Council's Cabinet in March 2015 which included fourteen appendices providing more detailed information. As part of this process, the Cabinet approved a number of 'localism' opportunities which organisations such as the Devizes Chamber of Commerce are welcome to explore with Wiltshire Council (e.g. funding charging exemptions in identified car parks to offer as free or subsidised parking).</p> <p>General Point: As set out in the above consultation process and subsequent TRO, 5p charge points have now been removed (the exception is Couch Lane car park which is subject to a Property Asset Review to determine its future use and Sainsbury car park where Sainsbury's Supermarkets Ltd objected to the proposed increase to 60p).</p> <p>Station Road Long Stay: Reflecting consultation comments and as set out in the Traffic Regulation Order (TRO), Station Road car park is to be split into short stay (nearest the town centre) and long stay sections, and some charges (as set out in the TRO) are proposed to be further reduced given the low usage, size and peripheral location of the car park. In its consultation response to the Car Parking Strategy review, Devizes Town Council supported the reduction in charges in Station Road car park.</p> <p>Central Car Park: The majority of questionnaire respondents to the Car Parking Strategy review in both Devizes (72.3%) and Wiltshire (68.1%) agreed that short</p> |

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| | <p>It is appreciated that the capital investment in the equipment would be considerable but there are a number of off-sets. The system is self-policing and counters evasion, therefore increasing income. There could be a saving in staffing, or, the current staffing levels would enable closer supervision of other areas therefore increasing income.</p> <p>Sheep Street Car Park: The proposal to make this car park a pay by phone only is particularly obtuse. The situation is next to a sheltered housing complex and many of the users are likely to be elderly. The park is popular for short term use particularly by library users and those visiting nearby shops. The result of this change is likely to be a fall in usage and/or widespread evasion. This proposal needs serious reconsideration.</p> | <p>stay parking should be prioritised near town centres and long stay parking should be more on the fringes of towns. This principle is reflected in Policy PS2 of the Car Parking Strategy. Furthermore, the maximum short stay of 3 hours is supported by the evidence that “Two hours is generally regarded as the average duration of a shopping trip” (Re-Think: Parking on the High Street, British Parking Association and the Association of Town & City Management, 2013). As set out in paragraph 20 of the report to the Council's Cabinet in March 2015, three car parks have been identified as possibly suitable for pay-on-exit sites; Culver Street in Salisbury, Emery Gate in Chippenham and St. Stephens in Trowbridge. The results from these sites will provide further data to consider other possible car park locations in liaison with local stakeholders such as town councils, chambers of commerce, business improvement districts, etc.</p> <p>Sheep Street car park: The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |

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| Devizes Town Benchmarking Group | <p>The group are aware that Devizes Town Council has made representations to the Wiltshire Council Parking Consultation, along with other Devizes organisations such as Devizes Chamber of Commerce. It is very disappointing that no cognisance seems to have been given to these representations in the final draft orders. Indeed the absence of any explanation or rationale has caused the integrity of the consultation to be called into question. The group believes that it has some valid contributions to make with regard to the draft traffic orders relating to changes in parking fees and payment mechanisms for Devizes that will improve traffic flows, shopper experience and increased revenue for Wiltshire Council.</p> <p>Station Road, Long Stay – this car park has historically been greatly underutilised even on busy market days. The group believes that the proposed rates for passenger vehicles etc have not been reduced sufficiently to act as an incentive for people to choose this option over town centre car parks or seeking free residential on street alternatives causing problems for residents. It is suggested that the following rates would provide a greater incentive for the car park to be used, thereby increasing revenue for Wiltshire Council. Up to 4 hours –£1.20 Up to 5 hours – £1.50 All day –£2.00.</p> <p>Short Stay Car Parks – the pricing structure for the short stay car parks becomes more expensive per hour the greater the number hours purchased. Whilst it is accepted that this strategy is designed to encourage people to use long stay parking for longer stays, it is felt that the first two hours should be multiples of the one hour rate as it is not unreasonable for someone visiting the town centre to wish to remain for up to two hours and not be financially</p> | <p>All the majority or main comments made as part of the public consultation exercise on the Wiltshire Local Transport Plan Car Parking Strategy review were fully considered by the Council. The explanation for the Council's decision was then set out in a report to the Council's Cabinet in March 2015 which included fourteen appendices providing more detailed information. As part of this process, the Cabinet approved a number of 'localism' opportunities which local organisations are welcome to explore with Wiltshire Council (e.g. funding charging exemptions in identified car parks to offer as free or subsidised parking).</p> <p>Station Road, Long Stay: Reflecting consultation comments and as set out in the TRO, Station Road car park is to be split into short stay (nearest the town centre) and long stay sections, and some charges (as set out in the TRO) are proposed to be further reduced given the low usage, size and peripheral location of the car park. In its consultation response to the Car Parking Strategy review, Devizes Town Council supported the reduction in charges in Station Road car park.</p> <p>Short Stay Car Parks: With the exception of Station Road and Sainsbury car parks, the short stay charging steps are either exact multiples (i.e. £0.70, £1.40 and £2.10) or close to being exact multiples (i.e. £0.60, £1.30 and £2.00). As part of the consultation on the Car Parking Strategy review, the majority questionnaire response to the proposals was either 'This is my preferred option' or 'I have no opinion'.</p> <p>Differential rates between towns: As part of the consultation on the Car Parking Strategy review, the</p> |

