

# Parking Order Proposal 2019

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## *Response to public comments*

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## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

### How and where the proposal was advertised

The 1984 Road Traffic Regulations Act 1984 states that must advertise by notice in local paper. We wanted a more meaningful engagement with residents of Cheltenham; the following table shows the locations and medium of notices and promotion of the Parking Consultation.

Location / Parking Place	Date Notice posted	Location of notice / quantity	Methods
Gloucestershire Echo (Cheltenham)	13th June	Notices section	Printed paper
CBC Website	13th June	<a href="http://www.cheltenham.gov.uk/parkingconsultation2019">www.cheltenham.gov.uk/parkingconsultation2019</a>	Static web page
Facebook	13th June	cbc channels	Boosted posts
Twitter		cbc channels	Sponsored tweets
Municipal offices reception area	13th June	Main entrance	Notice boards / printed paper
Albemarle Gate	13th June	Nailed to fence near entrance	Laminated paper and string
Church Piece, Charlton Kings	13th June	On the "IN" post On the lamp post faced on entrance to car park	Laminated paper and string
Lansdown Place Lane	13th June	On tree adjacent to Lansdown Crescent Lane On GGC Parking notice post next to pedestrian entrance	Laminated paper and string
Pittville Pump Room	13th June	Each entrance	Laminated paper and string
Sherborne Street	13th June	Attached to tree	Laminated paper and string
St James Square	13th June	Private parking post x 1	Laminated paper and string
Whitefriars (at Sixways)	13th June	Lamp post near pedestrian walk way	Laminated paper and string
Malvern Walk	13th June	1x Gates at road entrance 1x Lamppost near cycle track	Laminated paper and string
Municipal offices car park	13th June	Lamp post x 2	Laminated paper and string

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

### Summary Table of Comments

A total of 505 responses were received by the Parking consultation team, many responses contained multiple comments, a total of 865 unique formal comments. This does not include the comments made on Facebook and Twitter, the purpose of those promoted posts were to advertise and draw attention to the formal method.

Comment Category	Number of Comments
Objects to season tickets for most carparks	2
Objection to reduction in size of St Georges Road carpark	2
Supports reduction in size of St Georges Road carpark	1
Objection to Malvern Walk being used for permit parking	21
Support for Malvern Walk being opened for School parent parking	8
Concerned about increase in crime (at Malvern Walk)	3
Objection to parking tariffs in White Friars, Church Piece, Albemarle Gate and Pump Room carparks	362
Supports free time period	85
Concerned that charges will increase on street parking	118
Concerned about congestion for school drop off	16
Concerned for impact on shows and events at Pump room	4
Concerned about paying to use Doctors, Pharmacy and Opticians	51
Concerned that charges will reduce local economy	166
Supports closing of WAD Pump Room carpark gate	3
Student Parking	4
Supports parking order	13
Other neutral comments	6
<b>Total</b>	<b>865</b>

# Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

## Petitions

Two different petitions were received during and just after the consultation period, the smaller consisted of **103** signatures (unsure if any were duplicated from formal comments received)

**WE, THE UNDERSIGNED, OBJECT TO THE COUNCILS PROPOSALS TO CHARGE FOR PARKING AT THE WHITEFRIARS CAR PARK (LONDON ROAD< CHARLTON KINGS)**

Name	Address incl. Postcode	Signature
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The larger consisting of 2 types of form and about **510** signatures

### Keep Free Parking at Sixways

We, the undersigned, being residents, business owners and shoppers wish to resister our opposition to the introduction of car park charges at Sixways, Charlton Kings. Introducing charges will reduce the viability of shops at Sixways and will increase on- street parking on the already narrow streets around Sixways, making it dangerous for pedestrians. We ask the council to keep free parking at the public car park.

Name	Address	Signature
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A third petition of "mixed formats" against parking proposals in Church Piece of approximately 248 signature was received on the 7th August 2019 by Democratic Services, whilst outside the consultation period, it's summary is included in this report for completeness.

