

## **Comments received from business owners on the Arun business estate – Bognor**

1. I think the booking system has worked really well for the queues. From a user perspective I have also heard really positive reviews about knowing that you are not going to be sat waiting for ages and can be in and out much quicker than normal. I am hopeful that the booking system is here to stay as it has definitely alleviated the problems that we have experienced for years.
2. It seems to be working well, I think to continue it would be a good compromise. Still amazing how many cars turn up on a Thursday and Friday when the tip is closed
3. Why don't you leave it as it was? The system has worked perfectly for over twenty years and it only went pear shaped when you drastically cut the opening hours
4. Please keep the booking system permanent.
5. The new system has made a massive difference to the levels of traffic on the estate. We don't see queuing any more or delays getting to our businesses. Previously, the queuing caused potential customers to avoid the estate. Please keep the system in place.