

Sand Street Car Park payment system survey

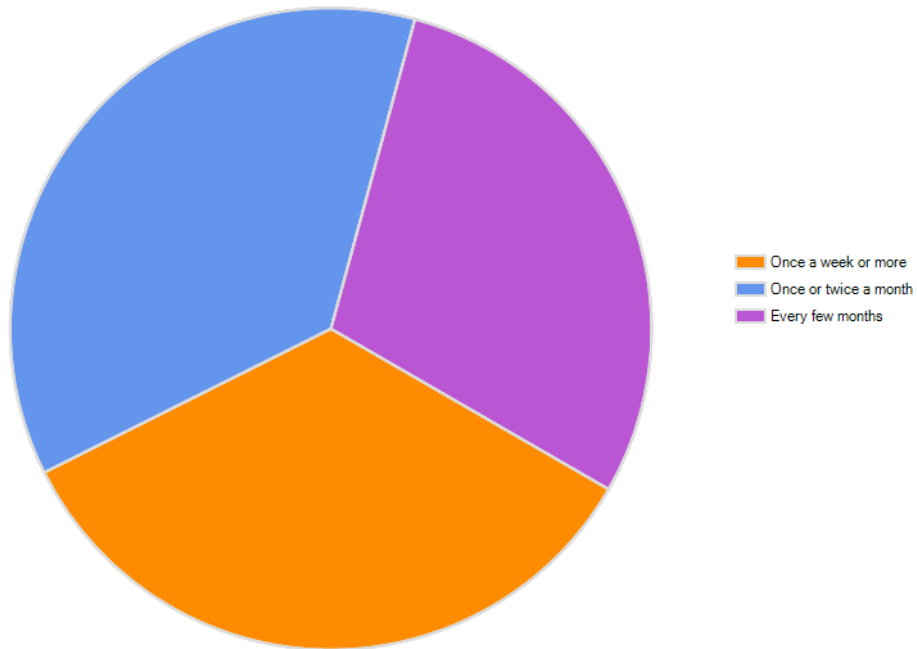
Transport and Technical Services held an online survey via the States website from 29 July until 16 August. There were 221 people who give their views, however not everyone answered all the questions.

Here is an analysis of the responses.

1. Approximately how often have you used Sand Street since the new payment system was introduced?

212 people answered the question

Approximately how often have you used Sand Street since the new payment system was introduced?



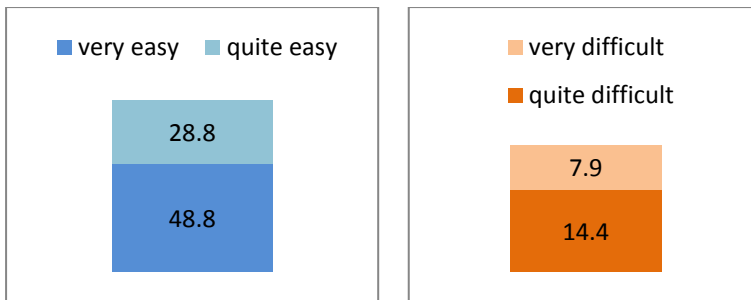
Once a week or more	34.4%
Once or twice a month	36.8%
Every few months	28.8%

2. How easy is the new payment system to use?

215 people answered the question

77.6% found it very or quite easy

22.3% found it quite or very difficult



17 people said they found it very difficult:

- 71% of these were women (relatively higher than the 55% of all respondents)
- 88% of these paid by debit/credit card (relatively higher than the 54% of all respondents)
- 94% prefer paycards / don't want system rolled out
- 65% only used the car park every few months (relatively higher than the 34.3% of all respondents)
- 59% were aged 31-50 (similar to the 54.5% of all respondents)

32 people said they found it quite difficult

- 50% of these were female
- 56% of these paid by debit/credit card
- 81% prefer paycards / don't want system rolled out
- 50% only used the car park every few months
- 53% were aged 31-50

3. What method of payment do you use?

215 people answered the question

unitickets :

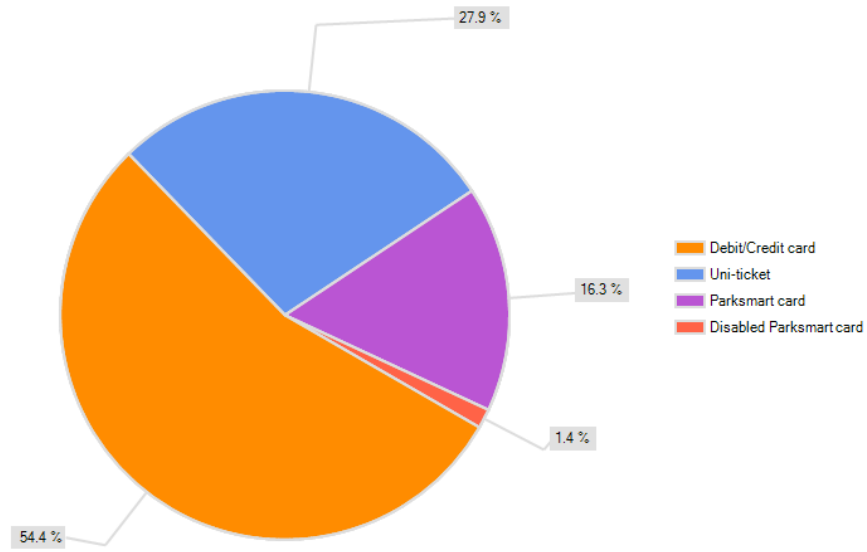
62.1% were female (relatively higher than the 55% of all respondents)

49.2% were aged between 31-50 years old

45.8% were aged 51 years or over (relatively higher than the 27.7% of all respondents)

5.1% were aged 17-30 (relatively fewer than the 17.7% of all respondents)

