

# Hudson House Car Park User Survey 2016



Report prepared for:  
Customer Services & Business Support Team

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Please contact the Epsom & Ewell Borough Council's Consultation and Communication Team should you require any information on the Hudson House Car Park User Survey

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# Hudson House Car Park User Survey - 2016

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## Hudson House Car Park User Survey – 2016

### Summary of main findings:

- The survey ran from 23 December 2015 to 15 January 2016 - a period of just over three weeks. The survey was posted to all 37 Hudson House Car Park users. Overall, 15 responses were received making the response rate 41%.
- Almost an equal number of responses were received from males (n=6) and females (n=5). Responses were received from a broad range of people aged between 25yrs to 75yrs old. When asked about ethnicity, the majority of respondents (64%, n=7) described themselves as British white. An equal number of respondents said they were Christian (36%, n=4) or 'No Religion' (36%, n=4). When asked about marital status, 85% (n=11) said they were married or in a civil partnership and 15% (n=2) were single.
- None of the respondents had a disability according to the Equalities Act of 2010; however, there were two (5%, n=2) respondents who said they were 'Blue Badge' holders.
- The vast majority (93%, n=13) of respondents said they were in favour of residents and business parking provision in Hudson House.
- Responses were received from residents living in Hudson House (27%, n=4), residents of the Borough (47%, n=7), people working within Epsom Town centre (33%, n=5), people owning/managing businesses within Epsom town centre (20%, n=3), and train commuters (20%, n=3).
- The majority of resident permit holders (54%, n=7) said they had one car in their household. Two said they had two cars, and four said they had three cars. There were no resident permit holders with four (or more) cars.
- Looking at business permit holders; three respondents (50%, n=3) said they had four (or more) cars. The balance of responses comprised one business with no cars, one with one car, and one with two cars. All business respondents said their business type was 'office based'.
- The majority (57%, n=8) of respondents said they utilise their parking space more than once a day (multiple times daily). Six respondents (43%, n=6) utilise their space once a day. No respondents utilised their space less frequently than once per day.

- Looking at the time of day people parked in the Hudson House parking:
  - 87% (n=13) between 6am and 9am
  - 73% (n=11) between 9am and 12 noon
  - 60% (n=9) between midday and 4pm
  - 67% (n=10) between 4pm and 6pm
  - 67% (n=10) between 6pm and midnight
  - 47% (n=7) overnight.

Note: Respondents were asked to tick all that apply, hence the higher percentages.
- The majority (87%, n=13) of respondents said they did not experience any problems accessing their parking space on a regular basis. Two respondents (13%, n=2) said 'yes' - and they provided details (see page 10).
- When asked about the condition of the car park; there was no clear majority: Two responses were 'positive' (14%, n=2), six responses were 'OK' (40%, n=6), and seven responses were 'negative' (47%, n=7) (see page 11).
- When asked if you feel safe using the car park, 60% (n=9) said 'No' and 40% (n=6) said 'Yes'. Respondents who said 'No' provided further details (see pages 11/12).
- In response to the question on renewing a permit at the higher tariff increase, the majority of respondents (77%, n=10) said 'No'. Three respondents said 'Yes' (23%, n=3) and two respondents did not answer the question - and wrote 'not sure' in the margin of the questionnaire.
- In response to the question on renewing a permit at the general (lower) tariff increase, the majority of respondents (80%, n=12) said 'Yes'. Three respondents (20%, n=3) said 'No'.
- Respondents who said 'No' to the tariff increase questions also provided further explanations/reasons (32%, n=12) (see page 13).
- Several respondents provided more detailed information/comments or proposals (19%, n=7) (see page 14).

## Objectives and methodology:

The survey was conducted by Epsom & Ewell Borough Council on behalf of the Customer Services & Business Support Team.

The survey was directed to current users of the Hudson House car park, and the results will be used by the Council's Environment Committee to determine future investment in the car park.

Epsom & Ewell Borough Council control 48 spaces in the car park. Charges for these spaces are designed to cover the ongoing running and maintenance costs of the car park and, as a commercial operation, contribute to the Council's overall revenue, funding various projects and services across the Borough.

