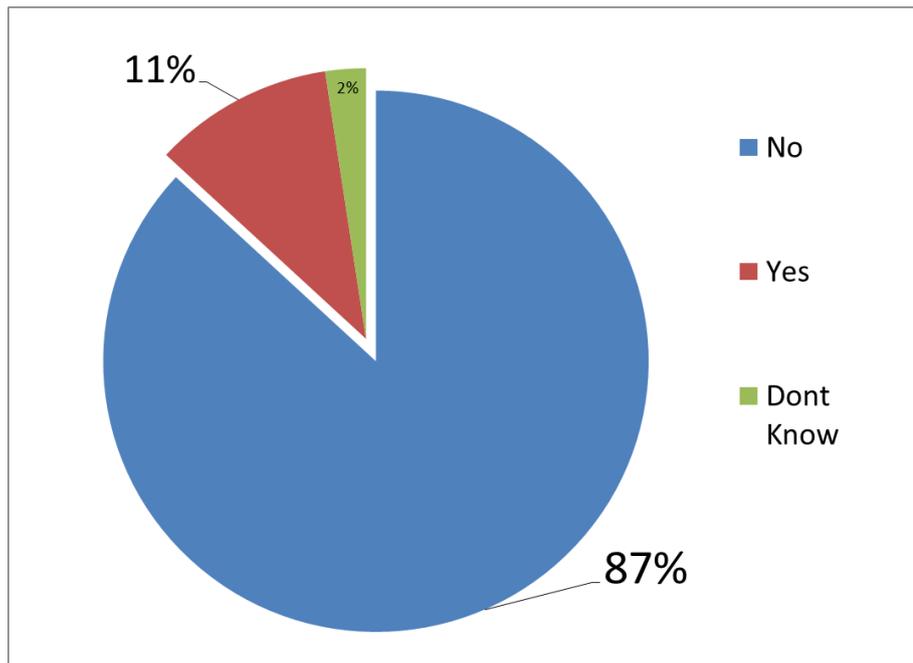




1) The Sainsbury's car park, off Westow Street, has recently reduced car parking time from 3 hours to 2 hours maximum (24 hours a day). Do you agree with this change?

Total Replies: 374



2) Please explain your reasons for preferring a 2 hour, or a 3 hour, maximum stay time:

Free Text replies: 342

Replies where responded preferred 3 hour stay:

- *Even just a normal shop with kids can take more than an hour. I won't be coming to Crystal Palace while it's only 2hrs and I used to spend a lot in Sainsbury's and then local toy and gift shops.*
- *2 hours does not allow sufficient time to do the weekly shop at Sainsbury's and run errands at other shops on the triangle.*
- *2 hours is too short to shop and have a meal in one of the local restaurants*
- *When shopping with small children on busy weekends in particular 2 hours isn't long enough to get the kids out of the car, around the shop and back to the car again.*
- *This will put me off coming to CP & spending in the many businesses there so all will lose out.*
- *I know that for specific events like parties or craft fairs at the Phoenix Centre, traders/visitors would be seriously inconvenienced with a shorter stay tim,*
- *it very hard for community space like the Phoenix Centre to be used to its fullest potential, if there is limited parking nearby.*
- *Although I don't use the parking there myself....I live on a street near the triangle and i have noticed a direct knock on of this as there are many more cars parking on my street making it really difficult for local residents to park name at their home.*
- *2 Hour parking has disrupted my worship at The Salvation Army Upper Norwood. I can no longer share in the fellowship after a meeting*
- *could the bottom part of the car park be metered so you pay for parking longer than 2 hrs?*
- *If you come to have your hair done, do some birthday shopping, have a quick coffee and finish of your weekly shop at Sainsburys, you NEED more than two hours. This is profitable for both the businesses on the triangle AND Sainsburys as many people shop at the Sainsbury Upper Norwood BECAUSE they can do other things too.*
- *I need over two hours to complete my visit to sainsburys as I have a large shop to do accompanied by my unruly children! Two hours is not enough.*
- *I think that 3 hours is the right amount of time*
- *I would rather people parked in a designated car park than on side streets making it harder for residents to park outside their own houses.*
- *In 38 years, I've never had a problem finding a space in the car park even when there was no time limit.*
- *I've now stopped visiting the local shops for fear of getting another parking fine. I received one recently, I was unfortunately 20 minutes late and that's now really out be off as I don't want the stress of rushing around especially now when heavily pregnant and with toddler.*
- *Now restrictions are pushing folk to park in residential roads well past the Queen's Hotel*
- *It's a community car park historically, used by all types of people and families*
- *Parking around the triangle is limited*
- *This will only increase fines at the benefit of Sainsbury's and reduce much needed investment in the community.*
- *Parking for the entire triangle should not be Sainsburys problem, however as they have the only car park, it is.*
- *I need to be able to use a car for visits to CP when shopping as I have problems walking and carrying any weight in shopping bags.*
- *I will probably do more supermarket shopping elsewhere now*
- *When the supermarket was built it replaced a free car park and unrestricted parking was part of the planning permission*

