

# Extraordinary Overview and Scrutiny Committee



<b>Title:</b>	<b>Agenda</b>		
<b>Date:</b>	<b>Thursday 23 January 2020</b>		
<b>Time:</b>	<b>6.00 pm</b>		
<b>Venue:</b>	<b>Conference Chamber West (FR1-09)</b> <b>West Suffolk House</b> Western Way Bury St Edmunds		
<b>Full Members:</b>	<div><div><b>Chair</b> David Nettleton</div><div><b>Vice Chair</b> Simon Cole</div><div><div><u>Conservative Group</u> (9)</div><div>Simon Brown Mike Chester Patrick Chung Terry Clements Simon Cole</div><div>Stephen Frost Joe Mason David Nettleton Marion Rushbrook</div></div><div><div><u>The Independent Group</u> (6)</div><div>Michael Anderson Tony Brown Paul Hopfensperger</div><div>Lisa Ingwall King Jim Meikle Ian Shipp</div></div><div><div><u>Labour Group</u> (1)</div><div>Diane Hind</div><div></div></div></div>		
<b>Substitutes:</b>	<div><div><u>Conservative Group</u> (5)</div><div>John Augustine Mary Evans Clive Springett</div><div>Jim Thorndyke Vacancy</div></div> <div><div><u>The Independent Group</u> (2)</div><div>Trevor Beckwith</div><div>Dawn Dicker</div></div> <div><div><u>Labour Group</u> (1)</div><div>Cliff Waterman</div><div></div></div>		
<b>Interests – Declaration and Restriction on Participation:</b>	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.		
<b>Quorum:</b>	Six Members		
<b>Committee administrator:</b>	<b>Christine Brain</b> Democratic Services Officer (Scrutiny) <b>Tel:</b> 01638 719729 <b>Email:</b> <a href="mailto:christine.brain@westsuffolk.gov.uk">christine.brain@westsuffolk.gov.uk</a>		

# Public Information



<b>Venue:</b>	<b>West Suffolk House</b> Western Way Bury St Edmunds Suffolk IP33 3YU	T: 01638 719729 E: <a href="mailto:democratic.services@westsuffolk.gov.uk">democratic.services@westsuffolk.gov.uk</a> W: <a href="http://www.westsuffolk.gov.uk">www.westsuffolk.gov.uk</a>
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# **Agenda**

## **Procedural Matters**

### **1. Substitutes**

Any Member who is substituting for another Member should so indicate, together with the name of the relevant absent Member.

### **2. Apologies for Absence**

## **Part 1 – Public**

### **3. Public Participation**

Members of the public who live or work in the District are welcome to speak and may ask one question or make a statement of not more than three minutes duration relating to items to be discussed in Part 1 of the agenda only. If a question is asked and answered within three minutes, the person who asked the question may ask a supplementary question that arises from the reply.

A person who wishes to speak must register at least 15 minutes before the time the meeting is scheduled to start.

There is an overall limit of 15 minutes for public speaking, which may be extended at the Chair's discretion.

### **4. Report and Recommendations from the West Suffolk Parking Review Group**

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Report No: **OAS/WS/20/003**

## **Part 2 – Exempt**

**NONE**

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# Report and Recommendations from the West Suffolk Parking Review Group

<b>Report No:</b>	<b>OAS/WS/20/003</b>	
<b>Report to and dates:</b>	<b>Extraordinary Overview and Scrutiny Committee</b>	23 January 2020
	<b>Cabinet</b>	11 February 2020
<b>Cabinet Member:</b>	Councillor Peter Stevens Cabinet Member for Operations <b>Tel:</b> 01787 280284 <b>Email:</b> <a href="mailto:peter.stevens@westsuffolk.gov.uk">peter.stevens@westsuffolk.gov.uk</a>	
<b>Chair of the Parking Review Group</b>	Councillor David Nettleton Chair of the Parking Review Group <b>Tel:</b> 01284 702212 <b>Email:</b> <a href="mailto:david.nettleton@westsuffolk.gov.uk">david.nettleton@westsuffolk.gov.uk</a>	
<b>Lead officers:</b>	Darren Dixon Service Manager (Property) <b>Tel:</b> 01284 757678 <b>Email:</b> <a href="mailto:darren.dixon@westsuffolk.gov.uk">darren.dixon@westsuffolk.gov.uk</a>  Mark Walsh Assistant Director (Operations) <b>Tel:</b> 01284 757300 <b>Email:</b> <a href="mailto:mark.walsh@westsuffolk.gov.uk">mark.walsh@westsuffolk.gov.uk</a>	

**Decisions Plan:**            **This item is included in the Decisions Plan.**

**Wards impacted:**        **All**

**Recommendation:**    **It is recommended that, the Extraordinary  
Overview and Scrutiny Committee:**

- (1)    Recommends to Cabinet the approval of the  
recommendations as detailed in Section 10,  
Table 1 and 2 to this report.**

## **1. Background / Context**

- 1.1 In 2012 the St Edmundsbury Borough Council's Overview and Scrutiny Committee undertook an extensive review of car parking provision and charging across St Edmundsbury. A significant number of recommendations were made by the Committee and endorsed by Cabinet. This included the need for a full periodic review of car parking across the Borough every 3-4 years that will consider the strategic aims and objectives for the parking in the area and identify a number of recommendations that will improve the quality of service, and meet financial and growth objective. Forest Heath District Council agreed to undertake periodic reviews on 22 December 2015. For both authorities, the last of these reviews were completed in 2015.

- 1.2 In July 2019, the Portfolio Holder (Operations) sought the Overview and Scrutiny Committee to commission a review of parking in West Suffolk. The Terms of Reference for the review were agreed and are set out below:

- 1) To review national/local trends and evaluate the current performance of the parking service across all locations including usage, condition of the car parks, the quality of service delivery, enforcement, parking incentives and customer feedback.
- 2) To develop strategic aims and objectives for parking in West Suffolk with local parking plans aligned with on-street provision.
- 3) To consider the imminent service changes arising from the implementation of Civil Parking Enforcement and the impact on parking behaviour.
- 4) To consider current levels of occupancy, future capacity projections and any interventions that may be needed now and over the long term.
- 5) To assess park and walk and the flexible payment system currently being trailed in Bury St Edmunds.
- 6) To review car park tariffs for the period of the Medium-Term Financial Strategy, backed by consultation
- 7) To identify service improvement and efficiencies

- 1.2 The Overview and Scrutiny Committee established a Task and Finish Working Group to oversee the review. Membership of this group is: Cllr David Nettleton (Chair of the Review Group), Cllr Simon Cole, Cllr Rachel Hood, Cllr Anne Williamson, Cllr John Burns, Cllr Karen Richardson and co-opted onto the group was Cllr Karen Soons, representing Suffolk County Council. The working group has met on nine occasions and considered many reports on parking usage and occupancy trends, capacity audits, comparison and benchmarking data and customer research. The group is grateful for all those organisations and the general public who gave up their time meet or respond to the consultation exercises undertaken.

- 1.3 Whilst the review group focused primarily on the town centre car parks across all our 6 towns, it has taken the opportunity to health-check our village, out-of-town centre, and country park car parks that are enforceable under the Councils' Traffic Regulation Order. A list of all car parks considered as part of this review are set out in **Appendix 1**.
- 1.4 It was agreed during the review that the flexi park approach, being trialled at St Andrews Car Park, Bury St Edmunds would be extended until 31 December 2019 to allow greater time to monitor the scheme and account for the adoption of RingGo technology to provide more options to pay for parking. The Portfolio Holder (Operations) agreed to undertake the review of the scheme outside of the parking review and report directly to Cabinet. The usage data and customer comments are currently being evaluated and a report will be taken to Cabinet for consideration in February.
- 1.5 The group has decided not to provide a view on parking options in respect of Newmarket. If this is accepted by the Overview and Scrutiny Committee, the Cabinet will need to determine its own proposals for the town.

## **2. User Research**

- 2.1 An online questionnaire was used to research customer feedback on the car parks they regularly use. A total of 1331 responses were received. In addition, 200 face to face interviews were conducted with parking users. Whilst comments vary by town, overall the general feedback was:
- 57% of users choose their preferred car park by location
  - 73% of users are shopping in the town centre
  - 36% of users stay for 1-2 hrs; the same percentage of users stay for 2-4 hours
  - 27% of users use the car park 1 or 2 times per week; 24% monthly or less
  - High levels of satisfaction for the location, cleanliness and condition of the car parks; 75% levels of satisfaction for perceived levels of safety and availability of parking bays
  - Over half of all users believed tariffs were about right but 42% of all responses felt our tariffs were higher than neighbouring towns
  - The length of stay of the user was influenced by what they had to do rather than the cost of the park

Areas of the service that demonstrated high levels of customer satisfaction were not identified as a topic for in-depth assessment.

- 2.2 The full results of the research are set out in **Appendix 2**

## **3. Stakeholder Engagement**

- 3.1 Meetings were held with over 20 key stakeholders across all the towns in West Suffolk, including Town Councils, BID teams, Town Centre Managers,



facilities providing alternative car parking and businesses. Those that were unable to meet were provided the opportunity to feedback into the review.

3.2 A summary of the issues and comments raised at these meetings are set out below:

- Recurring comments made from the business community on the need for more flexible and long stay parking in the town centre, particularly at weekends and for people working in Bury St Edmunds.
- A replacement Vehicle Management System was widely regarded as the most important improvement to be made for Bury St Edmunds that would help users identify where spaces are available across our car parks. In addition, more electric charging points were requested.
- Indicative feedback from businesses that the “Free from Three” in Bury St Edmunds has a positive impact on footfall but no evidence was received to illustrate a spike in trade during these times. Retail sector reaffirmed that 20% of all retail spend is now done on-line, and more vacant units, lower footfall and less parking events since last parking review. There was support for flexi park principles to encourage users to stay longer in the town.
- West Suffolk College students are more likely to use their own car rather than public transport. To manage supply of parking bays, the college is promoting lift share.
- Free parking in Mildenhall helps support the local economy, the limited retail offer and the large rural hinterland which has a high dependency on cars to get around. Need for more on street disabled bays in Mildenhall
- Clare Town Council requested an additional off-street car park, more enforcement of on street provision restrictions, upgrades to signs and double yellow lines and the ability to make parking available for residents to lease a space or display a pre-paid permit.
- There is a need for more parking provision and investment in Brandon (possible sites identified but they are not in Council ownership). Existing car parks are full all- day long, as supported by capacity testing. The Railway Station Car Park is located in Norfolk, and currently has 12 parking spaces - Greater Anglia is investing £1m in Brandon Railway Station providing an additional 64 spaces. Given the vitality of the town centre economy, there is a preference for better enforcement of on and off-street parking rather than the introduction of charges for parking.
- Haverhill attracts visitors for shopping and services as well as workers (Retail and workers). 60% of people commute outside of town regularly – so parking tariffs must be kept competitive to support the retail economy. There is expected to be 10,000 more people in Haverhill over the next 10-15 years due to the building of 3,500

houses – there is ample capacity now but will be needed in future. There are plans for Jubilee Walk redevelopment. There is a feeling that yellow lines make no difference, if they are not enforced and this is creating on-street congestion due to illegal parking. Civil Parking Enforcement will help, once introduced but will not be the solution for everything. The Meadows car park remain empty and there is a view that the walk to the leisure centre remains a deterrent for leisure centre users. Ehringshausen Way Car Park should become a short stay car park. Regarding free parking after 3pm on a Friday - the Market closes at 3pm on a Friday, so not sure of its purpose.

