



Review of Parking Services Consultation Report December 2015

Method	Number of questionnaires
Total on-line responses	1378
Total paper responses	222
Total	1600

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1. Introduction

Torbay Council is undertaking a review of its Parking Service to help identify what local people want from this service and understand how we can best deliver it.

The opinions of residents, business owners and visitors to Torbay and this survey are an important part of that process.

These results will be included within the review, which will then be used to develop a parking strategy for the future delivery of Parking Services. This strategy will provide a framework for future operational decisions about the service.

2. Methodology

This survey was open between 1 October 2015 and 13 November 2015. An on-line survey was published on the Torbay Council website and a paper version was made available in Torbay Libraries, Connections Offices and Harbour Offices. It was promoted via the council's social network profiles and in the local media. Some questions allowed respondents to make written comments. These comments have been categorised into popular themes for each of the questions and a selection of comments from each theme have been used for this report. All comments received as part of this survey have been forwarded to the relevant service area.

3. Summary of results

- The vast majority of people that responded to the survey stated they were users of car parks, 89.9%. They were followed by users of on street parking at 69.0%.
- Most respondents felt that summer and winter parking charges are too high, 78.5% and 70.7% respectively.
- Over half of respondents have not heard of the Park Mark safer parking scheme award. Nearly a quarter said that Park Mark did not influence their decision to use a car park.
- 60.7% of respondents preferred the Pay on exit system when using a car park.
- Just over three quarters of respondents (76.7%) stated they don't and will not use the Parkmobile service.
- The top three problems with on street parking identified by respondents were: Parking fees too high (55.6%), traffic / parking problems at school pick up times (50.9%) and pavement obstruction (45.6%).
- Those who did and did not think enforcement would address the on street parking issues identified in the survey were almost evenly matched. 41.2% saying yes and 39.8% saying no (1.4% difference).
- The 2013 Office of National Statistics mid year estimates tell us there is a population of 132,075 people in Torbay and of those, 110,252 people are aged 16 or over (Of driving age including . 1.5% (1600) of this age group has responded to the survey.

4. Results

1. Are you responding as:

	Number	Percent
A resident of Torbay	1425	89.1%
A retired person	368	23.0%
A worker in Torbay	321	20.1%
A business in Torbay	151	9.4%
An organisation in Torbay	39	2.4%
A visitor to Torbay	69	4.3%
No response	5	0.3%

This was a multi-choice question. 1595 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

2. Are you?

	Number	Percent
Male	779	48.7%
Female	794	49.6%
No response	27	1.7%
Total	1600	100%

3. Which of the following age groups applies to you?

	Number	Percent
16 – 24	62	3.9%
25 – 34	169	10.6%
35 – 44	243	15.2%
45 – 54	326	20.4%
55 – 64	377	23.6%
65 – 74	315	19.7%
75+	98	6.1%
No response	10	0.6%
Total	1600	100%

4. Do you consider yourself to be disabled in any way?

	Number	Percent
Yes	196	12.3%
No	1390	86.9%
No response	14	0.9%
Total	1600	100%

4a. If yes please tell us how it affects you.

	Number	Percent
It affects my mobility	160	10.0%
It affects my vision	17	1.1%
It affects my hearing	22	1.4%
It affects me in another way	44	2.8%
No response	1406	87.9%

This was a multi-choice question. 194 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

5. What is your postcode?

	Number	Percent
TQ2	334	20.9%
TQ3	313	19.6%
TQ1	301	18.8%
TQ5	294	18.4%
TQ4	218	13.6%
Out of area	34	2.1%
No response	45	2.8%
TQ12	31	1.9%
TQ13, TQ14	10	0.6%
TQ6, TQ7, TQ8, TQ9	9	0.6%
EX	6	0.4%
PL	5	0.3%
Total	1600	100%

6. How do you interact with Torbay Council Parking Services?

	Number	Percent
User of car parks	1438	89.9%
Resident in a Controlled Parking Zone	87	5.4%
Received Penalty Charge Notice (in last 12 months)	168	10.5%
Registered Blue Badge Holder	103	6.4%
Permit Holder	187	11.7%
User of on street parking	1104	69.0%
Other	96	6.0%
No response	20	1.3%

This was a multi-choice question. 1580 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

6a. Other

This question allowed respondents to make written comments. These comments have been categorised into popular themes. A selection of comments from each theme has been used to show the spectrum of responses to this question.

Category	Comments made by respondents
Other	<p><i>"I don't go town because you have killed it"</i></p> <p><i>"I sometimes report poor parking practices to the Council."</i></p> <p><i>"Property owner on a very busy road"</i></p>
Car Parks / On Street	<p><i>"Have to use parking meters as can't get to go where I need to, if I don't."</i></p> <p><i>"Customers use council car parks"</i></p>
Blue Badge / Disabled	<p><i>"I have a wheelchair friendly car and often take disabled people out "</i></p> <p><i>"A disabled person with nowhere to park near my home because the council keeps ignoring my request for a disabled parking space"</i></p>
Permits	<p><i>"I'm a district nurse and have a working permit."</i></p> <p><i>"Private car park permit, a lot cheaper than council."</i></p>
Private Parking	<p><i>"Reserved space for apartment"</i></p> <p><i>"Off road parking on my property."</i></p>
Business	<p><i>"Business relying upon tourists being able to park in Brixham"</i></p> <p><i>"Access to business for customers and clients"</i></p>

