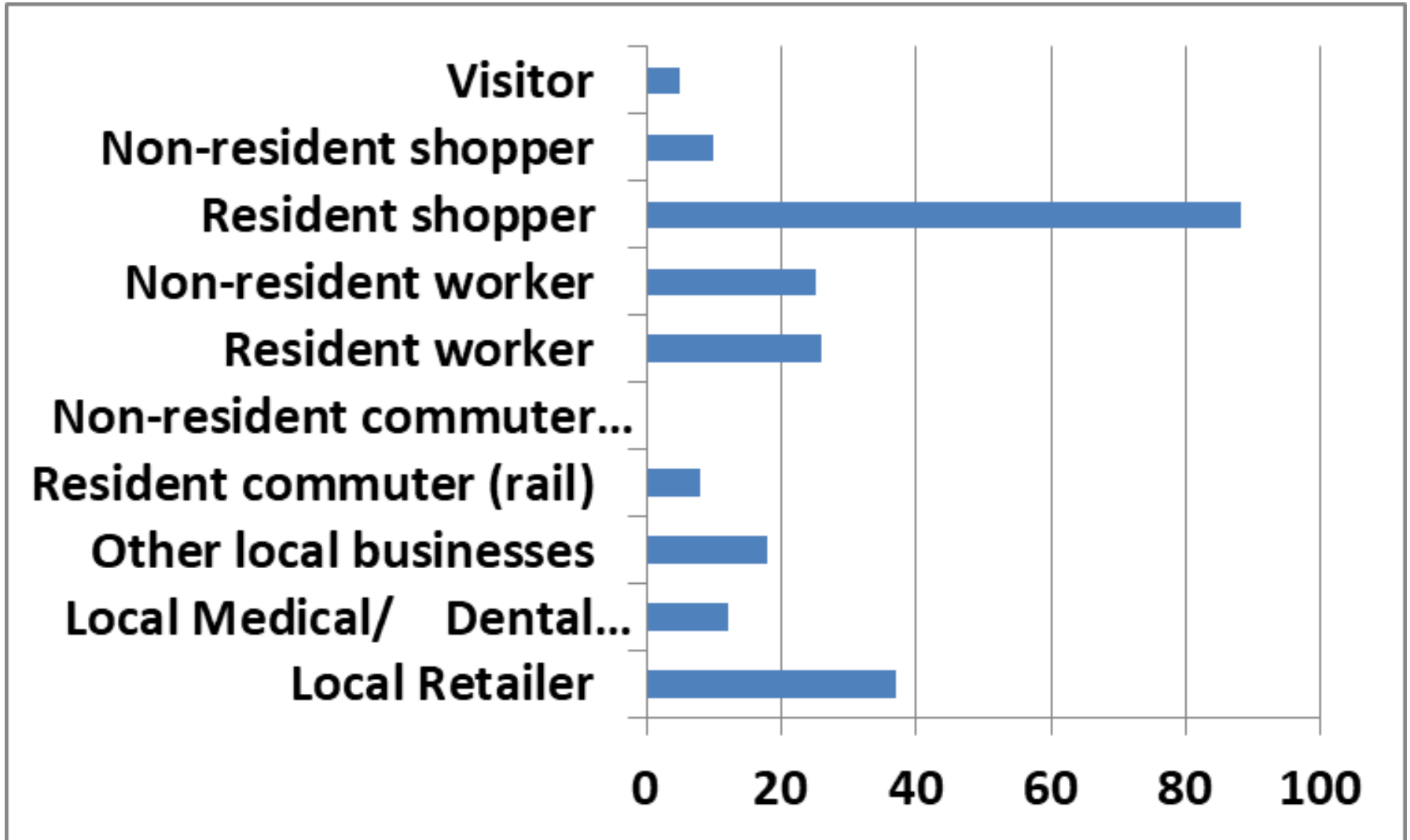


Results of Questionnaire

The Questionnaire?

- To get some idea of strength of feeling
- To understand what residents/local businesses and commuters want.
- To see if any new ideas surface.
- Not intended to be a scientific study.
- 1000 papers printed, plus some email forms
- 197 responses received
- Over 1300 answers/comments/suggestions

Questionnaire – Who Responded?

