

**2REPORT TO: PLANNING AND TRANSPORT COMMITTEE - 11JUNE 2007**

**REPORT ON: CENTRAL DUNDEE CAR PARKING STRATEGY**

**REPORT BY: DIRECTOR OF PLANNING & TRANSPORTATION**

**REPORT NO: 279-2007**

## **1 PURPOSE OF REPORT**

- 1.1 The purpose of this report is to present a Parking Strategy for Central Dundee which includes a series of objectives and measures for the Council's parking service.

## **2 RECOMMENDATION**

- 2.1 It is recommended that the Committee approve the Central Dundee Car Parking Strategy as contained in Appendix 1 and that the Director of Planning and Transportation be remitted to report back on proposals for Resident's Parking for the city centre and surrounding area.

## **3 FINANCIAL IMPLICATIONS**

- 3.1 Parking policy is an important element of transport strategy that can affect the economic prosperity of the city. The level of both on-street and off-street parking charges and the policy decisions made within the document gives due consideration to this aspect of parking provision and enforcement.

## **4 SUSTAINABILITY POLICY IMPLICATIONS**

- 4.1 Car parking policy decisions are aimed at achieving a balance of economic prosperity of the city and safe sustainable transport. Sustainability policy has been a significant consideration in arriving at the appropriate balance.

## **5 EQUAL OPPORTUNITIES IMPLICATIONS**

- 5.1 Car parking policy gives consideration to all grades of ambulant car users.

## **6 BACKGROUND**

### **Context**

- 6.1 Dundee City Council's Local Transport Strategy promotes a three pronged approach to a balanced transport strategy; firstly, reducing the need to travel; secondly, promoting alternative modes of transport and lastly, restraining the use of the private car. The Council recognises the important role car parking has to play within the wider transport strategy context and how it touches on all three of these themes.
- 6.2 Traditionally car parking policy has been most commonly used as a method of restraining the non-essential use of the private car by controlling the number of parking spaces available and the price charged. In order for this to be successful, it must be assisted by promoting a real alternative to private car use through development of public transport, walking and cycling facilities. Car parking policy

also has a role to play in reducing the need to travel by complementing the local plan objective of encouraging more people to live in the city.

- 6.3 There are approximately 5,000 public off-street car parking spaces in Dundee City Centre and 560 on-street spaces. Since 1991 the number of spaces available to commuters around the city centre has been maintained at around 1,900 spaces (fluctuating up to 2,100 during the late 1990s/early 2000s). However, over this period there have been significant changes to lifestyles and also considerable commercial, business and residential development in the city. In light of this, it became apparent that the Council needed to review its central Dundee car parking policies to cater for these.

### **Development of Strategy**

- 6.4 In order to assist in Dundee's parking policy development, a best practice review of parking strategies for other UK towns and cities was undertaken. Drawing on the Best Practice Review, a draft Parking Strategy was then prepared and approved by Planning and Transportation Committee on 17 April 2006 (Report 218-2008), as a first step towards a comprehensive parking policy statement and action plan.
- 6.5 Report 218-2006 also remitted the Director of Planning and Transportation to engage in consultation with key stakeholders to develop a comprehensive car parking strategy for central Dundee. In order to gain acceptance of and a commitment to a Central Dundee Car Parking Strategy, local Elected Members, members of the City Centre Action Group, community council representatives of the greater central Dundee area and appropriate Council Officers were brought together to form a Focus Group. The Focus Group met on a number of occasions to discuss the issues, objectives and required measurements to implement a successful parking strategy for Central Dundee. (Copies of the Focus Group Consultation report are available in the members lounges, please note the reference numbers relate to a previous draft of the Strategy Document).

### **Strategy Overview**

- 6.6 The Central Dundee Car Parking Strategy has been developed in three distinct strands:
- Sustainability, Parking Supply and Pricing
  - Safety and Convenience
  - Residential Amenity
- 6.7 The first of these strands - Sustainability, Parking Supply and Pricing - deals with the need to develop a car parking strategy that supports the overall aims of the wider Local Transport Strategy. By controlling the demand for spaces and the pricing applied for parking, the car parking strategy contributes towards a sustainable transport system that restrains the inappropriate use of the private car and complements the need to encourage alternative modes of transport.
- 6.8 The second strand - Safety and Convenience - deals with the quality of the parking facilities in Dundee City Centre ensuring that they are safe to use, accessible by all, convenient for people's needs and there is awareness of the facilities provided through availability of good information.