Controlled Parking Zone	<i>"Frequent visitor to vulnerable elderly relative in controlled parking zone" "I own a holiday let within a CPZ (Torquay Harbour). I don't drive myself."</i>
Free	<i>"I like to park for no or low charges when visiting and supporting the town and local businesses" "Park on street in free to park areas"</i>
Work	<i>"Torbay hospital staff" "Work as police community support officer often called to parking issues/disputes"</i>
Community Facilities	<i>"I park my car when visiting my boat in the Inner Harbour" "Need parking provision at reasonable rates for audiences attending shows at Brixham Theatre"</i>
Walk / Bus	<i>"We walk or bus as parking is difficult"</i>

7. The income from parking charges is used to support a range of services that the Council provides. In light of this, do you think the current parking charges are:

	Summer Charges		Winter Charges	
	Number	Percent	Number	Percent
Too high	1256	78.5%	1131	70.7%
About right	276	17.3%	364	22.8%
Too low	6	0.4%	4	0.3%
Don't know	42	2.6%	48	3.0%
No response	20	1.3%	53	3.3%
Total	1600	100%	1600	100%

8. The Council currently has different charging tariffs for different types of parking e.g. town centre, leisure areas and beaches, for on and off street parking, as well as long and short stay options. Would you prefer to have a set of charges based on:

	Number	Percent
Location of parking facility	113	7.1%
Duration of stay - long stay and short stay options	372	23.3%
A combination of the above	428	26.8%
One set of charges for every paid parking place across Torbay	549	34.3%
Other	110	6.9%
No response	28	1.8%
Total	1600	100%

8a. Other

Category	Comments made by respondents
<p>Free</p>	<p><i>“All parking charges should be minimal or free, the predatory nature of the parking wardens should be stopped, as they drive and have driven shoppers away from our Town centres. Please do not under estimate this point of view, it is factual.”</i></p> <p><i>“I try where ever possible not to pay for parking, as I already feel am already paying enough through Rates, RFL, Insurances and prefer to shop where Parking is free. Parking charges are just another tax on the family or business.”</i></p> <p><i>“The businesses would thrive if there were no charges but time limits applying in the town centres.”</i></p> <p><i>“We already pay council tax so parking should be free. Why do you try doing what Exeter have done and put solar panels over some parking area to generate an income? Parking charges are just sending people out of the town. I rarely go into town now, I'd rather buy online.”</i></p>
<p>Shopping / Town Centre</p>	<p><i>“It's no wonder that Torquay looks like a ghost town. We need to help people to come into the town centres, spend money and encourage businesses to take over the empty shops. This used to be a vibrant town, it's run down, dismal and dingy now. It puts me off going into town knowing I have to pay for parking and hunt for a space especially when taking my disabled friends out”</i></p> <p><i>“Still have parking charges in car parks based on location. But do away with charges for on street parking as since the advent of parking meters the amount of footfall in most local businesses has probably halved, which is killing the town centres. It is impossible to compete with supermarkets who have free parking. Local businesses would just like a level playing field.”</i></p> <p><i>“Why are you still charging to park on a Sunday ..? Newton Abbot encourages free parking and the town is thriving unlike run down Torquay”</i></p>
<p>Residents</p>	<p><i>“Rate payer discount & visitors paying more”</i></p> <p><i>“Torquay residents should have much reduced parking fees in the winter and some yellow lines should be suspended off season. We have no access to the sea front, harbour, etc in the summer and cannot afford it in the winter. This is wrong!”</i></p> <p><i>“I believe that all residents (Council Tax and Business Rate Payers) should be offered season tickets at a discount (say £50 p.a.) to help locals support local shops and businesses all year round. Ad-hoc usage charges should then only be paid by visitors or people who do not use the car parks very often and for whom a season ticket would not be economic.”</i></p>

<p>Timing</p>	<p><i>“A low charge in multi storey car parks for all day parking, to encourage their use, a higher band for other car parks on an hourly basis, and the same pro rata charge for on street bays, but in half hour sessions to encourage short stays and a turn over of spaces. All prices should be easy to understand, and simple to find change for, such as 50p for half an hour, and £1 for one hour”</i></p> <p><i>“I don't think the parking fees after 6pm are unfair. There's only the option of the night time rate, which is expensive. There's no way of only purchasing half an hour or an hour. Bit naughty if you only wanting to have a short walk and you have to pay until 8am the next morning....”</i></p> <p><i>“Long stay tickets valid in all car parks so visitors who move around are only hit once. On street parking in shopping areas should have max of 45 minutes so a person can nip in to one shop, longer stays should be in car parks”</i></p>
<p>Other</p>	<p><i>“Reduce charges for boat owners parking near harbour”.</i></p> <p><i>“Minimal charges with no profits.”</i></p> <p><i>“There are too many restricted and metered parking spaces. I won't even go shopping in Torquay anymore because I have to park too far away to get unrestricted free parking. Also, I feel very strongly about the restricted residents only parking near to the hospital. These roads are totally empty and it is wasted valuable space. The residents have plenty of off road parking, some have enough space for 4 cars, and yet as a road tax payer, I cannot park there. This kind of restriction simply moves the problems further away to areas where residents have even less parking outside their homes. I can't afford to pay for metered spaces, and will always park miles away to avoid these charges”.</i></p>
<p>Visitors</p>	<p><i>“Note well the surveys on parking provided by multitude of visitors. Have a plan that can differentiate between visitors, residents and workers”</i></p> <p><i>“Free parking for people of Torbay. Sting the holiday makers with parking charges.”</i></p>
<p>Summer / Winter</p>	<p><i>“I would love too see a residents permit in place to cover us during the summer periods, I still take my family to the beaches and recreation areas, but I find the parking fee too much for the areas during summer. A price difference in the summer that impedes local people could be levelled out by the use of a local permit holder badge.”</i></p> <p><i>“The option in winter for very short stays for minimal cost i.e. parking near dog walking facilities to allow a half hour slot for 50p for the purpose of local residents walking dogs, particularly beaches such as Broadsands / Goodrington”</i></p>
<p>One set of charges</p>	<p><i>“I cannot agree to the above because if I click "one set charge" which I think it should be, I believe you would choose one set price but it would be a high one. Could you prove that you're not just interested in making the most money you possibly can by ripping people off? A fair price across Torbay would be great. People are certainly unhappy about the current situation, including myself.”</i></p>

9. Would you support parking incentives provided by local businesses? E.g. a proportion of the parking charge refunded to you by businesses if you spend over a certain amount at their business?