#### **4. Benchmarking**

- 4.1 As part of this review, consideration was given to how parking in our towns across West Suffolk compare with our neighbours and similar size towns across the country. A summary is attached in **Appendix 3**. The Task and Finish Group found the process of identifying comparable towns a challenge given uniqueness of our and other towns across the region and further afield.
- 4.2 It was concluded that all the other towns researched have more car parking provision per head of population and except for Witney and Ely, most towns charge more for their parking spaces. The cost of car parking can be influenced by factors beyond those examined in this comparison, however it does appear that there is no link between the number of spaces available and the amount charged to park (supply and demand).
- 4.3 The information gathered tends to also show that there is no correlation between parking prices and the health of a town centre. The review group evaluated Experian data, which ranks town centres in terms of the amount spent in the catchment area. Cambridge and Norwich are the most expensive places to park (of the towns studied) and both score extremely highly in terms of the Experian rank of town centres. Bury St Edmunds, Winchester and Chichester are not expensive places to park and all three also rank relatively highly.

#### **5. Usage and Financial Profiles**

- 5.1 A total of 3,740,800 paid parking events occurred across West Suffolk Car Parks between April 2018 to March 2019. It is not possible to record parking events in free car parks. Over 2,300,000 were recorded in Bury St Edmunds (61%), 748,000 in Newmarket and 614,000 in Haverhill. Other parking events included in these figures were recorded across our Country Parks.
- 5.2 A total of 79% of all users paid by cash/contactless (2,958,327) whilst 263,778 users paid by chip and pin debit/credit card (7%) and 518,684 by RingGo (14%).
- 5.3 As a result of volatile patterns of use, car park income has remained static at £4.95m since 2015-16. In that same time period costs, excluding contributions to reserves, have risen from £2.9m to £3.1m.

- 5.4 **Appendix 4** sets out the costs attributed to each town. The main driver behind the increase in costs are business rates payable on car parks, which has risen by £400k since the last review. Excess Charge Notice (ECN) income had risen by £100k, with an accompanying cost of employment of £50k - more enforcement officers have led to the issue of more fines.
- 5.5 Planned increases in the cost of off-street car parks needed to be funded in the Council's medium term plans and assumed growth in income across the medium term might also need a change in relation to fees and charges levels to be achievable, given the 2018-2019 outturn and in year forecasts.
- 5.6 West Suffolk Council uses car parking charges from off street parking to improve our facilities, and once running costs have been deducted, the surplus income contributes to the cost of services related to town centre services, roads and transport, CCTV and street cleaning and furniture. In 2018/19 the following contributions were made:

Street Cleaning	£2,108,619
District Highway Services	£399,571
Street Furniture	£83,213
Land drainage and associated works	£81,729
CCTV	£338,188

## 6. Capacity

### 6.1 Bury St Edmunds

Results of recent modelling in Bury St Edmunds remains consistent with previous years and that by 2025, weekday predictions indicate that capacity is only just meeting demand.

For a Saturday, existing capacity barely meets demand at peak times, and unless significant investment is made to public transport and the promotion of other sustainable transport modes, by 2025 it is suggested that over 100 spaces will be needed to meet demand for a short period at peak time (identified between 11am – 2pm on a Saturday). However there appears to be some scope to utilise the Parkway Decked Car Park to absorb some of the excess demand from the other car parks. In addition, park and walk initiatives can be used to manage capacity for the longer stay user.

Park and ride is not viewed as a viable option to accommodate parked cars out of the town centre as (i) peak capacity occurs only on a Saturday making usage of the scheme not financially viable across the week and (ii) limited scope for bus lanes in the town centre leading to unpredictable bus journey times.

Outside of the town centre, parking stress can only be identified at the Moreton Hall car parks. Moreton Hall has over 8,000 residents and is served by community amenities located at Lawson Place on Symonds Road. The facilities include a Community Centre, small retail outlets, a church, doctors and public house. The current parking provision at the centre (including

disabled parking) is 52 at Lawson Place, 71 at the community centre and 30 at Heldhaw Road, a site on the other side of Symonds Road. On several occasions across the week occupancy exceeds 95% and with future residential development planned, more parking capacity will be needed.

## 6.2 Haverhill

Forecasts suggest that the overall demand for parking spaces in Haverhill can be satisfied with current capacity for the next 20 years. However, there is a marked difference in the results over the six Haverhill Car Parks. Three of them, namely Lower Downs Slade Car Park, Leisure Centre Car Park, and Ehringshausen Way Car Park is already showing excess usage and recommended to become short stay only. The Meadows Car Park has a high degree of spare capacity (which can accommodate long stay parking from Ehringshausen Way car park) whilst the western end of the Town Hall Car Park suffers from underutilisation.

## 6.3 Brandon

Brandon is already critical with 119 out of 122 spaces used (97.5%) on one of the two surveyed weekdays (87.7% on the other). By 2025 100% occupancy will be reached and by 2040 there will be a deficit of 19 spaces.

## 6.4 Mildenhall

Ample capacity recorded and no issues identified over the next 20 years for additional capacity.

## 6.5 Clare Castle County Park

The only car park (not in West Suffolk ownership) is generally at 95% occupation on Saturdays. Weekdays show between 30% and 60% occupancy capacity. Clare Castle website indicates there are numerous events/activities which could cause a spike in usage (or unmet demand). Given the high levels of occupancy at peak times it is viewed that additional off-street parking is needed in the town.

# 7. **On-Street Parking**

## 7.1 Civil Parking Enforcement

The Group was asked as part of the Review's terms of reference to consider the imminent service changes arising from the implementation of Civil Parking Enforcement and the impact on parking behaviour. Government laid the legal instrument on 9 January 2020 with a proposed implementation date of 6 April 2020 that will transfer on-street enforcement powers from the Police to the Council. Whilst it is anticipated that more on-street enforcement will reduce the level of illegal parking and displace vehicles to our car parks, an assessment of actual impacts has not been possible due to the delay in implementation. What the review has been able to assess are the places that need targeted levels of on street enforcement and/or changes to the current parking restrictions once we are awarded the powers. To make this informed

decision, surveys of illegal parking were undertaken, and the results are set out below.

## 7.2 Bury St Edmunds

In summary, occupancy surveys in the town undertaken over a period of two weeks identified that most on street parking bays has a medium to high level of parking stress i.e. they operate at a level less than 80% occupancy suggesting an adequate supply of bays to meet local demand. Over 200 vehicles were parked illegally in Bury St Edmunds at most time with the majority for double yellow line and limited waiting offences, with an average duration of 1-2 hrs.

In Risbygate Street, St Andrews South, Crown Street and Westgate Street, the number of parking vehicles are greater than the number of bays provided indicating illegal parking on double and single lines. This would also suggest a high degree of blue badge parking.

The survey identifies that these streets have a significant level of vehicles parked for longer than the limited waiting restriction. For example, two thirds of parking events in Risbygate Street exceed the parking restriction and thereby impacts on the availability of short stay parking bays in the town centre.

## 7.3 Haverhill

A total number of 343 bays were counted in the primary streets of the town when parking restrictions were in place and increase to a total number of 466 bays when restriction were not in place. The average duration of stay in an on-street bay is 1 -2 hrs.

The occupancy of the Haverhill on-street bays shows low levels of parking stress except for Camps Road, Murton Slade, Eden Road and the High Street.

Significant levels of illegal parking outside the defined bays are apparent in Camps Road which appears to be result of parking durations longer than the restrictions permitted on a Saturday rather than a weekday. The High Street in Haverhill has the highest level of illegal parking activity across all road surveyed. A total of 173 parking infringements were identified on a given day with the majority of those being on double yellow lines for short stay parking. It is estimated that over 275 hours of illegal parking occurs in Haverhill each day with over a third of all hours being in the High Street.

## 7.4 Other towns

In the other towns, significant levels of illegal parking and vehicles staying beyond the maximum stay restrictions were noted on Brandon High Street and in the centre of Clare.

## 7.5 The group felt there should be a commitment by Suffolk County Council to carry out regular blue badge checks.

## **8. Aims and Objectives for the Parking Service**

- 8.1 The group has proposed the following Aims and Objectives for the parking services which have been used to challenge the existing service and support the recommendations set out in this report.

(i) The aim of parking in West Suffolk

‘To provide safe, accessible and suitably located parking provision across all of the towns within West Suffolk’

(ii) West Suffolk Car Parking Objectives

Objective 1 – Town Centre Parking that supports future growth of the local economy

Objective 2 – Parking that balances the needs of different users (Shoppers, Visitors, Workers, and Residents)

Objective 3 – Parking that enhance the vitality of each town, balancing short and long stay use

Objective 4 – Managing resident parking in town centres through resident permit schemes

Objective 5 – Subject to relevant powers, enforce illegal on and off-street parking

Objective 6 – Ensure parking provision is accessible and suitable for all

Objective 7 – Manage off street parking provision to reduce traffic conflicts

## **9. Key Principles**

- 9.1 The group in taking decisions on changes to the delivery of the service, agreed a set of key principles that underpinned key recommendations:

- 1) The reason people come to our town centres isn't for the parking – it's for the purpose or experience that is the reason behind their visit. It may be for shopping, visiting a café, restaurant, cultural or leisure attraction, an event that is being held or equally it may simply be for meeting with friends or some other social activity
- 2) Where appropriate, the user should pay for parking given that there is no such thing as 'free parking'. There are costs associated with owning and running car parks. It costs money to own and manage a car park. The Council has seen the Business Rates that it pays on its car parks rise to close to £1m a year. There are also maintenance and staffing costs. Rather than charge all residents through Council Tax, the Council believes in general, that the car park users should pay. All income from parking goes back into supporting not just the running of the car parks,

but other related services to ensure our town centres are clean and safe places that people want to visit

- 3) Whilst recognising that each town is different, a standardised approach to parking regulations is encouraged wherever possible, specifically:
- Were deemed appropriate, charging should be levied in all town centre car parks across West Suffolk if other management and control measures are not successful.
  - Daily charging periods should be adopted at a minimum of between 8am – 6pm.
  - To increase the churn of vehicles and increase capacity, the removal of the 4-hour tariff from short stay car parks in locations where provision is available in long stay areas.
  - Competitive pricing of weekly tickets to encourage more take up and use of long stay car parks as a means of managing capacity.
  - All tariff collection charges absorbed by the Council (including RingGo).
  - Tariffs and enforcement are the key mechanisms to manage capacity; additional parking should only be considered if enhanced enforcement or charges does not manage rates of occupancy.

## **10. Recommendations**

10.1 Appended to this report are Draft Town Parking Plans setting out proposed changes for the town centre car parks (**Table 1**). This includes tariff changes for implementation from 6 April 2020 (subject to implementation of a revised Traffic Regulation Order and suppliers being able to fulfil orders for new machines and software changes if required), changes to current parking policy, identified improvements to our off street car parks, and recommendations to Suffolk County Council with regard on street parking provision (minded that they will be taken forward by West Suffolk Council on the transfer of Civil Parking Enforcement powers).