Hudson House car park requires a number of improvements to its infrastructure. Identified improvements include the installation of LED lighting, including emergency lighting, installation of a new height restriction barrier which will still allow access by larger vehicles to the front section of the car park but not elsewhere, the removal of fencing to allow removal of accumulated rubbish, CCTV and line remarking.

The Council's first proposal is that permit prices are increased to £1,200pa for residents and £1,500pa for businesses, this would fund the identified improvements. The second proposal is that permit prices rise in-line with other Council car parks however, this would be insufficient to fund any improvements.

### Questionnaire Development:

The questions were developed in liaison with the Head of Customer Services & Business Support and Parking Manager. Subject areas included:

- Residents & business parking provision and the number of permits held
- Number of vehicles in household/business
- Blue Badge holder
- Resident of Hudson House/Borough; work in Epsom Town centre; own/manage business; train commuter
- Number of vehicles in household/business
- Frequency & times of day parking
- Any problems accessing parking space?
- Condition of the car park
- Do you feel safe using the car park?
- Tariff increase proposals
- Additional information, feedback and comments.

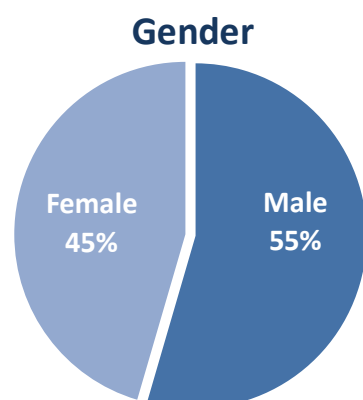
**Methodology:**

The survey ran from 23 December 2015 to 15 January 2016 - a period of just over three weeks. The survey was posted to all 37 Hudson House Car Park users. Overall, 15 responses were received making the response rate 41%. Responses were captured into the survey design and analysis package (SNAP v11). The results were analysed by the Council's Consultation and Communication Team.

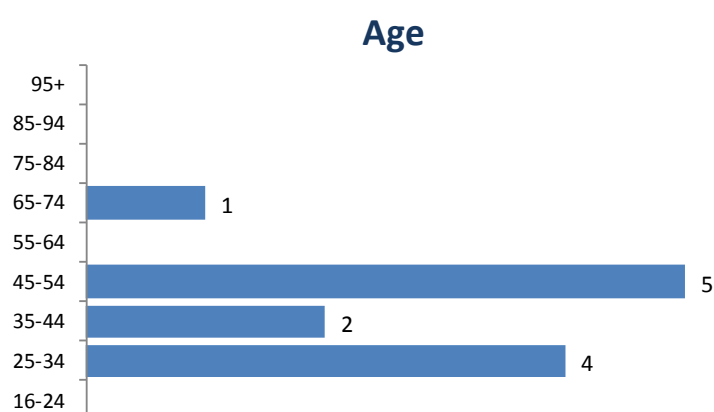
The figures in this report are calculated as a proportion of respondents who answered each question – excluding No Reply responses. Percentages in a particular chart might not always add up to 100% due to rounding, or because a respondent is allowed to give more than one answer to the question.

**Respondent Profile and Equalities Monitoring:****Age and gender:**

Respondents were asked their gender and which age group they fit into. An almost equal number of responses were received from males (n=6) and females (n=5). Responses were received from a broad range of people aged between 25yrs to 75yrs old.