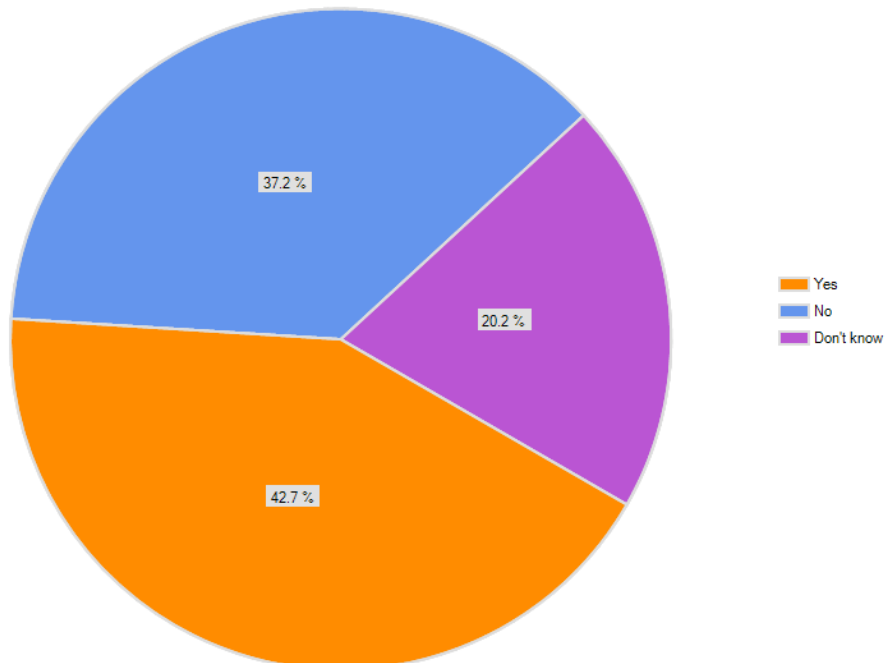
What method of payment do you use?



4. Would you use an Online Account if available?

218 answered the question

Would you use an Online Account if available?



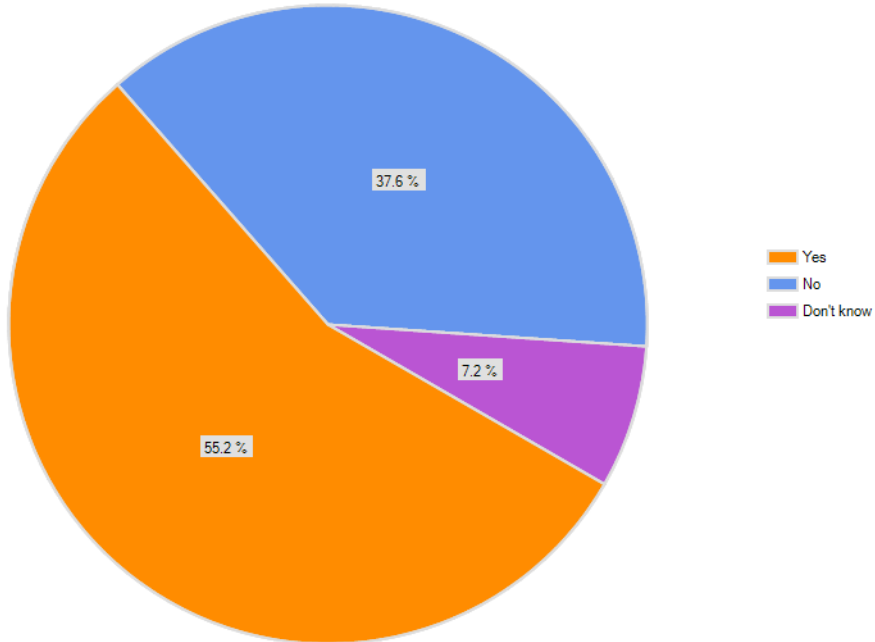
5. How do you think that the system could be improved?

160 people responded to this question – the responses can be found in Appendix 1

6. **Should the new payment system be introduced at all other multi-storey car parks?**

221 people answered this question

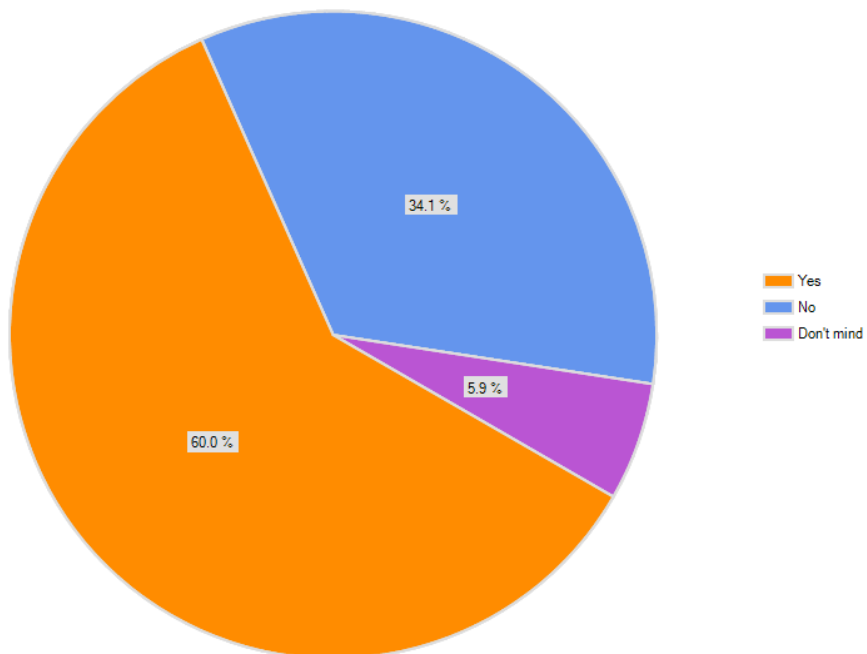
Should the new payment system be introduced at all other multi-storey car parks?