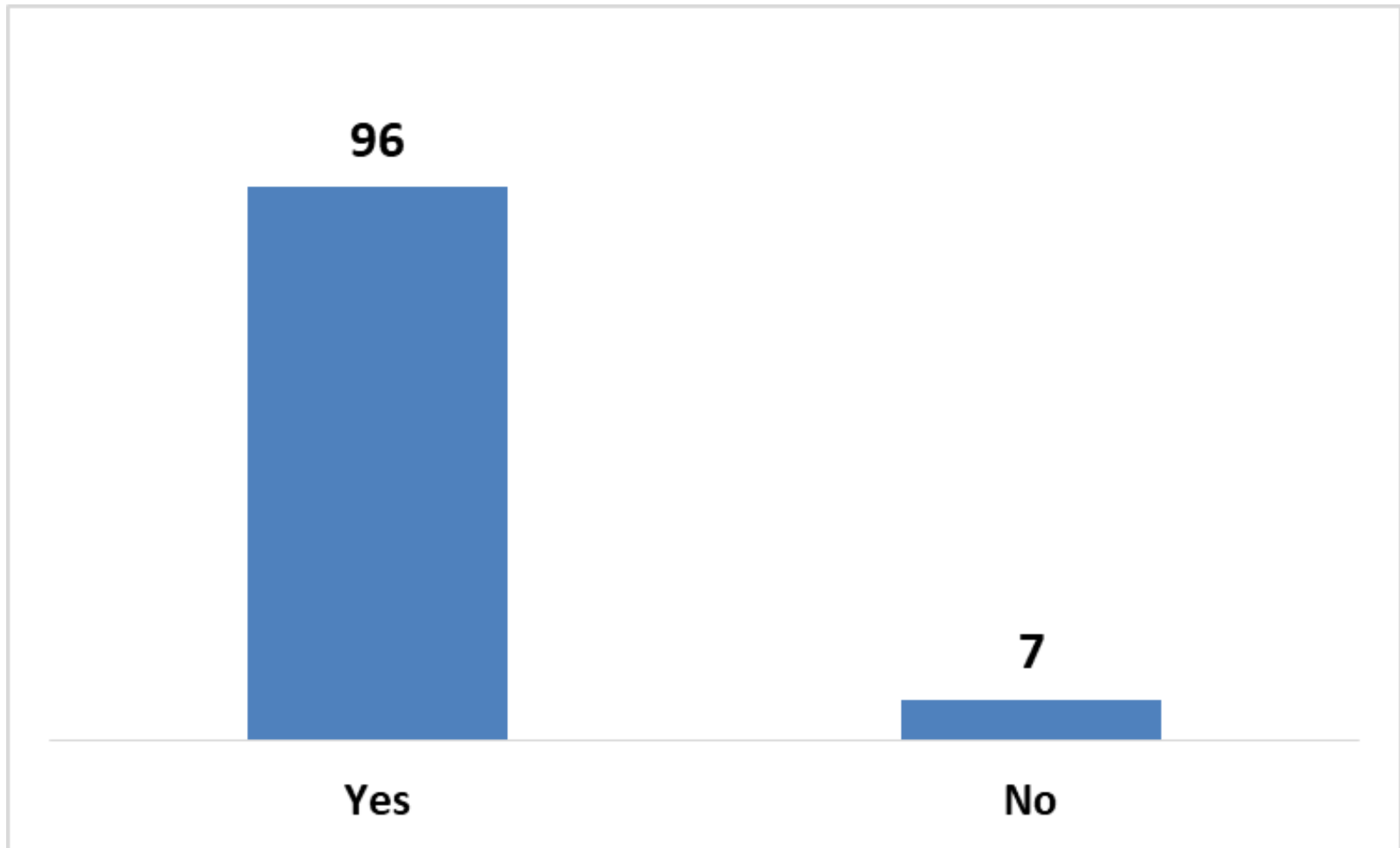


Strength of feeling!

Q. Do you have problems with parking?

A. Yes Every F*****G Day!

Q1. Do you/your clients have complaints about parking?