120

Received 7/08

### **PETITION AGAINST THE PARKING PROPOSAL IN CHURCH PIECE**

**The undersigned shows support for objecting to the proposed parking charges in Church Piece and Whitefriars car parks.**

NAME	ADDRESS	SIGNATURE
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And an additional paper in this format

**WE, THE UNDERSIGNED, OBJECT TO THE COUNCILS PROPOSALS TO CHARGE FOR PARKING AT THE WHITEFRIARS CAR PARK (LONDON ROAD< CHARLTON KINGS)**

Name	Address incl. Postcode	Signature
------	------------------------	-----------

# Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

## Draft Parking Order - our published rationale

This was published on the CBC public website at <https://www.cheltenham.gov.uk/parkingconsultation2019>

### Summary of changes as advertised

Change	Reason for doing so
Removal of Sandford Parks Lido car park from the Order to allow for direct management by the leaseholder (currently Sandford Parks Lido Ltd)	<p>The council currently manages the Lido car park on behalf of the leaseholder.</p> <p>This change will allow the leaseholder to directly manage the car park operation, set parking tariffs, arranging maintenance and associated enforcement arrangements.</p> <p>It will also allow the leaseholder to consider more flexible payment options which could, for example, be linked to Lido season ticket arrangements.</p> <p>In addition, the direct control of the car park will allow the leaseholder to directly manage planned capital investments and improvements, which are likely to involve temporary disruption to car parking arrangements and accessibility.</p>
Introduction of revised tariffs and restrictions in existing CBC public car parks:	<p>Charges are levied in order to help manage parking demand and associated car journeys and are set at a level designed to encourage more sustainable transport modes, including bus travel and walking and cycling, particularly for shorter journeys.</p> <p>This approach has positive environmental benefits in terms of helping to manage traffic volumes and the associated noise, air pollution and carbon emissions that are contributing to global heating.</p> <p>Walking and cycling also have positive health and well-being impacts.</p>
Whitefriars (at Sixways)	<ul style="list-style-type: none"> <li>• The current 4 hour maximum waiting restriction will be retained, in order:-</li> <li>• To prevent long-stay car and van parking</li> <li>• To encourage parking turnover which facilitates public access to local shops and services.</li> </ul>
Pittville Pump Room	<ul style="list-style-type: none"> <li>• A two hour free parking restriction will be introduced, followed by a charge of £1 for up to a 4 hour maximum stay, in order:-</li> <li>• To help prevent commuter and other long stay parking</li> <li>• To provide funding to help facilitate car park maintenance, enforcement arrangements and capital improvements, such as boundary repairs, resurfacing, equal access arrangements, lining, green planting, bins etc.</li> <li>• To help manage the demand for available parking spaces</li> <li>• To facilitate and optimise leisure access to Pittville Park</li> <li>• To ensure that the business operated from the venue and</li> </ul>

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

Change	Reason for doing so
	associated events can be effectively managed and parking impacts controlled. Arrangements for longer stay by those visiting the Pump Room for specific scheduled events will be introduced in conjunction with the site operator.
Albemarle Gate	<ul style="list-style-type: none"> <li>• A two hour free parking restriction will be introduced, followed by a charge of £1 for up to a 4 hour maximum stay, in order:-</li> <li>• To help prevent commuter and other long-stay parking</li> <li>• To provide funding to help facilitate car park maintenance, enforcement arrangements and capital improvements, such as boundary repairs, resurfacing, equal access arrangements, lining, green planting, bins etc.</li> <li>• To help manage the demand for available parking spaces</li> <li>• To facilitate and optimise leisure access to Pittville Park.</li> </ul>
Lansdown Place Lane – include within the Order and apply appropriate charges	<ul style="list-style-type: none"> <li>• To help manage the demand for available parking spaces</li> <li>• To help prevent commuter and other long-stay parking</li> <li>• To provide funding to help facilitate car park maintenance, enforcement arrangements and capital improvements, such as boundary repairs, resurfacing, equal access arrangements, re-lining, green planting, bins etc.</li> </ul>
Church Piece, Charlton Kings – include within the new Order with the current 4 hour free maximum stay period.	<ul style="list-style-type: none"> <li>• To prevent long-stay car and van parking</li> <li>• To encourage parking turnover which facilitates public access to local shops and services</li> </ul>
Sherborne Street - include within the Order and apply charges as proposed	<ul style="list-style-type: none"> <li>• To prevent long-stay car and van parking</li> <li>• To provide funding to help facilitate car park maintenance, enforcement arrangements and capital improvements, such as boundary repairs, resurfacing, equal access arrangements, re-lining, green planting, bins etc.</li> <li>• To facilitate and optimise access to local goods and services</li> <li>• To help manage the demand for available parking spaces</li> </ul>
St James Square – CBC-owned road - include within the Order	<ul style="list-style-type: none"> <li>• To prevent long-stay car and van parking</li> <li>• To provide funding to help facilitate car park maintenance, enforcement arrangements and capital improvements, such as boundary repairs, resurfacing, equal access arrangements, re-lining, green planting, bins etc.</li> <li>• To facilitate and optimise access to local goods and services</li> <li>• To help manage the demand for available parking spaces</li> </ul>
Municipal Offices rear car park, Royal Well Road – include within the Order	<ul style="list-style-type: none"> <li>• To prevent unauthorised and long-stay car and van parking</li> <li>• To control permit parking arrangements and disabled parking by blue badge holders in disabled parking bays for up to 1 hour (for access to CBC offices)</li> <li>• To help facilitate access by delivery and maintenance vehicles</li> </ul>
Blue badge parking - existing blue badge	In recognition of the difficulties which some disabled people have in

