

Appendix F: Survey analysis – February 2014

A major survey was undertaken in February 2014 in all city centre and district car parks and below is a summary of some of the data collected.

We only record ethnicity, age and disability because otherwise the questionnaire would be too long and put people off responding. However, as shown below, Nottingham City Council car parks attract customers from across a wide range of ethnic, disabled and age groups.

		Survey Result	Nottingham City Census 2001
Ethnicity	Asian	9%	11%
	Black	10%	8%
	Chinese	2%	2%
	Mixed	10%	7%
	White	69%	72%
Age	18 – 24	8%	14%
	25 – 34	21%	16%
	35 – 44	29%	13%
	45 – 54	25%	11%
	55 – 64	15%	9%
	65 – 74	3%	6%
	75 +	0%	6%
Blue Badge	Yes	4%	N/A
	No	96%	N/A

Some other important figures from this survey include:-

- Broadmarsh Car Park – 75% of respondents to the survey thought disabled parking facilities were either good or excellent.
- Trinity Square Car Park – 100% of respondents to the survey thought disabled parking facilities were either good or excellent
- Lace Market Car Park – 89% of respondents to the survey thought disabled parking facilities were either good or excellent
- Curzon Street Car Park – 81% of respondents to the survey thought disabled parking facilities were either good or excellent
- Castle/Arena/Sneinton Market Square – 100% of respondents to the survey thought disabled parking facilities were either good or excellent
- Bulwell/Sherwood/Radford/Hyson Green Car Parks – 100% of respondents to the survey thought disabled parking facilities were either good or excellent

Parking Services attained an average of 95% for the provision, size and accessibility of disabled parking spaces with only 3 car parks failing to reach 100% satisfaction. There was an overall average of 95% for ease of access from and to the car parks.

Overall satisfaction with the parking facilities was 55% at Broadmarsh Car Park which is due to be redeveloped in the next year; all other car parks achieved over 90% satisfaction.

One particular statistic from this survey which has been influential when designing the new tariff structures was: the reasons people gave for choosing our car parks included 81% for the convenience of location with only 18% considering the cost of parking. Parking Services need to ensure we maintain this convenience factor by ensuring spaces are available to customers in their desired location as often as practicably possible.