7. **Do you prefer the new system to the paycard?**

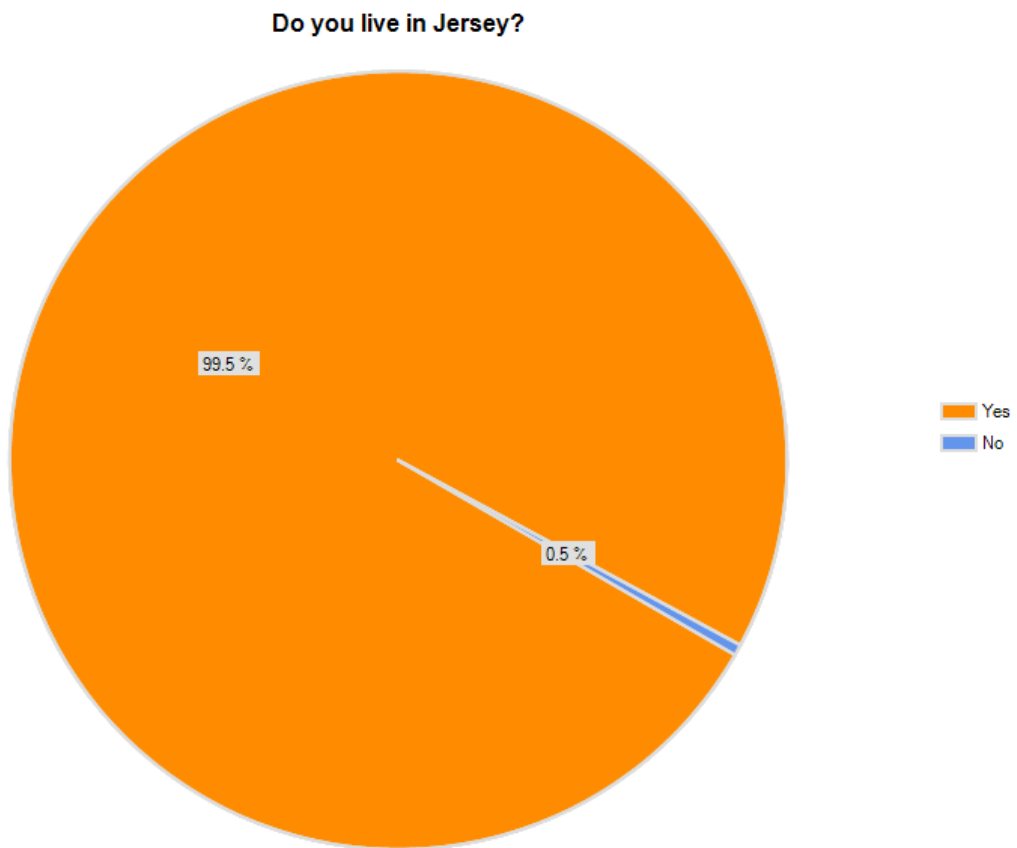
220 people answered this question

Do you prefer the new system to the paycard?



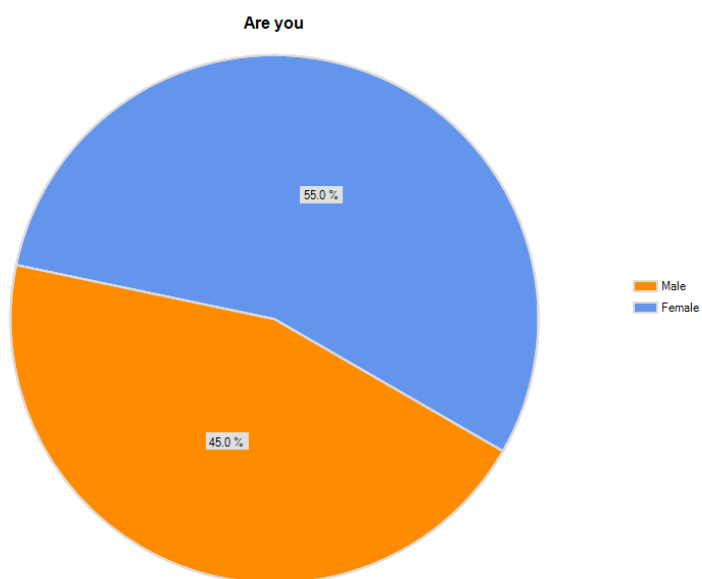
8. **Do you live in Jersey?**

221 people answered this question



9. **Are you male or female?**

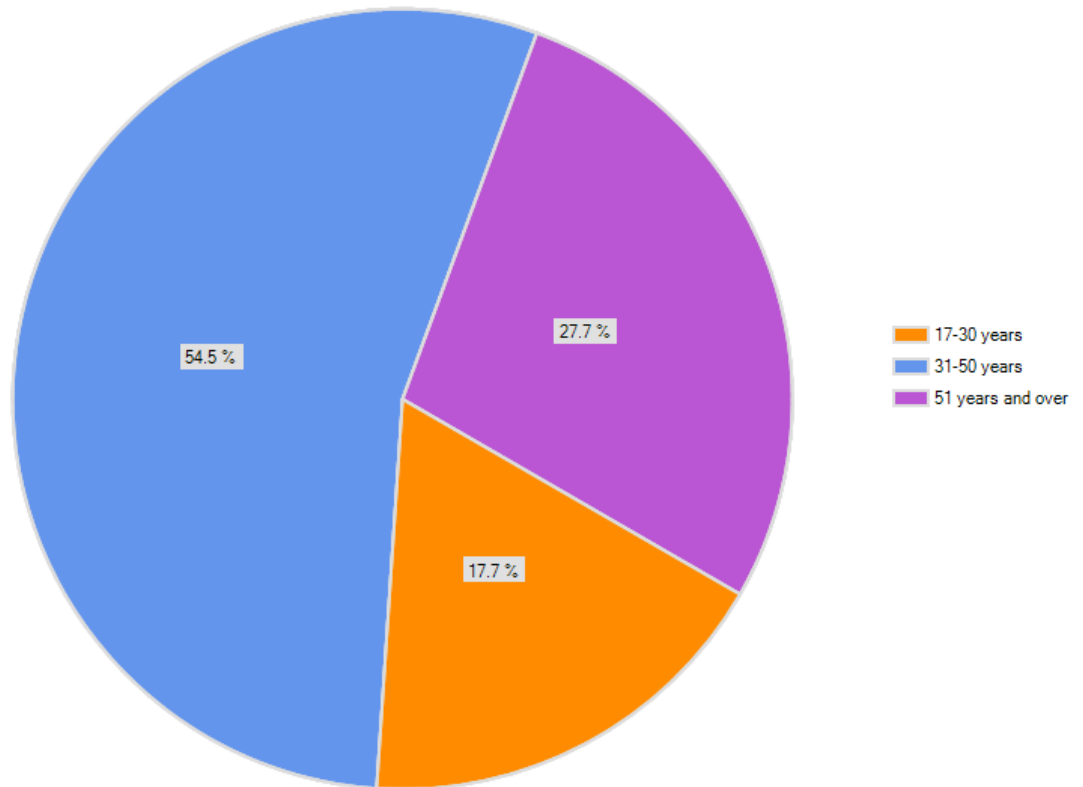
218 people answered this question



10. What is your age?

220 people answered this question

Are you aged (please tick one of the following options)



Appendix 1

I won't use my debit card as you charge me for using it, so that means I have to have a uni ticket. As I already buy parking cards, this means I have to buy both scratch cards and a uni ticket, which is irritating. Also the number plate recognition system isn't very effective and I have had to enter my number manually a few times. If this system is to continue, it needs to be consistent with other car parks so we don't have to buy two types of parking cards, and I resent paying extra to use a debit card.

8/19/2013 3:19 PMView Responses

Consistent hourly rate which means that after a certain period you don't end up paying an hourly premium!

8/19/2013 2:44 PMView Responses

Allow a few extra free minutes, it sometimes takes over 5 minutes to park.

8/19/2013 1:24 PMView Responses

Shorter charging periods. I recently had to pay 2 units to park for 1hr 3minutes. Rather than making shopping a more relaxed experience (as was promoted at the beginning) - not having to worry about getting back to your car it is in fact worse, clocking watching all the time.