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

Change	Reason for doing so
<p>parking charge arrangements are confirmed, thereby providing 3 hours free parking for blue badge holders in all CBC car parks except Regent Arcade, where the general parking tariffs will continue to apply. Note: Blue badge holder stays over 3 hours to be paid for (i.e. from 4 hours to all day)</p>	<p>accessing the town centre by alternative travel modes.</p> <p>Regent Arcade is the highest quality CBC car park and the car parking tariff structure is designed to reflect this. In addition, an enhanced level of disabled blue badge parking provision has been provided at that location and tariffs encourage turnover of spaces to maximise their availability.</p>
<p>Season tickets – to include flexibility across all car parks for the introduction of a season ticket option, based on a formula relating to the parking day rate for the car park concerned.</p>	<p>There has been a low level of representation relating to this proposal, apart from a submission from the Business Improvement District raising concerns about the proposed pricing structure and timing/phasing of the introduction of the scheme.</p> <p>The intention is to provide a market value alternative to customers wanting to pay for parking each day, based on a formulaic calculation, which has regard to the prevailing parking day rate. It is not the Council's intention to provide a parking incentive that might favour car use of other more sustainable transport modes.</p> <p>The authority will therefore monitor the new scheme and undertake a review after 12 months operation to assess whether it is having any unintended impacts.</p>
<p>61% reduction in the size of St George's Road car park, as a result of a proposed land transfer to Gloucestershire County Council (GCC).</p>	<p>The council (CBC) is working with GCC and the Gloucestershire Local Enterprise Partnership (Glos LEP) to help deliver a development project known as 'Workshop Cheltenham' which it is proposed will sit on land to the rear of the children's library in Chester Walk, (adjacent to St Mary's Church). Workshop Cheltenham will provide a vibrant and well connected business start-up space, to help the development of innovative new enterprises in support of the town's economy. The development would involve a land swap between CBC and GCC, with CBC transferring around 61% of the St George's Road car park to compensate for the loss of GCC-owned parking at Chester Walk, which the Workshop Cheltenham project is looking to acquire. If the development does not proceed for any reason, the car park at St George's Road would stay as is. If the development goes ahead, GCC intends using the land for car parking in conjunction with the Magistrate's Court building (which already forms some of the current parking demand at that site) and CBC is looking to transfer some of its own staff permit holders to an alternative site to help mitigate the residual loss of publicly available spaces. Further details regarding this scheme can be found on <a href="#">the PublicAccess system</a> under planning reference 19/00204/FUL.</p>