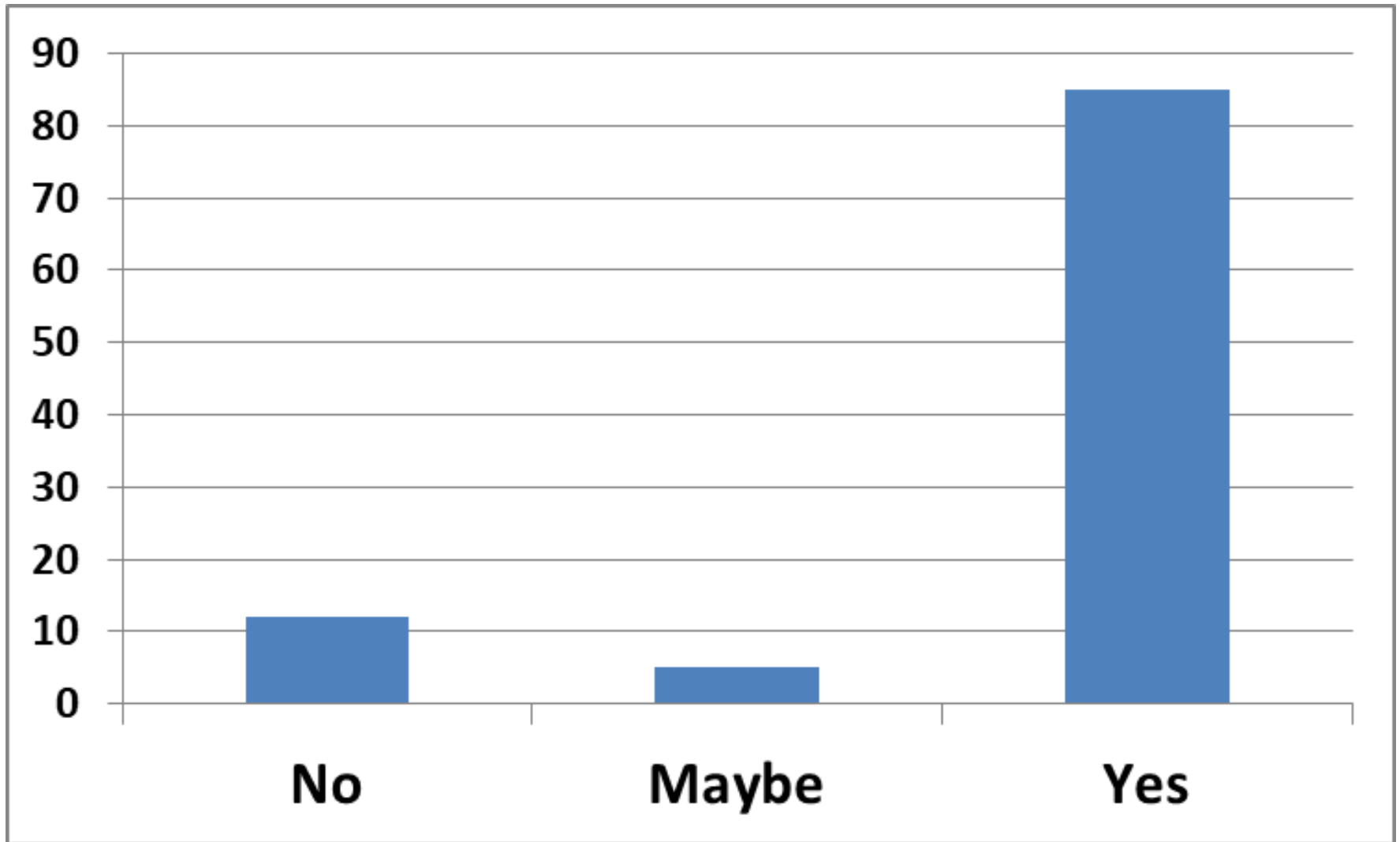
Q1. Do you/your clients have complaints about parking?

- Both parties struggle - many complain
- Customers find it hard to find spaces, other than 30mins
- Frequently a big issue is season ticket holders struggling to park because of school drop-off
- Blanket restrictions off Station Road seem unnecessary and not helpful to anyone

Q1. Do you/your clients have complaints about parking?