- *Crystal Palace District Centre has no Town Centre car park and is particularly dependent on parking at the Sainsbury site. As a shopkeeper with 30 years experience I remember the catastrophic effect of the closure of the Sainsbury (or Morrison as it was then) car park. This is a codependency. If the District Centre suffers due to a reduction to 2 hours then Sainsbury will become less viable*
- *As a community worker, I need to visit groups and activities that go on for longer than 2 hours. A three hour parking limit allows for this*
- *the car park is empty most weekdays and you can always find a space - even at weekends. I have never ever, in 13 years of living here not found a space.*

Replies where responded preferred 2 hour stay

- *2 hours is enough time to get shopping in Sainsburys ONLY*
- *2hours of free parking is plenty. I often have difficulty parking on a Saturday*
- *I think it is generally helpful for footfall to encourage a turnover of parking spaces by discouraging longer stays.*
- *Not Sainsbury's responsibility to provide free parking for other businesses.*
- *To discourage people from driving.*
- *Higher likelihood of spaces being available, combined with potential for higher turnover of custom. The marginal expenditure of an additional car park user is likely to be higher than the same user having good an extra hour of parking.*
- *It is a very busy carpark, mainly at weekend and not always easy to get a space, so less time give people lots of time to come, shop and go.*

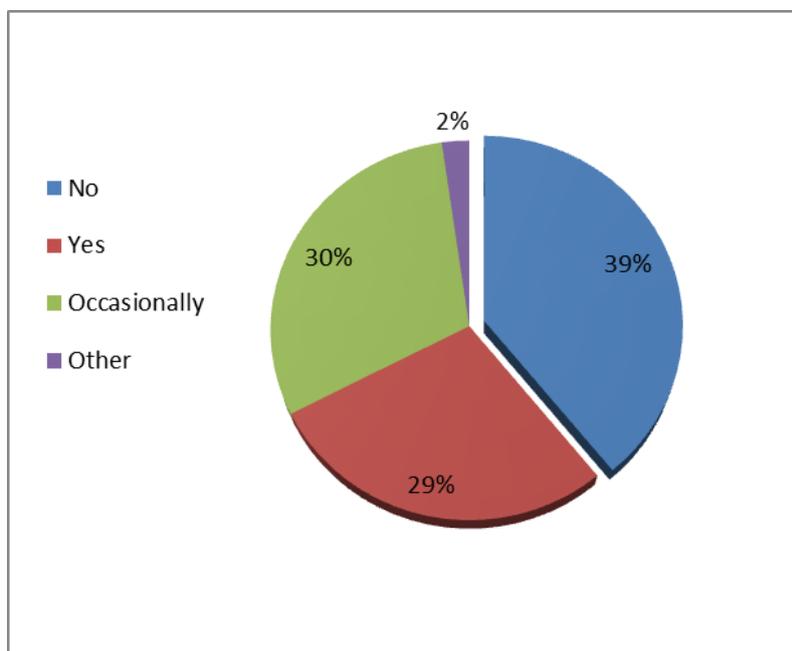
Replies where responded "Don't Know" for preferred 2 or 3 hour stay

- *Increase the turnover of spaces, but could lead to more vehicle movements*

3) Are there times when you park in this car park and do not shop at this Sainsbury's at the same visit?