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

### Comments Received from the Public

Comment category	Example Quotes	Quantity of similar	Response
Objects to season tickets for most carparks	<p>I write in respect to the Parking Consultation 2019 and wish to <b>object</b>. Schedule 2 (" SEASON TICKETS, PERMITS AND ELIGIBILITY ") shows that Staff and Councillors of Cheltenham Borough Council and Cheltenham Borough Homes have markedly reduced rates for season tickets as indicated in Column 6 compared to the £2,760 p/a for a Monday to Friday season ticket and £3,864 p/a for Monday to Sunday season ticket for a member of the public.</p> <p>This differentiation in price puts the council at a significant advantage over and above other businesses that have staff that operate in and around the Town Centre. In email conversations with Mike Redman, Director of Environment, it was indicated that the one of the primary reasons to bring in the parking order is to reduce journeys into the town centre by private car. Offering a reduced rate for Council Staff and Councillors encourages this group of people to use a private car to travel to the town centre, where offering season tickets at the same market rate as the public will discourage travel by private car and encourage the use of public transport in line with the council's aims. If the council finds that it struggles to attract councillors and staff in the same way that businesses do due to the high parking charges, then it should consider moving to a different location where there is better availability of parking as other businesses are doing. I therefore object that the Parking Order creates a two tier system of parking, where council staff and councillors receive preferential treatment over other businesses within the town."</p> <p>"I am writing to object to the planned introduction of season tickets for parking in CBC car parks. I have worked in Bath Road, Cheltenham for the last 11 years. I have had a parking permit for that time. These permits have now been scrapped, to introduce a season ticket. The parking permits were issued at a much reduced rate to the daily parking fee. There were quite a few people where I work that had these permits, we have all said that we would happily have paid more for these permits, but to charge you the same fee as parking there and paying every day is unacceptable. All you have done is push people out onto street parking. The car parks a lot of the time are at least half empty. So not only have you lost guaranteed income from the parking permits but you are losing any payments from those people. The people that work on Bath Road, use the shops and restaurants on a regular basis, if you are expecting them to pay over</p>	2	<p>We have scrapped an out of date system that was applied inconsistently across the car park estate and replaced it with a convenient method that will be available in almost all car parks. The Council proposes charging a market rate using a formulaic method described by the British Parking Association for pricing season tickets.</p> <p>The authority will monitor the new scheme and undertake a review after 12 months operation to assess whether it is having any unintended impacts.</p>

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

<b>Comment category</b>	<b>Example Quotes</b>	<b>Quantity of similar</b>	<b>Response</b>
	5 times more for parking, then they will not be able to afford to frequent the shops etc, as such these businesses will lose out.”		

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

Comment category	Example Quotes	Quantity of similar	Response
Objection to reduction of St Georges	<p>“As a regular user of this car park, I am surprised that the council is considering reducing it to provide workshops. The car park is frequently very busy or full, particularly around Christmas and New Year. It is the best car park to get to from the Golden Valley to go shopping when you know that you need to buy quite a bit and would want to take things back to the car.</p> <p>As well as that, it is the car park for the magistrates court. There is no obvious alternative which would have spaces. If the people using the workshops are also trying to park there, the situation will be impossible. Surely it would be more productive to provide workshops on the edge of the town, with better access and parking.”</p> <p>“While I appreciate the desire to increase the use of public transport by making parking in the town centre difficult and expensive I believe that all it will actually achieve is the death of the town centre as public transport is simply too expensive and inconvenient. People will vote with their feet and desert the town. I particularly object to the decision to simply remove 61% of St George’s Road car park. We have so few easily accessible and well placed car parks that I think it would be wrong to swap this one for this project. “</p>	2	The car park is likely to be reduced in size, but we estimate that 32 to 40 spaces, including 2 mobility users spaces, will remain after the land transfer to GCC.