- 6.9 The third and final strand of the strategy - Residential Amenity - considers the need for appropriate residential parking. The restricted supply of off-street parking and limited roadside space for on-street parking in the city centre and the immediate surrounding area causes conflict between different users. The strategy sets out to resolve these conflicts to ensure appropriate priority is given to residents parking requirements. However, recognising the complexity involved with this strand of the strategy, a further review of City Centre Resident Parking Scheme and policy report for Edge of Centre Residents Parking Zones is proposed.

## **7 CONSULTATIONS**

- 7.1 The Chief Executive, Depute Chief Executive (Support Services), Depute Chief Executive (Finance) and Assistant Chief Executive (Community Planning) have been consulted and are in agreement with the contents of this report.

## **8 BACKGROUND PAPERS**

- 8.1 Local Transport Strategy - Dundee City Council.
- 8.2 Report 218-2006, Central Dundee Parking Strategy, Planning and Transportation Committee, 17 April 2006.

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25 May 2007

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# **CENTRAL DUNDEE CAR PARKING STRATEGY**

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## CENTRAL DUNDEE CAR PARKING STRATEGY

### 1 INTRODUCTION

#### 8.3 Context

Dundee City Council's Local Transport Strategy promotes a three pronged approach to a balanced transport strategy for the city; firstly, reducing the need to travel; secondly, promoting alternative modes of transport and lastly, restraining the use of the private car. The Council recognises the important role car parking has to play within the wider transport strategy context and how it touches on all three of these themes.

Traditionally car parking policy has been most commonly used as a method of restraining the non-essential use of the private car by controlling the number of parking spaces available and the price charged. In order for this to be successful, it must be assisted by promoting a real alternative to private car use through development of public transport, walking and cycling facilities. Car parking policy also has a role to play in reducing the need to travel by complementing the local plan objective of encouraging more people to live in the city.

There are approximately 5,000 public off street car parking spaces in Dundee City Centre and 560 on-street spaces. Since 1991 the number of spaces available to commuters around the city centre has been maintained at around 1,900 spaces (fluctuating up to 2,100 during the late 1990s/early 2000s). However, over this period there have been significant changes to lifestyles and also considerable commercial, business and residential development in the city. In light of this, it became apparent that the Council needed to review its central Dundee car parking policies to cater for these changes.

#### 8.4 Development of Strategy

In order to assist in Dundee's parking policy development, a best practice review of parking strategies for other UK towns and cities was undertaken. Drawing on the Best Practice Review, a draft Parking Strategy was then prepared and approved by Planning & Transportation Committee as a first step towards a comprehensive parking policy statement and action plan.

In order to gain acceptance of and a commitment to a Central Dundee Parking Strategy, key stakeholders were invited to play a part in its formation and implementation. Local Elected Members, members of the City Centre Action Group, community council representatives of the greater central Dundee area and appropriate council officers were brought together to form a Focus Group. The Focus Group met on a number of occasions to discuss the issues, objectives and required measurements to implement a successful parking strategy for central Dundee. This policy document is the product of this process.

## 8.5 Strategy Overview

The Central Dundee Car Park Strategy has been developed along three distinct strands:

- Sustainability, Parking Supply & Pricing
- Safety & Convenience
- Residential Amenity

The first of these strands - Sustainability, Parking Supply & Pricing - deals with the need to develop a car parking strategy that supports the overall aims of the wider Local Transport Strategy. By controlling the demand for spaces and the pricing applied for parking, the car parking strategy contributes towards a sustainable transport system that restrains the inappropriate use of the private car and complements the need to encourage alternative modes of transport.

The second strand - Safety & Convenience - deals with the quality of the parking facilities in Dundee City Centre ensuring that they are safe to use, accessible by all, convenient for people's needs and there is awareness of the facilities provided through availability of good information.