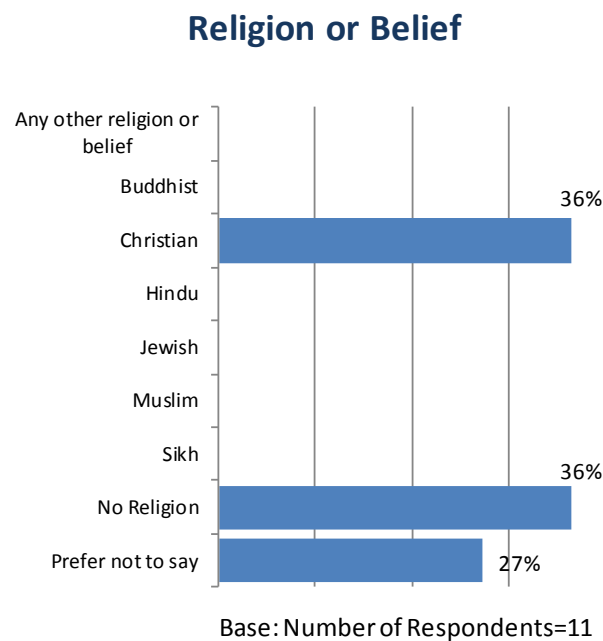
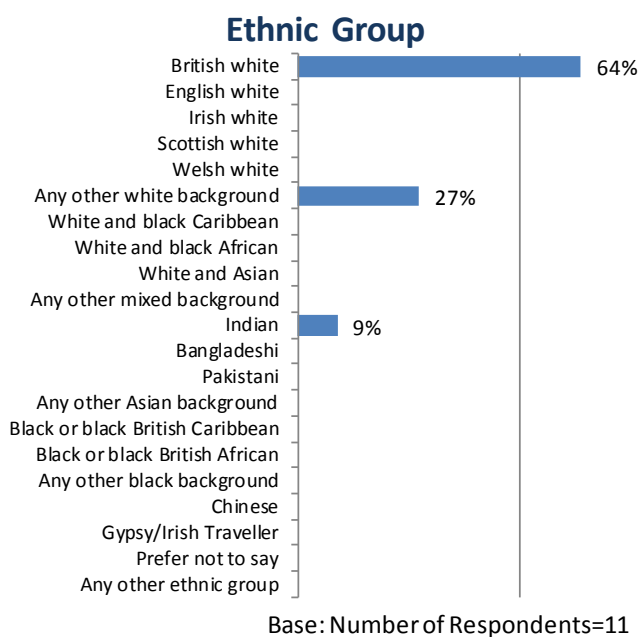
Base: Number of respondents = 11



Base: Number of Respondents=12

**Other demographics:**

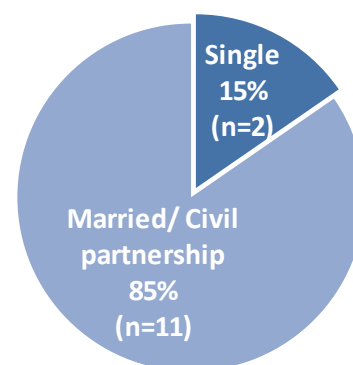
When asked about ethnicity, the majority of respondents (64%, n=7) described themselves as British white. An equal number of respondents said they were Christian (36%, n=4) or 'No Religion' (36%, n=4).



When asked about marital status, 85% (n=11) said they were married or in a civil partnership and 15% (n=2) were single. When asked about sexual orientation, 92% (n=11) said they were heterosexual, whilst 8% (n=1) preferred not to say.

None of the respondents had a disability according to the Equalities Act of 2010; however, there were two (5%, n=2) respondents who said they were 'Blue Badge' holders.

### Marital Status



Base: All respondents=13

## Analysis of results:

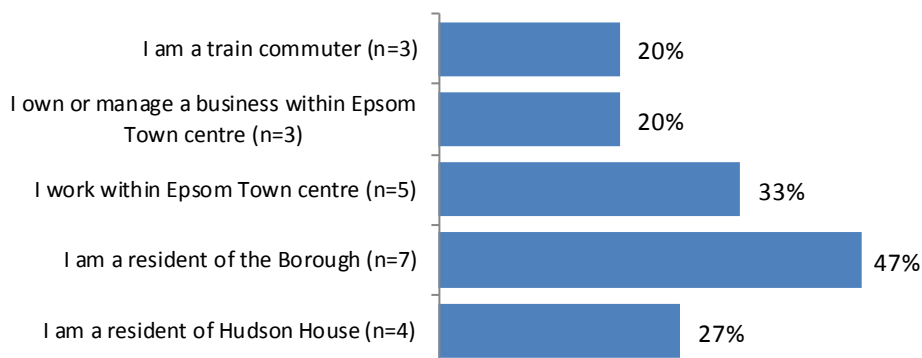
### Residents & business parking provision and number of permits held:

The vast majority (93%, n=13) of respondents said they were in favour of residents and business parking provision in Hudson House. Eight in ten respondents (80%, n=12) said they held one Hudson House parking permit. Two respondents held two permits and one respondent held four (or more) permits.