10.2 Key recommendations and reasons for the change are summarised below:

- (i) Withdrawal of the evening charge in Bury St Edmunds but extending the normal charging tariff to 8pm. This measure avoids confusion for the user by not having two separate tariff structures at the start and end of the day.
- (ii) In light of the withdrawal of evening charges, the free parking incentives should not be continued. Occupancy data suggests no impact on car park occupancy in Haverhill and significant displacement of users from morning to afternoon on a Tuesday in Bury St Edmunds.

In Bury St Edmunds alone, it is estimated that the Council subsidies 'free from 3' by approximately £80,000 per year.

- (iii) St Andrews Flexi Park trial – the scheme will be fully evaluated collecting data until the end of 2019. The Portfolio Holder for Operations will conclude whether the trial will be made permanent. The Review Group support making the trial permanent given feedback from businesses and improving use of the scheme by customers. A recommended tariff structure is set out in Table 1 and if not continued, a tariff structure aligned to Parkway Surface Car Park is suggested.
- (iv) All tariffs have been increased to absorb the cost of the Ringo transaction charges (currently an additional amount paid by the users of this service). This will now be funded by the service and estimated to be in the region of £180,000 per annum. This new approach provides equity across all payment platforms.
- (v) Electric vehicle (EV) spaces are provided to users whilst they draw electricity to charge the car. Electric Vehicle users pay for occupied bays at the standard rate (no free parking or discounted tariffs). The current policy is for the user to pay for electric but not for parking in the EV bay providing that the occupier's vehicle is connected to the charger. This has created a scenario whereby regular EV users are occupying bays all day and drawing little energy, if any, from the charging point, preventing others from charging their cars. The vast majority of user draw less than 10kwh costing on average 90p. The working groups therefore recommends that a charge for EV bay parking is implemented.
- (vi) Recognition that Clare needs more off-street parking provision and working with local groups, Officers are requested to bring back options to Cabinet (subject to land becoming available for lease or acquisition and supported by a business case seeking full cost recovery).
- (vii) In Brandon it recommends the introduction of short stay parking restrictions on Bury Road Car park and daily parking charges in all car parks but recognises an alternative could be to install machines issuing free tickets coupled with better enforcement to manage short and long stay capacity. If this free off-street parking approach is adopted, the Group would recommend that occupancy be again reviewed one year after this change has been implemented and if parking occupancy remains at critical levels, that other options must be considered.
- (viii) Retain free parking in Mildenhall but as a matter of priority, investigate opportunities to realise a cost neutral budget position on the operation of the Recreation Way Car Park (currently leased to West Suffolk by Mildenhall Town Council).



- (ix) The group proposes to manage capacity in our town centres by withdrawing the mid stay parking tariffs in short stay car parks – notably in the Cattlemarket Car Park in Bury St Edmunds. This will increase the churn of vehicles on the town's most popular car park with the loss of the 4 hours stay restriction offset by making Parkway Deeked Car Park available for all day parking at weekends. In addition, develop park and walk initiatives utilising Olding Road and the car parks of other organisations in the town centre. This will provide more parking capacity at peak times, reduce congestion in the town centre and promote healthy lifestyles by encouraging people to walk.
- (x) The group recognises that environmental impact of driving a vehicle and providing places for vehicles to park. It is also mindful that by not providing car parking infrastructure, vehicles cause congestion and pollution. The review recommends the ongoing investment in Electric Charging Points, specifically providing new facilities in Brandon and Mildenhall.
- (xi) Investment in parking surfaces and infrastructure as set out in the draft Town Plans. Whilst satisfaction levels were considered high for the condition of our car parks and all have been awarded a Park Mark award for quality, our users and stakeholders have considered some car parks needing better signage, surfacing and lining. Implementation of a replacement Vehicle Management System in Bury St Edmunds is recommended to manage the supply of space and congestion in the town, directional signage to our car parks in Haverhill, and enhancements to lighting and CCTV along the footpath linking Meadows Car Park with Haverhill Leisure Centre.

10.3 Alongside the review of all town centre car parks, the review group has undertaken a health-check of our Country Park and Community car parks. Set out in **Table 2** are recommended changes based on the following assumptions and rationale:

- The Bury/West Stow Country Park tariffs are now out of sync with Brandon Country Park charges. The review group recommends a standardised approach to the tariff structures.
- The withdrawal of the 1 hour's tariff and replacing with an 'up to 2 hours' tariff to provide users with more flexibility to stay longer.
- Greater communications to participants and groups using our facilities on the impact of parking on the highway, particularly in residential areas, when spaces are available in our leisure and country park car parks.
- The annual permit price is very low and equates to a value of around 8-10 visits per year. It is recommended to increase this rate, which should remain very good value.

- A single permit for the three Country Parks has been recommended by the Parks Team.
- Hardwick Heath rates should reflect the car park operating as an overflow car park for the hospital

10.4 Parking capacity on Moreton Hall remains a problem with maximum occupancy across its 180 bays recorded on a regular basis. Plans are being considered to review how additional parking provision can be accommodated at the site but as a matter of priority the review considers the need for more effective control and enforcement. It is recommended that the 3 hours maximum stay restriction should be adhered too across the Lawson Place, Community Centre and Heldhaw Road Car Parks between 9.30am to 3.00pm but that:

- (i) Installation of ticket machines dispensing 3-hour maximum tickets for display at no charge. This will allow greater ease in enforcing the car park.
- (ii) All day permanent permits currently issued to local businesses, residents and other organisations must display vehicle registration number and should be limited to Heldhaw Road Car Park at a cost of £20 per permit renewed annually.
- (iii) Improvements to provide additional bays be brought forward at the earliest opportunity

## **11. Alternative Options**

11.1 The Car Parking Task and Finish Review Group considered a range of options during the course of this work. For example, other options open to the Car Parking Task and Finish Review Group but not supported by consultation, were:

- To make no changes to tariffs or improvements to car parking capacity and flexibility of payment
- To recommend a 'blanket' percentage increase rise across all car parks in future years.

## **12. Consultation and engagement**

12.1 Please refer to Sections 2 and 3 of this report.

## **13. Risks**

13.1 The main risks associated with this review is that car parking tariffs are set incorrectly resulting in a suboptimal performance and town centres adversely affected by tariff changes; and that the management of the service is ineffective, which would lead to the same consequences.

In addition to the ongoing work of the parking service to monitor performance of the car parks, the review has undertaken work to understand customer feedback; seek input from key stakeholders, and used benchmarking information to inform the outcomes to mitigate such risks

## **14. Implications arising from the proposal**

### **14.1 Financial**

The financial implications of the proposed car parks tariffs set out in **Tables 1 and 2** are estimated to generate an additional income of £300,000 to the budget in the 2020/21 financial year assuming implementation from 6 April 2020.

Note that the income figures are estimates and assume some changes in parking behaviour and displacement to other tariffs. The net income figure also includes the £180,000 additional cost to fund the RingGo transaction charges.

Infrastructure improvements as identified in Table 1 will cost £325,000 as set out below:

<b>Item</b>	<b>Revenue</b>	<b>Capital</b>
EV Charging Points – Brandon		£15,000
EV Charging Points – Mildenhall		£15,000
EV Charging Points for other towns		£50,000
Surfacing Improvements – Lower Baxter	£15,000	
Highways signage to Haverhill Car Parks		£20,000
Improved pedestrian links between Meadows Car Park and Haverhill Leisure Centre		£10,000
Vehicle Management System in BSE (£170k already confirmed by SCC)		£100,000
Moreton Hall – Machines and additional improvements to capacity		£80,000
Parking Machines - Brandon		£20,000
<b>Total</b>	<b>£15,000</b>	<b>£310,000</b>

If the proposed car parks tariffs set out in Tables 1 and 2 are agreed, along with the Infrastructure improvements as identified in the above table of £325,000, then there will be a net impact on the 2020/21 budget of £25,000 which will need to be worked through the current budget process.

### **14.2 Legal Compliance**

Any changes to off street parking restrictions and tariffs must be undertaken through the variation of the West Suffolk Parking Places Traffic Regulation Order. A minimum of 21 days' notice for comment must be given to the public before a change can be enacted.

**14.3 Equalities**

An impact assessment has not highlighted any inequalities requiring detailed assessment.

**14.4 Crime and Disorder**

Park Mark assessment completed annually by external bodies to assess user safety and risk of crime and disorder. Feedback was given to members of this review.

**14.5 HR / Staffing**

No staffing changes required arising from recommendations.

**15. Appendices**

- 15.1 Appendix 1 – List of Car Parks  
Appendix 2 – User Research  
Appendix 3 – Tariff Comparisons  
Appendix 4 – Car Parking Cost by town

Table 1 – Draft Town Plans and recommendations

Table 2 – Proposed tariff charges to Leisure and Community Car Parks

**16. Background documents**

- 16.1 None.

**List of car parks reviewed**

**Bury St Edmunds**

<b>Name of Car Park</b>	<b>Number of spaces</b>
Cattlemarket	862
St Andrews (Flexi Park)	363
St Andrews (Long stay)	242
Robert Bobby	102
Ram Meadow	825
Parkway Decked	592
Parkway Surface	252
Lower Baxter	36
Shire Hall	40
School Yard East	23
School Yard West	38
Olding Road	373
Leisure Centre	100
Nowton Park	125
Vinery Road	41
Hardwick Heath	100
West Stow	200
Southgate Community Centre	40
Lawson Place	71
Moreton Hall Community Centre	52
Heldhaw Road	30

**Haverhill**

<b>Name of Car Park</b>	<b>Number of spaces</b>
Ehringshausen Way	202
Lower Downs Slade	100
Town Hall	260
Leisure Centre	100
Meadow	250
Corn Exchange	33

**Brandon**

<b>Name of Car Park</b>	<b>Number of Spaces</b>
Bury Road	58
George Street	40
Brandon Country Park	150

**Mildenhall**

<b>Name of Car Park</b>	<b>Number of Spaces</b>
Carters Yard	20
George Street	133

**Clare**

N/A – no car parks in West Suffolk ownership

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**User Research**

This section provides all the responses received to the online survey.







The Smart Survey data summarises the findings from the software used and the place data was manually analysed to provide a picture for each town

	<u>Page</u>
Smart Survey – All results	2
<u>Place Data</u>	
Brandon	9
Bury St Edmunds	12
Clare	22
Haverhill	26
Mildenhall	31
Newmarket	35
Q14 – Summary by town	40



## Smart Survey Results

1. Where have you arrived from?			
		Response Percent	Response Total
1	If within the UK (Town/Village)	99.55%	1314
2	If outside of the UK (Country)	1.14%	15
		answered	1320
		skipped	11

Those outside of the UK who completed the survey were from USA, Australia, China, Germany and the Netherlands.