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| | <p>penalised for this.</p> <p>Differential rates between towns – the group is struggling to understand why the inconsistent pricing strategy between different towns has led to higher prices in Devizes for certain periods in the central car parks.</p> <p>Customer Usage – it is noted that some of the rates require the use of 5p coins which are fiddly and difficult for, perhaps, older people to manage. The group is of a view that these rates should be rounded down to the nearest 10. Additionally the group are concerned about the intention to designate Sheep Street car park as payment by mobile only. This mechanism for payment is predicated on the assumption that all customers wishing to park in this facility will have a smart phone. Additionally, since the location of this car park is adjacent to an elderly person's dwelling and opposite the library, it is reasonable to assume that a certain number of elderly people may wish to park in this location who may find such a payment method a barrier to usage.</p> | <p>majority of questionnaire respondents agreed that the Council should set parking charges based on a car park-by-car park basis rather than on settlement bands or a Wiltshire wide approach.</p> <p>Customer Usage: As set out in the above consultation process and subsequent TRO, 5p charge points have now been removed (the exception is Couch Street which is subject to a Property Asset Review to determine its future use and Sainsbury car park where Sainsbury's Supermarkets Ltd objected to the proposed increase to 60p).</p> <p>Sheep Street Car Park: The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |
| Devizes Town Council | <p>The Town Council has recently considered the proposed road traffic regulations for parking in the Kennet Area. Devizes Town Council are not happy with the schedule as very little account has been taken of previous consultation comments. It further believes that Wiltshire Council need to enter into another round of consultation with the Town Council. As part of this additional consultation, operational running costs for the car parks need to be provide as well and their occupancy to ensure that any comment are better informed and more meaningful.</p> | <p>All the majority or main comments made as part of the public consultation exercise on the Wiltshire Local Transport Plan Car Parking Strategy review were fully considered by the Council. The explanation for the Council's decision was then set out in a report to the Council's Cabinet in March 2015 which included fourteen appendices providing more detailed information. In terms of further consultation, the Cabinet approved a number of 'localism' opportunities which organisations such as the Town Council are welcome to explore with Wiltshire Council (e.g. funding charging exemptions in identified car parks to offer as free or subsidised parking). As part of this process, additional information such as operational</p> |

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| | | running costs can be provided as requested (car park occupancies were provided as part of the public consultation). |
| Resident | <p>I am concerned by the proposed changes to parking in Devizes car parks. I am particularly against the proposal for Sheep Street to change from the use of cash. I often use that car park for a short time. We want more people to come to Devizes but this won't encourage them. Not all of us use a mobile phone regularly either. It seems you want people to use the Station Road car park. However it is further away from shops particularly for older people and I include myself.</p> | <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines. While the revised charges for Station Road car park is seeking to encourage increased use, there are other short stay parking options within the centre of the town as well as a free parking period in the Market Place car park.</p> |
| Resident | <p>I am amazed and disappointed at the huge rise in Parking charges in Devizes - not to mention the 'pay by phone' charges proposed in Sheep Street.</p> <p>People will not stay in the town and shop - the prices are prohibitive and people will come for an hour, rush around then go home. You don't need to be a rocket scientist to realise it's the people who have more time to 'Shop around' who spend more in the various shops and have lunch or coffee in the town.</p> <p>There are several empty shops and likely to be more as I know many people who will think twice about driving to Devizes to shop - and it is the enterprising shopkeepers, who make Devizes an interesting shopping venue, who will ultimately lose out.</p> <p>Please reconsider - particularly the cost for 2/3hours, you may have empty car parks and more empty shops.</p> | <p>The proposed changes to the car parks have been based on Devizes' local circumstances as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy. As part of this consultation, the majority questionnaire response to the proposals was either 'This is my preferred option' or 'I have no opinion'.</p> |