- Lack of spaces and length of time too short
- Not enough parking for retailers
- Rarely come into Harpenden as can't find parking space
- We have a small car park, but clients who can't get in complain about the cost of parking

Does lack of parking places affect your business (e.g. late for appointments)?



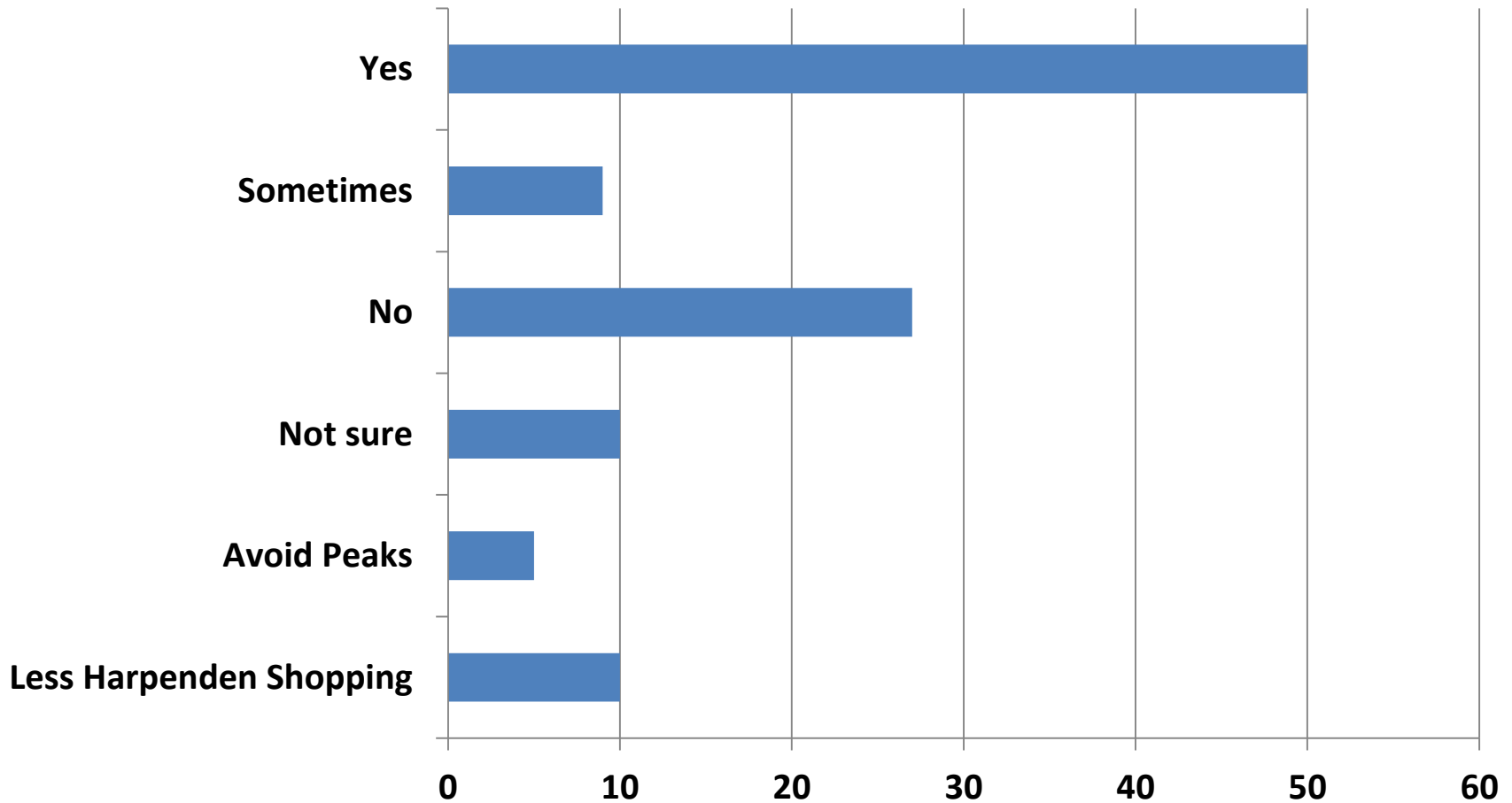
Q2 - Does lack of parking places affect your business (e.g. late for appointments)?