2. Where is the location of the car park used?			
		Response Percent	Response Total
1	Brandon		2.11% 28
2	Bury St Edmunds		60.72% 807
3	Clare (Clare Castle Country Park)		2.93% 39
4	Haverhill		17.61% 234
5	Mildenhall		3.31% 44
6	Newmarket		13.32% 177
		answered	1329
		skipped	2

### Brandon Car Parks







3. Which Car Park?			
		Response Percent	Response Total
1	Bury Road		70.00% 21
2	George Street		30.00% 9
		answered	30
		skipped	1301





### Bury St Edmunds Car Parks

4. Which Car Park?			
		Response Percent	Response Total
1	Arc/Cattlemarket		37.17% 300
2	Parkway Multi Storey		6.94% 56
3	Parkway Surface		5.08% 41
4	Ram Meadow		13.51% 109
5	St Andrews Long Stay		6.20% 50
6	St Andrews Flexi Park		16.60% 134
7	Other (please specify):		14.50% 117
		answered	807
		skipped	524

### Haverhill Car Parks

5. Which Car Park?			
		Response Percent	Response Total
1	Eringhausen Way		48.72% 114
2	Town Hall		17.09% 40
3	Meadows		3.42% 8
4	Corn Exchange		2.56% 6
5	Lower Downs Slade		21.37% 50
6	Haverhill Leisure Centre		6.84% 16
		answered	234
		skipped	1097

### Mildenhall Car Parks





6. Which Car Park?			
		Response Percent	Response Total
1	Carters Yard		4.55% 2
2	Recreation Way		95.45% 42
		answered	44
		skipped	1287






## Newmarket Car Parks




7. Which Car Park?				
			Response Percent	Response Total
1	All Saints		10.17%	18
2	Grosvenor Yard		3.39%	6
3	Market Square		13.56%	24
4	Guineas Multi Storey		57.06%	101
5	Rous Road		14.12%	25
6	St Marys (also known as Church Lane/Turner Hall)		1.69%	3
			answered	177
			skipped	1154

8. Why did you choose this car park?				
			Response Percent	Response Total
1	Ease of finding car park		5.41%	72
2	I know I will find a space		10.82%	144
3	Price		13.60%	181
4	Flexible payment options		2.63%	35
5	It's the nearest car park to where I want to go		57.02%	759
6	Other (please specify):		10.52%	140
			answered	1331
			skipped	0






9. What is the reason for your visit? (Please tick all that apply)				
			Response Percent	Response Total
1	Work		10.55%	140
2	Shopping		73.40%	974
3	Tourism/Visiting Friends/Family		8.97%	119
4	Appointment		23.74%	315
5	Eating/Entertainment		22.16%	294
6	Permit Parking Holder/Season Ticket Holder		0.98%	13
			answered	1327
			skipped	4

10. What type of appointment?				
			Response Percent	Response Total
1	Banking		9.38%	30
2	Beauty		14.69%	47
3	Medical		41.56%	133
4	Other		34.38%	110
			answered	320
			skipped	1011

11. What type of eating/entertainment?				
			Response Percent	Response Total
1	Cinema/Arts Centre		22.82%	47
2	Restaurant		40.29%	83
3	Cafe		17.48%	36
4	Theatre/Apex		4.85%	10
5	Other		14.56%	30
			answered	206
			skipped	1125

12. How long do you plan to stay for your visit?				
			Response Percent	Response Total
1	Less than 1 hour		17.05%	227
2	1 - 2 hours		36.06%	480
3	2 - 4 hours		35.99%	479
4	4 - 8 hours		6.31%	84
5	More than 8 hours		4.58%	61
			answered	1331
			skipped	0

### 13. How often do you use the car parks?

			Response Percent	Response Total
1	1 or 2 times a week		27.05%	360
2	3 or more times a week		15.25%	203
3	Weekly		16.08%	214
4	Fortnightly		17.58%	234
5	Monthly or less often		24.04%	320
			answered	1331
			skipped	0

### 14. When do you normally use the car park? (Please select all that apply)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Response Total
Morning	12.3% (296)	13.3% (318)	13.3% (320)	12.3% (294)	13.4% (321)	24.1% (579)	11.3% (272)	2400
Afternoon	10.6% (219)	15.2% (314)	12.3% (254)	13.1% (269)	15.4% (318)	20.9% (430)	12.5% (257)	2061
Evening	8.8% (82)	13.9% (129)	12.2% (113)	11.4% (106)	20.2% (187)	23.2% (215)	10.3% (96)	928
All Day	13.1% (90)	13.4% (92)	14.4% (99)	12.8% (88)	13.8% (95)	22.0% (151)	10.3% (71)	686
							answered	1294
							skipped	37

### 15. Please answer the following questions:

	Yes	No	Don't know	Response Total
Is the car park well located?	94.6% (1259)	4.0% (53)	1.4% (19)	1331
Is the car park clean and in good condition?	86.7% (1154)	10.1% (134)	3.2% (43)	1331
Does the car park feel safe?	79.7% (1061)	13.4% (178)	6.9% (92)	1331
Were you able to find a space easily?	75.7% (1008)	22.5% (299)	1.8% (24)	1331
			answered	1331
			skipped	0

**16. Do you think the level of charges for the car parks are...**

			Response Percent	Response Total
1	Low		2.78%	37
2	About right		51.16%	681
3	High		46.06%	613
			answered	1331
			skipped	0

**17. How do the parking charges compare with other towns you visit that charge for parking?**

			Response Percent	Response Total
1	Lower		18.71%	249
2	About the same		27.42%	365
3	Higher		42.00%	559
4	I don't know		11.87%	158
			answered	1331
			skipped	0



**18. Would you park for longer if you could?**

			Response Percent	Response Total
1	Yes		53.19%	708
2	No		46.81%	623
			answered	1331
			skipped	0





**19. Tell us what influences how long you park for? (Please tick all that apply)**

			Response Percent	Response Total
1	I've done everything I need to during the time I'm parked for		54.47%	725
2	The cost of parking		45.60%	607
3	I don't have the time to stay for longer/ I have other things to do		13.07%	174
4	I would stay longer if I was able to pay for the amount of time I stay when I leave		16.53%	220
			answered	1331
			skipped	0






**20. Would you like to see greater parking enforcement of our streets and car parks?**

			<b>Response Percent</b>	<b>Response Total</b>
1	Yes		57.48%	765
2	No		42.52%	566
			answered	1331
			skipped	0

**21. Please tell us what type of vehicle you drive?**

			<b>Response Percent</b>	<b>Response Total</b>
1	Small family car (e.g. Ford Fiesta)		49.89%	661
2	Large family car (e.g. Citroen Picasso)		36.91%	489
3	4x4/SUV (e.g. Range Rover)		11.17%	148
4	Van		2.04%	27
			answered	1325
			skipped	6

**22. Please tell us how your vehicle is powered. This will help us as we look to meet the future need for electric vehicle/ hybrid recharging points.**

			<b>Response Percent</b>	<b>Response Total</b>
1	Petrol		52.93%	704
2	Diesel		44.21%	588
3	Hybrid		1.73%	23
4	Electric		1.05%	14
5	LPG		0.08%	1
			answered	1330
			skipped	1

## Town Centre Car Parking Questionnaire: Brandon (28 responses)

### 1. Where have you arrived from?

No Answer	2	7.1%
Brandon	19	67.9%
Lakenheath	3	10.7%
Mildenhall	1	3.6%
Santon Downham	2	7.1%
Stevenage	1	3.6%

### 2. Which car park?

Bury Road	20	71.4%
George Street	8	28.6%

### 8. Why did you choose this car park?

Ease of finding car park	4	14.3%
I know I will find a space	3	10.7%
Price	1	3.6%
Flexible payment options	0	0
It's the nearest car park to where I want to go	18	64.3%
Other ( <i>see below</i> )	2	7.1%

"Only two council carpark to park in"

"I use Tesco or Lidl I don't know car parks in Brandon"

### 9. What is the reason for your visit?

Work	3	7.7%
Shopping	14	35.9%
Tourism/Visiting Friends/Family	0	0%
Appointment (Q10)	18	46.1%
Eating/Entertainment (Q11)	4	10.3%
Permit Parking/Season Ticket Holder	0	0%

### 10. What type of appointment?

Banking	0
Beauty	4
Medical	8
Other	7

**11. What type of eating/entertainment?**

Cinema/Arts Centre	0
Restaurant	0
Café	1
Theatre/Apex	0
Other	1

**12. How long do you plan to stay for your visit?**

Less than 1 hour	10	35.7%
1 – 2 hours	8	28.6%
2 – 4 hours	6	21.4%
4 – 8 hours	2	7.1%
More than 8 hours	2	7.1%

**13. How often do you use the car parks?**

1 or 2 times a week	8	28.6%
3 or more times a week	12	42.9%
Weekly	1	3.6%
Fortnightly	2	7.1%
Monthly or less often	5	17.8%

**14. When do you normally use this car park?**

*See page 40*

**15. Please answer the following questions?**

	Yes		No		Don't know	
Is the car park well located?	25	89.3%	2	7.1%	1	3.6%
Is the car park clean and in good condition?	23	82.1%	4	14.3%	1	3.6%
Does the car park feel safe?	19	67.8%	8	28.6%	1	3.6%
Were you able to find a space easily?	15	53.6%	13	46.4%	0	0%

**16. Do you think the level of charges for the car parks are?**

Low	3	10.7%
About right	20	71.4%
High	5	17.8%



**17. How do you think the charges compare with other towns that you visit that charge for parking?**

Lower	14	50.0%
About the same	5	17.8%
Higher	4	14.3%
I don't know	5	17.8%

**18. Would you park for longer if you could?**

Yes	8	28.6%
No	20	71.4%

**19. Tell us what influences how long you park for?**

I've done everything I need to during the time I am parked for	24	72.8%
The cost of parking	4	12.1%
I don't have the time to stay for longer	4	12.1%
I would stay for longer if I was able to pay for the amount of time I stay when I leave	1	3.0%

**20. Would you like to see greater enforcement of our streets and car parks**

Yes	18	64.3%
No	10	35.7%

**21. Please tell us what type of vehicle you drive.**

Small family car	15	53.6%
Large family car	10	35.7%
4x4/SUV	2	7.1%
Van	1	3.6%

**22. Please tell us how your vehicle is powered.**

Petrol	16	57.1%
Diesel	12	42.9%
Hybrid	0	0%
Electric	0	0%
LPG	0	0%

Notes

Q9 – Respondents can select more than one answer so percentages are worked out based on 39 responses.

Q10/11 – Not compulsory to answer

Q19 – Respondents can select more than one answer so percentages are worked out based on 33 responses.