Free Text replies: 353

Analysis of replies by themes



Replies saying: No

- *I always buy something from Sainsburys when parking there as well as supporting other local businesses.*
- *No. I always end up nipping in for something even if going to Sainsbury's wasn't the original intention of my journey.*
- *No- I always use the Sainsbury's to buy something when using the carpark, as those are the rules for parking. It is in Sainsbury's own interests to allow people to use the car park and the car park is very rarely full during the working week- there is no need to change the terms.*
- *Usually combine Sainsbury's shop with trip to wider town centre. Never not found Sainsburys car park full in over 10 years.*

Replies saying: Yes

- *Yes, but most of the time I will go and shop for the few essential items. I rarely do a big shop because I shop online (with Sainsbury's)*
- *Yes, but out of hours in the evening and early at weekends*
- *Yes, sometimes. I use the car park 2 to 4 times a week on average and pop into Sainsburys at least half of those times*
- *Because one needs at least 2 hours to do a weeks shop if one is elderly as I am*

Replies saying: Rarely/occasionally

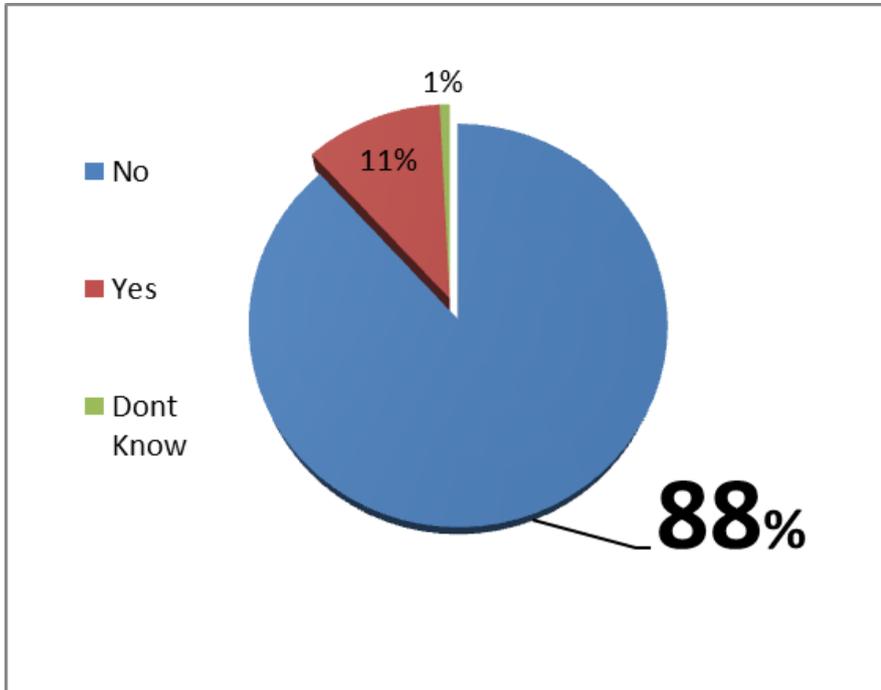
- *Rarely - most often I shop at Sainsbury's AND other local shops/use local businesses/attend kids classes etc*
- *Not often - I usually park there because I am shopping at Sainsbury, but on the odd occasions I primarily visit the triangle for something else, I still almost always pop in to Sainsbury for something (and almost always come out with more than I planned).*
- *Very occasionally. I normally try and buy something if I park there for other reasons.*
- *Very rarely. Even if my main reason for parking there isn't to do a food shop, I almost always find myself popping in to get something while I'm there.*
- *I only use the indoor car park if I'm going to be shopping in Sainsbury's, I understood the outdoor area was for anybody, so would park there if I wasn't planning to shop in Sainsbury's.*
- *Rarely. We use this Sainsburys frequently even though there are several other supermarkets closer to our house because we can also go to other, more interesting shops in CP.*
- *Sometimes but not very often. It's a huge car park and a lot of people do this but I have never struggled to get a space. I am very rarely unable to get one of the family spaces.*