## Resident of Hudson House/Borough; work in Epsom Town centre; own/manage business; train commuter:

Responses were received from residents of the Borough (47%, n=7), people working within Epsom Town centre (33%, n=5), residents living in Hudson House (27%, n=4), people owning/managing businesses within Epsom town centre (20%, n=3) and train commuters (20%, n=3).

### Q4: Are you a Hudson House and/or Epsom resident, business worker/manager, or train commuter?

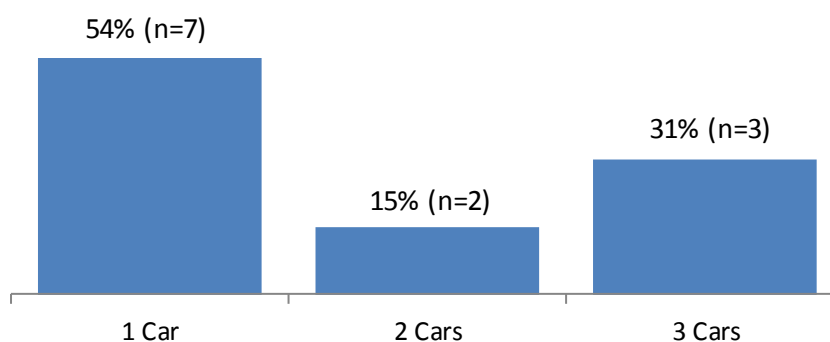


Base: Number of respondents = 15

## Number of vehicles in household/business:

Just over half the number of resident permit holders (54%, n=7) said they had one car in their household. Two said they had two cars, and four said they had three cars. There were no resident permit holders with four (or more) cars.

### Q5: How many cars in your household?

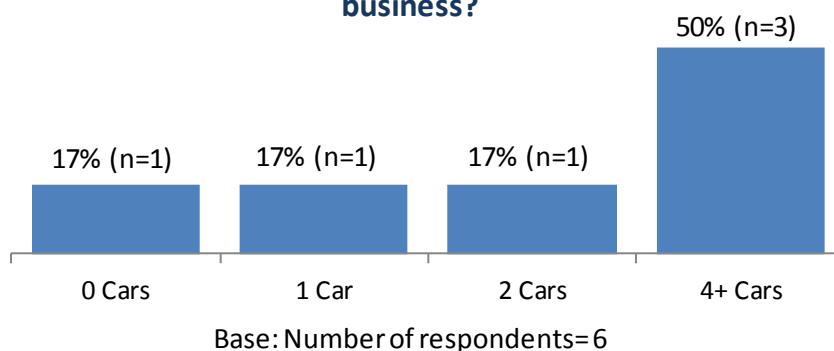


Base: Number of respondents = 13

Looking at business permit holders; three respondents (50%, n=3) said they had four (or more) cars directly associated with their business. The balance of responses comprised one business with no cars, one with one car, and one with two cars. All business respondents said their business type was 'office based'.



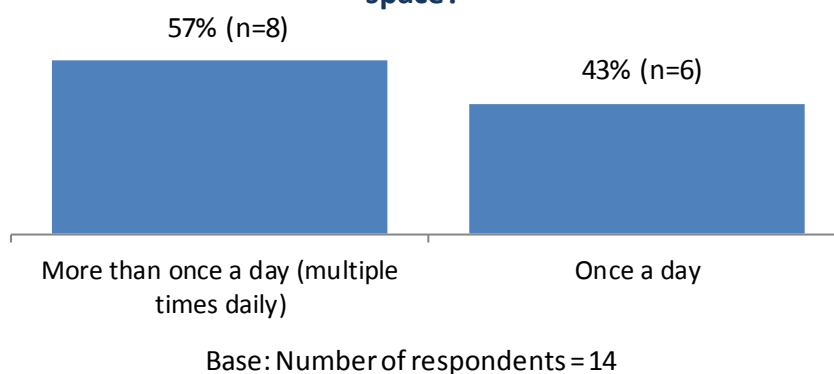
### Q7: How many vehicles are directly associated with your business?