## **Town Centre Car Parking Questionnaire: Bury St Edmunds (807 responses)**

### **3. Where have you arrived from?**

*See appendix BSE1*

### **4. Which car park?**

Arc/Cattlemarket	300	37.1%
Parkway Multi Storey	56	6.9%
Parkway Surface	41	5.1%
Ram Meadow	109	13.5%
St Andrews Long Stay	50	6.2%
St Andrews Flexi Park	134	16.6%
Other ( <i>See appendix BSE2</i> )	117	14.5%

### **8. Why did you choose this car park?**

Ease of finding car park	49	6.1%
I know I will find a space	76	9.4%
Price	159	19.7%
Flexible payment options	33	4.1%
It's the nearest car park to where I want to go	385	47.8%
Other ( <i>See appendix BSE3</i> )	104	12.9%

### **9. What is the reason for your visit?**

Work	85	7.3%
Shopping	634	54.8%
Tourism/Visiting Friends/Family	72	6.2%
Appointment (Q10)	165	14.3%
Eating/Entertainment (Q11)	196	16.9%
Permit Parking/Season Ticket Holder	5	0.4%

### **10. What type of appointment?**

Banking	19
Beauty	23
Medical	65
Other	59

### **11. What type of eating/entertainment?**

Cinema/Arts Centre	29
Restaurant	66
Café	25
Theatre/Apex	10
Other	12

**12.How long do you plan to stay for your visit?**

Less than 1 hour	79	9.8%
1 – 2 hours	265	32.8%
2 – 4 hours	362	44.9%
4 – 8 hours	66	8.2%
More than 8 hours	35	4.3%

**13.How often do you use the car parks?**

1 or 2 times a week	202	25.0%
3 or more times a week	82	10.2%
Weekly	138	17.1%
Fortnightly	167	20.7%
Monthly or less often	218	27.0%

**14.When do you normally use this car park?**

*See page 40*

**15.Please answer the following questions?**

	Yes		No		Don't know	
Is the car park well located?	773	95.8%	25	3.1%	9	1.1%
Is the car park clean and in good condition?	740	91.7%	45	5.6%	22	2.7%
Does the car park feel safe?	692	85.7%	63	7.8%	52	6.4%
Were you able to find a space easily?	620	76.8%	173	21.4%	14	1.7%

**16.Do you think the level of charges for the car parks are?**

Low	14	1.7%
About right	359	44.5%
High	434	53.8%

**17.How do you think the charges compare with other towns that you visit that charge for parking?**

Lower	76	9.4%
About the same	203	25.2%
Higher	434	53.8%
I don't know	94	11.6%

**18. Would you park for longer if you could?**

Yes	474	58.7%
No	333	41.3%

**19. Tell us what influences how long you park for?**

I've done everything I need to during the time I am parked for	371	34.6%
The cost of parking	443	41.3%
I don't have the time to stay for longer	101	9.4%
I would stay for longer if I was able to pay for the amount of time I stay when I leave	157	14.6%

**20. Would you like to see greater enforcement of our streets and car parks**

Yes	405	50.3%
No	400	49.7%

**21. Please tell us what type of vehicle you drive.**

Small family car	410	51.1%
Large family car	299	37.3%
4x4/SUV	79	9.9%
Van	14	1.7%

**22. Please tell us how your vehicle is powered.**

Petrol	419	52.0%
Diesel	363	45.1%
Hybrid	14	1.7%
Electric	9	1.1%
LPG	0	0%

Notes

Q8 – 806 responses so percentage calculated using this figure.

Q9 – Respondents can select more than one answer, so percentages are worked out based on 1157 responses.

Q10/11 – Not compulsory to answer.

Q19 – Respondents can select more than one answer so percentages are worked out based on 1072 responses.

Q20 – 805 responses so percentage calculated using this figure.

Q21 – 802 responses so percentage calculated using this figure.

Q22 – 805 responses so percentage calculated using this figure.

## Appendix BSE1 – Q1: Where have you arrived from?

<i>No Answer/Home/Local</i>	10	1.2%
Ashen (Clare)	1	0.1%
Ashley	2	0.2%
Badwell Ash	1	0.1%
Bardwell	3	0.4%
Barnham	2	0.2%
Barningham	5	0.6%
Barrow	23	2.9%
Barton Mills	2	0.2%
Beck Row	6	0.7%
Beyton	1	0.1%
Birdbrook	1	0.1%
Blo Norton	1	0.1%
Bradfield combust	2	0.2%
Bradfield St Clare	2	0.2%
Bradfield St George	1	0.1%
Brandon	24	3.0%
Brettenham	1	0.1%
Burwell	2	0.2%
Bury St Edmunds	237	29.4%
Capel St Mary	1	0.1%
Cavendish	1	0.1%
Cavenham	5	0.6%
CB8	1	0.1%
CB8 8PF	1	0.1%
Chedburgh	3	0.4%
Cheveley	1	0.1%
Chevington	1	0.1%
Chipping Norton	1	0.15
Clare	12	1.5%
Cockfield	3	0.4%
Combs	1	0.1%
Coney Weston	2	0.2%
Depden	1	0.1%
Diss	1	0.1%
Drinkstone	2	0.2%
Drinkstone Green	1	0.1%
Earl Stonham	1	0.1%
Elmswell	4	0.5%
Eriswell	2	0.2%
Exning	1	0.1%
Eye	1	0.1%
Fakenham Magna	2	0.2%
Feltwell	2	0.2%
Finningham	1	0.1%

Flempton	2	0.2%
Fordham	1	0.1%
Fornham	2	0.2%
Fornham All Saints	1	0.1%
Fornham St Genevieve	1	0.1%
Fornham St Martin	5	0.6%
Freckenham	1	0.1%
Garboldisham	1	0.1%
Gazeley	1	0.1%
Gedding	1	0.1%
Gisslingham	1	0.1%
Glamsford	2	0.2%
Great Barton	17	2.1%
Great Bradley	4	0.5%
Great Finborough	1	0.1%
Great Saxham	2	0.2%
Great Thurlow	1	0.1%
Great Whelnetham	8	1.0%
Hargrave	3	0.4%
Haughley	1	0.1%
Haverhill	26	3.2%
Hawkedon	4	0.5%
Hawstead	3	0.4%
Hengrave	1	0.1%
Hepworth	4	0.5%
Herringswell	1	0.1%
Hockwold	1	0.1%
Holywell Row	2	0.2%
Honington	5	0.6%
Hopton	2	0.2%
Horringer	10	1.2%
Hundon	4	0.5%
Hunston	1	0.1%
Icklingham	4	0.5%
Ingham	8	1.0%
IP33 2DS	1	0.1%
Ipswich	3	0.4%
Ixworth	10	1.2%
Ixworth Thorpe	1	0.1%
Kedington	6	0.7%
Kentford	3	0.4%
Lackford	2	0.2%
Lakenheath	22	2.7%
Lawshall	3	0.4%
Lidgate	1	0.1%
Lingfield	1	0.1%
Little Saxham	1	0.1%

Little Whelnetham	3	0.4%
Little Wratting	1	0.1%
Lowestoft	1	0.1%
Market Weston	2	0.2%
Mildenhall	18	2.2%
Newmarket	13	1.6%
North Stow	1	0.1%
Norton	3	0.4%
Nowton	1	0.1%
Ousden	1	0.1%
Pakenham	9	1.1%
Pinford End	1	0.1%
Poslingford	4	0.5%
RAF Honington	1	0.1%
RAF Lakenheath	2	0.2%
Rattlesden	1	0.1%
Red Lodge	24	3.0%
Rede	1	0.1%
Rickinghall	1	0.1%
Risby	6	0.7%
Rougham	12	1.5%
Shimpling	6	0.7%
Sicklesmere	1	0.1%
St Ives (Cambridgeshire)	1	0.1%
Stanningfield	3	0.4%
Stansfield	3	0.4%
Stanton	27	3.3%
Stoke by Clare	1	0.1%
Stowlangtoft	1	0.1%
Stowmarket	15	1.9%
Stowupland	1	0.1%
Sturmer	2	0.2%
Sudbury	3	0.4%
Thetford	7	0.9%
Thurston	15	1.9%
Troston	4	0.5%
Tuddenham	2	0.2%
Twickenham	1	0.1%
Walsham le Willows	4	0.5%
Wattisfield	2	0.2%
Weeting	4	0.5%
West Row	4	0.5%
Westley	5	0.6%
Whepstead	7	0.9%
Wickhambrook	11	1.4%
Woolpit	4	0.5%
Wortham	1	0.1%

Wyverstone	1	0.1%
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## Appendix BSE2 - Q2: Which car park?

### 'Other'

All	3	2.6%
Angel Hill	7	6.0%
Combination	6	5.1%
Cornhill	5	4.3%
Double Yellows	1	0.9%
Low Emissions	9	7.7%
Lower Baxter Street	9	7.7%
Robert Boby Way	44	37.6%
School Yard	9	7.7%
On Street	10	8.5%
Out of Town	7	6.0%
Waitrose	7	6.0%

## Appendix BSE3 – Q8: Why did you choose this car park?

### 'Other'

All day
All day ticket so don't have to worry about time and cheaper than short stay car parks.
all too expensive, this is way I don't shop in BSE
<i>Allabivs</i>
Always parked behind Wilko until they changed to the cashless machines
Because I cannot use St. Andrews street car park anymore as don't have a bank card
Because I can stay all day
Best combination of above
Can park all day flat rate.
Can pay by Ringo app
cheaper
Cheapest
Close to shops I use and even though small seems to always have spaces
Closer to town as we have 3 disabled children
Coin operated machine
Combination of length of stay & price
Convenience
Do not like Flexi Parking
Don't use
Drive an electric car so available rapid charging



Ease
Ease of finding a space, price and close where I would like to go.
Ease of parking space, easy to pay (using coins), each one is near someplace I need to go
Easy for disabled parking with limited mobility
Easy to get to the shops.
EV charging spaces are easy to access
Everyone else does
Fairly close to town centre at a reasonable cost.
Feels safer with a toddler
Free after 3 on a Tuesday
Free from 3 on Tuesdays
Free of charge and allows dual purpose trip of food shopping and town centre visit
Free on Tuesday
Get 4 hrs for £3
Ground level car park
Halfords is 20p
history
Hope to find a space
HOSPITAL
I always park here
I can generally find an end space which allows me to get children in and out of car, as there are no parent/child spaces anywhere
I didn't. I drove away because of the payment arrangement
I don't want to queue up at the St Andrews St carpark to pay
I have always liked this location as I like to walk up St John's St, handy for Wilko as well as the town.
I know I can normally park on the end of a row so that I can get my son out.
I know I can park my car here all day
I no longer spend the day in Bury St Edmunds as parking is limited to 4 hours. If I want to shop, lunch and cinema I now go to Norwich where you can park all day and evening if you want to.
I'm fortunate to have a private parking space
It allows me to pay by Ringo.
It benefits those of us who don't drive gas guzzlers!
It has historically been available to the public outside working hours and evenings and weekends
It has spaces for motorhomes/campers
It is free
It is free for two hours as long as you shop in Waitrose
It used to be easy to pay and park here
It's the cheapest
It's the first one I come to when arriving in town
Its free
It's free
It's one of the few weekend long stay car parks
its the only park on that side of town