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| Resident | <p>I understand that you are proposing to remove the cash machines from the Sheep Street car park in Devizes and replace them with on-line or telephone charging. Please reconsider! A lot of people still don't have mobile phones, or don't always carry them. Far too often, the telephone payment system for parking fails. On-line payment is not an option unless you know that the car park doesn't have a cash machine and you have time to plan ahead. Cashless carparks are still in their infancy; leave the switch until a) the system works properly; and b) everyone carries a mobile phone.</p> | <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |
| Dr James Flood | <p>The WCC's proposal to make the above car park [Sheep Street] 'virtual' amounts to an experiment and should be advertised as such. No evidence is given to justify the change which will favour younger/wealthier people only. For less well of people there will be an increased pressure to find parking elsewhere. There is a danger that this may deter shoppers visiting the town and some effort is needed to advertise and promote the scheme if it can be justified!</p> | <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |
| Resident | <p>I strongly object to the Sheep Street carpark becoming a non-cash carpark, requiring tickets to be bought on-line or by mobile only.</p> <p>Further the town's ticket machines are very unwieldy for those with stiff/arthritis fingers. In particular the perspex covering the place where the ticket is produced is difficult to manoeuvre, even for those with agile fingers. Please can this be changed more helpfully if you are adapting/changing the ticket machines.</p> | <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |
| Resident | <p>I strongly object to the Sheep Street carpark becoming a non-cash carpark so that tickets only be purchased on-line or by mobile.</p> <p>Further, the present ticket machines in the main carparks</p> | <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks</p> |

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| | are unwieldy for anyone with stiff/arthritis fingers. In particular, the perspex covering the ticket dispensing socket is very awkward, even if the fingers are nimble. | nearby with pay machines. The perspex covering the ticket dispenser is in place to protect the machine's working parts from the weather and unfortunately cannot be removed. |
| Mr Imam Hossain | Parking charge in Devizes is already higher than some neighboring towns in the county. Parking is one of the issues which put people away from visiting Devizes as a result of the town economy suffering from small businesses. Keeping shops open is more beneficial for the local authority than a few pence increase in parking charges. | The proposed changes to the car parks have been based on Devizes' local circumstances (including comparisons with key local competitor towns) as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy. As part of this consultation, the majority of questionnaire responses to the proposals were either 'This is my preferred option' or 'I have no opinion'. |
| Residents | <p>We wish to register our protest at the Council's proposal to make payment at the car park in Sheep Street, Devizes, phone or internet only.</p> <p>To those of us of an older vintage, the majority of whom do not own so-called 'smart' phones or indeed have the expertise to use them, this would mean that this town centre car park would, in effect, be unavailable. Does this not lay the Council's claim that "everybody matters" open to ridicule and disbelief?</p> | The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines. |

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| Mrs Helen James | <p>1. Please retain a pay machine for Sheep Street Car Park. Have you checked whether there is sufficient wifi signal available to operate a MiPermit system there? I believe that Stanford Court, the next door retirement housing institution, blocks the signal at the western end of that car park, and have often found it impossible to use a mobile phone in that area.</p> <p>Instead of raising the first hour charges for most of the car parks, please re-consider this, and reduce the charge for the first hour in all car-parks, and charge no more than 50p in the Central Car parks and Sheep Street. We should be encouraging shoppers and short-stay visitors to use the centre of the town.</p> <p>Can you explain why you are proposing to introduce a MiPermit system in just one of the car-parks, and why Sheep Street was selected?</p> | <p>The proposed changes to the car parks have been based on Devizes' local circumstances as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy. As part of this consultation, the majority questionnaire response to the proposals was either 'This is my preferred option' or 'I have no opinion'.</p> <p>As one of the 'localism' opportunities agreed by the Council's Cabinet at its meeting in March 2015, community groups can fund charging exemptions in identified car parks to offer as free or subsidised parking.</p> <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines. There is sufficient signal within the Sheep Street car park area for the service to be fully operational.</p> |