### Frequency & times of day parking:

The majority (57%, n=8) of respondents said they utilise their parking space more than once a day (multiple times daily). Six respondents (43%, n=6) utilise their space once a day. There were no respondents who utilised their space less frequently than once per day (ie no respondents ticked 2/3 times a week or at weekends only).

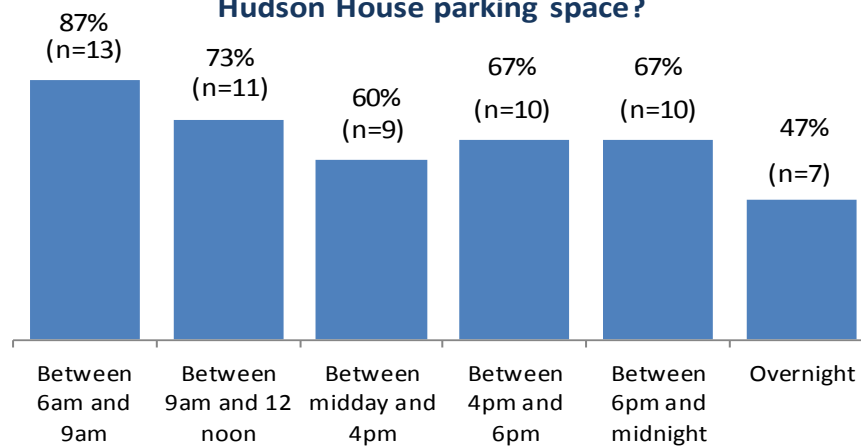
### Q8: How often do you park in the Hudson House parking space?



Looking at the time of day people parked in the Hudson House parking:

- o 87% (n=13) between 6am and 9am
- o 73% (n=11) between 9am and 12 noon
- o 60% (n=9) between midday and 4pm
- o 67% (n=10) between 4pm and 6pm
- o 67% (n=10) between 6pm and midnight
- o 47% (n=7) overnight.

**Q9: At what times of day are you most likely to park in the Hudson House parking space?**

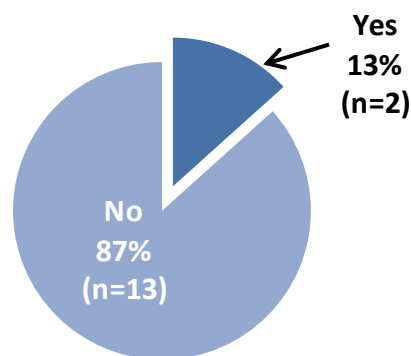


Base: Number of respondents = 15

**Any problems accessing parking space?**

The majority (87%, n=13) of respondents said they did not experience any problems accessing their parking space on a regular basis. Two respondents (13%, n=2) said 'Yes' - and they provided additional details (listed below):

**Q10: Do you experience any problems accessing your parking space on a regular basis?**



Base: Number of respondents = 15

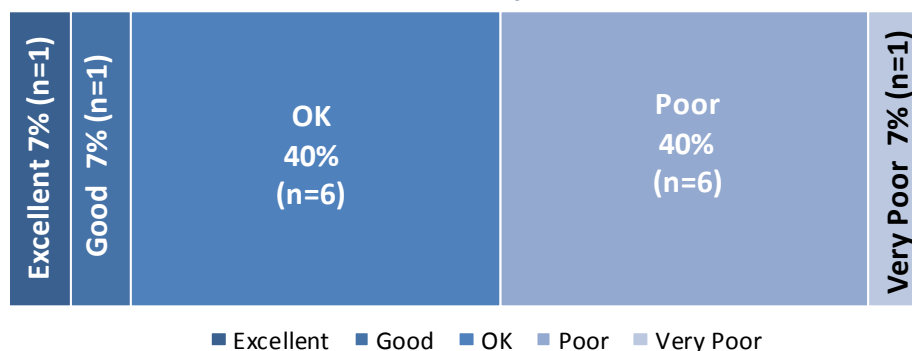
**Q10a: If Yes, please provide details:**

- Next to grass verge - sometimes mucky.
- Glass everywhere and youths who damage everything.