- Absolutely - many arrive late due to lack of parking**
- A constant source of worry when trying to get medical appts.**
- Clients confused**
- Adds time to the working day**
- School buses use disabled bays for children going to sports centre, patients can't use them.**
- People rush back to their cars, otherwise they would linger over desserts etc**

Q2 - Does lack of parking places affect your business (e.g. late for appointments)?

- Yes - need to go early in case of difficulties. this causes me worry as I have a blue badge and cannot walk very far.**
- Yes Customers complain all the time about lack of parking**
- Yes especially when our car park is used by people not shopping at our store**
- Yes have lost a lot of money because of lateness a full service could not be completed**
- Yes some people cannot come to pick up their parcels**
- Yes we can be. Late opening shop delivery drivers struggle**

Q3 -Do you/your clients no longer come for fear of not parking?



Q3 - Do you/your clients no longer come for fear of not parking?

- Yes disabled parking too limited**
- Yes have lost clients**
- Yes on Farmers Market especially**
- You have to arrive earlier and earlier to find a space**
- Avoid Harpenden at busy times**
- Certainly shop less in Harpenden**
- I go to St Albans as more parking spaces**
- I avoid Harpenden due to lack of space**
- I choose my time if possible. Quite a worry for an appointment etc.**

Q3 - Do you/your clients no longer come for fear of not parking?

...."I live in Kimpton, have for years, come to Harpenden to catch the train to London & to go to the hairdressers & opticians. I now get the train from WGC as it is cheaper to park there (£5). With parking for the hairdressers & opticians so difficult, I plan to stop coming and find businesses elsewhere- so not only will these lose my custom, but also the local shops which I would have visited at the same time."

Q4 How much would you be prepared to pay p.h. for parking?



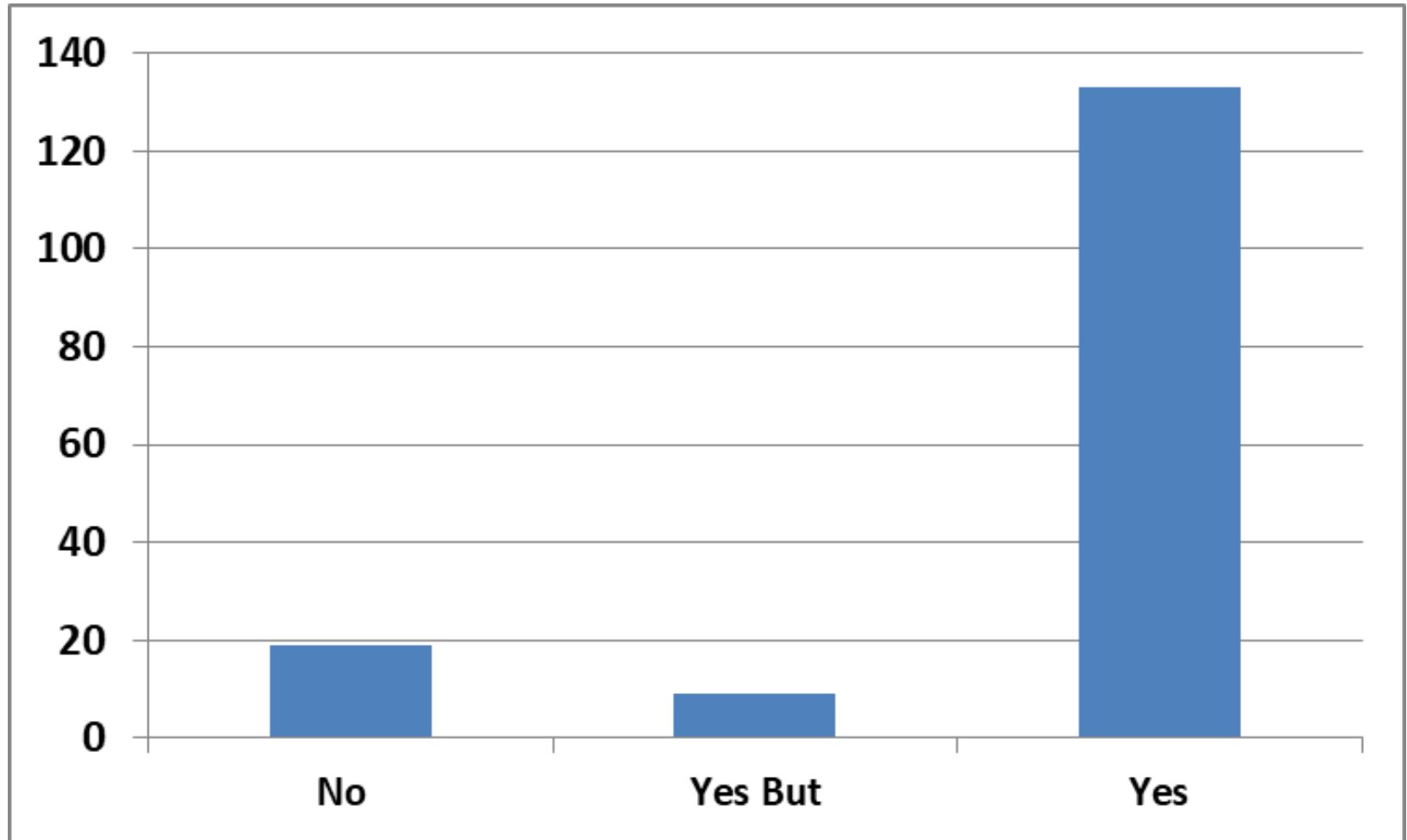
Q4 How much would you be prepared to pay p.h. for parking?