The third and final strand of the strategy - Residential Amenity - considers the need for appropriate residential parking. The restricted supply of off-street parking and limited roadside space for on-street parking in the city centre and the immediate surrounding area causes conflict between different users. The strategy sets out to resolve these conflicts to ensure appropriate priority is given to residents parking requirements.

For each of these three strands, the Strategy firstly discusses the Key Issues involved, then sets Objectives for each strand before finally identifying Measures and an Action Plan for implementation.

## **2. SUSTAINABILITY, PARKING SUPPLY & PRICING**

### **2.1 Key Issues**

#### **2.1.1 Sustainability**

##### Environmental Sustainability

Car parks in general can have a negative effect on the environment if not managed properly. Due to the often large hard surfaced areas involved, they can contribute to water pollution and visual intrusion. Cars accessing car parks can contribute towards a poorer air quality and increasing global warming as well as having an impact on noise generation.

Parking policies must support the wider transport strategy which recognises the need to encourage a shift to more environmentally benign travel patterns and promote the use of public transport, walking and cycling as this can reduce congestion and pollution.

However, it is not just the large public car parks that have an effect on congestion and hence pollution, but also the numerous private non residential parking spaces attached to business premises around the city centre.

Issues that the parking strategy will need to address include ensuring the correct number and pricing of parking spaces; the need to restrict the amount of private non residential parking; investigation of Park and Ride facilities for the City and continued promotion of Green Travel Plans.

##### Economic Sustainability

Economic vitality and increased employment can increase the need to travel and there is a need to ensure that employment opportunities are located properly in order that they can be accessed through a genuine choice of transport mode. The car parking strategy has a key role to play in this and must support the city centre as a strong Regional Centre for business and retailing.

Dundee has for some time operated a pricing and space availability system that restricts the amount of commuter parking but provides variable stay parking to provide for shopping, business and other essential purposes. However, in order to provide for essential usage, there must be enough spaces as not to jeopardise the proper economic functions of the city. This is given further consideration in Parking Supply & Pricing section of this document.

Issues to be addressed include the need to provide the correct level of parking spaces and pricing to support economic vitality and to ensure car parks are located in the correct location to make them accessible.

##### Social Sustainability

Transport has a vital role to play in social justice and providing for an inclusive society. Car parking policy and provision also contributes towards these goals by making employment, education, health, retail and leisure facilities accessible. It is recognised that while promoting choice in transport modes, some people through

geographical, physical or fiscal circumstances need to use a car to access essential and sometimes non essential facilities that can improve a person's quality of life.

Issues to be addressed include ensuring car parking facilities are located appropriately to allow easy access to facilities and that the car park design itself promotes inclusion.

## 2.1.2 Parking Supply & Pricing

### Level of Parking Supply

There are approximately 5,000 public off-street car parking spaces in Dundee City Centre and 560 on-street spaces. In addition to this there are a considerable number of private non residential parking spaces which when last surveyed stood at around 1,700 spaces in the city centre.

This level of public car park supply has been maintained to restrict the amount of commuter parking and accommodate variable term shopping, business and other essential parking. Also, the level of parking supply has a direct correlation to the amount of congestion in the city centre as the road network is currently at or nearing capacity at peak times.

Any significant increase in parking supply would result in increased congestion and threaten to undermine public transport, which would also be affected by the increased congestion. In addition, there would be increased costs associated with both building and maintaining any new facility. On the other hand, if the total number of parking spaces was to be reduced to try to further promote public transport, this could threaten the economic vitality of the city centre and cause greater displacement of commuter parking to inappropriate roads on the periphery of the city centre.

Given the above, it is considered that the current level of parking supply achieves the right balance and should be maintained.

Issues that need to be addressed include the need to consider Park and Ride facilities to supplement the city centre parking in a sustainable manner and the use of maximum parking standards to control the level of private non residential parking at new developments.

### Type of Parking Supply

Within Dundee central area there are three types of public parking: off-street long stay and variable stay and on-street short stay.