## Condition of the car park:

When asked about the condition of the car park; two responses were 'positive' (14%, n=2), six responses said 'OK' (40%, n=6), and seven responses were 'negative' (47%, n=7). A more detailed breakdown is illustrated below:

### Q11: How would you describe the condition of the Hudson House car park?

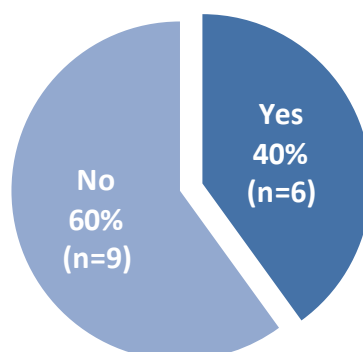


Base: All respondents=15

## Do you feel safe using the car park?

When asked if you feel safe using the car park, 60% (n=9) said 'No' and 40% (n=6) said 'Yes'.

### Q12: As a permit holder do you feel safe using this car park?



Base: Number of respondents = 15

Respondents who provided negative responses also provided further information (listed below):

Q13: If you selected 'No', 'poor' or 'very poor' to any of the options, please give your reasons below: (Base: All respondents=9)

- There are often shady characters near our parking space and also near the entrance watching us as we drive in.
- Trash everywhere - including broken glass. Lights frequently broken off. Very often groups of young men are congregated around our parking area.
- Youths hang around in car park.
- Piles of bottles piled up behind the fence. Once had a new satnav system stolen, when I forgot to lock the car (Sept 2014).
- I have experienced children and youth sitting in my space, putting debris for their BMX's in the middle of the road. Also needles and broken glass all over the place.

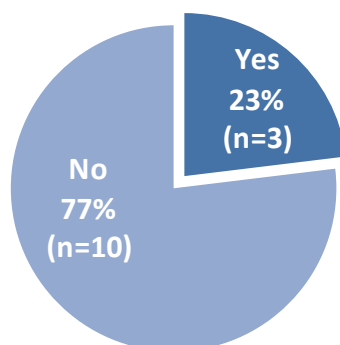
Q13: If you selected 'No', 'poor' or 'very poor' to any of the options, please give your reasons below: (Base: All respondents=9)

- Communal areas not cleaned, residents dumping the trash out of their windows and cigarette from the flats above. Dark corners provide areas for antisocial behaviour, local teenagers using as their smoking spots, also before Xmas one of our cars was urinated on by local kids, need CCTV.
- My boyfriend's car was broken into. My bike was stolen. There are always groups of kids doing drugs (day and night), used condoms on the ground, rubbish on the ground; I only park here because I have no other choice. My boyfriend sold his car to avoid it.
- Drug activity in car park on a regular basis - behind car park space [spaces mentioned].
- Poor lighting in some areas. Used needles everywhere. Skateboarders.

### Tariff increase proposals:

The majority of respondents (77%, n=10) said 'No' in response to the higher tariff increase question: 'If tariffs were to increase to cover additional improvements described in the first proposal (ie. prices increased to £1,200pa for residents and £1,500pa for businesses), would you continue to purchase an annual permit?' Three respondents said 'Yes' (23%, n=3), and two respondents did not answer the question - and wrote 'not sure' in the margin of the questionnaire.

