

**Appendix 3: Comments received since implementation of Parking Strategy in November 2018**

COMMENT LOCATION	COMMENT
College St, Ludlow	Would like College Street to be moved into the Red Zone
Shrewsbury - Raven Meadows + Frankwell	Unhappy at increased charges and poor wheelchair access to Frankwell car park
Shrewsbury car parks	Question about Pop and Shop time limit. Unhappy that loading bay hours have been extended to 8pm
O/s Cromwells on Dogpole, Shrewsbury	Wants to know why the operating hours of the loading bay outside Cromwells have been extended to 8pm
	Feels that SC does not understand small businesses, and that our policies have destroyed his business.
Ludlow car parks	Unhappy with the markings in the car parks, and the non-illumination of signs
Ludlow	Unhappy at not being notified of implementation sooner
Ludlow	Unhappy about increase in charges. Thinks the concessionary period is only 5 mins
Ludlow	Thank you for response and clarification
Galdeford B car park, Ludlow	Enquiry about new cost of season ticket prices in Galdeford B car park
Shrewsbury - Raven Meadows	Furious at increased charges
Ludlow	Wanted to see a copy of the notice of making and the reasons why his objection was over-ruled
	Will Blue Badge Holders be able to park in Permit Holder bays free of charge?
	Repeated request to know the reason why his objection was rejected.
Ludlow	Queried why the TRO notice refers to "Blue Area" when all other SC documents call it a "Blue Zone"
Ludlow Red Zone	Unhappy at the reduction of permit provision from 2 to 1
Ludlow	Query about whether the two residents permits he has purchased will continue to be valid

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Ludlow	Have parking costs risen similarly in Shrewsbury? Should be free parking on Sundays - this would benefit churchgoers
Shrewsbury Town Centre	Unhappy that paying for off-street parking is restricted to two hours
St Julian's car park, Shrewsbury	Wanted to buy a season ticket but they have been stopped. Wants to know why
Parking bay in Coronation Avenue, Ludlow	Unhappy at the price increase in this parking bay as their guests park there
Shrewsbury - Quarry and Fitness Centre	Unhappy at the price increase here as it will cost his family an extra £14.40 a month to park there
Ludlow	Customer is unhappy with the recent increased parking charges in Ludlow (on street and car parks). He said the increase will affect local businesses
Mill St, Ludlow	Unhappy at loss of paper visitor permits for their guests
	Queried whether his guests could be issued with visitor permits in the same way that residents can buy permits for their visitors
Ludlow	In Ludlow, were off-street parking permits available previously? If so, what did they cost?
Lower Corve St, Ludlow	Unhappy at loss of paper visitor permits for their guests
	The system is affecting their business. Would like visitor scratch cards reinstated on Lower Corve St
	Wishes their request for the return of visitor scratch cards for holiday homes to be emphasised during the review as the new system does not work for such establishments
	Asking for the return of visitor scratch cards, and feels that this can't wait until May
Ludlow	Noted proposals. No objection
Broad St, Ludlow	Missing properties from current and proposed eligible lists
	Chasing a response to his email of 2.12.18
Ludlow	Unhappy at not being consulted prior to the TRO consultation. Feels that the TRO is legally flawed and is objecting to it
MSCP, Shrewsbury	Unhappy with the increased charges

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Shrewsbury	Came into town for xmas shopping but couldn't find a convenient on-street space (she is disabled), and the car park charges are too high now.
	Unable to use P&R when it is full as there is no room for her scooter.
Ludlow	Unhappy with the increased charges. Won't visit Ludlow again.
St Julian's car park, Shrewsbury	Unhappy with the increased charges
Frankwell car park	Fells that there are fewer season ticket spaces in the car park now
Ludlow	Unhappy at new parking charges. Can no longer afford to work or shop in Ludlow
Ludlow	While changing their residents parking details a customer commented adversely on the changes
Ludlow	New strategy forcing people not to live in the town. Revise genuine residents parking ,with a better analysis of car users, more permits per property
Bridgnorth	Unhappy with new charges, and with the consultation process
Bridgnorth - Severn St car park	Wants to know why the process for buying permits has changed, and why the cost has increased so much
Ludlow	Unhappy at the increase in charges
Bridgnorth	Question about how the new charges affect Blue Badge Holders
Shrewsbury - St Julian's Car Park	Unhappy with the new charges, and asking for a discount for BT staff
Shrewsbury - Raven Meadows	Unhappy at increased charges and that the new prices are not clearly stated in the car park
Bridgnorth	Increased car park charges making the parking problems on his street worse
Ludlow	Unhappy with on-street permit entitlement reducing from 2 to 1
Ludlow	Unhappy about new parking regime, and about the cost to visitors to park on street
Ludlow	Unhappy at increased on- and off-street charges, and at not being entitled to a permit as a non-resident business owner
Bridgnorth - Severn St car park	Unhappy at the increase in price for off-street residents parking permits
Church Stretton - Crossways	Notes the changes to parking outside railway station

