

Car Parking Machines Trial Survey

REPORT OF THE RESULTS

A review of the feedback received to the car parking machines trial survey.

AUGUST 2025

If you require this report in an alternative format (for example large print, Braille, audio, Easy Read and alternative languages) please email jointheconversation@southandvale.gov.uk or call 01235 422425.

CONTENTS

ENGAGEMENT METHODOLOGY	3
QUALITATIVE AND QUANTITATIVE DATA	4
DEMOGRAPHIC DATA	10
HOW WE HAVE USED THE RESULTS OF THIS SURVEY	12
FURTHER INFORMATION	13
SURVEY	14

ENGAGEMENT METHODOLOGY

A survey was conducted to gather residents' feedback on the trial parking machines—touch screen and keypad—located in Civic Car Park (Abingdon), Cattle Market (Wallingford), Goldsmith Lane (Wallingford) and West St Helen's Street (Abingdon).

The survey was open from **Wednesday 9 April until 11:59pm Monday 26 May 2025**.

Posters were displayed alongside the parking machines to promote the survey. Respondents were asked which car park they were using and about their experience with the machines. A total of 36 responses were received, and both quantitative and qualitative data are presented in this report.

To ensure a smooth introduction of the trial parking machines, officers were available on-site during the initial days to offer guidance and support to users.

Posts were shared on the councils' social media channels to raise awareness of the trial machines and what to expect when using one.

Reporting methodology

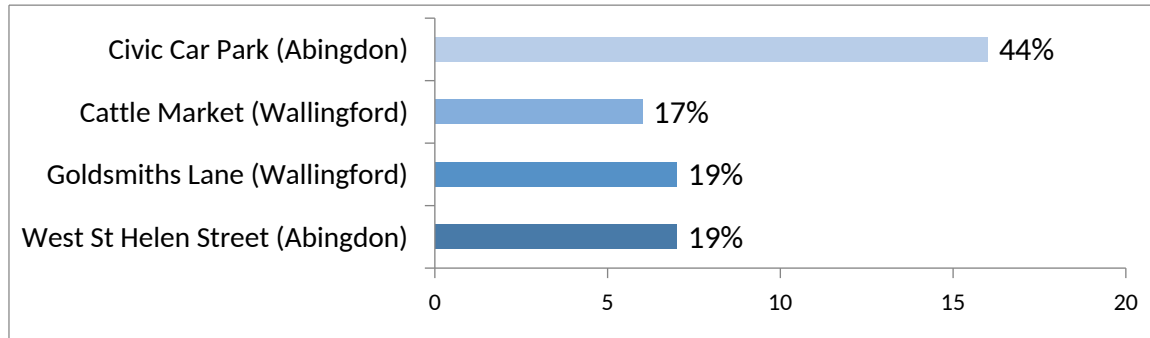
Any personal information supplied to us within the comments that could identify anyone has been redacted and will not be shared or published in the report. Further information on data protection is available in our general consultation's privacy statement on our [South](#) or [Vale](#) website.

Note: When stating percentages in the analysis, we are referring to the percentage of respondents that answered the specific question, rather than the total number of responses to the overall survey. Response percentages may not add up to 100% due to rounding up over .5 and rounding down under .5. Words that appear in italics are quotes taken from comments received.

QUALITATIVE AND QUANTITATIVE DATA

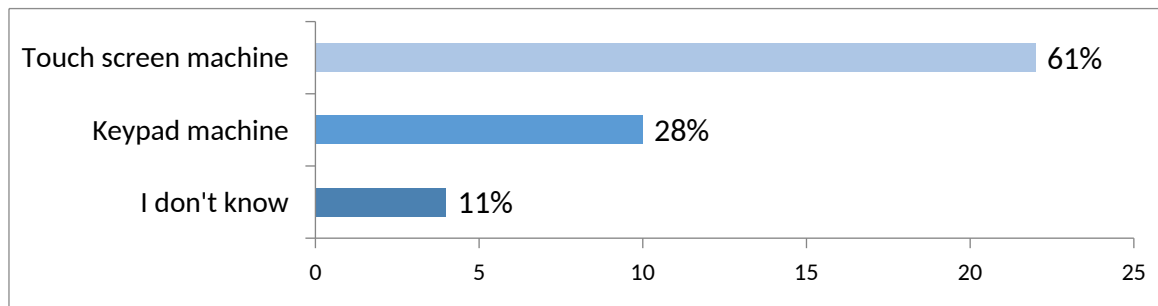
Which car park are you using?

