

Regeneration & Neighbourhoods Scrutiny Committee

Parking services

25 October 2016

Parking Services

Infrastructure – Blackburn Town Centre

- 13 council owned car parks in Blackburn, which accommodate over 900 vehicles
- Car Parks are Pay & Display, Permit holders or a combination of the two.
- Charges apply from 8.00am – 6.00pm Monday – Saturday apart from Feilden St Multi Storey which charges from 7.00am – 11.00pm Monday – Saturday.
- Circa 400 On-street Pay and Display bays in the town centre, charges apply from 8am – 6pm, Monday – Saturday
- There is 687km of lineage within the Borough

Parking Services

Parking Services Team

- Parking Services back office team transferred back to council from Capita on the 1st July 16.
- 1 x Parking Services manager, 5 x parking officers who process PCNs and deal with challenges to PCNs and complaints.
- The enforcement team comprises of 1 x Assistant Manager Enforcement, 1 x Team Leader Enforcement, 13 x Civil Enforcement Officers
- In 2015/16 the Council issued 10,317 PCNs, of which 4,728 were challenged by the vehicle owner. These challenges resulted in over 25,000 correspondences

Parking Services

Our Priorities

- Re-introduce car parking charges at weekends
- Introduce changes to the blue badge policy
- Invest in new pay and display machines
- Increase parking enforcement to deter illegal parking
- Increase car parking provision in Blackburn
- Implementation of Bus Lane Enforcement

Parking Services

Re-introduce Car Parking Charges at Weekends

- Saturdays in Blackburn Town Centre is the busiest day in the retail week
- The Mall which has over 1,300 spaces charge for car parking on a Saturday
- The cost to the parking service budget for free Saturday parking is c. £72k
- The 'free' council car parks were nearly full by 8.00am with town centre workers, meaning shoppers had to park further away or on the Mall

Parking Services

Introduce changes to the Blue Badge Policy

- 7,400 Blue Badge holders within BwD
- BwD has one of the highest Blue Badge per person ratio in the country
- Disabled (“Blue”) Badge policy enabled the holder to park without charge or time limit. This concession applied to both on and Off-Street car parks
- Review of usage showed that 28% of the 400 on-Street bays are continually occupied by the same badge holders throughout the day, whilst only being maximum 1hr parking for non Blue badge holders.

Parking Services

Introduced changes to the Blue Badge Policy

- ‘Long Stay’ and ‘Commuter’ car parks – Blue Badge holder vehicles can stay for an unlimited time.
- ‘Shoppers’ car parks – vehicles restricted to a maximum of 3 hours. This ensures the efficient ‘turnaround’ of spaces for other Blue Badge holders in the most popular car parks.
- On Street P&D – vehicles restricted to maximum of 3 hours. This ensures the efficient ‘turnaround’ of spaces for other Blue Badge holders in the most popular on street spaces.

Parking Services

Investment in New Pay and Display Machines

- Pay & Display (P&D) machines are 10 years old and accept coin only payment
- 68 active machines within Blackburn Town centre which cover all the on and off street P&D parking
- In 2015/16 there were 1881 machine faults which costs a total of £84k in contract spend, loss of income and CEO time
- The number of faults is increasing (9% year on year) as machines age and the busier machines break down the most resulting in significant loss of income

Parking Services

Investment in New Pay and Display Machines

- 52 New P&D machines will provide coin, card and cashless options
- New machines will reduce faults to almost zero, ensuring more CEO time spent on-street and reduction of phone calls to customer services
- At transactions recorded allowing parking services detailed data on parking patterns
- 28 of the new machines will have advertising screens to promote offers within the Town centre

Parking Services

Increase Parking Enforcement to deter Illegal Parking

- Feilden Street is supervised by CEOs for 192 hours per week. The equivalent of 5.12 full time CEOs pa.
- From November, upon the Assistant Manager retiring, parking services staff will supervise the car park from 9am – 5pm), releasing the CEOs to work on street
- This extra resource will provide parking enforcement beyond 6.00pm and will patrol outlying areas of the town centre and target parking hotspots.
- Councillors to highlight where they have hotspots in their wards.

Parking Services

Increase Car Parking Provision in Blackburn

- Brown street car park (former bus station) will open as a public P+D car park with 107 spaces from November 2016
- Adjacent land to the new bus station will be remediated and will open as a new car park in spring 2017 (c.120 spaces)
- Need a car park strategy to ensure that an agreed number of parking spaces are provided in town centre to meet demand and protect income

Parking Services

Bus Lane Enforcement

- Bus Lane enforcement went 'live' on the 14th September with 894 warning letters going out up until the end of September.
- Penalty Charge Notices began for bus lane contraventions after the 1st October 2016
- 20 Bus Lanes within the Legal order.

Parking Services

Summary

- Current number of PCNs issued is 6018 which is 20% above 2015/16
- Additional CEO resource will significantly increase the number of PCNs issued and will improve parking standards in outlying areas
- New P+D machines will provide additional car parking income as machines are more reliable and offer flexible payment options, as well as provide additional advertising revenue opportunities
- New car parks will assist in meeting the demand for car parking within the town centre (+220 spaces)
- Bus Lane enforcement into operation from the 1st Oct