- Nominal sum as resident
- Reasonable price like other towns
- Concessions for people working in Harpenden
- To £6-£7pd
- Yes in Car Parks but not street, Lydekker has shot up
- Zone parking in Brighton works well
- Free, I work in a local community on a low income

Q5 - Do you object to cars parking on the pavement?



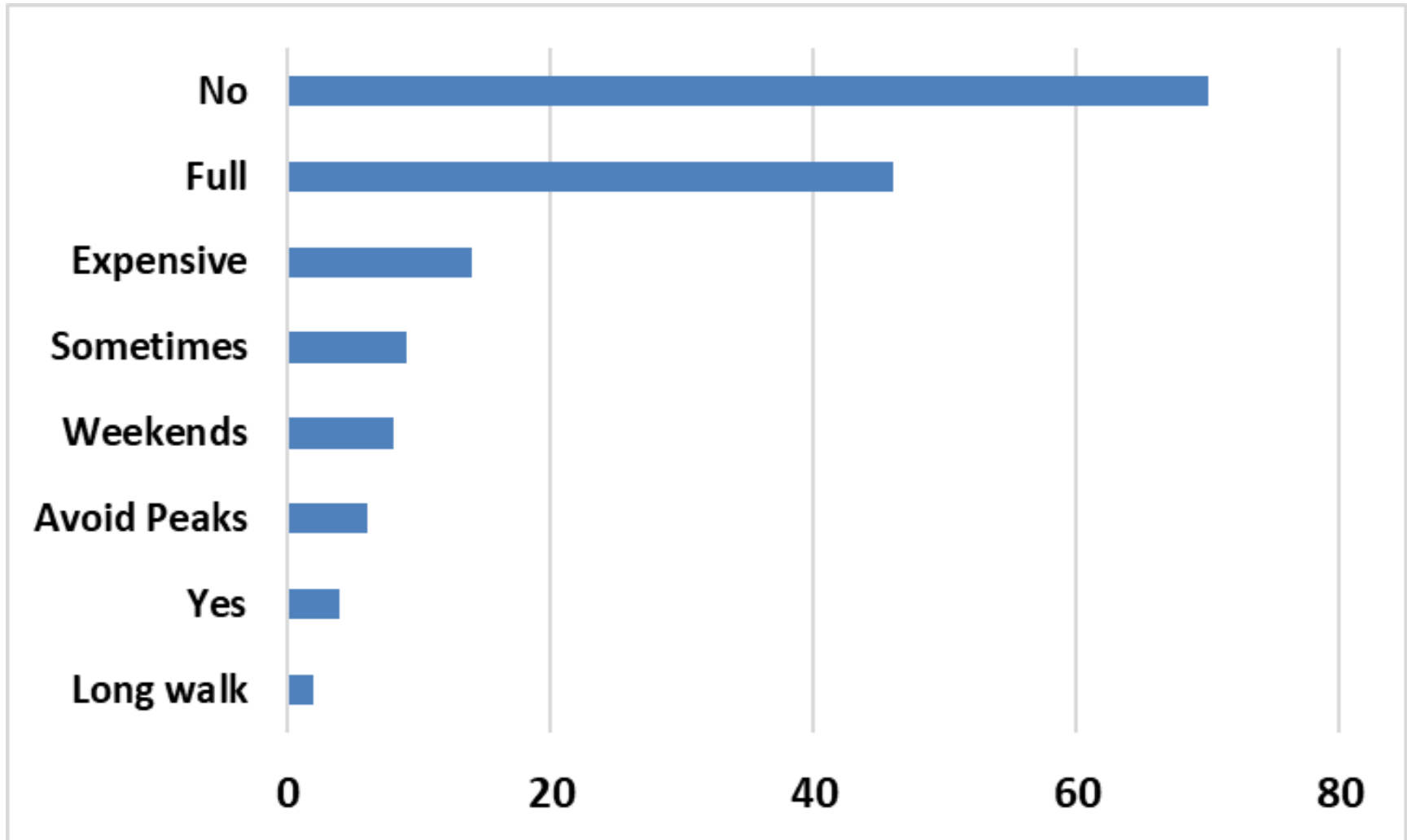
Q5 - Do you object to cars parking on the pavement?