	Number	Percent
Yes	809	50.6%
No	580	36.3%
Don't know	192	12.0%
No response	29	1.2%
Total	1600	100%

Permits

The council offers a range of different types of parking permits: A Health Emergency Badge for workers in the health and care sector in Torbay, Parking Dispensation Notices for trades people or contractors, Controlled Parking Zone permits and various other on and off street parking permits e.g. A three day permit, monthly site specific permits and a £50 off peak annual permit.

10. If you do not have a parking permit, please tell us why.

Category	Comments made by respondents
Restrictions	<p><i>"The £50 annual permit is too limiting as there are times when we want to park when it is not off peak. We would pay the £50 if there were less restrictions."</i></p> <p><i>"The times of the peak permit are not within my hours of work. I am not an emergency worker"</i></p> <p><i>"Too many restrictions on where and when it can be used"</i></p>
Disabled	<p><i>"Wife has one with her blue badge"</i></p> <p><i>"I do not need one enough to pay. I have never applied for one on account of my disabilities but I may try."</i></p>
Don't need one	<p><i>"Do not need one where I live and do not use car parks enough to warrant a permit."</i></p> <p><i>"I don't have problems parking"</i></p> <p><i>"I don't need one. Parking where I live is only difficult when the football is on."</i></p>
Have an alternative / avoid paying	<p><i>"I do not require one and I general walk or catch the bus/ ferry"</i></p> <p><i>"I hate paying parking charges and would park elsewhere and walk"</i></p> <p><i>"I avoid using council parking places when I can and opt to shop out of town where the parking is free."</i></p>

Don't use car parks enough	<p><i>"Don't use car parks enough to need one"</i></p> <p><i>"I try to avoid Torbay car parks"</i></p>
Can't afford it / too expensive / not worth it	<p><i>"Because I have not found one that is economically viable for me"</i></p> <p><i>"Do not consider it cost effective"</i></p> <p><i>"It's still far too expensive. Residents should get free parking"</i></p> <p><i>"Too expensive"</i></p>

11. If you do have a permit please give your views on:

	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Don't know	
	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%
Cost	78	4.9%	80	5.0%	57	3.6%	24	1.5%	39	2.4%	40	2.5%
Applica-tion Process	86	5.4%	77	4.8%	53	3.3%	20	1.3%	23	1.4%	47	2.9%
Renewal process	81	5.1%	68	4.3%	51	3.2%	14	0.9%	30	1.9%	61	3.8%
Choice of permit	77	4.8%	62	3.9%	65	4.1%	25	1.6%	25	1.6%	53	3.3%

433 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

12. If you are dissatisfied, please tell us why below.

Category	Comments made by respondents
Cost	<p><i>"For a local resident business, to have no dispensation is not acceptable, as a user of car parks throughout the summer running a business it's a very high percentage of my annual running costs. Being an angling business my customers gripe about the charging fees all the time, when they visit other ports around the UK we are the most expensive... BY FAR... Sometimes treble Somerset's car parking charges."</i></p> <p><i>"Yearly permit very expensive and should cover limited parking in metered bays."</i></p>

	<p><i>"Parking charges have been put up as a result of Govt. reductions in local govt. expenditure and are being used as a main source of income. Higher charges don't help the growth of the local economy and discourage holiday makers from staying in Torbay when cheaper alternatives are available outside of the bay."</i></p> <p><i>"Having to pay £80 to park on my own Road is utterly disgusting"</i></p>
<p>Administration / Enforcement</p>	<p><i>"I chased application after 4 weeks to be told that it will be processed at the end of the week (5 weeks to receive a permit!!!); a service that I pay for!! To park outside my house. On confirmation email, I was told it would arrive within 14 days. And I did not receive an apology. Also, due to parking restrictions, many neighbours are reduced to parking in their gardens with is also reducing street parking so they can get access to their vehicles."</i></p> <p><i>"Penalty paid last year on, what I believed, and still believe are totally ambiguous instructions and guidance on the pay booth."</i></p> <p><i>"Process to apply too long winded would like to just pop in to an office and do it in person"</i></p> <p><i>"The new Winter charges are unfair on local residents who do not wish to stay for four hours or travel around Torbay. A short stay option should be re-introduced. The notices on the ticketing machines are confusing as they suggest that you should pay £3.00 for any time early am up to 10.00am!?"</i></p>
<p>Other</p>	<p><i>"Permits should be scrapped as these are just revenue by unfair tax to the motorist. Regulations governing parking prohibitions should be scrapped."</i></p> <p><i>"You have destroyed our beautiful Torbay with your yellow lines parking meters and parking fines. We are a holiday resort and should be far more car friendly to our holiday visitors and more respectable to Torbay residents."</i></p> <p><i>".....Local services should be paid for out of the taxes we already have to pay. Why is it the motorist has to supplement the council's income, it is totally unfair that the motorist always ends up paying for everything by road tax, fuel duty, VAT, parking charges and fines."</i></p>
<p>Suggestions for improvement</p>	<p><i>"I Would like to see a concession cost for workers (who should be considered as essential employees in the town) as free parking is not always available at the business. I would also like to see a monthly direct debit option when paying for the permit for a year. Applying for a monthly permit each month is just a hassle."</i></p> <p><i>"Roundham Park charges too high for what is an empty car park. If this was cheap we could offer passes to staff and make road side parking a lot easier in the area"</i></p> <p><i>"The permit should be for on-street parking as well as pay and display parking."</i></p>
<p>Town Centre</p>	<p><i>"My belief is that the charging cost and structure discourages visitors and locals alike. I also believe it has driven many businesses out of the town, thus decreasing revenue for the local economy."</i></p>