8/19/2013 1:10 PMView Responses

Although I think the new payment system is great, I strongly disagree with the cost after 3 hours, I think people should be paying for the time they use only, to add extra cost for using more than 3 hours is disgusting, so this would put me off parking in Sand St.

8/19/2013 8:40 AMView Responses

This new system is nothing but a rip off as far as I'm concerned, when paying for parking we should only be paying for the time we use no paying for another full hour once you go a couple of minutes over.

8/19/2013 8:19 AMView Responses

Clearer information regarding Disabled Parking at Sand Street for UK visitors would be good.

8/18/2013 5:56 PMView Responses

Have pay machines like any normal car park, pay when leaving. Pay machines where you use cash would be so much more helpful. Why complicate things? So many people get stuck using the machines it takes longer to process hence the queue becomes larger. It's an absolute pain having to queue for uni ticket and then queue to use your pre paid ticket. Would not use any of my cards in the machines as I know you've had problems with money being taken out of people's accounts months after they've used the car park.

8/17/2013 9:49 PMView Responses

Able to pay with cash

8/17/2013 8:58 PMView Responses

1) omit the debit card charge 2) omit the charge for a park smart card 3) make it easier to get a park smart card 4) provide a park smart card dispensing machine next to the payment machines where you can pay your current parking charge while setting up your own park smart card 5) provide at least one machine which accepts change (for those who don't carry around debit cards, elderly & young drivers) 6) provide more signage to remind people to take note of their car number plate before leaving car park floor

8/17/2013 10:39 AMView Responses

More machines for paying

8/17/2013 8:02 AMView Responses

Ability to pay with cash

8/16/2013 11:11 PMView Responses

More pay stations would help. Also, it can take a long time to leave the car park once the payment has been made.

8/16/2013 4:31 PMView Responses

I think the system is a brilliant idea, and i believe it would be good if you had the option to drive in and drive out and a statement sent to you at the end of the month, and also the pay system you have in place now. Since you installed the system i have only used the carpark once due to the charges over 3hrs. To be honest its a total rip off, and i believe that if this system was installed to gain more money out of the public is absolutely disgusting. The charges should be 1 unit per hour up to eight hours = 8 units. Keep the price down and more people will use it and for longer periods so you will have regular revenue from this system. If you altered the price structure, then i would recomend you put this system in every carpark with a monthly invoice system, now that would be a brilliant idea.

8/16/2013 4:10 PMView Responses

there should be some way of checking if you have units left on the card. that is the only problem i have with the system.

8/16/2013 3:44 PMView Responses

Maybe larger amounts on uni ticket

8/16/2013 3:39 PMView Responses

More pay machines and not all at the bottom of the stairs and lift access to the car park - whoever thought that was a good idea!

8/16/2013 3:38 PMView Responses

drop the price to the same price of the paycards and the longer you stay it should be cheaper, then more people will use it!

8/16/2013 3:30 PMView Responses

We should just have the same system as the Waterfront Car Park as everyone knows how that works. I used to go into town and use the Sand Street Car Park at least once a week, but now I avoid town because I can't stand using that car park. Also, on the occasions I have had to use it, I have seen people, especially the elderly, struggling to work out how the machines work. We need to change how we pay for parking, but I do not think that this is the most sensible option at all. It wants to be a system like the Waterfront or like ones in England where you get a ticket to put in your window.

8/16/2013 3:12 PMView Responses

Go back to pay card much better.

8/16/2013 2:50 PMView Responses

By having a cash payment method and NOT charging an extra 20p for a card transaction!! When you use the car park only sometimes having to have an account or prepaid card is not practical & paying an extra 20p for a 72p stay is ridiculous!! There is no extra charge for card transactions & a cash option at the Waterfront underground car park or the airport so why at Sand Street? If you are going to use this method at ALL public car parks then you will have to also do it for on street parking. You can't have paycards in some places & cash/card payments in others.

8/16/2013 1:36 PMView Responses

It really works for me. As I live in St Martin, Minden Place is more convenient for me and would be very pleased if this carpark changed over too. I have only used Sand Street since the change.

8/16/2013 1:06 PMView Responses

The system seems overly complicated compared to the Water Front car park where you can simply use cash and pay for time used for parking and without paying a tax for using a debit card. With the pre paid cards you cannot check to see how much credit you have left. And it also means one has to have disks, scratch cards and those for Sand Street !! Also for visitors, the system at the Water Front is widely used in England and France. Surely we should be making life easier for Islanders and visitors.

8/16/2013 1:02 PMView Responses

1 payment terminal on each floor to reduce pedestrians near the road traffic

8/16/2013 12:53 AMView Responses

by not charging when we have had to queue to pay for parking and this brings us a few minutes over the hour so we get charged for extra hour and if we could pay cash so not charged for using card

8/16/2013 12:31 AMView Responses

- If there was the ability to pay with cash - Because of the queues, when you return to your car before the hour, you are often left having to pay for an additional hour, I have waited for more than 10 minutes to pay.

8/16/2013 12:20 AMView Responses

at peak times there are too many people waiting to use the machines to pay, so something to help this.

8/16/2013 12:07 AMView Responses

I don't think it's fair that we are charged an extra 20p every time for using our debit cards, also why can't you pay by cash...easier still!

8/15/2013 6:13 PMView Responses

I think it is great as it is!!

8/15/2013 4:19 PMView Responses

It is quite complicated and non transparent. I would like the card to be link to my bank account with direct debit. It would be great to have a discount for doing so too. Each time I wish to refill my card there is a huge queue of tourists who cannot work out how the car park works .

8/15/2013 2:52 PMView Responses

Use Passbook (mobile phone app) - if you haven't used it before find someone with an iPhone and go online to Coopers Coffee, charge it up and then go to Coopers at Castle Quay and spend it just by flashing the phone at the till! Allow the new "contactless" debit and credit cards (although be careful of security in an open/public environment as the cards can be read by uninvited snoopers). Important to speed up the paying process.

8/15/2013 1:24 PMView Responses

Think its pretty good as it is - I think more prominence should be given,when you enter the car park to the fact that after 3 hours it gets very expensive - its very easy to miss this important information and I bet a lot of people have been caught out with unpleasant and expensive consequences.

8/15/2013 9:34 AMView Responses

by not charging the transaction charge - use gocardless or similar to remove fee requirement! the airport manage to contain the card fee within the tariff so why are TTS different ?

8/15/2013 8:55 AMView Responses

no charge for debit / credit cards.