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

Comment category	Example Quotes	Quantity of similar	Response
<p>Objection to Malvern Walk being used as a car park</p>	<p>“I would like to register my objection to the proposed car park on the site of Malvern Walk. I have recently purchased a property on the Taylors Yard housing development and my house has views directly onto the Honeybourne Line and the proposed site of the car park.”</p> <p>“I would like to raise an objection to the proposed Malvern Walk car park. This area has recently become a residential area with the building of the Taylor Wimpey estate and the land is a valuable area for recreation for families and children. As a result of the new housing in the area it will see a lot more people walking on Malvern Walk, and building a car park will certainly cause conflict between people and cars. People chose to live on the estate so they can have easy access to the town for its facilities and work and building this car park will cause many safety concerns.”</p> <p>Furthermore it is not clear that Malvern Walk provides parking near to Cheltenham Borough Council offices. Can staff not be recommended to use existing Park+Ride facilities or other green forms of travel? I understand that car journeys can provides personal convenience (or necessity if disabled) if door-to-door. The proposed parking so far from council offices will not provide that convenience (or necessity) and thus it is not clear what its purpose is (as opposed to the existing Park+Ride).</p> <p>Increased short-stay parking in the area will assist school drop-off and collection for special-needs children and those who have to travel by car for other reasons. Furthermore, more parking should reduce anti-social parking and make the journey to/from school safer for pedestrians.”</p>	<p><b>21</b></p>	<p>This area was long used for off-street parking, but has been closed since the Cheltenham Ladies College completed their works to build a new sports facility on adjoining land. We will work with the residents group of Taylor’s Yards and install suitable green planting to minimise any impact on local residents.</p>
<p>Concerned about increase in crime (at Malvern Walk)</p>	<p>My concern with changing this area of land into a car park mainly focusses on the safety of residents and the potential for this to provide and opportunity for antisocial behaviour.</p> <p>We have already witnessed drug dealing taking place on the Honeybourne line and I’m sure you are aware that it isn’t particularly safe on an evening even with the lighting and CCTV which do not act as a deterrent.</p> <p>Secondly I have concerns about crime, I understand that this car parks intent is for council workers but during the night time it may become a place of illicit activity, tucked away from relative view with links to the train station. I frequently walk passed this site on Malvern Road on my</p>	<p><b>3</b></p>	<p>When Malvern Walk becomes a council staff car park, additional enforcement and security patrols will be an additional deterrent to anti-social behaviour.</p>

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

Comment category	Example Quotes	Quantity of similar	Response
	<p>way home to Lansdown Crescent and I would rather not encounter unwanted individuals to the area.</p> <p>- Increased opportunity for crime and antisocial behaviour (who manages the space out of hours? Imagine it will be the local residents who are first to suffer the ill consequences of delinquent use of the space on evenings and weekends)</p>		

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

Comment category	Example Quotes	Quantity of similar	Response
<p>Objects to parking charges at White Fryars, Church Piece, Albemarle Gate and Pump Room carparks</p>	<p>“If you impose parking charges you will quite literally <b>rip the heart</b> out of our village, make life extremely difficult for our elderly residents (CK has one of the highest percentages of elderly people in the County) as well as cause great harm to the activities in our Community Centres”</p> <p>“Although I understand that you would to try and avoid commuters takings spaces up during the whole day I still believe that it is important that workers can get to work without having to pay to park, especially when the bus services are unreliable and overly expensive. As well as this I think it’s important to offer free parking around areas of Cheltenham for people that need to visit the doctor or dentist for example or just to nip into town. If we want to save our high street we need to start offering free parking, it doesn’t necessarily have to be for hours and hours but perhaps 1.5 hours free with charges starting after that time? Hundreds of businesses, big and small within the town centre rely on their staff and their customers being able to access them. Parking restrictions will not help this. “</p> <p>“Sixways car park is a vital facility for access to the Surgery and Chemist; Church Piece is a vital facility for all local services, shops and schools. The charges you are proposing would have a negative impact on local shops and services. The prevention of long-stay car and van parking can be achieved by introducing a maximum stay time of 2 hours and have a minimal charge of 20 pence per hour. People would not object to paying a reasonable fee such as this , however they would think twice if the cost was £1 for an hour ,as most people only use these car parks for a short period. Consequently if the proposed charges are introduced they are more likely to park on the road and increase illegal parking and congestion.”</p> <p>Pittville park is a fantastic asset to Cheltenham and so important for both mental and physical health of both children and adults. To prevent those who live further away or disabled, older people from using it due to parking charges is disgraceful. I have always lived close to the park and feel it should be protected and free for everyone. My father who is 83 with a heart problem.”</p>	<p><b>362</b></p>	<p>The Parking team and a member seminar have considered the many comments on this aspect of the proposal; therefore, the Council proposes retaining the 4 hour free parking period at Whitefriars and Church Piece car parks.</p> <p>In addition, it is now proposed that a two hour free period at Albemarle Gate and Pump Room car parks will be applied (rather than charges applying for any length of stay), followed by a proposed charge of £1 for up to a 4 hour stay.</p> <p>This recognises the role of these car parks in supporting access to Pittville Park by all sectors of the community.</p>