Other Replies:

- *I have a local business and customers travel in from outside of the area that would not normally visit Crystal Palace and park there, giving custom to Sainsburys that they otherwise perhaps wouldn't have.*
- *Now my preference is to use the other shops in the area and go to the Sainsbury's at Selhurst park*

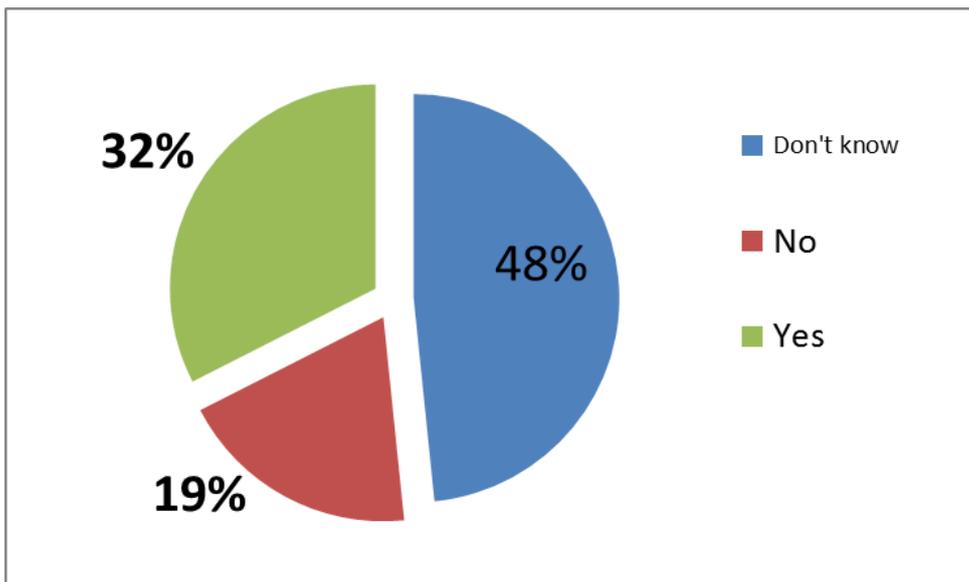
4) Across the Crystal Palace Triangle, do you consider there is enough overall parking for the town centre?

Total Replies: 373



5) Does Crystal Palace need more cycle parking?