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| Resident | <p>It has been brought to my attention that you are proposing to increase further the charges for parking in central Devizes and, to add insult to injury, to make it more difficult to pay as machines will no longer accept cash.</p> <p>I do wonder what your motives are for this other than a vindictive attack on the motorist. It may have escaped your notice that it is not possible for all those who shop in our town to do so on foot from their home and that for many, the majority I would argue, driving is the only option if one wants to shop in Devizes rather than to drive to some faceless and characterless centre with no independent shops in it. The impact on local shops of these increases will be catastrophic. You are slowly destroying the town that I and so many others love.</p> <p>I would urge you to re-think and to start supporting those who pay your business rates rather than ensure they will not be there to pay them in future.</p> | <p>The proposed changes to the car parks have been based on Devizes' local circumstances as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy. As part of this consultation, the majority questionnaire response to the proposals was either 'This is my preferred option' or 'I have no opinion'.</p> |
| Mrs Marilyn Longden | <p>It is bad enough putting the charges up. However, the removal of the option to pay by cash at this car park [Sheep Street] is discriminatory. There are large numbers of people (including many elderly neighbours and friends of mine) who do not have an electronic device to enable them to pay. Many older people simply cannot manage to use them so this means they will be prevented from parking in this car park. It is one that is convenient for many shops and facilities such as the Library and opticians/chemists. Business in Devizes has already been affected by limiting the parking in the Market Place and increased costs. This will further deter customers from coming to Devizes. When people can park in Melksham at the supermarkets for free we are risking driving businesses out of Devizes. Please consider the needs of</p> | <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |

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| | the elderly and those that live in the villages who want/need to shop in Devizes and to pay cash. Thank you | |
| Resident | I realise car parking charges have to be re-assessed, but it seems unfair to have to use one's phone (Sheep St). Not all in my age group (61) have our phones with us at all times. If the changes do all go ahead, could you at least make sure there is a Car Park map at each location, stating clearly which ones still take cash? | The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines. |
| Mr Michael Oliver | <p>I have just seen by chance the proposal to turn the Sheep St car park in Devizes into a MiPermit only park, where there will not be a ticket machine and payment will have to be made online or using a mobile phone. As someone who lives more than a mile from the centre of Devizes, it is necessary for me to drive into town (I'm 74) when I want to do any shopping and have noticed over the past few years that it is becoming increasingly difficult to find an on-street parking space (they have gradually been reduced, most recently to create coach parking spaces in New Park St.) In the event that I might need to park in the Sheep St car park I should not have online access with me and my very basic mobile phone does not have any facility to make payments.</p> <p>This sounds like yet another idea of councillors based in Trowbridge to make Devizes less attractive to shoppers, perhaps in the hope that they will go to Trowbridge instead.</p> <p>I wish to express my strong opposition to this planned change</p> | The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines. |

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| Resident | <p>I feel removing the parking machine in sheep Street car park is not a good idea. Especially for shops this end of town as it is a convent place to park and pop quickly to the shops. I feel it will drive people to the other end of town and to other towns</p> | <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |
| <p>Councillor Judy Rose (Devizes Town Council)</p> | <p>I write to object to the proposal to change the method of payment for parking in Sheep Street Car Park, Devizes (which is in my Town Council ward) from cash to mobile phone only, for the following reasons:</p> <ol style="list-style-type: none"> 1. Believe it or not, there are some people who do not possess a mobile phone! 2. Many elderly people, even if they have a mobile phone, are not particularly adept at using it, and would find this difficult and confusing. The car park is sited directly beside sheltered housing, and is used by some of the residents, who are my constituents, as are many of the local traders. 3. The system used is not straightforward, and involves additional cost to the user - not everyone gets 'free' texts and minutes on their mobile phone. 4. If one uses text to pay, there is no option for changing the car registration number, so if there are two or more cars assigned to an individual, the most recently parked car registration number is automatically used, which prevents the driver from using text to book and thus incurring higher charges for doing so..... 5.or worse, mistakenly thinking the parking is paid for, and finding by the confirmation text that it is not and then having to call to amend matters! I have had personal | <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines. The use of MiPermit continues to grow month on month with relatively few issues. As with all new processes, it can take some time to become accustomed to the new system but there are significant benefits such as being able to extend parking periods without returning to the car park.</p> |