	<p><i>“Too many privately run sites. Charges and charging periods do not incentivise town shopping. E.g. free after 4pm. Parking is seen as purely revenue generation for LA or private companies rather than attracting spending elsewhere. Payment methods for most car parks are outdated and inconvenient. Charging by barrier exit time would be fairer. Having returned to the bay after a 23 year absence it is patently clear why we no longer have a vibrant town centre.... There is no incentive to shop or visit given the short sighted approach to parking charging methods. Such a shame.”</i></p>
<p>Concessions / Free</p>	<p><i>“Think you should have a local residents parking permit for summer and it should be free in the winter would bring a lot of trade to the towns as more likely to go if it’s free to park.”</i></p> <p><i>“Way too much controlled parking. This should only be in areas in the immediate vicinity of town centre shops. Should be free to park near beaches, beauty spots, train stations etc to encourage people to use them.”</i></p>
<p>Residents Parking</p>	<p><i>“Despite paying £30 a year for a permit I am rarely able to park close to home. We are the only area that has 3 hrs non resident parking. It used to be 2hrs and was changed without any consultation with residents. Why not have permit holders only or pay at meter as we are so close to the shops?”</i></p> <p><i>“I opposed the introduction of resident parking permits and still do. More unnecessary bureaucracy when costs should be cut. A "make-work" scheme if ever their was one. Hugely inefficient - office unable to deal with renewals or requests for visitors permits in under 2 working weeks! Poor website, more streets cluttered with signs etc. etc.”</i></p>
<p>Spaces</p>	<p><i>“The biggest dissatisfaction is as a business watching potential customers drive into the town centre, Oxon cove or breakwater car parks, not find a space then drive out of Brixham in frustration not having spent any time or money there.”</i></p> <p><i>“Too many permits sold for not enough spaces. This is exacerbated during the summer season when temporary permits are issued to holiday makers.”</i></p>

13. Please tell us if you're satisfied or dissatisfied with these aspects of Council run car parks:

	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Don't know	
	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%
Directional signage within car parks	131	8.2%	607	37.9%	483	30.2%	111	6.9%	56	3.5%	74	4.6%
Payment machine operation	130	8.1%	603	37.7%	487	30.4%	113	7.1%	58	3.6%	72	4.5%
The clarity of payment information	120	7.5%	488	30.5%	395	24.7%	294	18.4%	164	10.3%	64	4.0%
Opening hours of the car parks	175	10.9%	594	37.1%	452	28.3%	116	7.3%	86	5.4%	89	5.6%
Provision of spaces for mother / child	82	5.1%	175	10.9%	412	25.8%	136	8.5%	120	7.5%	568	35.5%
Provision of spaces for disabled people	104	6.5%	213	13.3%	391	24.4%	101	6.3%	100	6.3%	581	36.3%
How clean and tidy the facilities are	67	4.2%	439	27.4%	486	30.4%	263	16.4%	213	13.3%	57	3.6%
Lighting	77	4.8%	491	30.7%	501	31.3%	245	15.3%	124	7.8%	83	5.2%
Provision of lifts	69	4.3%	408	25.5%	496	31.0%	185	11.6%	122	7.6%	227	14.2%
Surfacing / state of repair	43	2.7%	364	22.8%	572	35.8%	254	15.9%	175	10.9%	114	7.1%
Security within car parks	72	4.5%	481	30.1%	512	32.0%	236	14.8%	156	9.8%	67	4.2%

1554 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

14. If you are dissatisfied with Torbay Council run car parks, why is that and what improvements would you like to see made?

Category	Comments made by respondents
Cleanliness	<p><i>“Cleaner and certain car parks could do with drains sorting.”</i></p> <p><i>“I think the stairwells, especially in the Torquay ones are very dirty and I feel I can't hold onto the handrail as they always look very sticky.”</i></p> <p><i>“Keep them clean and tidy at all times - especially important for visitors but for residents too”</i></p> <p><i>“Stairways need to be washed to remove smell or urine in several car parks. These areas feel dirty and threatening.”</i></p>
ASB / Lighting / Security / Safety	<p><i>“Lower Union Lane car park is a haven for drunks and drug addicts - particularly the stair well at the McDonalds end. I personally now choose to avoid the used syringes, puddles of urine and abusive language by using an alternate car park. It must be such a lovely 'Welcome to Torbay' when visiting families use these steps to get into the town centre!!!”</i></p> <p><i>“More security especially in dark mornings and evenings. I never see any security when I park in town and feel quite vulnerable at times.”</i></p> <p><i>“My local car park just seems to be used as a leisure facility for the local youths - including being a football pitch and general dumping ground for their litter.”</i></p> <p><i>“.....some aren't lit at all and some are so poorly lit you can barely see where you are walking. It is very dangerous and unappealing.”</i></p>
Maintenance	<p><i>“Lifts need maintaining better. I hate getting in the ones by BHS as they are constantly breaking down and quite often both are out of order”</i></p> <p><i>“They are in a state of poor repair and the lifts are often running at reduced capacity, if I am forced to pay to park in a car park I expect the facility to at the least be in good repair.”</i></p> <p><i>“.....The car park surface is very poor, the spaces are poorly marked and the yellow box areas are either worn away or non-existent. The multi-storey car park which existed previously was allowed to fall down through lack of maintenance and things have gone from bad to worse since. It is about time that some of the revenue from the Brixham Town Centre car park is used to improve the surface and the markings for the parking spaces and lanes at the very least. At best, a new multi-storey car park should be built.”</i></p>
Cost	<p><i>“Because you charge too much money! Locals shouldn't have to pay the price you charge the tourists during the summer months. It discourages use of our towns, leisure facilities and natural walking areas.”</i></p> <p><i>“I live and work in the bay and try to support the local economy but you are now pricing me out of the bay and charges in winter make me go to Newton Abbott. Take away winter changes. Stop jumping after 2 min to book people give them grace.”</i></p>