All Council owned off street parking is accessible 24 hours, 7 days per week, with the charging period being between 8am - 6pm Monday to Saturday and 1pm - 6pm Sunday. The off-street long stay parking offers two time bands of up to 4 hours and 4 - 10 hours parking. Variable stay, as the name suggests, offers more finely graded time bands, beginning at a minimum of 2 hours parking, with hourly increments up to 6 hours and a maximum time band of 6 - 10 hours.

On-street parking is short stay in the city centre and is of 1 hour duration and up to 4 hours duration in areas immediately outside the city centre.

As noted above, overall there are approximately 5,000 off-street parking spaces in Dundee City Centre. The existing ratio of variable stay to long stay supply is approximately 3:2 (ie approximately 3,000 variable stay to 2,000 long stay). This ratio gives a slight priority to shoppers, visitors and business users over commuter parking, but still provides adequate essential commuter parking spaces.

In addition, the location of the types of off-street parking generally ensures long stay commuter parking has direct access onto the Inner Ring Road with variable stay shopping and business parking located adjacent to the retail/commercial centre.

An alteration of the ratio towards variable stay (say 4:1 variable: long) would provide more shopper spaces to assist the retail centre, but not necessarily in the correct location and may in fact be an over provision resulting in greater vacancies. It would also reduce the long stay spaces available for commuter parking. This could threaten the office function of the city centre and may also result in displacement of commuter parking to the outskirts of the city centre.

An alteration of the ratio towards long stay (say 2:3 variable: long) would result in more commuter spaces. While this would assist the office function it could increase congestion at peak times, undermine public transport, provide fewer shopper spaces and threaten the retail role of the city centre.

Given the above, it is considered that the current ratio of variable stay to long stay off-street parking supply achieves the right balance. However, given that the location of all off-street car parking tends to be historical and that there has been significant development changes to the city centre in recent years, it may be that the location of the car parks could be improved.

On-street parking spaces are located where it is safe and as convenient as possible. Again there are a number of conflicting needs such as business/retail loading requirements, pedestrian access, public transport access. The location of these spaces is to a great extent dictated by the road network layout and these conflicting needs. Due to these constraints, it is considered that there is little scope to significantly alter the number and location of the on-street parking spaces.

Issues to be addressed include location of off-street parking in relation to its function and convenience.

### Pricing

Car parking charges require a carefully balanced approach. The charge for a space is a mixture of covering the cost of maintaining car parks, cost of enforcement, cost of administration and ongoing revenue (eg printing tickets, lining of spaces) and cost of any future car park development and other car park capital borrowing costs. In addition, an appropriate price is applied in order that it is consistent with the aim of encouraging the use of public transport. However, the charge must be low enough so as to not adversely affect the economic vitality of the city centre (taking cognisance of equivalent competing centres).

Car parking charges will be reviewed in September 2007 for implementation from April 2008. Any change in charges takes account of inflation and any coinage issues which may require rounding-up or down.

If the current charges were to be increased it is likely that congestion would be reduced. However, an increase in off-street long stay parking charges would also be likely to threaten Dundee as a competing office centre and/or result in displacement parking to the periphery of the city centre. An increase in off-street variable stay and on-street short stay charges would also threaten the centre's retail economy. Any reduction in charges would affect the Council's ability to properly maintain, enforce, administer and make future provision for car parking and would also be counter to the aim of promoting alternative modes to the car.

In considering on-street car parking charges, it has been noted that the only duration permitted is a one hour duration and the charge for this is currently £1.50. While the charge is consistent with the issues laid out above (and with competing centres), it could be an over charge if the person parking wants to park for a lesser duration (eg 15 minutes).

Issues to be addressed include consideration of charging for lesser duration of on-street parking (eg 50p for each 15 minute interval up to a maximum of £2 for 1hr) and the need for a review of charges from April 2008.

## 2.2 Objectives

### 2.2.1 Objective SPSP1: To support the economic vitality of the city by encouraging a high turnover of car parking for shoppers and visitors

Over the period 2000-2004 the city's wholesale and retail sector has significantly expanded by 800 new businesses<sup>1</sup>. The regeneration of the city centre, in particular the development of the Overgate Centre, has breathed much needed vitality into the city centre making it the successful regional shopping centre it is today. Parking policy will seek to support the vitality of the city centre by encouraging a high turnover of shoppers and visitors.

