

Your views on City Council Car Parks

Birmingham City Council is in the process of making improvements to its car parks. The improvements include renovation, lighting improvements, alternative payment methods and CCTV, which will create a cleaner, brighter, safer and more welcoming environment for customers. The Council is seeking feedback from customers about the service currently provided in order to identify any additional areas for improvement and for future refurbishment of the car parks.

It would be very much appreciated if you could Please take the time to complete this questionnaire to help us provide improved car park facilities.

To return this questionnaire by Email please Click on Submit by Email and follow on screen instructions
If you use an Internet email account such as Yahoo, TalkTalk, Hotmail etc you will need to save the survey to your hard drive, attach it to an e-mail and send it to councilcarparksurvey2011@birmingham.gov.uk

Or

Please Print and return completed questionnaire to [Parking Section 4th Floor, 1 Lancaster Circus, Queensway, Birmingham, B4 7DQ](#)

About You

Date (dd-mm-yy)

Name
(Optional)

e-mail
(Optional)

1) Gender:

2) Are you a Birmingham Resident?

3) Are you a season ticket holder? *

3a). If no would you consider purchasing one (where available) if you could pay monthly

4) Are you a blue badge holder?

4a. If yes, are you always able to find a 'Disabled' bay or other suitable parking space?

About Your Visit

5) Which car park did you / do you use?

6) How often do you visit this Car Park?

7) What was the purpose of your most recent visit?

8) How would you describe the direction signage to the car park?

9) Why did you choose to use this car park?

If other, please specify

About The Car Park

- 10) What do you think of the current standard of cleanliness?
- 11) What do you think of the current standard of maintenance?
- 12) What do you think of the current security arrangements?
- 13) Are you aware of discounted charges offered for shoppers or evening, weekend parking *
- 14) Do you use the mobile phone payment service? *
- If not please give reason.
- 15) Would you use a car wash or valeting service if this facility was available at this car park?
- 16) What additional facilities would you like to see offered in this car park?
- 17) Have you ever had cause to use one of the emergency help points? (if available at this car park)
- 17a. If Yes please state the reason for using this facility and comment on the response received.
- 18) Please state any additional information here, or any other comments you would like to make about our car park service.
- 19) Please give an overall rating for the car park where
1 = Very Dissatisfied
2 = Dissatisfied
3 = Satisfied
4 = Very Satisfied
- 20) Would you use this car park again

Thank you for your time in completing this questionnaire, your participation helps us with our continuing efforts to improve our service.

* For more information on our Mobile Phone payment service, Discounted charges, Season Tickets and other parking information please visit our website at www.birmingham.gov.uk/parking or write to parking@birmingham.gov.uk or call 0121 303 7616