	<p><i>"The charges need to be lowered and in uniform across the bay. The charges are ridiculous and stop people from using facilities such as the town or the local beach or attractions as the parking costs a fortune."</i></p>
<p>Technology / Payment Machines</p>	<p><i>"With the Evening parking charges it is not apparent that you have to push the yellow button before payment, machines should be programmed to recognise the times....."</i></p> <p><i>"I would like to see machines that dispense parking time according to the amount you pay in rather than for set time, so that if you don't have correct change or only stopping for short period you don't get overcharged. Payment information notices should be reviewed by a panel of members of the public for clarity and common sense before they are put on display."</i></p>
<p>Change</p>	<p><i>"I object to the fact that most of your machines do not give change."</i></p> <p><i>"Machines should give change in this day & age"</i></p> <p><i>"The fact that costs are high and no change is given is really frustrating. Many other car parks and any service and business wouldn't be used if they didn't provide change. The fact that you don't provide change amounts to laziness at best and dishonesty at worst. Stop skimming the money on top of your already high charges!"</i></p>
<p>Pay on Exit</p>	<p><i>"I think generally a payment on exit is best and fairest system"</i></p> <p><i>"I would prefer to pay on departure - then there is no panic to get back before time runs out - also no overpaying if driver stays less time than paid for - this once again applies to beach or beach hut parking....."</i></p> <p><i>"It would be so much better if you paid on exit, this would give you the opportunity to wander a bit more, maybe have a coffee/lunch and not worry about having to race back to get your car. This also works better if you are popping in for a couple of things, pay for what you use makes more sense."</i></p>
<p>Other</p>	<p><i>"I have spotted on many occasions people using disabled bays without the blue badge - this could be better monitored and people prosecuted. It is impossible for me to walk further than those bays."</i></p> <p><i>"Park and ride would make for quieter more relaxing town centres, and allow space for other usage of many sites"</i></p> <p><i>"More emphasis on the provision of an amenity less on raising cash to subsidise other council activities"</i></p>
<p>Markings / Signage</p>	<p><i>In Brixham, better signage to the long-term car parks. Less complicated rules e.g. you can buy a ticket for four hours but only stay in the central car park for three.</i></p> <p><i>"The painted lines in some of the car parks are difficult to see in the dark or when it is raining due to lack of repair. Car park spaces could be bigger as cars have become wider. This would help avoid carelessness when people open their doors. I know the council has disclaimers saying parking is at your own risk but when the space provided is so small that it is a struggle to get out easily, I consider this to be the councils fault as I am not allowed to take up any more room. This has in the past prevented me from using a parking space."</i></p>

Space Allocation	<p><i>"Not enough parent & child, too many disabled spaces (there always seem to be so many empty), not enough patrol to stop people parking in parent & child spaces when they don't have children. Disabled badge holders should not be allowed to park in them either!!!!"</i></p> <p><i>"Not enough spaces for disabled badge holders in smaller car parks."</i></p> <p><i>"There are very few disabled spaces in car parks in comparison to the number of mother and child and normal bays"</i></p> <p><i>"Too many mother child and disabled spaces!"</i></p>
Reduction / Free	<p><i>"I would like to see shorter parking times at cheaper prices offered at beach car parks during the winter for dog walking. E.g. 30 minutes for 50p 1 hour for 80p"</i></p> <p><i>"Lower rates for residents, especially in summer"</i></p> <p><i>"I think parking in sites like beach side car parks/remote car parks which have low revenue from under utilisation should be much reduced out of season or at weekends to encourage recreational use? I think higher car park charge rates do influence and discourage shopping in the centres. Treating car parking as an opportunity to obtain revenue rather than provide an amenity to encourage visits to the town centres is self-defeating. Higher usage at lower rates could provide a more productive outcome for revenue."</i></p>

15. Do you think it is a good idea if these services / facilities were available in car parks to increase revenue? Would you use them?

	Good Idea		I would use	
	Number	Percent	Number	Percent
Car Wash	592	37.0%	258	16.1%
Advertising	622	38.9%	78	4.9%
Vendors	346	21.6%	117	7.3%
Food & drink / other business opportunities	488	30.5%	195	12.2%

This was a multi-choice question. 924 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

16. Does the Park Mark - safer parking scheme award, influence your decision to use a car park?

	Number	Percent
Yes	106	6.6%
No	375	23.4%
I have not heard of it	1076	67.3%
No response	43	2.7%
Total	1600	100%

Technology

Two car parks in Torbay are pay on exit car parks - these are ticketless and use automatic number plate recognition (ANPR) technology. At the other Pay and Display car parks there is the facility to pay for your parking by phone with the Parkmobile service, using a credit or debit card for an additional fee of 30p. This means drivers have the option to pay on exit at all council run car parks.