Of the 36 respondents that completed the survey, 44% of them used the Civic Car park machine in Abingdon followed by Goldsmiths Lane in Wallingford and West St Helen Street which both had 19% each and Cattle Street in Wallingford with 17%.



Which type of parking machine did you use:

Of the 36 respondents that completed the survey, 61% used the touch screen machine and 28% used the keypad machine.



How far do you agree or disagree with the following statements:

- The instructions were easy to follow
- It was easy to input my vehicle registration details
- The machine processed my payment quickly
- I am happy to have an electronic ticket rather than a ticket to go on my dashboard

The results below have been broken down by the type of parking machine used: touch screen or keypad.

Touch screen machine

Of the 61% (22 respondents) that used the **touch screen machines**, half (50%) agree that the instructions were easy to follow, whilst 36% disagree.

82% agree that the machine was easy to input vehicle registration details, whilst 18% disagree with this statement.

45% felt the machine processed their payment quickly - 23% did not.

Half of the respondents (50%) are happy to have an electronic ticket rather than a ticket to go on their dashboard, whilst 40% are not.

	Agree	Neither agree nor disagree	Disagree	Not applicable
The instructions were easy to follow	50%	9%	36%	4%
It was easy to input my vehicle registration details	82%	0%	18%	0%
The machine processed my payment quickly	45%	4%	23%	27%
I am happy to have an electronic ticket rather than a ticket to go on my dashboard	50%	9%	41%	0%

If you have any other comments in relation to the parking machines, please provide them below.

15 comments were received during the engagement period. The table below outlines the most frequently mentioned topics, along with any necessary officer responses to address the issues raised.

4 comments included needing proof of parking or a ticket. **Officer response:** The trial machines offer an option to obtain a receipt for the transaction; however, a traditional paper pay-and-display ticket is not issued.

4 comments were in relation to having difficulty viewing the payment screen and. **Officer response:** This feedback has been noted and shared with the manufacturer.

3 comments raised issues with the buttons / instructions on screen being unclear, whilst another **3 comments** shared issues with the machine being nonresponsive. **Officer response:** This issue was raised during the engagement period and have been resolved.

Other comments included issues with the software e.g. incorrect parking times showing (**2 comments**), slow at processing transactions (**1 comment**) and longer timeout period needed (**1 comment**). **Officer response:** These issues were raised during the engagement period and have been resolved. The suggestion to extend the timeout period has been shared with the manufacturer.

Summary of comment	Frequency
Proof of parking / ticket required	4
Difficulty viewing payment screen	4
Machine nonresponsive	3
Buttons / instructions unclear	3
Incorrect parking timings on screen	2
Use of gloves on screen	1
Survey only accepts American spelling	1
Slow at processing transaction	1
Longer timeout period needed	1
Touch screen easy to use	1
Disagree with using a QR to gain feedback	1
Pleased with upgrade	1
Prefer to pay by phone option	1
Machine height not accessible	1
Prefer the keypad machine	1

Keypad machine

Of the 28% (10 respondents) that used the keypad machines, over half (60%) agree that the instructions were easy to follow, whilst 10% disagree.

Most respondents (80%) said it was easy to input their vehicle registration details; no respondents disagreed with this statement.

40% of respondents disagree that the machine processed their payment quickly, whilst 30% agreed.

Half of respondents (50%) disagree with having electronic ticket rather than a ticket to go on their dashboard, whilst 30% are happy not to have one.