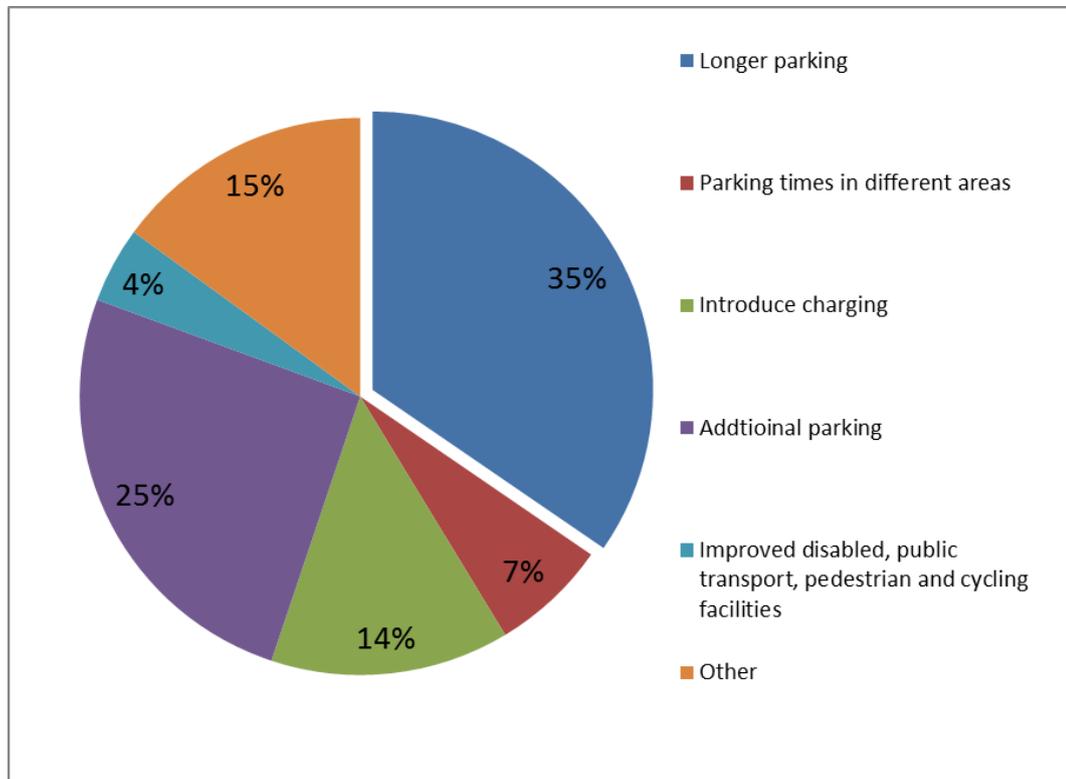
Total Replies: 372



6) To encourage more visitors, shoppers and access to local amenities in Crystal Palace town centre, what parking changes should be considered?

Free Text replies: 318.

Analysis of replies by themes:



Replies about longer parking times

- *Certainly going back to 3hrs at the absolute least would be ok. I just won't come to Crystal Palace with small children otherwise.*
- *I think the outdoor part of the car park should become a municipal car park, although I guess this won't happen. The current situation is a good, workable option, but with the time limits kept at 3 hours. I know that my family members have made the decision NOT to have an evening meal in Crystal Palace, based on the length of time they could park for.*
- *I thought the 3 hours was reasonable. Can it be reinstated? Other areas such as Bromley give free parking after 6pm, which is good for restaurant business and encourages people to come to the area in the evening.*
- *Reinstate 3 hrs parking at Sainsburys (the only car park we have at the Triangle or the old code of 2hrs inside and 4 hrs in the outside Sainsburys car park.*
- *If parking time is to be limited then it needs to be more than 2 hours. With a small child in tow even 3 hours is a rush to get everything done including toilet/snack/tantrum breaks.*
- *Better provision of evening parking - after Sainsbury's car park has closed*
- *I thought the 3 hours was reasonable. Can it be reinstated? Other areas such as Bromley give free parking after 6pm, which is good for restaurant business and encourages people to come to the area in the evening.*
- *Relax the time constraint after 7pm (like Balham). Ensure CCTV coverage in the carpark*
- *We have often wanted to drive up for dinner and a few (non alcoholic) drinks but have ended up getting an uber as there's nowhere to park*
- *I think the balance between free short term (30 mins-1hr) bays on the roads and the current larger car park work well, but 2 hours is not long enough for a long stay car park.*
- *If I have a meal in the Triangle, when I come back I'll have a lot less time to shop in their store anyway.*

Replies about introducing charging

- *Free for 2 hrs and then staggered charges not cliff edge 2 hrs free and 2hrs 1min you are fined £70*
- *Pay and display, but Sainsburys will refund one or two hours when you do your shopping (similar to Sainsburys, Beckenham)*
- *All day parking pay and display*
- *Perhaps the first hour or two could be free (or any fee refunded at the local store if a purchase is made) and then have the opportunity to pay for extended time if a longer stay is required.*
- *If charges are too high it will stop people coming to eat, drink and shop in the triangle*
- *More than 3 hours parking in Sainsbury...perhaps a small charge for over 3hours...*

Replies about additional parking

- *Expand tiered indoor carpark over the outdoor single level carpark to make more spaces.*
- *I feel on-street parking is sub-optimal. I think more spaces could be easily made in a Sydenham-style makeover project.*
- *More motorcycle parking.*
- *There should be more parking to allow us to shop not just at Sainsbury's but elsewhere too*
- *More public spaces so we don't clog up the side streets.*

Replies about parking times in different areas

- *Increased time allowed at sainsburys. The old limit of 4hrs outside, and 2hrs inside seemed to work well.*
- *Longer time in car park or make the outside car park with no time restrictions*
- *The open air car park behind Sainsbury's should be free and unrestricted as it used to be*
- *Return to 4 hours for the outside section or 3 for both*
- *Some 1 hr free.parking bays, 3 hrs in Sainsbury's, more free parking in the are.*
- *Parking restrictions during key times only eg lunchtime weekday and Saturdays*