17. Which payment system do you prefer?

	Number	Percent
Parkmobile	59	3.7%
Pay on exit	971	60.7%
Pay and display	377	23.6%
No preference	160	10.0%
No response	33	2.1%
Total	1600	100%

18. Do you or will you use the Parkmobile service?

	Number	Percent
Yes	280	17.5%
No	1227	76.7%
No response	93	5.8%
Total	1600	100%

18a. Please tell us why you gave the above answer.

Category	Comments made by respondents
Why pay more?/ Extra charge	<p><i>"YOU want to charge ME for using a system that saves YOU money. You're havin' a laugh!"</i></p> <p><i>"Why should a service cost more just because it's appropriate in 2015 technology terms"</i></p> <p><i>"Why pay extra unless you really had no other option"</i></p>
Haven't heard of it	<p><i>"I have absolutely no idea what this is ?????? How can you be mobile if you're parked?"</i></p> <p><i>"Never heard of Parkmobile"</i></p> <p><i>"No knowledge of this scheme"</i></p>
No phone / rarely used	<p><i>"I seldom use my mobile".</i></p> <p><i>"Phone that I have is not capable"</i></p> <p><i>"You expect everyone to have a phone what about elderly?"</i></p>

Security Concerns/ Trust	<p><i>"Don't trust that I won't get a penalty because of an error or mistake"</i></p> <p><i>"Unsure of the technology involved"</i></p> <p><i>"Don't have a mobile phone and anyway would not want to leave my card details on these sites"</i></p> <p><i>"Wary of fraud and system failure."</i></p>
Time consuming / Complicated	<p><i>"It is hopelessly long and complex to pay by card"</i></p> <p><i>"System is awkward to use, tried to use once and it recognised my reg wrong, haven't bothered since....."</i></p> <p><i>"The effort exceeds the outcome."</i></p> <p><i>"Tried to use it. Twice. Couldn't get a connection."</i></p>
Convenient	<p><i>"It is quite logical - not everyone has change!"</i></p> <p><i>"Stops me being late for my car, can stay in town longer if I want."</i></p> <p><i>"You only pay for time used"</i></p>
Other	<p><i>"There are no telephones in the car parks"</i></p> <p><i>"We often have heavy equipment to carry"</i></p>

19. Please tick if you have noticed any of the following are problems with on street parking where you live / work / spend leisure time / shop

	Number	Percent
Pavement obstruction	729	45.6%
Parking on verges causing damage	503	31.4%
Large commercial vehicles	496	31.0%
Heavy parking due to business users / workers	538	33.6%
Traffic / parking problems at school pick up times	815	50.9%
Parking fees too high	889	55.6%
Heavy parking due to community facilities e.g. Doctors Surgery or Dentist.	482	30.1%
Residents parking zones	353	22.1%
Other	145	9.1%
No response	144	9.0%

This was a multi-choice question. 1456 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

19a. Please tell us why you gave the above answer.

Category	Comments made by respondents
<p>Other</p>	<p><i>"I have to travel in for work and sometimes have to pay over an hour's wages to park or park miles from the shop I am working in."</i></p> <p><i>"Speeding vehicles driving erratically in order to avoid parked cars"</i></p> <p><i>"Too many cars on the street"</i></p> <p><i>"I own a beach hut in Preston and find it almost impossible to park on the road or behind my beach hut"</i></p>
<p>Inconsiderate</p>	<p><i>"Cars and vans park too near to our drive making it very dangerous to reverse out due to poor visibility. We paid for a white line to be painted but has not really helped as too short - in fact may have made things worse as drivers park right up to it! Very concerned we may have a nasty accident at some time. Traffic is quite fast on Southfield Ave at times."</i></p> <p><i>"The bad parking too close to a junction AND BLOCKING dropped kerbs causing me great problems crossing the road & NO C.E.O in sight!"</i></p> <p><i>"Brixham. Many people park legally, but make life a nightmare for drivers."</i></p> <p><i>"Loading/offloading/Taxi bay by access to Inner Harbour often blocked by commercial vehicles or casual shoppers. Only berth holders seem ever to be challenged."</i></p>
<p>Yellow Lines</p>	<p><i>"Blue badge holders parking on double yellow lines (which I know they are allowed to do, but in most cases is unnecessary)."</i></p> <p><i>"Oct to April parking on double yellows, more allowed please."</i></p> <p><i>"There appears to be a lot of vehicles parked on double yellow lines, or parked right on junctions because there are no lines or staying all day in areas where parking is only allowed for a few hours."</i></p>
<p>Busy times / areas</p>	<p><i>"Commercial premises close by - storage, gyms, nursing stations without provision of adequate parking facilities for number of occupants/users."</i></p> <p><i>"I live near to Torquay United's stadium, although parking restrictions are in place in roads near to ours, ours is the first without restrictions so it becomes impossible to park on match days."</i></p> <p><i>"Local school and college staff and students park on the estate."</i></p>
<p>Blocked / Narrow Streets</p>	<p><i>"Narrow roads mean cars just crash into parked cars and drive off instead of taking care passing. Lack of parking causes aggravated assaults locally."</i></p> <p><i>"Parking on bends and in bus stops causing obstructions. Also lots of work vehicles/vans being brought home blocking views from driveways. Cars are parking both sides of the road and on occasions up on the kerbs blocking the pavement completely..."</i></p> <p><i>"Some roads have cars parked on both sides and you wouldn't get an emergency vehicle down the road e.g. Colley End Park or bottom of Clifton Road"</i></p>