It's the park I have usually used but sadly no more since installation of pathetic card only pay on exit system, now avoiding Bury centre. Now using Diss so Bury loss.
It's underground and I want it in the shade
Just always parked there
less chance of someone parking next to my car and damaging it
Less waiting around waiting to use a ticket machine
Long stay for work
Long stay parking without an uphill walk to town centre
Long term parking without having to use a card
Low emission car
Low emissions
Low emissions and lower price for 3hrs
Mother disabled and lift comes up from basement to town centre almost
Motorhome parking bays
Motorhome spaces
My vehicle is very tall
Near to where we want to go
Nearest and easiest route into town
Nearest car park to my work.
Nearest for the price I'm willing to pay
Nearest so I can support the market put veg in boot and return to do other things
Need long stay for work in town
No stupid tech machine, what charge you £10 first and you have to wait for refund, con!?!?!?
One local for town, the other my home
Others were full, this one has spaces now that the new flexi parking has been introduced as the instructions are rubbish
Parked after 3 on a Tuesday when it is free to park.
Parking for low emission vehicles
Plenty of disabled spaces
Price AND non-cash payment option
Ram Meadow is on our route into town and whilst we are healthy enough we find it easier to park here and walk into town via Pump Lane or the Angel Hill. When visiting the town in the evenings we either use the ARC carpark if using the cinema or the train when frequenting the town centre.
Refuse to now park in flexi stay due to length of payment queue
Right side of town when I come in
Rings payment system and close proximity to the Arc.
So I get extra exercise walking to shops
The nearest car park to where I need to be and I use Ringo so it has to be Ringo enabled as I rarely have the correct change
Time allowed
To try it out
Use to use this one all the time til flexi pay came in
Used to park at St Andrews Short Stay But not anymore due to new parking ticket system

Usually space, easy to find, close to Arc, doesn't have stupid "flexi" payment
Visit Wilko's
Wanted to go to the park
Work
Work town centre

## Town Centre Car Parking Questionnaire: Clare (39 responses)

### 5. Where have you arrived from?

Belchamp St Paul	1	2.5%
Cavendish	1	2.5%
Clare	17	43.6%
Haverhill	2	5.1%
Kedington	1	2.5%
London	1	2.5%
Mendelsham	1	2.5%
Newmarket	2	5.1%
Newmarket	3	7.7%
Ridgewell	1	2.5%
Risby	1	2.5%
Saffron Walden	1	2.5%
Shimpling	1	2.5%
Stansfield	1	2.5%
Stanton	1	2.5%
Steeple Bumpstead	1	2.5%
Stradishall	1	2.5%
Sudbury	2	5.1%

### 8. Why did you choose this car park?

Ease of finding car park	3	7.7%
I know I will find a space	4	10.3%
Price	1	2.5%
Flexible payment options	0	0%
It's the nearest car park to where I want to go	26	66.7%
Other ( <i>see below</i> )	5	12.8%

"Street parking by shops"

"It's the only one in the town other than the spaces outside the co-op"

"It's the only carpark"

"It's the only carpark"

"Need to find Somewhere to park"

### 9. What is the reason for your visit?

Work	3	5.6%
Shopping	18	33.3%
Tourism/Visiting Friends/Family	15	27.8%
Appointment (Q10)	8	14.8%
Eating/Entertainment (Q11)	7	12.9%
Permit Parking/Season Ticket Holder	3	5.6%

**10. What type of appointment?**

Banking	0
Beauty	1
Medical	4
Other	3

**11. What type of eating/entertainment?**

Cinema/Arts Centre	0
Restaurant	0
Café	3
Theatre/Apex	0
Other	0

**12. How long do you plan to stay for your visit?**

Less than 1 hour	8	20.5%
1 – 2 hours	19	48.7%
2 – 4 hours	6	15.4%
4 – 8 hours	3	7.7%
More than 8 hours	3	7.7%

**13. How often do you use the car parks?**

1 or 2 times a week	12	30.8%
3 or more times a week	8	20.5%
Weekly	8	20.5%
Fortnightly	2	5.1%
Monthly or less often	9	23.1%

**14. When do you normally use this car park?**

*See page 40*

**15. Please answer the following questions?**

	Yes		No		Don't know	
Is the car park well located?	34	87.2%	4	10.3%	1	2.5%
Is the car park clean and in good condition?	36	92.3%	2	5.1%	1	2.5%
Does the car park feel safe?	26	66.6%	10	25.6%	3	7.7%
Were you able to find a space easily?	25	64.1%	13	33.3%	1	2.5%

**16. Do you think the level of charges for the car parks are?**

Low	2	5.1%
About right	19	48.7%
High	18	46.2%

**17. How do you think the charges compare with other towns that you visit that charge for parking?**

Lower	5	12.7%
About the same	12	30.8%
Higher	18	46.2%
I don't know	4	10.3%

**18. Would you park for longer if you could?**

Yes	17	43.6%
No	22	56.4%

**19. Tell us what influences how long you park for?**

I've done everything I need to during the time I am parked for	24	51.1%
The cost of parking	13	27.7%
I don't have the time to stay for longer	6	12.7%
I would stay for longer if I was able to pay for the amount of time I stay when I leave	4	8.5%

**20. Would you like to see greater enforcement of our streets and car parks?**

Yes	19	48.7%
No	20	51.3%

**21. Please tell us what type of vehicle you drive.**

Small family car	18	46.2%
Large family car	11	28.2%
4x4/SUV	8	20.5%
Van	2	5.1%

**22. Please tell us how your vehicle is powered.**

Petrol	14	35.9%
Diesel	25	64.1%
Hybrid	0	0%
Electric	0	0%
LPG	0	0%

Notes

*Q1 - totals 99.1% due to rounding.*

*Q9 – Respondents can select more than one answer, so percentages are worked out based on 54 responses.*

*Q11 – Not compulsory to answer so some people just skipped it.*

*Q19 - Respondents can select more than one answer so percentages are worked out based on 47 responses.*

## Town Centre Car Parking Questionnaire: Haverhill (234 responses)

### 6. Where have you arrived from?

No Answer/Home	6	2.6%
Birdbrook	2	0.9%
Bury St Edmunds	2	0.9%
Castle Camps	1	0.4%
CB8	1	0.4%
CB8 8PF	1	0.4%
Chevington	1	0.4%
Clare	7	3.0%
Cowlinge	1	0.4%
Flempton	1	0.4%
Glemsford	1	0.4%
Great Bradley	2	0.9%
Great Wratting	2	0.9%
Great Yeldham	1	0.4%
Haverhill	156	66.7%
Horseheath	1	0.4%
Hundon	4	1.7%
Kedington	24	10.3%
Lingfield	1	0.4%
Linton Cambridgeshire	1	0.4%
Little Wratting	1	0.4%
Milton	1	0.4%
Saffron Walden	3	1.3%
Shudy Camps	1	0.4%
Steeple Bumpstead	5	2.1%
Stoke by Clare	1	0.4%
Stowmarket	1	0.4%
Stradishall	1	0.4%
Sturmer	2	0.9%
Thurlow	1	0.4%
Welney	1	0.4%

### 7. Which car park?

Eringhausen way	114	48.7%
Town Hall	40	17.1%
Meadows	8	3.4%
Corn Exchange	6	2.6%
Lower Downs Slade	50	21.4%
Haverhill Leisure Centre	16	6.8%



**8. Why did you choose this car park?**

Ease of finding car park	3	1.3.%
I know I will find a space	29	12.4%
Price	11	4.7%
Flexible payment options	0	0%
It's the nearest car park to where I want to go	181	77.4%
Other ( <i>See appendix H1</i> )	10	4.2%

**9. What is the reason for your visit?**

Work	27	9.8%
Shopping	138	48.9%
Tourism/Visiting Friends/Family	18	6.3%
Appointment (Q10)	49	17.3%
Eating/Entertainment (Q11)	48	17.0%
Permit Parking/Season Ticket Holder	2	0.7%

**10.What type of appointment?**

Banking	5
Beauty	14
Medical	15
Other	18

**11.What type of eating/entertainment?**

Cinema/Arts Centre	18
Restaurant	8
Café	3
Theatre/Apex	0
Other	10

**12.How long do you plan to stay for your visit?**

Less than 1 hour	71	30.7%
1 – 2 hours	78	33.8%
2 – 4 hours	64	27.7%
4 – 8 hours	7	3.0%
More than 8 hours	11	4.7%

**13.How often do you use the car parks?**

1 or 2 times a week	71	30.5%
3 or more times a week	52	22.3%
Weekly	32	13.7%
Fortnightly	30	12.9%
Monthly or less often	48	20.6%

**14. When do you normally use this car park?***See page 41***15. Please answer the following questions?**

	Yes		No		Don't know	
Is the car park well located?	227	97.0%	2	0.9%	5	2.1%
Is the car park clean and in good condition?	196	83.8%	32	13.7%	6	2.5%
Does the car park feel safe?	177	75.6%	39	16.7%	18	7.7%
Were you able to find a space easily?	197	84.2%	31	13.2%	6	2.6%

**16. Do you think the level of charges for the car parks are?**

Low	8	3.4%
About right	147	62.9%
High	79	33.8%

**17. How do you think the charges compare with other towns that you visit that charge for parking?**

Lower	77	32.9%
About the same	85	36.3%
Higher	48	20.5%
I don't know	24	10.3%

**18. Would you park for longer if you could?**

Yes	114	48.7%
No	120	51.3%

**19. Tell us what influences how long you park for?**

I've done everything I need to during the time I am parked for	156	53.2%
The cost of parking	84	28.7%
I don't have the time to stay for longer	28	9.6%
I would stay for longer if I was able to pay for the amount of time I stay when I leave	25	8.5%

**20. Would you like to see greater enforcement of our streets and car parks**

Yes	177	75.6%
No	57	24.4%

**21. Please tell us what type of vehicle you drive.**

Small family car	113	48.3%
Large family car	87	37.2%
4x4/SUV	29	12.4%
Van	5	2.1%

**22. Please tell us how your vehicle is powered.**

Petrol	137	58.8%
Diesel	91	39.0%
Hybrid	3	1.3%
Electric	1	0.4%
LPG	1	0.4%

Note

Q9 – Respondents can select more than one answer, so percentages are worked out based on 282 responses.

Q10/11 – Not compulsory to answer

Q12 – 231 responses

Q13 – 233 responses

Q19 – Respondents can select more than one answer so percentages are worked out based on 293 responses.

