

Canterbury BID – Survey of Stakeholders on Proposed Changes to Parking in Canterbury November 2020

Canterbury City Council is seeking to make a number of changes to charges and conditions in Council car parks. They are currently consulting the public on these proposals. Canterbury Business Improvement District is aware that these changes, if implemented, are likely to have an impact on the business community and are keen to ensure that your views are heard as part of the consultation.

We have commissioned a local independent organisation the Public Engagement Agency Ltd, to work with us to obtain feedback about what matters to you in relation to the proposed changes and to write up an independent report.

It is really important that we understand your views and any concerns that you may have so we would be very grateful if you could **respond by 5pm on Monday 21st December 2020.** It will only take a few minutes and will help us represent your views more accurately.

We appreciate this survey might not ask all the questions you might want to answer. If you have any queries or would like to provide further comments/views, please email the Canterbury BID team on enquiries@canterburybid.co.uk

Further details about the Council's proposals are available [here](#).

1. Please provide your full Business Postcode below: *

2. In order to put your responses into context, please indicate which one of the following best describes your business sector: *

- Retail
- Restaurant/Café
- Business or Professional Service (office/commercial)
- Accommodation (Hotel/B&B)
- Education (Language School, School, University, College)

- Arts/Culture
- Pub/Bar/Club
- Attraction
- Other (please specify):

3. Is your business an Independent or a National Chain (including Franchises)? *

- Independent
- National Chain (including Franchises)

4. How long have you been trading in the city? *

- Up to 1 year
- 1 to 2 years
- 2 to 3 years
- 3 to 4 years
- 4 to 5 years
- 6-10 years
- 11 years or more

5. Which of the following car parks are important for your business? Please rank them according to the level of importance to your business, where 1 is most important. In order to obtain greatest value from your feedback please only rank one car park in each column. If car parks are not applicable then please indicate in the appropriate column. *

	1st Most Important	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	Not applicable
Watling Street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Queningate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whitefriars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pound Lane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
St Radigunds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
North Lane	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Northgate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Longport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Castle Row	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Millers Field	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Castle Street Multi Storey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holmans Meadow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Station Road West Multi Storey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Automatic Number Plate Recognition (ANPR) car park data has shown that some car parks are more popular than others which suggests that a different ‘demand based’ tariff approach could be beneficial in:
 a. Maximising the efficient use of parking supply by redistributing demand to car parks that have spare capacity
 b. Reducing congestion and traffic delays that occur at the busiest car parks
 c. Encouraging greater use of Park & Ride
 The council are proposing the following changes to achieve the aims. To what extent do you think your business will be impacted by the changes overall? *

	Positive Impact	Negative Impact	No Impact
Introduce a maximum charge in any 24hr period in order to provide certainty of the total cost of parking per day. Bands 1 & 2 £20 per day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduce a maximum charge in any 24hr period in order to provide certainty of the total cost of parking per day. Band 3 £10 per day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park & Ride tariff - Increase from £3.50 to £4.00 per vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park & Ride hours – closing at 7pm, no evening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Watling Street - High demand (265 spaces) Increase hourly tariff in 21/22 from £2.10 to £2.80	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Queningate - High demand (265 spaces) Increase hourly tariff in 21/22 from £2.10 to £2.80	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whitefriars - Medium Demand (1331 spaces) - Increase hourly tariff in 21/22 from £2.10 to £2.30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pound Lane - Medium Demand (1331 spaces) Increase hourly tariff in 21/22 from £2.00 to £2.30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
St Radigunds - Medium Demand (1331 spaces) Increase hourly tariff in 21/22 from £2.00 to £2.30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
North Lane - Medium Demand (1331 spaces) Increase hourly tariff in 21/22 from £2.00 to £2.30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Northgate - Medium Demand (1331 spaces) Increase hourly tariff in 21/22 from £2.00 to £2.30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Longport - Medium Demand (1331 spaces) Increase hourly tariff in 21/22 from £2.00 to £2.30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Castle Row - Medium Demand (1331 spaces) Increase hourly tariff in 21/22 from £2.00 to £2.30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Millers Field - Medium Demand (1331 spaces) Increase hourly tariff in 21/22 from £2.00 to £2.30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Castle Street Multi Storey - Low Demand (1020 spaces) Decrease hourly rate in 21/22 from £2.00 to £1.80	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holmans Meadow - Low Demand (1020 spaces) Decrease hourly rate in 21/22 from £2.10 to £1.80	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Station Road West Multi Storey - Low Demand (1020 spaces) Decrease hourly rate in 21/22 from £2.00 to £1.80	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. To what extent do you think business in the city will be put at risk by the changes overall? *

- No risk
- Some risk
- Great risk

8. Thinking specifically about the following proposals, what value do you think these will be to your business? *

	No value	Low value	Medium value	High value
Amend the overnight charge so that it becomes a £2 cap once the usual hourly rate charge has reached this amount, rather than an additional £2 flat rate charge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investigate the most appropriate way to offer parking discounts linked to a minimum spend in stores and restaurants etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investigate the most appropriate ways to offer parking discounts on certain days (or parts of the day) in order to attract customers into our towns and city	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve the visitor welcome – make improvements to existing car parks so they're more welcoming to visitors and encourage repeat journeys/visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduce measures to boost Park and Ride use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investigate the most appropriate way to be able to inform our ANPR account holders (with their prior consent) of retail discounts or offers as they arrive in particular car parks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduce the free parking period in public car parks from 3 hours to 2 hours for blue badge holders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How important is it that Canterbury businesses are involved in any future consultation on an integrated transport system? *

- Very important
- Somewhat important
- Not important

10. To what extent do you believe the proposals take into account environmental concerns? *

- Completely
- Somewhat
- Not at all