8/15/2013 8:05 AMView Responses

allow users to open accounts so that payments can be made automatically as soon as possibel.

8/14/2013 9:13 PMView Responses

There are sometimes long queues to pay when you return to your car which is frustrating. It would be easier if you could have the option of just pushing a card in with your details to pay on so you don't have to remember your numberplate.

8/14/2013 7:42 PMView Responses

online topups, mobile app topups

8/14/2013 2:46 PMView Responses

Maybe amend the prices to allow longer shopping but still put off all day commuter parking. Sometimes 3 hours is not enough! Perhaps introduce half hour charges as well as full hours - 10 minutes into the next hour means you get charged the same as the full hour...PAY FOR YOUR STAY should mean just that.

8/14/2013 12:48 AMView Responses

Be able to pay in cash. Change the whole system, make it like the waterfront! it would be so much easier also its hard to remember your car reg no if you have recent changed cars etc!

8/14/2013 11:15 AMView Responses

Few more pay stations - can get a bit busy at peak times and access to the stairs can be difficult. Maybe a station on each floor?

8/14/2013 10:07 AMView Responses

Get rid off charge for using your card.

8/13/2013 8:53 PMView Responses

Need some where to rest shopping bags when using machine

8/13/2013 8:15 PMView Responses

Drop the 20p extra for credit card use, its a rip off, pure and simple.

8/13/2013 6:23 PMView Responses

I do note that some visitors have problems knowing whether to pay before or after shopping. Some of that is that they do not read the notices. Not sure how to deal with that though. I would like a system like the London Oyster card and maybe the system has one in the parksmart ticket but I douns the leafet to complicated and so stick to my debit card.

8/13/2013 3:47 PMView Responses

I think it is great as it is.

8/13/2013 3:39 PMView Responses

There should not be a charge for using a credit or debit card. Also the option of paying by cash should be available. Paycards are a nuisance

8/13/2013 2:11 PMView Responses

get rid of it and use cash and or cards

8/13/2013 12:33 AMView Responses

Stick with the paycards. So much easier. Less hassle than standing around when waiting to pay (especially when you go into another hours payment whilst waiting to pay !!!!).

8/13/2013 2:33 AMView Responses

I find the system working perfect for me, so I can't see any improvement to it.

8/12/2013 4:35 PMView Responses

By not charging a credit card fee. I feel this is absolutely disgusting!! And people should be able to pay with cash. I will never use this car park again

8/12/2013 4:07 PMView Responses

I don't think it's very appealing to park there and not be able to pay for an hour's stay with cash! also the fact that it becomes more expensive the longer you stay compared to paycards is also very unappealing.

8/12/2013 2:35 PMView Responses

Provide clients an option for paying cash within the machine system, rather than charging additional bank charges.

8/12/2013 1:14 PMView Responses

By returning to the scratch card system, this works perfectly well so why change a good system!!!!

8/12/2013 11:40 AMView Responses

Stop additional charges for payments made by Credit / Debit card. Also install more payment machines as quite often - in my experience - there are very long queues.

8/12/2013 11:02 AMView Responses

By replacing it with pay on exit. Yet again we have to spend a fortune to get 'leading' technology. But why? Pay on exit is used all over the world. Why not here? Because it's too simple.

8/10/2013 9:42 AMView Responses

Removal of debit card fee. 20p surcharge on 70p parking cost is simply a rip off!

8/8/2013 8:33 PMView Responses

I do not agree with the charge for using debit cards!! There should be an online top up facility. There need to be more machines as can be queues Would welcome this system being rolled out to other car parks but for long term car parks there should still be the facility to use a season ticket - this could be linked to your online account & means that users wouldn't have to clock out of the car park - system should recognise an active season ticket.

8/6/2013 7:46 AMView Responses

Taken down

8/5/2013 10:41 PMView Responses

1. An easier way to buy tickets. 2. Some way to know how much is left on the uni-ticket. 3. More payment machines. 4. Some time allowance for when the car park is busy, it can take up to ten minutes to find a space.

8/5/2013 8:05 PMView Responses

All systems like the underground car park at the waterfront

8/5/2013 7:35 PMView Responses

Remove debit card charges.

8/5/2013 7:35 PMView Responses

10 mins entry prior to charging instead of 5. Roll out in all car parks There is less patrols around the car park so bad parking goes in noticed. Eg cars parking over 2 spaces. When I reported this, I returned to my vehicle 1 hour later and nothing had been done ie no ticket issued.

8/5/2013 7:19 PMView Responses

no charges for debit card

8/5/2013 7:11 PMView Responses

Have a stand just for topping up the parksmart cards

8/5/2013 7:07 PMView Responses

scrap it and use pay on departure.

8/4/2013 6:14 AMView Responses

this new payment system is not good for holiday makers that have a disabled badge to use while on holiday .in jersey. there is nothing to tell them that they must have a smart card to be able to get their 3 hours free parking or that a member of staff must be given their details to get their 3 hours of free parking .for disabled drivers . as the law in jersey is not the same as where these disabled drivers may come from. just due to the lack of proper information being passed onto drivers on holiday in jersey its a shame to think that these disabled drivers may receive a parking fine just for

driving out of the car park due to the lack of knowledge. all it needs is a sign to explain to these drivers what is required.

8/3/2013 7:20 PMView Responses

The debit card charge seems very high

7/31/2013 11:10 PMView Responses

Stop charging extra to pay by card.

7/31/2013 9:26 PMView Responses

Convert to the same format that NCP and car parks all over Europe use, it will be much easier for visitors to use. I've never seen this system used anywhere else. Not a good idea to be a test-bed.

7/31/2013 6:30 PMView Responses

Put a payment machine on each level rather than just at the entrance to the car park.

7/31/2013 10:44 AMView Responses

I actually avoid using sand street now, hate it. Would rather walk from Kensington or even better shop at Red Houses, St. John or online. TTS have made such a mess of town and as for bus service, what service? However would dread it if all car parks adopted this system, and would love to see old system re-introduced to Sand St.

7/31/2013 10:35 AMView Responses

For a start charging 20pence for using debit card should be scrapped! disgrace

7/31/2013 8:58 AMView Responses

The only significant problem is when you have to queue to park at peak times, often around lunchtime. Occasionally this may take as long as 15 minutes and, though you haven't actually parked yet you are being charged. However, I think the benefits FAR outweigh such rare problems.

7/30/2013 9:30 PMView Responses

Pay automat just like the one at the waterfront. Simple. People want to pay cash or card without accruing card fees! We don't want to have to buy pay cards or the like in advance when you never know if, when and how many you need.

7/30/2013 7:41 PMView Responses

Having an online paying system automatically taking the money by direct debit when your credit gets low. Facility to put several cars on the system.