Q22 – 233 responses

**Appendix H1 – Q8: Why did you choose this car park?**

**‘Other’**

“Usually with my disabled parents and this is the car park with easiest access to the shops”

“It was the first one I found”

“Not too far from the Chinese”

“All of the above”

“You can park in centre of town and enjoy the view of Chauntry Mills”

"Convenient"

"Abbeycroft staff"

"The only one in town where i can park and guarantee I can get my child out of the car due to space"

"Closest to where I wanted to go"

"I am a disabled driver with very limited ability having to trial steps and slopes and very limited spaces for my Blue Badge"

## Town Centre Car Parking Questionnaire: Mildenhall (44 responses)

### 8. Where have you arrived from?

No Answer	1	2.3%
Barrow, BSE	1	2.3%
Barton Mills	1	2.3%
Beck row	3	6.8%
Brandon	1	2.3%
Burwell	1	2.3%
Bury St Edmunds	1	2.3%
Lakenheath	5	11.4%
Mildenhall	16	36.4%
Old Buckenham	1	2.3%
Red lodge	3	6.8%
West Row	8	18.2%
Worlington	2	4.5%

### 9. Which car park?

Carters Yard	2	4.6%
Recreation Way	42	95.4%

### 8. Why did you choose this car park?

Ease of finding car park	5	11.4%
I know I will find a space	6	13.6%
Price	3	6.8%
Flexible payment options	0	0%
It's the nearest car park to where I want to go	24	54.5%
Other (see below)	6	13.6%

"Only use it to go fishing. No other car parks suitable for large vehicles"

"Sainsburys car park technically"

"Market Square is where I parked"

"Only one with spaces available"

"I also use Carters Yard"

"It's the only one I know of"

### 9. What is the reason for your visit?

Work	3	5.1%
Shopping	36	61.0%
Tourism/Visiting Friends/Family	1	1.7%
Appointment (Q10)	11	18.6%
Eating/Entertainment (Q11)	8	13.6%
Permit Parking/Season Ticket Holder	0	0%

**10.What type of appointment?**

Banking	2
Beauty	2
Medical	5
Other	2

**11.What type of eating/entertainment?**

Cinema/Arts Centre	0
Restaurant	1
Café	1
Theatre/Apex	0
Other	3

**12.How long do you plan to stay for your visit?**

Less than 1 hour	16	36.4%
1 – 2 hours	19	43.1%
2 – 4 hours	7	15.9%
4 – 8 hours	1	2.3%
More than 8 hours	1	2.3%

**13.How often do you use the car parks?**

1 or 2 times a week	12	27.2%
3 or more times a week	16	36.4%
Weekly	8	18.2%
Fortnightly	7	15.9%
Monthly or less often	1	2.3%

**14.When do you normally use this car park?**

*See page 41*

**15.Please answer the following questions?**

	Yes		No		Don't know	
Is the car park well located?	36	81.8%	8	18.2%	0	0%
Is the car park clean and in good condition?	33	75.0%	5	11.4%	6	13.6%
Does the car park feel safe?	29	65.9%	11	25%	4	9.1%
Were you able to find a space easily?	24	54.5%	20	45.5%	0	0%

**16.Do you think the level of charges for the car parks are?**

Low	6	13.6%
About right	36	81.8%
High	2	4.6%

**17.How do you think the charges compare with other towns that you visit that charge for parking?**

Lower	21	47.7%
About the same	10	22.7%
Higher	3	6.8%
I don't know	10	22.7%

**18.Would you park for longer if you could?**

Yes	12	27.2%
No	32	72.7%

**19.Tell us what influences how long you park for?**

I've done everything I need to during the time I am parked for	34	65.4%
The cost of parking	6	11.5%
I don't have the time to stay for longer	10	19.2%
I would stay for longer if I was able to pay for the amount of time I stay when I leave	2	3.8%

**20.Would you like to see greater enforcement of our streets and car parks**

Yes	27	61.4%
No	17	38.6%

**21.Please tell us what type of vehicle you drive.**

Small family car	17	39.5%
Large family car	15	34.9%
4x4/SUV	10	23.3%
Van	1	2.3%

**22.Please tell us how your vehicle is powered.**

Petrol	17	38.6%
Diesel	27	61.4%
Hybrid	0	0%
Electric	0	0%
LPG	0	0%

Notes

*Q9 – Respondents can select more than one answer, so percentages are worked out based on 59 responses.*

*Q10/11 – Not compulsory to answer*

*Q19 - Respondents can select more than one answer so percentages are worked out based on 52 responses.*

*Q21 – One person did not answer so percentages are worked out of 43.*



## Town Centre Car Parking Questionnaire: Newmarket (177 responses)

### 10. Where have you arrived from?

*See appendix N1*

### 11. Which car park?

All Saints	18	10.2%
Grosvenor Yard	6	3.4%
Market Square	24	13.6%
Guineas Multi Storey	101	57.0%
Rous Road	25	14.1%
St Marys	3	1.7%

### 8. Why did you choose this car park?

Ease of finding car park	8	4.5%
I know I will find a space	26	14.7%
Price	6	3.4%
Flexible payment options	1	0.6%
It's the nearest car park to where I want to go	123	69.5%
Other ( <i>see appendix N2</i> )	13	7.3%

### 9. What is the reason for your visit?

Work	17	6.8%
Shopping	126	50.4%
Tourism/Visiting Friends/Family	13	5.2%
Appointment (Q10)	62	24.8%
Eating/Entertainment (Q11)	29	11.6%
Permit Parking/Season Ticket Holder	3	1.2%

### 10. What type of appointment?

Banking	4
Beauty	3
Medical	36
Other	20

### 11. What type of eating/entertainment?

Cinema/Arts Centre	0
Restaurant	8
Café	3
Theatre/Apex	0
Other	3

**12.How long do you plan to stay for your visit?**

Less than 1 hour	43	24.3%
1 – 2 hours	93	50.8%
2 – 4 hours	30	16.9%
4 – 8 hours	5	2.8%
More than 8 hours	9	5.1%

**13.How often do you use the car parks?**

1 or 2 times a week	55	31.1%
3 or more times a week	32	18.0%
Weekly	26	14.7%
Fortnightly	26	14.7%
Monthly or less often	38	21.5%

**14.When do you normally use this car park?**

*See page 41*

**15.Please answer the following questions?**

	Yes		No		Don't know	
Is the car park well located?	162	91.5%	12	6.8%	3	1.7%
Is the car park clean and in good condition?	124	70.0%	46	26.0%	7	4.0%
Does the car park feel safe?	117	66.1%	47	26.5%	13	7.3%
Were you able to find a space easily?	127	71.8%	47	26.5%	3	1.7%

**16.Do you think the level of charges for the car parks are?**

Low	4	2.2%
About right	99	56.0%
High	74	41.8%

**17.How do you think the charges compare with other towns that you visit that charge for parking?**

Lower	55	31.3%
About the same	49	27.8%
Higher	52	29.5%
I don't know	20	11.4%

**18. Would you park for longer if you could?**

Yes	82	46.3%
No	95	53.7%

**19. Tell us what influences how long you park for?**

I've done everything I need to during the time I am parked for	116	51.1%
The cost of parking	56	24.7%
I don't have the time to stay for longer	24	10.6%
I would stay for longer if I was able to pay for the amount of time I stay when I leave	31	13.6%

**20. Would you like to see greater enforcement of our streets and car parks**

Yes	118	66.7%
No	59	33.3%

**21. Please tell us what type of vehicle you drive.**

Small family car	86	48.6%
Large family car	65	36.7%
4x4/SUV	20	11.3%
Van	4	2.3%

**22. Please tell us how your vehicle is powered.**

Petrol	98	56.0%
Diesel	69	39.4%
Hybrid	6	3.4%
Electric	4	2.2%
LPG	0	0%

Notes

Q9 – Respondents can select more than one answer, so percentages are worked out based on 250 responses.

Q10/11 – Not compulsory to answer

Q12 – Had 180 responses so percentages worked out on that.

Q17 – Had 176 responses so percentages worked out on that.

Q19 – Respondents can select more than one answer so percentages are worked out based on 227 responses.

Q20 – Had 175 responses so percentages worked out on that.

## Appendix N1 – Q1: Where have you arrived from?

No Answer/Home	5	2.8%
Ashley	1	0.6%
Barrow	2	1.1%
Barton mills	1	0.6%
Burnt Fen	1	0.6%
Burwell	3	1.7%
Cambridge	1	0.6%
Cavenham	1	0.6%
Cheveley	4	2.3%
Cowlinge	1	0.6%
Dullingham	1	0.6%
Ely	3	1.7%
Eriswell	1	0.6%
Exning	15	8.5%
Feltwell	1	0.6%
Flempton	1	0.6%
Fordham	2	1.1%
Freckenham	1	0.6%
Gazeley	2	1.1%
Great Bradley	3	1.7%
Haverhill	2	1.1%
IP27 0LH	1	0.6%
Isleham	1	0.6%
Kedington	1	0.6%
Kennett	1	0.6%
Kentford	2	1.1%
Lakenheath	6	3.4%
Landwade	1	0.6%
Lidgate	1	0.6%
Lincoln	1	0.6%
Linton	1	0.6%
Mildenhall	6	3.4%
Moulton	4	2.3%
Newmarket	74	41.8%
Red lodge	13	7.3%
Six mile bottom	1	0.6%
Soham	1	0.6%
Stetchworth	1	0.6%
Thurston	1	0.6%
West Row	1	0.6%
Weston Colville	2	1.1%
Wicken	2	1.1%
Wickhambrook	1	0.6%
Woodditton	1	0.6%

York	1	0.6%
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## **Appendix N2 – Q8: Why did you choose this car park?**

"Doesn't smell of urine. Also open later than the smelly multi storey and open plan makes it feel safer"

"Because I wanted to comment"

"disabled"

"I refuse to pay for parking so park on the high street. I would prefer to have 30mins free so I can pop in to pick up prescriptions etc. without needing to pay"

"First one I pass when driving into Newmarket"

"It's central to the places I need to visit"

"Nearest to amenities required - Disabled spaces don't have areas for drop down disabled vehicles"

"It's the nearest carpark to my home"

"Combination of location from home, proximity to shops and spaces"

"Free after 4 pm"

"EV charging point"

"Because I needed to park"

**Q14: When do you normally use the car park?****Brandon**

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
		%		%		%		%		%		%		%
Morning	13	19.7	9	13.6	9	13.6	11	16.7	8	12.1	13	19.7	3	4.5
Afternoon	13	14.9	15	17.2	12	13.8	15	17.2	15	17.2	10	11.5	7	8.0
Evening	1	6.3	4	25.0	2	12.5	2	12.5	3	18.8	3	18.8	1	6.3
All Day	4	19.0	3	14.3	3	14.3	3	14.3	3	14.3	3	14.3	2	9.5

**Bury St Edmunds**

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
		%		%		%		%		%		%		%
Morning	150	10.9	176	12.8	184	13.3	150	10.9	173	12.5	376	27.2	171	12.4
Afternoon	107	9.5	184	16.4	129	11.5	130	11.6	146	13.0	269	23.9	160	14.2
Evening	39	7.3	79	14.8	70	13.1	54	10.1	105	19.6	133	24.9	55	10.3
All Day	53	12.4	54	12.6	61	14.3	52	12.1	59	13.8	102	23.8	47	11.0

**Clare**

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
		%		%		%		%		%		%		%
Morning	12	14.3	10	11.9	12	14.3	13	15.5	10	11.9	18	21.4	9	10.7
Afternoon	5	8.9	6	10.7	4	7.1	8	14.3	8	14.3	15	26.8	10	17.9
Evening	4	12.5	4	12.5	5	15.6	4	12.5	4	12.5	7	21.9	4	12.5
All Day	1	6.3	2	12.5	2	12.5	1	6.3	2	12.5	5	31.3	3	18.8

**Haverhill**

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
		%		%		%		%		%		%		%
Morning	67	14.9	66	14.7	60	13.3	65	14.4	69	15.3	84	18.7	39	8.7
Afternoon	48	11.8	56	13.7	60	14.7	60	14.7	88	21.6	62	15.2	34	8.3
Evening	20	11.5	21	12.1	20	11.5	22	12.6	38	21.8	37	21.3	16	9.2
All Day	16	16.0	13	13.0	17	17.0	14	14.0	14	14.0	18	18.0	8	8.0

## Mildenhall

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
		%		%		%		%		%		%		%
Morning	11	12.2	11	12.2	9	10.0	9	10.0	17	18.9	20	22.2	13	14.4
Afternoon	12	11.8	11	10.8	13	12.7	15	14.7	19	18.6	18	17.6	14	13.7
Evening	4	8.9	6	13.3	3	6.7	6	13.3	9	20.0	10	22.2	7	15.6
All Day	5	16.1	5	16.1	4	12.9	5	16.1	5	16.1	4	12.9	3	9.7