Replies about improved disabled, public transport, pedestrian and cycling facilities

- *Reduce parking on the Triangle in order to widen pavements so it's a more pleasant environment.*
- *On street parking should be reduced to allow pavement widening and create a better environment. The assumption of this survey is that people should be encouraged to drive to the triangle - we should be doing the opposite. The main drag on the economy and environment of the town centre is the excessive level of private motor vehicular traffic.*
- *Parking, and private car use around or near the triangle should be reduced to improve the air quality for shoppers.*
- *Reorder on-street parking to make more efficient use of space and also improve bus stop accessibility, bus priority and cycle facilities*
- *Reduce through traffic, reliance on car parking. We need to encourage more people to walk and cycle*
- *More cycle racks*
- *More disabled spaces.*

Replies other issues

- *Do not limit parking spaces further*
- *Go back to how it was*
- *It should be free, we are supporting local business.*
- *I'd rather not have yet another car park built. Yes, it can be a pain sometimes but as long as. Sainsbury's is free it's fine*
- *I strongly suspect current time limits on street bays are not enforced. This reduces turnover of spaces and makes it less likely that the quick visits for which those spaces are intended can be accommodated.*

- *There should be proper enforcement of the one hour limit by introducing ticketed free parking allowing PCN notices to be issued immediately, without wardens having to return to vehicles after one hour in a system allowing repeated abuse and a massive con*
- *There is no room for additional parking on the streets around the triangle, so the Sainsbury's car park is the only reliable option. If it gets used more than it is currently, a 2hr limit may be needed.*
- *Better signage for the Sainsbury's car park.*
- *residents have trouble parking due to visitors cars*

7) Please provide any other comments, or suggestions regarding town centre parking access for disabled, cyclists, cars, or deliveries.

Free Text replies: 105.

Replies about car parking:

- *If I didn't go to Palace for other errands, I would never use that branch if Sainsbury's. There are so many others that are cheaper and offer better selection nearby that I wouldn't chose to go there just to shop. That branch survives solely on the fact that you go up Palace, run your errands, grab a coffee, get what you need from the supermarket. What I'm finding myself doing now is park there, run my errands and than go shop at the other Sainsbury's cause I've run out of time on my parking!*
- *Crystal Palace has always lacked adequate parking, particularly for those with young children. Sainsbury's would gain more business from me, and I'm sure others, if the time limit was longer as I would come to the town centre more often to shop and meet friends in the same visit.*
- *I don't think I have EVER driven to Crystal Palace & been unable to park in the car park due to it being full.*
- *The nearest supermarket for me is Sainsbury's in Crystal Palace. I regularly drive up to shop there, and then combine my journey/stay by having lunch or coffee, or visiting some of the local independent shops. This is the very reason I regularly come to Crystal Palace instead of say the Tesco Extra at Streatham. I much prefer the experience of being able to park and then use a number of the shops & cafes.*
- *I have never known Sainsburys car park to be full with a 3 hour limit, so am unsure why this has been reduced parking should remain free otherwise I would shop at other supermarkets that do prove it free.*
- *I would come up to triangle more often if there was reliable parking. I come up rarely on the bus or walk (long way) and prefer to go to Beckenham*
- *It's really hard to park in the Crystal Palace triangle. There is not enough space. It put me off many times to come to have a meal or do my shopping there.*
- *By making it difficult and expensive to park does not help them. People will go elsewhere which will make Crystal Palace become a ghost town*
- *CP Triangle is a problem as it is at the top of steep hills but more cycle parks would help x people who can walk could! But people tend to buy too much shopping go carry..so they come in their car.*
- *Our customers constantly complain about the lack of parking regularly*
- *The triangle is very difficult to park in and the Sainsburys carpark is invaluable. I have sometimes had difficulty finding a space but have always eventually found one.*
- *The Salvation Army provides a varied community service throughout the week and this will certainly be restricted by the new regulations, which is a shame for the folks of Upper Norwood.*
- *We desperately need to resolve this issue or risk local businesses and Churches and charities / clubs. In the Croydon spacial plan and possible new development car parking needs to also be a priority.*
- *I try and walk to the triangle as often as possible but if I am shopping then at the age of 66 I am no longer strong enough to carry it home, I need to use my car.*
- *For people with kids the Sainsbury's car park is the best choice, as it has the big parent and child spaces, we need some more of those. Reducing it to two hours is a backwards move.*
- *As a user of local playgroups id like to park even if i pay so i can have fun for a couple of hours with kids and then do a shop maybe. Coffee and enjoy my walk around the triangle*