Q5 - Do you object to cars parking on the pavement?

- Very much so
- The law provides for access to footpaths by sight disadvantaged and wheelchair users
- Not ideal but where else to park?
- Not really, but then I don't have a pushchair or wheelchair
- Risk to pedestrians
- When they park too far on pavement leaving no room for double buggies. Should be ticketable offence
- Often no choice but to use pavements
- No, as long as it is a parking space

Q 6 - Do you use the Station car parks - if so what is your experience of them?



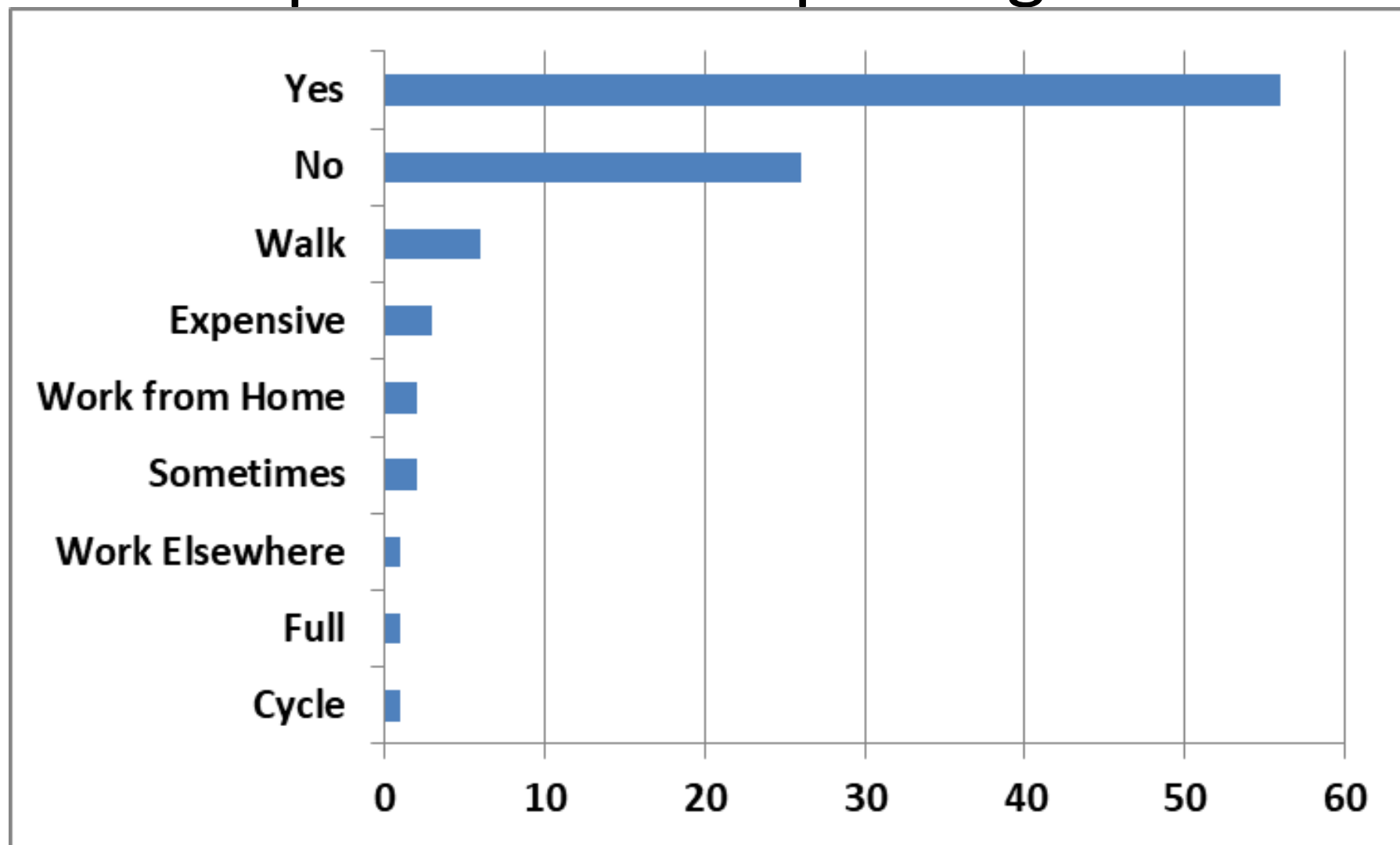
Q6 - Do you use the Station car parks -
if so what is your experience of them?