## Newmarket

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
		%		%		%		%		%		%		%
Morning	42	12.9	45	13.8	45	13.8	46	14.2	44	13.5	66	20.3	37	11.4
Afternoon	34	12.5	41	15.0	36	13.2	39	14.3	39	14.3	54	19.8	30	11.0
Evening	12	10.3	14	12.0	12	10.3	17	14.5	24	20.5	25	21.4	13	11.1
All Day	11	13.1	15	17.9	11	13.1	13	15.5	11	13.1	15	17.9	8	9.5

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### Appendix 3 - Car Park Tariff Comparisons

Place	Up to 1hr		Up to 3hrs		All day	
	Lowest	Highest	Lowest	Highest	Lowest	Highest
Bury St Edmunds	£0.20	£2.00	£1.80	£3.50	£2.30	£3.00
Haverhill	£0.40	£0.40	£1.00	£1.00	£1.50	£2.20
Newmarket	£0.60	£0.60	£1.00	£1.00	£2.50	£2.50
Mildenhall, Brandon and Clare	Free	Free	Free	Free	Free	Free

### Comparisons to selected towns/cities

Place	Up to 1hr		Up to 3hrs		All day		Park & Ride
	Lowest	Highest	Lowest	Highest	Lowest	Highest	(if applicable)
Ipswich	£1.00	£2.20	£3.00	£4.50	£4.50	£6.50	£3.00 pp
Cambridge	£1.80	£3.00	£5.90	£8.80	£11.50	£29.40	£3.70 pp
Norwich	£1.40	£2.80	£4.20	£8.30	£5.00	£22.00	£3.70 pp
Colchester	£1.80	£3.00	£3.30	£9.00	£3.50	£11.00	£3.00 pp
Saffron Walden	£0.70	£0.70	£2.00	£2.00	£3.50	£3.50	N/A
Chichester	£0.80	£1.50	£2.40	£4.90	£5.60	£15.40	N/A*
Witney	Free	Free	Free	Free	Free	Free	N/A
Beverley	£0.60	£1.40	£2.20	£4.60	£2.90	£5.40	N/A
Ely	Free	Free	Free	Free	£3.00	£7.00	N/A

*Train station charges have not been included.*

*All day is classified as a minimum of eight hours.*

*Monday - Friday tariffs have been used as standard.*

*\* Free Christmas service only*

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#### Appendix 4 - Car Parking Breakdown 2018-2019

Off-Street Car Parks	2018/19 Actual	Bury St Edmunds	Haverhill	Newmarket	Brandon/Mildenhall
Employees	254,454.61	207,066.03	17,785.71	29,602.86	0.00
Premises	1,299,113.27	970,697.41	124,344.58	183,032.81	21,038.46
Vehicles	7,585.14	6,172.51	530.18	882.44	0
Supplies & Services	174,055.56	146,654.28	10,090.38	17,310.90	0.00
Third Party Payments	249,293.36	189,023.63	31,493.53	28,776.21	0.00
Support Services	235,805.59	191,890.13	16,482.19	27,433.27	0.00
Depreciation	1,019,927.69	814,067.69	43,330.10	162,529.90	0.00
<b>Total Car Park Costs</b>	<b>3,240,235.22</b>	<b>2,525,571.69</b>	<b>244,056.68</b>	<b>449,568.39</b>	<b>21,038.46</b>
Contributions to Reserves (included in Premises and Supplies & Services above)	180,550.00				
Car Parking Income	-4,985,696.83	-4,057,181.25	-348,487.15	-580,028.43	0.00
ECNs	-233,825.77	-177,955.77	-10,850.00	-45,020.00	0.00
<b>Total Car Park Income</b>	<b>-5,219,522.60</b>	<b>-4,235,137.02</b>	<b>-359,337.15</b>	<b>-625,048.43</b>	<b>21,038.46</b>
<b>Net Surplus</b>	<b>-1,979,287.38</b>	<b>-1,709,565.33</b>	<b>-115,280.47</b>	<b>-175,480.04</b>	<b>21,038.46</b>

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**Table 1****Draft proposed changes.**

<b>Town</b>	<b>Proposed Off Street Tariffs</b>	<b>Parking regulation changes</b>	<b>Policy changes</b>	<b>Improvements</b>	<b>On Street Recommendations</b>
<b>Bury St Edmunds</b>	<u>Ram Meadow</u> 3 hrs - £2.50 Daily - £3.00 Weekly - £9.00 Season Ticket (Annual) £460  <u>Robert Boby</u> 1hr - £1.00  <u>Cattle Market</u> 2hrs - £3.00 3hrs - £4.00  <u>Parkway Surface</u> 1 hr - £1.50 3hrs - £3.00  <u>Lower Baxter</u> 1hr - £1.50 2hr - £2.50	Revert special weekend parking tariff and short stay restrictions on Parkway decked car park.  Complete review of Trial of Flexi Park Scheme by end of January 2020. If the Flexi Park trial is not continued the tariff structure for St Andrews Short Stay CP will be the same as Parkway Surface  Extended tariff period 8am - 8pm, no free parking within these times.	EV users pay for occupied bay at standard rate.  Withdraw requirement for user to pay Ringo transaction charges as soon as the provider can make change.  Predictions on capacity shortfalls remain unchanged (as per 2018 review) with further capacity needed by 2025.  Impact of CPE needs to be evaluated prior to	Investment in Electric Charging Points at School Yard East (subject to sourcing external funding) with a view to becoming an Electric Vehicle only car park in due course.  Vehicle Management System to be installed showing capacity across our car parks.  Park and Walk Schemes to be implemented on	Review RPZ's in Bury St Edmunds on the delegation of powers from SCC  Recommended to SCC - Paid parking on Risbygate Street, St Johns St and St Andrews St South.

	<p><u>School Yard East</u> 2 hrs - £3.00 3 hrs - £4.00</p> <p><u>School Yard West</u> 2hrs - £3.00 3hrs - £4.00</p> <p><u>St Andrews Long Stay</u> Daily £4.00 Weekly £12.00 including low emission. Season Ticket (Annual) £624</p> <p><u>Parkway Decked</u> 3 hrs - £3.00 Daily - £4.00 Sat/Sun - £6.00 Weekly - £12.00 Season Ticket (Annual) £624</p>		further capacity study.	<p>a Saturday to mitigate short term capacity deficits.</p> <p>Year 1 - Improvements to Lower Baxter Car Park.</p> <p>Further improvements identified as part of regular building maintenance inspections.</p>	
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	<u>St Andrews Pay</u> <u>-on-Exit:</u> 1 hr - £1.50 2 hrs - £2.00 3 hrs - £2.50 4 hrs - £3.00 5 hrs - £3.50 6 hrs - £4.00 Over 6 hrs - £8  <u>Shire Hall</u> Sat/Sun Daily £3 Weekend £5				
<b>Haverhill</b>	<u>Corn Exchange</u> 2 hours - £1.00 All day - £2.00  <u>Ehringshausen</u> <u>Way</u> 1 hour - £0.50 3 hours - £1.50  <u>Lower Downs</u> <u>Slade</u> 1 hour - £0.50 3 hours - £1.50	No long stay parking on Ehringshausen Way  Improved weekly ticket offer on the Meadows Car Park  Tariff period 8am - 6pm	EV users pay for occupied bay at standard rate.  Withdraw requirement for user to pay Ringo transaction charges*  Rename Ehringshausen Way Car Parks as Jubilee Walk CP	Directional signs to car parks  Relining of blue badge bays at Ehringshausen Way Car Park  Enhanced link between Leisure Centre and Meadows Car Park	Review on street parking restrictions post CPE when the impact of enhanced enforcement can be monitored.  Enhanced link between Leisure Centre and Meadows Car Park

	<u>Leisure Centre</u> 1 hour – £0.50 2 hours - £1.00 3 hours - £1.50  <u>Meadows</u> All Day £1.00 Weekly £5.00 Season Ticket (Annual) £260  <u>Town Hall</u> 1 hour £0.50 3 hours £1.50 All day £2.50 Season Ticket (Annual) 5 days £325 6 days £422		Rename Town Hall Car Parks as Arts Centre CP		
<b>Brandon</b>	Option 1 <u>George Street</u> All day - £1.50 <u>Bury Road</u> 1 hr - £0.50 2 hrs - £1.00 3 hrs - £1.50  Option 2	Introduction of short stay/long stay parking restrictions:  <u>George Street</u> All Day parking  <u>Bury Road</u>	EV users pay for occupied bay at standard rate.	Provision of two EV charging points in George Street Car Park.  Purchase of ticket machine offering either paid or free parking tickets.	Recommended to SCC - Implementation of on street paid parking High St 1hr £1.00



	No charge with review after 12 months	Maximum stay of 3 hours			
<b>Mildenhall</b>	No charge	No change	Investigate opportunities to realise a cost neutral budget position on the operation of the Recreation Way Car Park currently leased to West Suffolk by Mildenhall Town Council	Provision of two EV charging points in Recreation Way CP.	The resurfacing of Carter Yard Car Park
<b>Clare</b>	n/a	n/a		Review off street parking opportunities – any acquisition will be subject to a full business case	Priority location for Civil Parking Enforcement; review impact to inform next steps.

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**Table 2****Draft Park Tariffs**

<b>Country Park</b>	<b>Existing Tariff</b>	<b>Proposed Tariff</b>
<b>Nowton Country Park</b>	Up to 2 hours      £1 Over 2 hours      £2 Annual Permit      £15 (Valid in West Stow CP)	Up to 2 hours      £2 Over 2 hours      £3 Annual Permit      £30
<b>West Stow Country Park</b>	Up to 1 hour      £1 Over 1 hours      £2 Annual Permit      £15 (Valid in Nowton CP)	Up to 2 hours      £2 Over 2 hours      £3 Annual Permit      £30
<b>Brandon Country Park</b>	Monday to Friday Up to 2 hours      £1 Over 2 hours      £2  Weekends/ Bank Holidays Up to 2 hours      £1.50 Over 2 hours      £3.00  Annual Permit      £30	Monday to Friday Up to 2 hours      £2 Over 2 hours      £3  Weekends/ Bank Holidays Up to 2 hours      £2 Over 2 hours      £3  Annual Permit      £30
<b>Hardwick Heath</b>	Up to 1 hour      £0.40 Up to 2 hours      £2.20 Up to 3 hours      £4.50 Over 3 hours      £10.50	Up to 2 hours      £2 Up to 3 hours      £5.00 Over 3 hours      £11
<b>New annual permit for all Car Parks (excluding Hardwick Heath)</b>		Annual Permit      £45

<b>Community Car Park</b>	<b>Existing Tariff</b>	<b>Proposed tariff</b>
<b>Lakenheath – Wings Road</b>	Free	No change
<b>Bury St Edmunds Leisure Centre</b>	Up to 3 hours - £2.20	Up to 3 hours - £2.50

<b>Vinery Road, BSE</b>	Free	No change
<b>Southgate Community Centre, BSE</b>	Free	No change
<b>Lawson Place, BSE</b>	Free	No Change
<b>Moreton Hall Community Centre</b>	Free	No Change
<b>Heldhaw Road, BSE</b>	Free	No Change