| Name | Comments and Objections | Wiltshire Council Response |
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| | <p>experience of this, and had a fine rescinded as a result of this confusion.</p> <p>6. This will deter people from parking there, and thus from visiting that part of the town. At a time when footfall is vitally important to the survival of small local businesses, it seems perverse to be making it more difficult for shoppers to park in a place where reliance on cars is so high, given that public transport is virtually non-existent.</p> <p>7. I am not against automatic parking payment per se: it is useful if I don't have the correct change, for example, (often thanks to the ridiculously fiddly amounts required, by the way) although infuriating that it costs me more than paying cash; but the current system leaves a lot to be desired, and should not be the sole means of paying for parking, as it discriminates against many people, and adds to their cost, all of which is likely to be a deterrent against parking in Devizes at all!</p> <p>8. I recognise that parking is a cash cow for the Council, and in these difficult times, an even more important source of revenue. I don't like that this is the case, but I accept that it is so. The increases in charges are understandable, although I disagree with them as being impractical in some instances. However, this particular change is unfair and beyond what is reasonable.</p> <p>Please reconsider. This is a retrograde, discriminatory step which will damage local trade and make life unnecessarily difficult for many people.</p> | |

| Name | Comments and Objections | Wiltshire Council Response |
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| Mrs Vennor Sadleir | I think the proposal to make Sheep Street parking charge payable only by telephone or on-line discriminates against those who do not have mobile phones or have sensory disabilities. | The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines. |
| Resident | <p>As an older person I find this kind of ageist prejudice both deeply offensive and highly discriminatory.</p> <p>You would not dare to bar people from public parking places on the grounds of religion, race, sex, or sexual orientation. But people (generally older) who decide not to clutter their lives with the latest piece of electronic trivia (or don't want to learn how to use it) then they are apparently "non-persons" in your official minds.</p> <p>You must have someone within WCC responsible for preventing prejudice & discrimination. I would like to officially require them to take disciplinary action against those responsible for this attitude of mindless prejudice.</p> | The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines. |
| Resident | Removing the paying machine at Sheep Street car park is unacceptable. It discriminates against people who do not have a mobile phone, or who are confused by complex operations. I understand there is a service charge for paying by phone, even though it saves the Council money. | The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines. |

| Name | Comments and Objections | Wiltshire Council Response |
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| Resident | <p>I strongly object to the proposed changes re parking areas in Devizes.</p> <p>The idea of making Sheep Street a cashless carpark is ridiculous.</p> <p>Surely we are trying to encourage people of all ages to shop in Devizes, not putting them off by making parking too technically complicated.</p> | <p>The proposed changes to the car parks have been based on Devizes' local circumstances as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy. As part of this consultation, the majority questionnaire response to the proposals was either 'This is my preferred option' or 'I have no opinion'.</p> <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |
| Resident | <p>The changes you propose to parking in Sheep Street, Devizes, seem to me catastrophic for this poor old town. So many people who really need to get here by car do not have 'smart phones' (I myself do not) without which Internet access is virtually impossible. The Wiltshire Council seems bent on destroying Devizes, so far as I can tell. Charges for the Station Road car park are the same as those in the town, which means that hardly anyone will park there. Parking in the market place is squeezed to half-an-hour, which means that no one will come there for anything but the merest of errands. Rates are put up for successful, independent shop owners, driving them out of business, leaving us with a huge array of charity shops who pick up the dregs of retail space and pay hardly any rates at all, I imagine, and useless chain stores like 'Clinton Cards' (to name only one) which probably keeps on its shop in Devizes as loss-making tax write off. You should be doing everything to make it easier and more desirable for shoppers to come into the town and stop thinking so much about your own coffers. Only if the town</p> | <p>The proposed changes to the car parks have been based on Devizes' local circumstances as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy. As part of this consultation, the majority questionnaire response to the proposals was either 'This is my preferred option' or 'I have no opinion'. Reflecting consultation comments and as set out in the TRO, Station Road car park is to be split into short stay (nearest the town centre) and long stay sections, and some charges (as set out in the TRO) are proposed to be further reduced given the low usage, size and peripheral location of the car park.</p> <p>The proposal to trial 'MiPermit only' in Sheep Street car park was made because it is a relatively small car park and allows the Council to assess how successful cashless parking could be without having a significant detrimental impact on users as there are other Council car parks nearby with pay machines.</p> |