	Agree	Neither agree nor disagree	Disagree	Not applicable
The instructions were easy to follow	60%	30%	10%	0%
It was easy to input my vehicle registration details	80%	20%	0%	0%
The machine processed my payment quickly	30%	10%	40%	20%
I am happy to have an electronic ticket rather than a ticket to go on my dashboard	30%	20%	50%	0%

If you have any other comments in relation to the parking machines, please provide them below.

A total of **6 comments** were received during the engagement period. The table below outlines the most frequently mentioned topics, along with any necessary officer responses to address the issues raised.

4 comments were in relation to having difficulty viewing the payment screen. **Officer response:** this feedback has been noted and shared with the manufacturer.

3 comments addressed the need for proof of parking or a ticket. **Officer response:** The trial machines offer an option to obtain a receipt for the transaction; however, a traditional paper pay-and-display ticket is not issued.

Summary of comments	Frequency
Difficulty viewing payment screen	4
Proof of parking / ticket required	3
Slow at processing transaction	2
Machine offers a receipt but didn't provide one	1
Buttons / instructions unclear	1
Preferred the keypad machine	1

The following qualitative feedback was received from respondents that selected 'I don't know' to which parking machine they used.

4 comments were received. A table of the most frequently mentioned topics are provided below.

Summary of comments	Frequency
Pay by phone app not working	1
A machine that accepts cash is required	1
Proof of parking/ ticket required	1
Machine nonresponsive	1

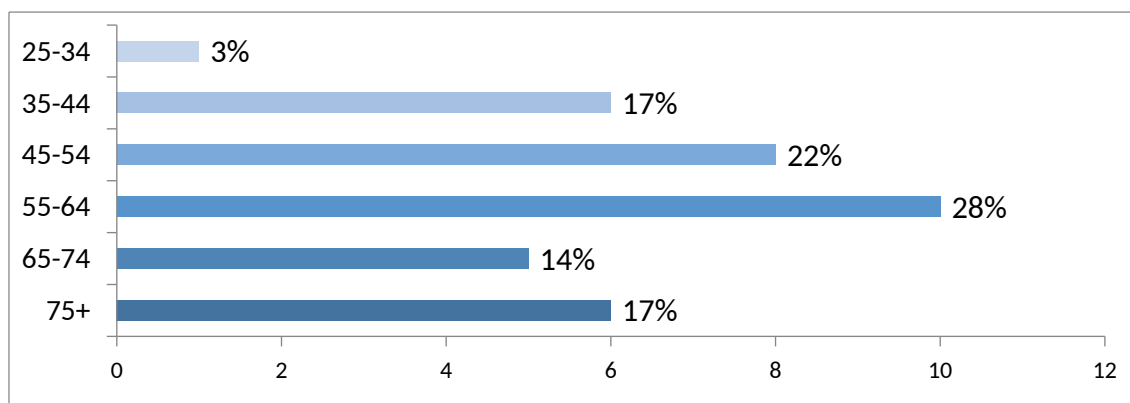
DEMOGRAPHIC DATA

Below is the demographic data collected in the engagement. Not all respondents answered so the percentages given represent responses to each question.

How old are you?

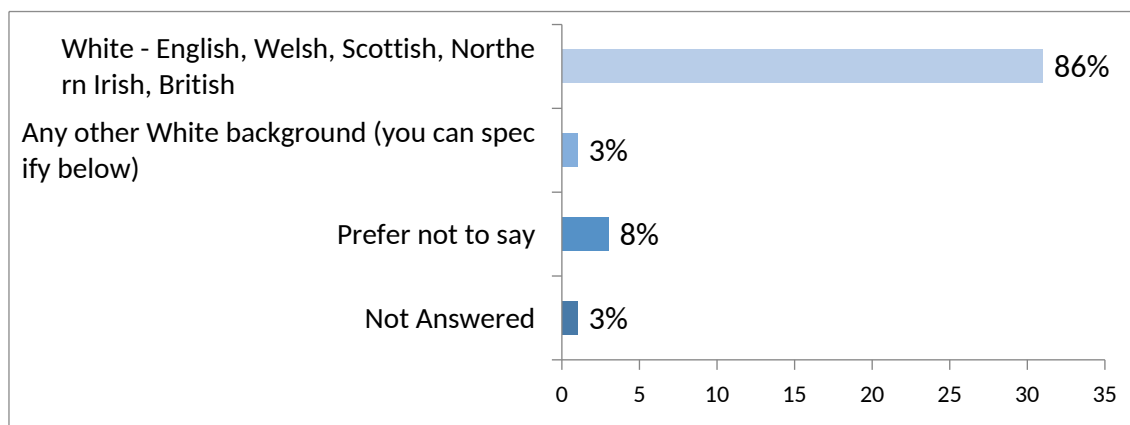
Can you add a line for each of the demographic questions that states how many people answered that question?