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

Comment category	Example Quotes	Quantity of similar	Response
<p>Concerned that proposals will increase parking on streets</p>	<p>“We already have a big problem of street parking especially in the middle of the village. This would only get worse with the proposed changes. Making it more dangerous for anyone walking, running or cycling through the village. Especially at school drop off/pick up.”</p> <p>“People will still need to park for a number of non-selfish reasons and will therefore have to pay or will park in previously quieter roads causing issue with residents. If people are forced to pay more this will have a knock on effect on local traders as numerous previous reports have shown (both locally and nationally).</p> <p>If you want people to cycle or use public transport then make these more viable rather than just trying to squeeze more money out your constituents. How about properly connected and prioritised cycle lanes from major residential areas away from the town centre? How about increased bike parking in town or bike trailer hire to take the bigger shopping home that would otherwise need a car?”</p> <p>“If the above proposal goes ahead then residents parking will be affected. The reason being that students leave their cars for days or weeks on end outside the residents houses, without using them, as do people who work e.g. a classic example.....two colleagues park their cars outside numbers 72, 70 ,68 ,66 , Albemarle Gate, one of them leaves his car every day ALL DAY on the road, while they drive to Swindon to work! This type of scenario happens all the time.....making it very frustrating for the residents who cannot park!!”</p>	<p><b>118</b></p>	<p>The Parking team and a member seminar have considered the many comments on this aspect of the proposal; therefore to reduce the impact of charging and increase parking place availability the Council will allow a 2 hour free parking period at Albemarle Gate and Pump Room carparks followed by the proposed charges for greater durations.</p> <p>The 4 hour free stay period will be retained at Whitefriars and Church Piece car parks, primarily on the basis of local representations regarding the usual availability of spaces and the potential issues for the economy and community services of introducing charges.</p>

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

Comment category	Example Quotes	Quantity of similar	Response
Concerned about congestion at School drop off/pick up time	<p>This car park is used for short periods in the morning and evening by parents of the nearby Dunalley Primary School. The school encourages us to park here and walk our children through the park to assist with the 5 minute clean air scheme they undertake to help the environment.</p> <p>“The only problem I do agree is happening is school drop offs using it as a through road. Charging for parking will not stop this. And closing the gate the other side will not stop this. People will still be driving in and out of East Approach Drive to pull over and let their kids out”</p> <p>“Church Piece is especially useful for working parents dropping off children. Charges will lead to more parking in streets all around - causing safety issues , especially for children”</p> <p>“The parking situation is already awful at school drop off and pick up times. Removing free parking spaces for parents at these times will mean that more cars will be looking for spaces on the streets.</p> <p>“This is used at school drop off and pick up so taking this away will make CK even more dangerous for this part of the day. If anything, an up to 30 minute stay would do the same thing in terms of forcing that turnover for businesses.”</p>	<b>16</b>	The 4 hour free stay period will be retained at Whitefriars and Church Piece car parks, primarily on the basis of local representations regarding the usual availability of spaces and the potential issues for the economy and community services of introducing charges.