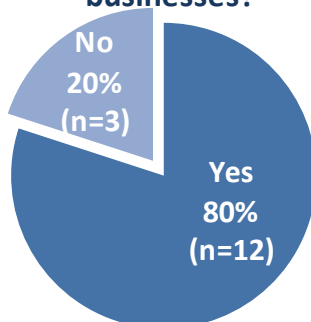
**Q14: Higer tarriff increase - Would you purchase an annual permit if prices are increased to £1,200pa for residents & £1,500pa for businesses?**



Base: Number of respondents = 13

The majority of respondents (80%, n=12) said 'Yes' in response to the general tariff increase question: 'If the tariffs were to increase only in line with the Council's other commercial operations (ie permit prices are increased to £850pa for residents and £1,060pa for businesses), would you continue to purchase an annual permit?' Three respondents (20%, n=3) said 'No'.

**Q15: General tariff increase - Would you purchase an annual permit if prices were only increased in line with other commercial operations - £850pa for residents & £1,060pa for businesses?**



Base: Number of respondents = 15

Respondents who said 'No' to any of the tariff increase questions provided explanations/reasons (listed below):

**Q16: If you selected 'No' to any of the tariff increase questions, please give your reasons below: (Base: All respondents=12)**

- No to Q14 [higher tariff increase]. There is no problem accessing my space. Currently there is already a CCTV camera sufficient to monitor, since its installation it has been good and safe.
- It's already expensive enough and it's not well maintained.
- An increase without any improvements would encourage us to end our permit.
- Cheaper parking is available elsewhere.
- Proposed works would not deliver a significant improvement. In particular removal of fencing would make the car park less safe and dirtier.
- Not good value, not safe, nobody cleans the place for months or bothers to remove broken glass.
- Cheaper to park elsewhere.
- 50% increase is excessive and we would explore other options.
- Not sure to Q14 [higher tariff increase].
- Q14 Not sure [higher tariff increase]. Possibly not - as very expensive.
- That would cost too much money! It is already a lot of money annually for one car parking space - we simply couldn't afford it if it was that much more.
- £500 is too much of a price jump when we have 4+ bays.

## Additional information, feedback and comments:

Several respondents (19%, n=7) provided more detailed additional information/comments or proposals (listed below):

**Q17: Please state any additional information/comments or proposals (Base: All respondents=7)**

- No additional improvement is required. It would not be necessary.
- The car park should be policed better as there are often teenagers smoking marijuana and littering. There are always broken glass bottles surrounding our car - and have been for weeks. The car was once covered in spit (from the teenagers who sit on the overhang above it) and sellotape. It's a hangout for delinquents and I feel scared getting my 8-month old baby out of the car.
- If you were to complete only one improvement, we suggest the addition of CCTV.
- Council's policy to allow residential development without parking is ill-thought-out and short-sighted. People who can't drive anymore still need parking for doctors, physios and carers. Here in Ashurst, residents say their family visit less often because they have nowhere to park.
- I have already complained to the Council once and was told there's a lack of funds, but that the police are aware of the 'activities' taking place in the car park. Even if there was CCTV (or frame cameras) installed I think this would make a great difference. As a young woman I feel extremely uncomfortable going in and out of the car park - and if it's at night I won't go there by myself. As mentioned I wouldn't use the facility if I didn't have to and am considering giving up my car to avoid it (as my partner has done), but I shouldn't be forced into this situation. I look forward to hearing about the improvements that you plan to make and how quickly you plan to implement these changes so I can make my decision.
- CCTV would be a good idea, but any other improvements wouldn't be very beneficial.
- Prices should be reduced for multiple bays.

## Conclusion:

The results of the survey show that the vast majority of respondents were in favour of residents and business parking provision in Hudson House. The majority of resident permit holders had one car in their household, whilst business permit holders generally had more cars. Most respondents utilised their parking space more than once per day (multiple times daily) and no one used their space less frequently than once a day. Respondents utilised their space at all times of day – with only 47% utilising their bay overnight.

There was no clear majority when asked about the condition of the car park; however, the majority of respondents said they did not experience any problems accessing their parking space. When asked if you felt safe using the car park, the majority said 'No'.

The majority of respondents said they would not continue to purchase a parking permit if the tariffs were increased at the higher rate however, they would continue to purchase a permit at the general (lower) increased tariff. Several respondents provided additional information/comments or proposals, with some respondents raising concerns about antisocial activities and the need for CCTV cameras.