36 respondents answered this question. Most (28%) are aged between 55 to 64 years old and 22% are aged between 45 to 54.



What is your ethnic group?

35 respondents answered this question. Most respondents (86%) are from a White British - English, Welsh, Scottish, Northern Irish' ethnic group.

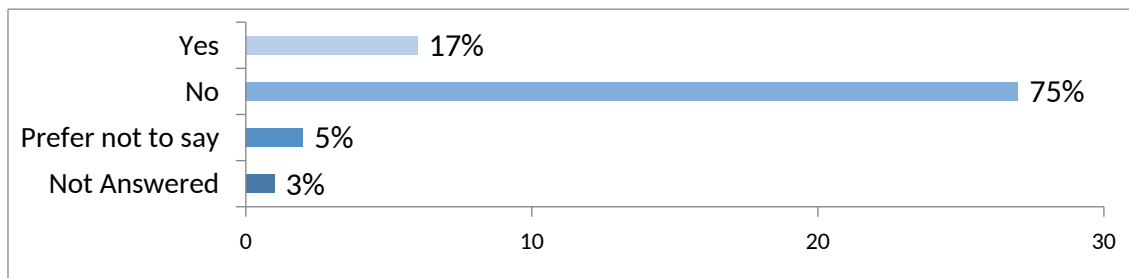


Other (please specify below)

- *Bulgarian*

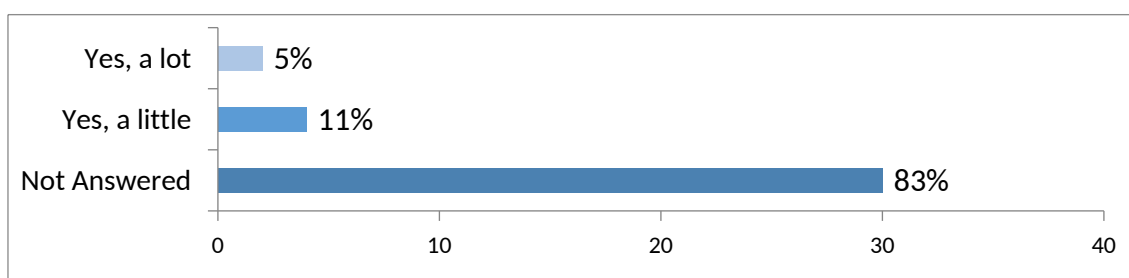
Do you have any physical or mental health conditions or illness lasting or expecting to last 12 months or more?

35 respondents answered this question. Most (75%) do not have any physical or mental health conditions or illnesses, whilst 17% said yes.



Do any of your conditions or illnesses reduce your ability to carry out day to day activities?

6 respondents answered this question. Of the 17% that have a physical or mental health conditions or illness lasting or expecting to last 12 months or more, 11% selected to say their condition or illness reduces their ability to carry out day to day activities by 'a little' and 5% said by 'a lot'.



HOW WE HAVE USED THE RESULTS OF THIS SURVEY

Thank you to those that provided their feedback to the Parking Machines Trial Survey 2025. The results have been reviewed and will be presented to council members at a full council meeting in Autumn 2025. If approved, the most appropriate car parking machine will be purchased and installed across all council-owned car parks in South Oxfordshire and Vale of White Horse.