7/30/2013 7:08 PMView Responses

Back to pay cards! The system often involves queuing while people fuff around trying to pay. This will only ever get worse. Look at the waterfront and airport car parks. all too often the car in front gets

to the exit to find they have lost their ticket, or haven't validated it causing huge frustration to others. It's really not rocket science to guess how long you will be parked for! Otherwise, bring back the pay and display machines. They are used globally and easily understood. We need a single system for all car parks / street parking. No one wants 2, 3 or 4 different methods of pre paying for parking (paycards or 'Uni-tickets' etc) to have to be held in their car at any one time. Who knows which system they will have to use depending on where the first available space is presented to them.

7/30/2013 5:31 PMView Responses

Using a similar system to the underground car park at the waterfront is better. Not having the option to use cash is wrong. If you don't have a pre paid unicard ticket you are ripped off by being forced to pay a credit/debit card charge for the convenience. A unit of time should be in a smaller increment to allow and encourage shorter parking. You may only need to park for 1 hour 10 mins but are forced to pay to 2 full hours. Units of 10 or 15 minutes should be available.

7/30/2013 5:31 PMView Responses

I like the system very much but don't think you should charge for debit card payment, or if you do the charge should be low. I would happily pay cash, but you have chosen not to accept it, so it is insulting to charge me for payment by debit card. I end up having to pay a Uniticket every time I use the car park which is a nuisance.

7/30/2013 5:30 PMView Responses

There are no advantages to this system except negating the use of scratch cards. One still has to watch the time to avoid running into a new time zone. Have used the system once since it was installed - yes, easy to use - not happy paying additional debit card charge. Will never use again except at times of the day when charging does not happen. Would be extremely disappointed if this is rolled out to other car parks. In favour of the scratch card only.

7/30/2013 5:11 PMView Responses

You do not make things easy for locals & holidaymakers alike - so many different types of pay-types - scratchcard, cash, reg recognition, display card etc... too confusing. Use The Waterfront's cash for what you use way - therefore shoppers don't feel rushed into getting back to the car for the fright of a parking ticket & they spend more time/money in town etc. The holidaymakers have cash & it is easier for them than to try and find a scratchcard shop! The waterfront is my preferred way of paying - perhaps the minister & civil servants could actually listen to the public for once instead of wasting taxpayers' money... - keep it simple (cash pay machines) & they will come to town - make it hard & we will keep away.....

7/30/2013 4:29 PMView Responses

I do not think there should be additional charges. I was extremely surprised to be charged 20p for my less than 1 hour parking charge because I was paying by debit card (NOT CREDIT CARD). Whilst 20p is not a huge amount it was a considerable % of my total parking cost. If you are going to use this system periodically then you will have this charge every time. I like the system but object to this

extra charge. If there was no charge I would support it being rolled out to other multi-storey car parks

7/30/2013 4:23 PMView Responses

The availability of being able to pay cash on departure or online transfer. The idea of having the picture taken on arrival is also good however this back fires when it sometimes can take up to 12 minutes o park at busy times, this should be taken into account ie free for 10 minutes to allow parking.

7/30/2013 4:18 PMView Responses

more pay machines

7/30/2013 4:15 PMView Responses

I think the system is great as it is. I prefer it to the airport and underground parking at the waterfront as I do not need to worry about losing a ticket. The number plate recognition is much better. I think this system should be used in all the multi story car parks.

7/30/2013 3:43 PMView Responses

no charge for credit or debit cards. Top-up parksmart card on-line. One one occasion I had to queue to pay for my parking which was frustrating as I was in a rush to leave. Perhaps some provision can be put in place to cater for particularly busy periods? wardens with hand-held payment devices perhaps??

7/30/2013 3:29 PMView Responses

allow contactless credit/debit cards to be used with no surcharge or pin rather than a special smartcard

7/30/2013 3:10 PMView Responses

You need to have the option to pay cash - or not charge an extra 20p for debit card transactions that are small

7/30/2013 3:10 PMView Responses

Extend it to other parking areas

7/30/2013 2:45 PMView Responses

There should be no charge for use of debit cards.

7/30/2013 2:33 PMView Responses

Needs to be across more car parks. Simpler displays too many choices on some screens. Better than scratch cards as takes pressure off shopping in town as you know that you will pay for time parked rather than guessing .

7/30/2013 2:07 PMView Responses

More machines to pay - when it is busy you have to queue to use a machine and this has (in my experience) made me go over my hour by a few minutes. I think the charge put on debit / credit cards is unfair if you have arrived when the ticket office is closed. Whilst I think its a good idea for tourists to use this system, personally I now avoid parking in Sand Street as I find paycards easier.

7/30/2013 1:56 PMView Responses

Make cash acceptable or remove the card fee. Remove the time constraint (1 unit=1hour) and make the timing more flexible (15 minute blocks). Otherwise you are profiteering from unused time up to a maximum of 59 minutes per car!!!

7/30/2013 1:09 PMView Responses

Prefer pay cards, I used Sand Street a couple of times when it was introduced, but did not like the having to queue to pay, and I have not used it since.

7/30/2013 1:03 PMView Responses

The rate should not be increased after a 3 hour stay.

7/30/2013 12:56 AMView Responses

I think this should only be introduced to short-term parking car parks such as Minden Place, and not to long-term car parks such as Pier Road and Patriotic Street, and also the Esplanade Car Park and Ann Place/Gas Place. I think the cost per day for people who have to park all day for work would be too much using the Uni-Ticket system.

7/30/2013 12:47 AMView Responses

Allow for multiples of say 20 minute parking slots rather than just the single hour. This should be easy enough to do as the system is electronic and does not bring with it operational issues, such as having 20 minute scratch cards for example. As this system is flexible its flexibility should be utilised fully. If the machines were capable of receiving cash payments in addition to the smart card etc. then that would be good. The cost of the smart-card of £3 seems excessive.

7/30/2013 12:27 AMView Responses

by standardising all parking island wide. One system, not the current mass of different types.

7/30/2013 10:14 AMView Responses

There should be no surcharge for using a debit card.

7/30/2013 10:11 AMView Responses

Not charge me additionally for making a payment its out rageous! I now refuse to use that car park!

7/30/2013 10:07 AMView Responses

Remove Debit/Credit card charges for payment - There is no need to charge for using a card and I think this will put people off from using the service

7/30/2013 9:43 AMView Responses

Cash payment! OR, no extra charge for using your debit card. Convenience is key, as a busy working mum.