- *Crystal Palace has always lacked adequate parking, particularly for those with young children. Sainsbury's would gain more business from me, and I'm sure others, if the time limit was longer as I would come to the town centre more often to shop and meet friends in the same visit.*
- *disable parking needs to be improve*
- *Make part of area of outside parking at Sains for disabled only and cyclists.*
- *I tend to do a circuit of the triangle hoping for a short term bay if only visiting one specific shop, but would park at Sainsbury's to combine grocery and other shopping. Generally I think the road bays work well to allow short term trips.*

Replies about Town Centre access – improved pedestrian and cycle access

- *Wider footpaths, cycle lanes, traffic reducing measures and more crossings would make life more pleasant and easier for the people who live, work and shop here. In general*
- *It's illegal to cycle south from the Sainsbury's bike racks and tricky to access them from any direction due to bus stop and high kerb. Not very well thought out.*
- *Better cycle lanes around ALL of the the triangle.*
- *If we have to have a one-way system (all across London these are being removed), let's at least take the opportunity to widen the footways - particularly on Church Road.*
- *Free Shuttle buses/fares up both Anerley and Gipsy Hill would be a local boost to Triangle businesses and reduce traffic. Public transport should be incentivised.*
- *Improve bus stop access and priority for buses, and also consider contra-flow bike lanes*
- *Increase cycle parking facilities;*
- *Safer cycle parking where you know your bike will still be there with both wheels and a saddle*
- *Efforts should be made to make the area more inviting for people to walk and cycle by improving cycling infrastructure and reducing the volume of cars in the area.*

Replies about deliveries

- *Deliveries should be scheduled for off peak times, otherwise the one way traffic is badly disabled by delivery vans / lorries. Sainsbury's car park should be available to anyone who shops in the towncenter.*
- *Deliveries would be better when roads are not being used ie after 12 at night or early morning*
- *Limit big on street delivery times to early mornings & late nights to reduce conjection & free up space.*
- *Prevent hgvs from using the area as they pass through on their way to other destinations.*
- *The one motorbike parking bay is not enough when the triangle has so many god outlets and delivery company riders like deliveroo take up the whole bay at peek times.*

Replies about other issues

- *Please don't build any more car parks, just improve access to this one*
- *support independent small businesses*
- *Lifts at Sainsbury's are often out of action which makes access difficult for disabled people and those using buggies. Toilet facilities are very poor with no baby change in the public toilets. If there were toilet and baby change facilities inside Sainsbury's it would be a huge help.*
- *Stricter controls on works vehicles parking around the developments around the triangle.*
- *The location of the town on the borders of 5 separate councils probably isn't helping the situation.*
- *the road into Sains car park is in very poor condition*

- number of cars on westow street at least 3 times more than number of people on Monday to Friday. local business don't get benefit from this traffic.
- Too many speeding cars in the triangle.
- I assumed that one of the reasons the supermarket was able to be built in the first place, was that it would provide parking for the local community.

8) About You

| About You (tick all that apply) | Total | Do you agree with this change from 3hrs to 2hrs parking stay? | |
|--|-------|---|-----|
| | | No | Yes |
| Live in Crystal Palace | 240 | 83% | 13% |
| Do not live in Crystal Palace | 54 | 91% | 6% |
| Trader/ business in Crystal Palace | 29 | 93% | 7% |
| Work/ volunteer/ student in Crystal Palace | 55 | 87% | 7% |

Total user replies to all questions: **376**

Survey Open: 1st to 31st May 2017

For more information:

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