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

Comment category	Example Quotes	Quantity of similar	Response
<p>Concerned for impact on shows and events at Pump room</p>	<p>“Having organised 18 Flower Shows at the Pump Rooms in recent years and assisted in 72 shows there since 1983 i think that you really need to organise parking restrictions very carefully.</p> <p>These Shows involve well over 50 people some being there all day, whilst others come and go during the day [exc. visitors].</p> <p>If no scheme is devised to exclude users from charges you will have a wonderful venue which could be unbookable , or of very limited appeal to would be users.</p> <p>”</p> <p>“The proposed changes will increase the costs and seriously impact the ability of Cheltenham Festivals to efficiently operate the venue. The proposals will also negatively impact the experience of audience members some of whom may even decide, as a result, not to attend events due to the cost and inconvenience. Ideally we suggest that both the charges and the maximum waiting time are waived on the days when Music Festival events are taking place; at the very least we suggest a waiver of the maximum waiting time on such days.”</p>	<p><b>4</b></p>	<p>The Council and Trust’s senior management have been working together and have agreed in principle that a system will be introduced to manage event parking using bespoke passes for specific scheduled events.</p>

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

Comment category	Example Quotes	Quantity of similar	Response
<p>Concerned about paying to use Doctors, Pharmacy and Opticians</p>	<p>“I am writing to say that if charges &amp; restrictions are brought in to play, at the Whitefriar's Six Ways' car park, then it will impact hundreds of people who use this for the doctors' surgery and chemist - they may not be in a position to pay each visit. ”</p> <p>“</p> <p>You do realize that there is a very busy doctor's surgery at Sixways? So now you intend to add an additional tax to healthcare? People with appointments outside the available bus times will have to walk if they cannot afford the charges? The elderly? Young mothers and children? Plus there is a recycling area there.”</p> <p>“With regard to the proposed scheme to introduce payment for parking. In Sixways Car Park the scheme is totally ill thought out. Not only does it mean that elderly people such as myself who have to make regular visits to the Clinic will be faced with additional charges. But it will bring additional congestion for people living in the Cudnall Street area who have to deal with the significant ‘street parking’ that already occurs.!!”</p>	<p><b>51</b></p>	<p>The 4 hour free stay period will be retained at Whitefriars and Church Piece car parks, primarily on the basis of local representations regarding the usual availability of spaces and the potential issues for the economy and community services of introducing charges.</p>

## Comments and issues arising from Parking Order proposals 13<sup>th</sup> June – 4<sup>th</sup> July 2019

Comment category	Example Quotes	Quantity of similar	Response
Concerned that charges will reduce local economy	<p>“This car park is used for a variety of different reasons: visiting the library, visiting the shops/café/food outlets, attending events at Kings Hall, attending events at the Stanton Rooms, visiting the playing fields and recreation facilities all of which are an important part of keeping this vital part of Charlton Kings’ economy and social well-being viable. Introducing charges in the car park might upset what has been a hard-fought for, but non-the-less fragile success, by discouraging any of these users.”</p> <p>“Blanket parking charges would deter shoppers and other facility users at Church Piece and, to some extent, at Whitefriars (Six Ways). This could be disastrous for the Co-op at Church Piece and risks the continued presence of this valuable convenience store. There is a risk that car parking revenue and business rates income for CBC is lost”</p> <p>“Most importantly, when retail stores are struggling and I am sure that the high cost of parking in town, although in the control of the Borough Council, has reduced shopper numbers, every effort should be made to support local business such as those at Sixways or Church Piece.”</p> <p>“The Borough Council should seriously reconsider introducing charges at Church Piece and Sixways. These parking places are used primarily by local people in the community for access to shops, schools and a doctor's surgery (not so much for long term parking or vans as suggested in your reasons). The Council should consider the bigger picture, Paying to park will immediately deter the casual shopper and regular shoppers which will affect already struggling shops.”</p>	166	<p>The Parking team and a member seminar have considered the many comments on this aspect of the proposal.</p> <p>The 4 hour free stay period will be retained at Whitefriars and Church Piece car parks, primarily on the basis of local representations regarding the usual availability of spaces and the potential issues for the economy and community services of introducing charges.</p>

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<b>Optional other comments from the public</b>			
<b>Comment category</b>	<b>Example Quotes</b>	<b>Quantity of similar</b>	<b>Response</b>
Friends of Pittville	“As a trustee of the friends of Pittville can you assure us that we can still use this car park for the November and Gold Cup weeks’ racing; it is our main source of funding on these meetings , the money then goes towards our improvements in the park Thanking you”	<b>1</b>	We cannot provide a categoric assurance at this time, but this issue will be revisited once the governance, legal and insurance implications have been explored further.