7/30/2013 9:15 AMView Responses

Find a way to remove the additional charge for debit cards

7/30/2013 9:11 AMView Responses

The survey should offer the option to tick if you haven't used the sand street car park since it changed and to say why. I don't think charging extra money to park is fare and I don't think it should be put in all the other car parks, as it will eventually put people parking in town to pay the extra cost.

7/30/2013 8:49 AMView Responses

Allow for coins / change to be accepted for paying or alternatively do not charge for the use of credit / debit cards

7/30/2013 8:43 AMView Responses

Let the machines take cash - simple solution and utilised in similar parking systemns across the UK but for some reason which I cannot fathom it doesn't take cash - most frustrating to occassional users andvisotrs alike. other than that good system

7/30/2013 7:34 AMView Responses

A few more machines to make payment. There is often a queue at busy times which is often inconvenient and could incur extra charges depending on the amount of time the car has already been in the car park.

7/30/2013 12:55 AMView Responses

Adopt system that works at airport and waterfront and most otherveuropean places. Must be a nightmare for elderly and visitors.

7/29/2013 11:15 PMView Responses

A cash payment option. Much easier for tourists and used everywhere on the mainland.

7/29/2013 10:09 PMView Responses

You should be able able to pay with coins

7/29/2013 10:01 PMView Responses

I'm very happy with the system and prefer it to pay cards.

7/29/2013 9:09 PMView Responses

All car parks should use the same system of payment, preferably the system used at the Waterfront & airport.

7/29/2013 9:07 PMView Responses

Seems that TTS like spending money. What is wrong with the old ticket machine car parks. I suppose that once the APNR is set up then motorists can be booked through the CCTV round town. Another nail is the coffin for retail in town.

7/29/2013 8:43 PMView Responses

I think you should be allowed at least 10 minutes from your car being registered until payment starts. You may take ten minutes to actually find a spot plus have children to get out of the car and set up prams etc, which can take a good ten minutes. So you get charged a a lot before you even get to leave the car park. I agree with the 15 minute allowance after you have paid as again it takes time to get to your car and get out etc. It should be 15 minutes allowance each side.

7/29/2013 8:29 PMView Responses

Take out the flash technology and use simple Pay and Display. Why do we always have to have Roll Royce solutions? How do you catch hire cars and visitors? With Pay and Display they'd contribute too. Of course it's better than paycard. Anything is. But it's not the best solution. STOP wasting our money. Make it SIMPLE. Use Pay and Display!

7/29/2013 8:20 PMView Responses

I find I go thorough to e 10 unit ticket quite quickly and am always having to buy more

7/29/2013 7:55 PMView Responses

accept cash payment

7/29/2013 7:28 PMView Responses

My main criticism of the system is that you cannot pay by cash, which I think is ridiculous. Cash needs to be accepted. Being charged an additional cost of 50p to use a debit card is unbelievable (and I also fail to see how it is justifiable, given that I can use my debit card for smaller amounts in many shops on-island without incurring a charge). The alternative of buying a prepaid card is essentially no different to the current paycard system where you have to buy your parking tickets in advance of parking, which makes the whole process unnecessarily difficult. I'm unsure why TTS have chosen to trial what seems to be a rather high-tech solution, when it would have been easier - and, I'm assuming, cheaper - to implement a system like the ones that are in place in virtually all town centres / shopping centres in the UK, where you arrive, take a ticket, and pay - in cash - when you leave. I have parked in Sand Street once since the trial began - and my refusal to park there after that stems from the fact that a) I could not pay using cash b) I had to pay an extra 50p to use my debit card c) there was a large queue to buy the prepaid cards, and I would have ended up paying more for my parking had I queued to get one (and I see no point in replacing one card system with another). The new system - if improved so that there was the facility to pay by cash - would be far

easier to use than the current paycard system, and I would be happy to see it in place in all car parks but ONLY if cash is accepted as a form of payment.

7/29/2013 6:58 PMView Responses

Don't think it should be rolled out to other car parks as it will make parking in town more expensive and it will effect the trade in the town.

7/29/2013 6:29 PMView Responses

Avoid the admin hoops and up-front card charges. The time and administration involved in getting my parksmart card was ridiculous, compounded by the fact that I have an electric car. Rather than have to pre-load a payment card (with about 5 years' worth of parking fees!), I just avoid using Sand Street. And I'm not going to go in to Town to get reduced price scratch cards either. Just another example of over-complicated administration, endemic in nearly every States" department. If there's a complicated way of doing anything, I can guarantee The States will find it and impose it.

7/29/2013 6:24 PMView Responses

go back to the old system as it is making people find alternative parking!!

7/29/2013 5:46 PMView Responses

- Be able to buy single tickets - Be able to use cash... much easier - Control traffic inside, have been waiting over 15mins once or twice - Single price per hour, no increases

7/29/2013 5:17 PMView Responses

System is great and should be rolled out to other car parks. Just use paycards for onstreet parking.

7/29/2013 4:23 PMView Responses

Scrap it and use ticket and pay on exit same as waterfront car park. Take payment quicker from accounts as sometimes can be weeks after you have used it before claimed from your account

7/29/2013 4:06 PMView Responses

Lots more ticket machines, too many long queues for payment Time to exit is 15mins, why not 15mins + unused proportion of the last hour eg return in 35mins so time left = 15mins +35 = 50mins

7/29/2013 3:43 PMView Responses

it is confusing to have so many payment options, holiday makers particularly struggle to understand and then have to pay with a debit card and be charged more or buy 5 units they may not use.

7/29/2013 3:43 PMView Responses

If it charged for per 10 or 15 minutes instead of whole hours, much like the airport car park. do not charge extra for debit cards. Charging for every hour defeats the point of the system - I was under the impression it did this so when i first used it, and the only time i used it, i was very disappointed that it charged me to the nearest HOUR and charged me an extra 20p for using my card! I used in

once and will not be using it again. I would rather park at the esplanade, use a scratch card and walk that extra bit then pay an extra 20p every time and pay for an extra hour if i am 5 minutes late!

7/29/2013 3:20 PMView Responses

Would get the smart card if it came with £3 credit also think it would be good to have cash payment facility on machines

7/29/2013 3:19 PMView Responses

There were a few improvements needed but you have dealt with them!!

7/29/2013 3:11 PMView Responses

Option to pay cash as 20p surcharge for using your debit card is very expensive!

7/29/2013 3:04 PMView Responses

I think this system is great! The only improvements I can think of is it being rolled out to all car parks. It's so convenient, especially with my newborn - I don't have to remember to buy pay cards and I don't have keep looking at my watch to make sure I'm back before the pay card expires. I always use Sand Street to park so I can take advantage of this.