| Name | Comments and Objections | Wiltshire Council Response |
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| | <p>prosper will the taxes go up and the general situation improve.</p> | |
| Resident | <p>I object very strongly to increasing charges in many of your car parks, this will not help current businesses in town, or encourage new ones to take up the many current empty shop premises.</p> <p>It would make more sense if you could raise additional income by increasing the levels at which the community charge is raised. Many houses are lumped together in the top H band and could easily be paying more council tax as their properties are valued at well over the top £320,000. I imagine this change would have to come through a change in legislation and so it is up to the councils to put pressure on the government, through their MP's to get this anomaly changed.</p> <p>I look forward to your comments on this proposal.</p> | <p>The level of council tax charged to a property in a particular council tax band is derived from factors and ratios set by Central Government. Local authorities have no powers to alter these factors and ratios. Therefore, the only way Wiltshire Council could charge band H properties more would be to raise the council tax as a whole which would affect all properties.</p> |

The County of Wiltshire (Western Wiltshire) (Off Street Parking Places) Order 2015

Melksham

| Name | Comments | Response |
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| Melksham Town Council | <p>I can advise you that the proposed traffic regulation orders referred to below were considered by Melksham Town Council at a meeting held on 13 July 2015 and that Councillors had no further comments to make in relation to the proposals.</p> <p>However, as a separate issue, Councillors understood that it was intended to lift the parking restrictions in the vicinity of the Almshouses at Bath Road and I have been requested to seek clarification from the Traffic Order Team at Wiltshire Council as to if these restrictions are to be removed and, if so, the likely timescale involved.</p> | <p>Comments noted.</p> <p>The proposal to remove this parking restriction was included in a recent consultation together with some other amendments in the Melksham and Melksham without areas. Following recent approval, the scheme is programme to be implemented in the autumn.</p> |

The County of Wiltshire (Northern Wiltshire) (Off Street Parking Places) Order 2015

Chippenham

| Name | Comments | Response |
|---------------|--|--|
| Eagle One Ltd | <p>I note with particular concern that you are proposing to increase the parking charge at Emery Gate to above the charges levied on some of the other town centre car parks in the town. I cannot understand why your Authority is seeking to increase charges when you are already achieving a surplus of income from the Emery gate car park (and other car parks in the town). This is supposed to be a shoppers car park and any increase in charges will not do anything to encourage people to use the town centre. It is acknowledge that Chippenham Town Centre is in need of regeneration and the recently formed BID is starting this process – how are supposed to improve activity in this area when charges are increased. Is there a good reason why your Authority feels that shoppers using Emery Gate should pay more than people using other car parks in the town centre?</p> <p>I understand your Authority are in the middle of a car parking review and I was hopeful that one of the conclusions may be that car parking charges should be reduced to help encourage back into the town centres, it therefore feels premature and arbitrary to increase charges.</p> | <p>The proposed changes to the Emery Gate (surface) car park have been based on its local circumstances (e.g. location and usage levels), and that of Chippenham as a whole, as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy. The Council's Cabinet considered the outcomes of the public consultation at its meeting in March 2015. This TRO process is the legally required process to implement the approved changes subject to the consideration of consultation responses.</p> |

| Name | Comments | Response |
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| Chippenham Town Council | <p>On behalf of Chippenham Town Council, Members discussed the traffic regulations at the meeting of the Planning Committee on Thursday 16 July. The comments in the minutes from that meeting state:</p> <ul style="list-style-type: none"> • Members noted the report, however were disappointed in the rise of some parking charges. | <p>Comments noted. The proposed changes to the car parks have been based on Chippenham's local circumstances as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy.</p> |

Calne

| Name | Comments | Response |
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| Calne Town Council | <p>Whilst members of the Town Development & Planning committee appreciate and would support the proposed revisions to the car park charges relating to Calne, further discussions are currently taking place between the business community, the Area Board and Calne Town Council regarding the future administration of the Church Street Car Park; the outcome of these discussions may influence Members' views.</p> | <p>Comments noted.</p> |