FURTHER INFORMATION

If you would like more information about this consultation and the results presented in this report, or you require this report in an alternative format (for example large print, Braille, audio, Easy Read and alternative languages) please contact:

Consultation and Community Engagement Team

South Oxfordshire and Vale of White Horse District Council

01235 422 425

jointheconversation@southandvale.gov.uk

To enquire about the council's work on the car parking machines, please contact:

Development and Corporate Landlord Team

South Oxfordshire and Vale of White Horse District Council

01235 422 422

technicalservices@southandvale.gov.uk

SURVEY

A copy of the survey is provided below.



Parking Machines Trial 2025: South and Vale

Please return this comment form by **11.59pm on Monday 26 May 2025** to

Freepost SOUTH AND VALE CONSULTATIONS (no other address information or stamp is needed).

We are trialling two types of car park machines across South Oxfordshire and Vale of White Horse districts and would really appreciate your experience of using the machines.

This survey will only take two minutes to complete.

If you have any questions about this survey or require it in an alternative format (for example large print, Braille, audio, Easy Read and alternative languages) please email **technicalservices@southandvale.gov.uk** or call **07717 226162**.

Once the trial has closed, we will review and consider all the comments raised. A summary report of the results will be produced and published on the councils' websites. The results of the survey will assist the council on choosing which machine to install.

This survey is anonymous but includes equality questions. All questions are optional. All information is confidential and will only be used to help us monitor whether views differ across the community. Further information on data protection is available in our privacy statement.

Your experience

Q1. Which car park are you using?

- ☐ Civic Car Park (Abingdon)
- ☐ Cattle Market (Wallingford)
- ☐ Goldsmiths Lane (Wallingford)
- ☐ West St Helen Street (Abingdon)

Q2. Which type of parking machine did you use:

- ☐ Touch screen machine
- ☐ Keypad machine
- ☐ I don't know

Q3. How far do you agree or disagree with the following statements:

	Agree	Neither agree nor disagree	Disagree	Not applicable
The instructions were easy to follow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to input my vehicle registration details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The machine processed my payment quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am happy to have an electronic ticket rather than a ticket to go on my dashboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4. If you have any other comments in relation to the parking machines, please provide them below.

Our

commitment to equal access for all

We are committed to making sure that residents have equal access to all council services. Please help us to keep track of how successfully we are achieving this by ticking the appropriate boxes below.

All questions are optional. All information is confidential and will only be used to help us monitor whether views differ across the community.

Q5. How old are you?

- ☐ 17-24 ☐ 55-64
☐ 25-34 ☐ 65-74
☐ 35-44 ☐ 75+
☐ 45-54 ☐ Prefer not to say

Q6. What is your ethnic group?

White

- ☐ English, Welsh, Scottish, Northern Irish, British
☐ Irish
☐ Gypsy or Irish Traveller
☐ Roma
☐ Any other white background (you can specify below)

Asian or Asian British

- ☐ Indian
☐ Pakistani
☐ Bangladeshi
☐ Chinese
☐ Any other Asian background (you can specify below)

Black or Black British

- ☐ Caribbean
☐ African
☐ Any other black, black British, Caribbean or African background (you can specify below)

Mixed or Multiple Ethnic Groups

- ☐ White and Black Caribbean
☐ White and Black African
☐ White and Asian

- ☐ Any other mixed or multiple background (you can specify below)

Other Ethnic Group

- ☐ Arab
- ☐ Any other ethnic group (please specify below):

Q7. Do you have any physical or mental health conditions or illness lasting or expecting to last 12 months or more?

- ☐ Yes
- ☐ No (skip to the end of the survey)
- ☐ Prefer not to say (skip to the end of the survey)

Q8. Do any of your conditions or illnesses reduce your ability to carry out day to day activities?

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Not at all

How to send this form back to us

Please return this comment form by **11.59pm on Monday 26 May 2025** to **Freepost SOUTH AND VALE CONSULTATIONS** (no other address information or stamp is needed).