7/29/2013 3:02 PMView Responses

have not used this car park since it has gone to this new pay system try and park else were with scratch cards

7/29/2013 2:53 PMView Responses

An online account would be acceptable if payment were cheaper via that payment method. Payment by debit card must be free from payment fees.

7/29/2013 2:41 PMView Responses

Have a payment system on each floor or offer the ability to pay for parking online or via an 'app' as I can't remeber my registration number and so I'm and and down thoses stairs.

7/29/2013 2:27 PMView Responses

I used the car park for the first time at the weekend and wrongly assumed I would not be charged for using a debit card for payment but ended up with a 20p additional charge for just one hour's parking. I will not be using this car park again unless this system is changed and would only be interested in an online system if there are no charges for using debit cards.

7/29/2013 2:18 PMView Responses

The truth get rid of it, I know this won't happen as you are making a killing on people using their debit cards 20p per shot is a joke! If the system stays as it will, then more terminals will be required eitherside as the ones there at present can not cope when it gets busy. As for a quicker cheaper way to pay....if you think we still believe this propaganda then think again. Pay-cards never over charged

you for parking where as this system does, pay-cards never made you late for work this system does, pay-cards dont go breaking your debit cards, this one does, paycards never misplaced your reg number this system does quite often. Fix it if your going to keep it.

7/29/2013 2:17 PMView Responses

No suggestions - it seems perfectly fine :-)

7/29/2013 1:50 PMView Responses

I think anything is an improvement on the paycards as this is very limiting to shoppers. At least with the pay as you go system you aren't clock watching whilst shopping and means you have time to reach more shops and have something to eat. I think a pay on exit scheme as there is in the Waterfront would be better. The other negative about Paycards is if you run out of them and you go shopping on a Saturday with the Parking Office closed you have to leave your car at the hands of the parking attendant whilst you go in search of some more cards. Please do not bring back pay cards for Sand Street.

7/29/2013 1:37 PMView Responses

Reduce the parking charges for the latter hours

7/29/2013 1:26 PMView Responses

more pay stations

7/29/2013 12:45 AMView Responses

Hate it. Bring back paycards. Will not park at this car park again if it stays as it is. The queues to pay were terrible and almost certainly resulted in me paying more due to the length of time I was in the queue. Ditch it now!!!!

7/29/2013 12:37 AMView Responses

Stop the outrageous charge for using a debit card. Only charge for the exact time spent in the car park. Please use the same system as every where else ... i.e.like at the airport

7/29/2013 12:32 AMView Responses

Should be made cheaper as well as the cost of parking as it stands. Commuting is costly enough with the need of this excess. The new system is useful and easier but, it is prone to issues like multiple charges and adding extortionate costs after a certain period of time.

7/29/2013 12:26 AMView Responses

More pay stations - Sometimes quite a queue builds up.

7/29/2013 12:25 AMView Responses

The jump from Paycard (low-tech) to this system (Overly high-tech) is too much for the community and tourists. By stepping away from the conventions that are established across the UK we have

confused locals and tourists alike by taking such a jump past having paper slips (Like esplanade, airport) or even the old pay and displays so commonly used. I have witnessed many tourists arguing as couples over the system and their number plates causing distress and upset - Not a great experience they want to remember Jersey for! A pay and display machine on every floor would be far more convenient so long as it accepted card payments and not just notes/coins.

7/29/2013 12:19 AMView Responses

Scrap the system. I have stopped using it because I can't stand the system. Credit/Debit charges on top of the parking fee are outrageous!

7/29/2013 11:39 AMView Responses

There should be a pay and display system throughout all the multi storey car parks like the one in place on the waterfront, and the airport. I have seen people at Sand st who get to the machine having forgotten their registration number.

7/29/2013 11:38 AMView Responses

Do not start charging from the moment you trigger the camera, allow a few minutes to find a parking space. Do not charge in units of 1hour, this is unfair and illogical. The technology is advanced enough to charge for the exact number of minutes parked. If the JEC, Gas and Waterworks can charge only for the units consumed why can't TTS ?

7/29/2013 11:36 AMView Responses

Scrap it and return to a single system that works for on street and car parks. The queue to get a valid ticket often puts me over the time limit. The time starts from when you go into the car park where it used to start when you parked. This means paying for a queue when it is grid locked. Also know people clogging the car park to park as it is cheaper to pay a fine than have a work car space.

7/29/2013 11:32 AMView Responses

Allow cash payment. This is a car park that is used for 1-2 hour stays. Paying with cash is the simplest option for a car park of this kind. As an infrequent user I won't invest in a pre pay option and having to pay handling charges on a credit/debit card is very annoying.

7/29/2013 11:31 AMView Responses

It should be able to take coins if you have not got enough credit left on your ticket!! seeing as if its after 10pm when you get back to your car and you havent got enough credit and have only cash on you, the nearest place to get another uniticket is springfield garage!! another well thought out idea!

7/29/2013 11:24 AMView Responses

Systems can always be improved, however at the moment I believe process is good.

7/29/2013 11:23 AMView Responses

There should not be a charge for using credit or debit cards - there is a clear saving to be made in that paycards do not have to be produced, delivered to various shops and sold to the public so where does the extra charge come from? I have only used Sand Street ONCE since the new system has been implemented for this reason.

7/29/2013 11:19 AMView Responses

Why cant they introduce a payment system like the waterfront underground carpark next to the aqua spalsh?

7/29/2013 11:17 AMView Responses

The system is fine as is.

7/29/2013 11:16 AMView Responses

I'VE AVOIDED USING THE CAR PARK BECAUSE OF THE PAYMENT METHODS

7/29/2013 11:15 AMView Responses

By using the same system as everywhere else in the world! A simple you pay as you leave the car park with cash! It is more environmentally beneficial too- none of those silly bits of paper (unitickets) you have to keep safe in your purse that you never know how many units are left on! The system is so annoying that I know people who no longer park in the car park and I too am on the verge of no longer coming to town to shop. I have had that many problems with this system. 1) The wind has blown my ticket out of the scanner part onto the floor, 2) my debit card has been charged several times without my knowledge(like many others I know!) 3) I am still in dispute saying I paid at the machine on one occasion but the machine played me up and they're saying I didn't pay! I could go on...

7/29/2013 11:12 AMView Responses

Just use a normal tried and tested pay and display system.

7/29/2013 11:09 AMView Responses

Ability to debit parking fee direct from my account

7/29/2013 11:08 AMView Responses

Add it to all car parks, and remove pay cards altogether, not even for street parking, as there is now so little in St.Helier because of residents parking.

7/29/2013 11:07 AMView Responses

The machines should be able to accept cash. Extra charges should not be imposed for using a credit card

7/29/2013 11:04 AMView Responses