Royal Wootton Bassett

| Name | Comments | Response |
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| Resident | <p>The two car parks affected in Wootton Bassett are the large Borough Fields one and the smaller Wood Street one. It looks like the proposal is to make the smaller Wood St one slightly cheaper to park in than the larger Borough Fields one. You would assume this would encourage people to park in the smaller cheaper car park. This seems at odds with the access to the car park. Wood St is a narrow road with houses which front onto to it. Encouraging more traffic to use Wood Street would seem inappropriate.</p> <p>Also on this form, the link to your privacy statement does not work, only a blank page gets displayed, so I cannot read it.</p> | <p>The proposed changes to the Borough Fields and Wood Street car parks have been based on their relative locations and current usage levels. The proposed changes and resulting differential between the car parks is designed to help relieve some of the demand pressure on Borough Fields and increase the usage of the Wood Street facility. In essence, the proposed changes will help manage demand while at the same time making the best use of the Council's car park assets. While it is acknowledged that the changes could lead to increased trips along Wood Street, it is not considered that these will be significant.</p> |

The County of Wiltshire (Southern Wiltshire) (Off Street Parking Places) Order 2015

Amesbury

| Name | Comments | Response |
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| Name | Comments | Response |
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| Resident | <p>1. The Proposal to reduce the 1 hour free parking spaces in Amesbury Central Car park to 30minutes.</p> <p>I object to this proposal for the following reasons.</p> <ul style="list-style-type: none"> •This proposal goes against Government advice on how to keep market towns centres alive. Quote from David Cameron 8th July 2015 in the house of Commons in answer to a question from the MP of Chippenham on how to encourage and keep small market town centres alive. David Cameron said councils of these towns should look "to make parking easier and preferably free" •30minutes is too short a time to do anything meaningful to support the businesses of the town. •It will lead to a further decrease in footfall resulting in the few shops we have closing. A marked decrease in footfall occurred when paid parking was introduced and we have not recovered from this. •The proposal will have detrimental effect on shops, restaurants, the Wednesday market and other businesses in the town centre. Many of the shops and the market are already struggling to keep going. Shoppers will choose to go to out of town shops where parking is free. •The new shops currently under construction in Salisbury Street will be left empty, as a result of low footfall. •Uncertainty about finding parking will lead to more on street parking resulting in further congestion in the streets around the town. | <p>1. The proposed changes have been based on Amesbury's local circumstances as set out in the public consultation that was undertaken in late 2014 and early 2015 on the Wiltshire Local Transport Plan Car Parking Strategy. While the free time period in Central car park has been reduced, it should be noted that Amesbury is one of only two towns (the other being Devizes) which has a free parking period in a centrally located Wiltshire Council car park. Moreover, to more fully reflect the responses received to the recent public consultation on the Car Parking Strategy review, at its meeting in March 2015 the Council's Cabinet approved significant reductions to the charges in Central car park (as set out in the TRO). At the same time, the Council's Cabinet approved a number of 'localism' opportunities which organisations such as Amesbury Town Council are welcome to explore (e.g. funding charging exemptions in identified car parks to offer as free or subsidised parking).</p> <p>2. As stated above, the proposed changes to Central car park have been based on local circumstances including its relatively low usage levels. Therefore, even with a possible increase in usage as a result of lower charges, it is not considered that the capacity of the car park will be exceeded. With regard to Church Street car park, this has been identified for a Property Asset Review which will consider a number of possible options for its future use in consultation with relevant interested parties.</p> |

| Name | Comments | Response |
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| | <p>•Higher costs to employ more parking wardens to monitor this proposal, to enforce the 30 minute time proposal.</p> <p>2. Proposal to reduce the cost of 5hr and all day Parking in the Central car park to £2.50 and £4.</p> <p>I object to this proposal.</p> <p>•Reducing these costs in the central car park will encourage long stay parking. This will lead to a shortage of shorter term parking of one or two hours. (While acknowledging that all day parking is necessary to reduce on street parking around the town, this is not the place to encourage it. Why not promote the use of the Church Street car park for this at the reduced cost.)</p> <p>•Uncertainty of finding adequate parking will deter shoppers or visitors who will either go elsewhere or park on street around the town centre, thus increasing congestion. Ref Quote from David Cameron 8th July 2015 about regenerating small market towns "to make parking easier and preferably free"</p> <p>•Parking for parents taking and collecting children from the local primary school will be more difficult to find. The school has put in place measures to help but as pupil numbers are increasing parents still need to use the central car park. Result will be further congestion in the streets around the school.</p> | |