Q6 - Do you use the Station car parks - if so what is your experience of them?

- Always full
- Awful
- Can't get in, no spaces after 7:30am
- Expensive if all day
- Would avoid station in the week. Sat parking is better and cheaper
- Not many disabled spaces.
- Yes - I have to park 2 miles from the station
- I can never park there as it's full. It is also expensive £10.90 against WGC £5, so I shall no longer be coming to Harpenden for onward travel to London or to shop.

Q7. If you work locally do you have problems with parking?



Q7 - If you work locally do you have problems with parking?

- Now cycle due to parking problems
- Lydekker £10.80pd usually has spaces - others full
- I pay £80 pm for parking
- Patients block spaces
- Cost of car parks too expensive for a retail wage, so walk
- Part time worker - cannot afford parking
- Have private car park or otherwise it would not be worth working
- Anyone who can find a solution is a miracle worker!

Q8 Any Other Comments - Solutions

- Need multi-storey - Bowers Way, Station, other ones
- More parking required at station - Remember the villages
- Create more parking, especially if we are going to build many more houses! 2 cars per household
- If we want to save our High Street decent parking is a must for customer's cars and delivery vans for local businesses

Q8 Any Other Comments - Ideas

- More enforcement. Machines in town
- Park and ride
- Affordable or free parking to ensure that the town centre is a place where people can enjoy shopping
- Desperately need more disabled parking in service roads adjacent to shops
- Encourage driveway parking
- We need more cheaper town centre car parks
- Could workers in High street get a concession for parking

Q8 Any Other Comments - General

- **A days parking is more than 1 hours pay for shop workers**
- **Future likely to be intolerable due to new housing**
- **Holiday parking for 2 weeks is anti social**
- **Live in St. Albans would like to shop in Harpenden, but no parking**
- **Need to act now**
- **Reality there is no chance of a space unless 'fight' mode**
- **Spaces are too small - Too many cars for Harpenden not enough car parks**
- **Why is Lydekker so expensive?**
- **Since the new school opened, parents seem to do whatever they like**

Any Other Comments - Problems

- **Car Park operators do not maintain the standard equal to the exorbitant charges**
- **Parking & Traffic is a nightmare, dreadful, shocking, very bad, too expensive**
- **Double yellow abused, Amenbury full of vans**
- **I avoid the town**
- **I can never find anywhere to park in Harpenden**
- **Lighting poor for walking to car**
- **The CPZ scheme has exacerbated the parking problem in Harpenden**
- **HCC, SADC, HTC are rubbish**
- **Good Luck!**