<p>Enforcement / Signage</p>	<p><i>“Cars parked in the clearly marked motorcycle spaces, and the traffic warden ignored them and just checked the ticket, Paignton seafront !”</i></p> <p><i>“Disabled parking should be uniformly signed across the whole council area! I got fined because I mistakenly thought there was ONE space for disabled, due to the ground signage I was fooled!”</i></p>
<p>Mobile homes</p>	<p><i>“Cars parking on corners. Wall Park Rd/Marina Drive junction, Brixham. Dangerous parking, unable to see coming out of Marina Drive most of day and night. Ban overnight parking of camper vans and motor homes near Battery Gardens at Brixham and in all car parks.”</i></p> <p><i>“Large motor homes parked which don't belong to any of the residents”</i></p>
<p>Large / Commercial vehicles</p>	<p><i>“Advertising vehicles permanently parked. This cannot be legal. They are all over Torbay. E.g. Torquay Road (A3022) Preston there are two one advertising MOTs another Scrapping your car. This reduces local parking and must impacts on local businesses as well as preventing road cleaning and maintenance. If nothing else this could be classed as anti-social behaviour.”</i></p> <p><i>“Residents using their home address for overflow business parking”</i></p>
<p>Blue Badge</p>	<p><i>“Difficulty finding a disabled space to park as not many available. Also numerous drop off/pick up points around the town would be appreciated.”</i></p> <p><i>“Disabled drivers with no sense of safety where they park. Yellow lines are for a reason for safety not to be used incorrectly”</i></p>
<p>Lack of spaces</p>	<p><i>“Remove some double yellow lines and provide more spaces at the hospitals and GP surgeries.”</i></p> <p><i>“There is little or no on street parking in Brixham Town Centre.”</i></p>
<p>Parking on pavements</p>	<p><i>“Parking on bends and in bus stops causing obstructions. Also lots of work vehicles/vans being brought home blocking views from driveways. Cars are parking both sides of the road and on occasions up on the kerbs blocking the pavement completely...”</i></p> <p><i>“People park completely on pavement in Plainmoor area. I know the police have seen them on match days, but as they are still doing it, I can only assume that they can't be bothered. Me and my children had to wait in the road the other day whilst someone mounted the pavement and parked on there. They told me they were allowed to park there as it was their property!!”</i></p>
<p>Vehicles for sale</p>	<p><i>“Private car trader who sells from home and regularly has 5 or 6 cars parked in the road so other residents can't park”</i></p>

20. What would you like to see the council do to address these issues?

Category	Comments made by respondents
<p>Better Enforcement</p>	<p><i>“Get tough with the people who park on pavements and cause obstructions. The money raised through these fines could be used to repair the pavements which are in a shocking state of disrepair”</i></p> <p><i>“Have more parking officers sorting out the badly parked drivers, issue them with an instant fine (not just a slap on the wrist) & if drivers know that they won't get away with it, they would probably start parking more sensibly”</i></p> <p><i>“Fine people who park unsafely - NOT people who overstay for a few minutes. Discourage commercial vehicles from being parked in residential streets - especially at weekends/bank hols when it often prevents residents from parking.”</i></p>
<p>Better parking options for school pick ups / drop offs (i.e. Designated drop off areas)</p>	<p><i>“Compulsory School buses as in USA would reduce extraordinary congestion at 8.30am and 3.15pm each school day.”</i></p> <p><i>“.....Fine people who park illegally at school gates. Move inconsiderate parkers on away from school gates.”</i></p> <p><i>“For me personally bollards on the pavement outside our property Stop vehicles parking on junctions and yellow lines at school times”</i></p>
<p>Free / Reduced Parking</p>	<p><i>“Bring the prices down!!!! That is the one issue that will have a massive effect!”</i></p> <p><i>“Bring down parking charges and get visitors back to the bay. Or issue local residents with a permit to get cheaper parking.”</i></p> <p><i>“Charge a reasonable price. £1 an hour is more than fair.”</i></p> <p><i>“Areas of free parking like sea front”</i></p>
<p>Introduction of new / different parking permits (including residents parking)</p>	<p><i>“I would like to see car park permits reduced for local workers & the facility to pay monthly , 3 or 6 monthly at the pay on exit car parks”</i></p> <p><i>“I live at the end of a cul de sac with allocated parking for certain houses but spaces are not marked, this means houses with several vehicles take up more than their fair share. I would like to see the area marked _ one space per house any others first come first serve”</i></p> <p><i>“Free up more residents parking space at the bottom of Meadfoot Lane and along Parkhill Rd. Provide ONE permit per household instead of 2”</i></p> <p><i>“Cheaper charges to park and All residents should be given a discount during the summer months when the council hike up the charges”</i></p>
<p>More Parking areas (including on street)</p>	<p><i>“Ensure all new premises built have off road parking. Consider if regulations/yellow lines are necessary in all areas.”</i></p> <p><i>“Leave some on street parking free near town for a restricted time so there is a fair rotation of cars and people can enjoy shopping and spending money in town”</i></p>