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Ludlow - Lower Corve Street	Wants to know where her guests can park for more than two hours now that visitor permits have been taken away. She wants reinstatement of on-street concessions for B&B/holiday lets.
Bridgnorth - Riverside West Elevated car park	Unhappy at the increase in price for off-street residents parking permits, and at not being informed beforehand
Bridgnorth - Riverside West Elevated car park	Why is the website showing that he is no longer eligible for a permit to Riverside West car park?
Ludlow	Feels the new system is stopping visitors from parking, and that paying by phone or on-line is difficult
Bridgnorth - Riverside West Elevated car park	Unhappy at the increase in price for off-street residents parking permits, and at not being informed beforehand
Bridgnorth - Riverside West Elevated car park	Unhappy at the increase in price for off-street residents parking permits in Riverside West compared to other Bridgnorth car parks, and at not being informed beforehand
Shrewsbury Town Centre	If the loading bays finished at 6pm they could be used for parking
Shrewsbury - Bellstone	Can no longer park in the loading bay on Bellstone at 6:30pm as she is used to as the loading bays now operate until 8pm
	Replied that she doesn't believe that businesses in Bellstone have late deliveries, and that she doesn't like to walk to car parks late at night
Oswestry - Oak Street car park	Unhappy at the increase of parking charges from £1 to £2.40
Ellesmere	Unhappy with increase in price for off-street residents parking permits
Wem	Unhappy with having to pay 30p per hour, and at the loss of free 15 min concession
Wem	Unhappy with having to pay 30p per hour
Wem	Unhappy with having to pay 30p per hour and that no money is being spent on the car parks
Wem	She, and her constituents, are unhappy with the increase in residents car park charges
	Why are the machines on Leek St and Mill St car park bagged over - not everyone can pay by phone
	Complaints from constituents about Pay by Phone only car parks
Whitchurch - St John Street	Unhappy with increased parking costs here. Asked for comment to be forwarded to Cllr Davenport

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Wem - Leek Street car park	Unhappy with increased cost of residents off-street parking permits and at the state of the car park
Bridgnorth - Severn St car park	Unhappy with increased cost of residents off-street parking permits, and at the loss of residents only on-street parking spaces.
Ellesmere - car parks	Is Spar Bridge car park now pay by phone only? What about other Ellesmere car parks?
Ludlow	Congratulations on freeing up 500 parking spaces
Ellesmere - Spar Bridge car park	Constituents are complaining about the pay by phone only car parks. She would like the option to pay by cash reinstated
Market Drayton - car parks	Unhappy with charge increase from 10p to 30p an hour
Ludlow	Can't manage with only one permit
Ludlow - Broad Street	Complaint about a resident using cones to protect a parking space
Bridgnorth - Severn St car park	Unhappy at increased cost of off-street residents parking permits
Ludlow	Unhappy at increased charges
Ludlow	Customer felt the new P&D machines are impressive
Prees Heath	Unhappy with digital-only payments
Ludlow	Unhappy with new digital permits for residents parking, wants return to paper permits
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Ludlow	Concerns raised about the IT systems crashing, and a request for paper visitor permits to be reinstated
Wem - Mill Street Car Park	Unhappy with increased charges and digital system
Shrewsbury - St Julian's Car Park	Question about a digital permit for the Car Club
Bridgnorth - East Castle Street	Does not want the allocation of residents parking permits to be reduced from 2 to 1
Bridgnorth - Smithfield Car Park	Why has Smithfield car park been excluded from the digital permit system
Shrewsbury - Raven Meadows Car Park	The new charges will put him off from shopping in Shrewsbury. How can they be justified?

Report to Performance Management Scrutiny Committee 5th June 2019

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Ludlow - Galdeford B Car Park	Claims she can't get a permit now that they have gone digital as the car park has reached its limit
Whitchurch - Castle Hill Car Park	Asking whether a constituent with disabilities can have a concession
Church Stretton - Crossways	Unhappy with price increases, and not being told about them
Wem and Whitchurch	The 2 Town Councils feel that the new charges are unfair to the north of the county
Ludlow - Bell Lane	She owns two properties but only pays Council Tax on one of them now. Wants a permit for both properties
Wem - Mill Street Car Park	Wants the charge to be decreased, and to be able to buy more than one permit