

ON-STREET PARKING SURVEY



Dear Permit holder,

We are currently carrying out a review of all on-street parking restrictions in the city...

As part of the review we are gathering information on what does and doesn't work well, from both a user's perspective and through managing the network, including the enforcement of highway restrictions.

We are keen to get the views of our resident parking permit holders and have put together a short satisfaction survey to help inform the review.

We would be very grateful if you could complete and return the enclosed satisfaction survey to us by **Thursday 30 September**.

As an incentive we will be entering all completed surveys into a prize draw, with four

six-month parking passes and one 12-month parking ticket for the Theatre Royal car park up for grabs. All of these permits will start on 1 January 2011.

We are also running a separate online survey for anyone who uses on-street parking in the city. This includes parking in residential parking zones, on single yellow lines, in limited waiting bays and in any of the on-street pay and display areas.

To take part please go to www.plymouth.gov.uk. Once the survey is complete the information you and others have provided will help Plymouth City Council identify where improvements to the on-street parking can be made, for both residents and the wider users of our transport network.

If you would like to be entered into the prize draw, please return the enclosed address slip with your survey in the envelope provided.

Please note, only one entry per person will be applicable for entry into the prize draw.

I Applying for and renewing your permit

How easy was it to apply for your permit?

Very easy Easy Neither easy nor difficult Difficult Very difficult N/A Don't know

How easy is it to renew your permit?

Very easy Easy Neither easy nor difficult Difficult Very difficult N/A Don't know

If you find it difficult to renew your permit, please can you tell us why:

How satisfied were you with the time it took for your last permit to arrive?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Don't know

2 Paying for your permit

How satisfied are you that the cost of your permit represents good value for money?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Don't know

If you are dissatisfied, please can you tell us why?

How satisfied are you with the current cost of visitor permit tickets?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Don't know

How easy is it to pay for your permit?

Very easy Easy Neither easy nor difficult Difficult Very difficult N/A Don't know

If you think it is difficult to pay for your permit, what would make it easier for you?

3 Parking your vehicle

How satisfied are you with the availability of parking outside your property?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Don't know

How satisfied are you with the availability of parking in your street?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Don't know

How satisfied are you with the availability of parking in your zone?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Don't know

If you answered 'dissatisfied' or 'very dissatisfied' for one or more of the questions about the availability of parking, please give up to two main reasons from the list below.

I am dissatisfied with the availability of parking because:

There are too many cars per property

There is a lot of commuter parking in my street

There are a lot of businesses with business permits

The current time restrictions cause problem parking

There is a lot of inconsiderate parking

Other please state _____

4 Patrolling and enforcing your zone

How satisfied are you with the current time restrictions in your zone?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Don't know

If dissatisfied, please give brief details why:

How satisfied are you with the level of patrolling by Civil Enforcement Officers in your zone?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Don't know

5 Your parking permit

What is your parking zone?

What is your postcode?

How many cars are registered to your property?

Do you think the street you live in still needs a residential parking scheme? Yes No

If not, why not?

6 About you

This information is collected so that we can identify any differences in satisfaction between different groups of people and make sure our services are fair and accessible for all. We will keep your information confidential, safe and secure.

Gender Male Female

Age group 17-18 19-50 51-65 66-75 75 or over

Are you a person with impaired mobility or a disability? Yes No

If yes, are you a Blue Badge holder? Yes No

Thank you for completing the questionnaire.

Please place the questionnaire into the enveloped provided and return to us by Thursday 30 September 2010.

This information is available in other languages and formats please contact 01752 668000

CONTACT DETAILS



Parking Unit
Civic Centre
Plymouth PL1 2AA



Civic Centre Reception.
Opening Hours:
Monday to Friday
8.30am to 5pm



01752 668000
Monday to Friday 8.30am to 5pm



bpteam@plymouth.gov.uk



Visit our website at
www.plymouth.gov.uk