Introduction of better bus services / Public Transport options	<i>"It's obviously a difficult problem. Perhaps offer more clean efficient out of town buses into town in summer for visitors? Ensure that the buses we already have are cleaner & feel safer. Having high parking charges discourages tourists - the town's life blood!....."</i>
Other	<i>"Improve subterranean capacity on new buildings so that the majority of car parks are below ground level"</i> <i>"Its very difficult some times of the year are better than others"</i> <i>"It would take a brain a thousand times as clever as mine."</i>
Parking Restrictions / Double Yellow Lines on one side of the road	<i>"In some areas where winter parking is allowed i.e. on the way to Cockington the width of the road and the irresponsible parking creates a serious hazard. Emergency vehicles will not be able to access the village on numerous occasions not a safe situation with so many thatched houses. Many of the roads associated with school have enough room for a recess to be created for "school waiting parking" thereby facilitating a smooth flow of traffic and maintaining a footpath."</i>
Ban / Fine parking / obstructions on pavements / Grass Verges	<i>"Enforce more penalties for pavement obstruction and parking on verges"</i> <i>"Fine parents for obstructing the road close to schools and also taxi's. So many people ignore the double yellows"</i> <i>"If people park in dangerous, obstructive areas then they should be penalised accordingly"</i>
Doctors surgeries to provide parking/More Parking	<i>"Fund parking facilities for schools and heavy use areas like doctors where possible with Little or no fees."</i> <i>"Encourage walking to and from school. Arrange better parking near surgeries, etc."</i>
Better/Clearer Signage	<i>"Cheaper fee's at the local car park. More and larger signs to encourage use of it."</i> <i>"If there are different types of parking in one area, make the signs clear. e.g. if you have a disabled bay within a 30 min stay 9-5 Mon-Fri parking area, then the disabled bay should state what times it operates."</i>
Enforcement of Commercial Vehicles / Vans / Motor Homes illegally parking	<i>"Make larger no parking areas around schools for safety reasons .stop large commercial vehicles park where they make it hard for people to be able to use their drives with good visibility"</i> <i>"In addition to obstruction, pavement parking causes extensive damage. An enforced law to prevent pavement parking"</i>
Don't Know / Don't thing anything can be done	<i>"Don't think can do anything apart from enforce signage which they don't do currently"</i> <i>"I see that it would be difficult to address these issues. Everyone requires parking that is convenient to the facility they wish to use."</i>
Get rid of double yellow lines	<i>"Cut the number of yellow lines make more places to park....."</i>

	<i>"Firstly get rid of the yellow lines at Eden park primary school, if people want a house near the school they should understand people need to park to pick up their young children and not have to worry about getting there half an hour early just to get a space as the moody residents have got rid of free parking down there....."</i>
Get rid of parking meters	<i>"Get rid of the parking meters, which will bring customers back to the town centres"</i>

21. Do you think more enforcement would address these issues?

	Number	Percent
Yes	659	41.2%
No	636	39.8%
Don't know	226	14.1%
No response	78	4.9%
Total	1600	100%

22. Do you feel Torbay Council carries out parking enforcement fairly?

	Number	Percent
Yes	338	21.1%
No	603	37.7%
Don't know	607	37.9%
No response	52	3.3%
Total	1600	100%

22a.If you said no, please tell us why

Category	Comments made by respondents
Strong enforcement	<p><i>"Can be very harsh as the general public aren't always aware if the small print rules"</i></p> <p><i>"Little attention paid to nuisance hot spots e.g. chip shops on corners, schools in the morning where lazy people hover on zig zags and double yellows. Quick fines to decent people who pay to park if over run a ticket. Big brother approach with cameras proving people broke the rules."</i></p> <p><i>"You dare not stop these days just to let someone out, as you are so afraid you will get a ticket in the post. Its like living under the Gestapo"</i></p>

Unfair personal experience	<p><i>"A parking attendant saw me get my ticket and put in the window, as I shut the door it blew down, he spotted this whilst I was walking away. Instead of saying something he booked me for not having a ticket even though we were chatting as I got one and put in the car, flipping disgrace."</i></p> <p><i>"I was given a ticket in a reserved space, not owned by Torbay Council."</i></p> <p><i>"Govt recommendation of enforcement in Town Centers should be 15 mins, I was ticketed within 9 mins at Crossways where 70% of shops are vacant..... Is this any surprise?"</i></p>
Clarity of information / misinformation	<p><i>"It's not always clear why you have infringed the rules. Some consistency through various parking places would assist compliance, I think."</i></p> <p><i>"It seems to be one rule for one and one rule for another! Please all read from the same page and stick to it!"</i></p>
Not enough enforcement	<p><i>"Cars are left badly parked for hours and sometimes days without anything being done about it"</i></p> <p><i>"Never see them after 5 o'clock when the problems occur"</i></p> <p><i>"You check the "hot spots" where you know you can ticket vehicles but ignore other places."</i></p>
Other	<p><i>"Little thought is given to residents trying to use the town's facilities."</i></p> <p><i>"Parking is not black or white"</i></p>

23. Based on your experience, how do you think parking in Torbay differs from other areas?

Category	Comments made by respondents
More/Expensive	<p><i>"Too expensive. I travel a lot with work and to Torbay is one of the most expensive."</i></p> <p><i>"Charges are very high & too many car parks operated by private companies rip you off."</i></p> <p><i>"Expensive deterrent to visitors to the town"</i></p>
Don't Know	<p><i>"Don't have enough experience of other areas to comment."</i></p> <p><i>"Do not know. I do not go away."</i></p>

<p>The same / similar</p>	<p><i>"I do not think there is much difference"</i></p> <p><i>"I do not think it differs at all: most large conurbations have identical problems; too many cars in too small a place."</i></p> <p><i>"It is similar in many aspects to many sea resorts."</i></p>
<p>Other</p>	<p><i>"It is horrendous"</i></p> <p><i>"no comment"</i></p> <p><i>"NewquayThat's all"</i></p>

For further information please contact the Policy Performance and Review team on 01803 207227 or email consultation@torbay.gov.uk

The information used to collate this report has been collected and processed in accordance with the Data Protection Act, 1998.