### 2.2.2 Objective SPSP2: To ensure that there is no net change in the level of existing car parking facilities

To support policies to encourage the use of sustainable modes, parking provision in the city centre will not increase or decrease in net terms. Against a backdrop of nationally increasing traffic levels this will promote a natural shift to sustainable modes. A number of existing car parking facilities are located on valuable land which may be redeveloped during the ongoing regeneration of the city centre. At this time, it is considered that the rate of current and planned improvements to the provision of alternative sustainable modes will not enable a rate of modal shift necessary to cope with a net reduction in parking provision. As such the redevelopment of land currently occupied by parking facilities will need to be matched by the provision of parking facilities elsewhere in the city centre.

<sup>1</sup> Source: DCC Economic Development Plan 2005-07

- 2.2.3 Objective SPSP3: To ensure that the provision and management of parking encourages and facilitates walking, cycling and public transport use

The measures included in the parking strategy will seek to manage parking in Dundee efficiently. The management of parking will support policies to encourage modal shift to sustainable modes as contained in Dundee City Council's Local Transport Strategy. Parking provision will not hinder the use of sustainable modes and its use will not be encouraged in preference to the use of alternative sustainable modes.

- 2.2.4 Objective SPSP4: To assist in meeting the National Air Quality Standards and protecting the city centre environment

Dundee City Council has a statutory obligation to improve air quality in the city by seeking to meet the National Air Quality Standards. Traffic has been identified as a potential major contributor of air pollution in the city, with levels of pollutants being particularly high in congested areas. The parking strategy can assist in demand management and therefore reduce congestion, a major contributor to pollution. In addition, consideration will be given to mitigating other forms of pollution such as noise and water and the visual intrusion caused by car parks.

### 2.3 **Measures**

- 2.3.1 Measure SPSP1: Promote a balanced car parking prioritisation and tariff regime

The promotion of a clear and uncomplicated car parking prioritisation and tariff regime is central to an effective parking strategy for Central Dundee.

Dundee City Council will continue to develop and implement a clear parking prioritisation regime which favours variable and short term parking in central areas. On-street shorter duration time bands will be considered for review. This will further encourage a high parking turnover, for use by shoppers and visitors, thus providing support for the economic vitality of the city centre. Long term parking will be directed to off-street car parking facilities directly accessible from the Inner Ring Road.

The tariff regime should be directly linked to the cost of public transport. The cost of public transport should always compare sufficiently more favourably to the cost of city centre parking in order to encourage modal shift.

The car parking restriction and tariff regime could extend to cover the residential areas on the periphery of the city centre to deter commuter car parking. Dundee City Council will bring forward proposals for the development of Residents' Parking Zones in such areas.

- 2.3.2 Measure SPSP2: Set maximum parking standards

The setting of maximum parking standards for new development is an essential component of a parking strategy for Central Dundee. This is also essential to meet the requirement set out in Scottish Planning Policy 17: Planning for Transport, for local authorities to adopt maximum parking standards for new development.

Dundee City Council sets out maximum parking standards for new development in the document "Dundee - Streets Ahead: Dundee City Council Road Standards (August 2005)" and these are provided in Appendix 1 of this Strategy.

For new non-food retail development in the city centre the maximum parking standard is 37 spaces per 100m<sup>2</sup>, plus 3 disabled spaces or 6% of the total number of spaces whichever is greater. The application of this maximum parking standard would lead to an increase in the net number of parking spaces in the city centre. Therefore, if fully applied this parking standard would not support Objective SPSP2. Dundee City Council will seek to review the parking standard for retail development in the city centre so that it does not lead to a net increase in parking spaces in the city centre. Measure SPSP3 sets out how this may be achieved through the removal of parking spaces elsewhere in the city centre which have a low demand.

2.3.3 Measure SPSP3: Maintain a consistent level of parking provision in city centre

The parking strategy seeks to ensure that there is no net increase or decrease in parking provision in the city centre. The provision of parking spaces should support, rather than undermine, policies to encourage modal shift.

Therefore where new developments create a reduction in the provision of public parking, these should be replaced elsewhere. Conversely, where any new public car parking developments are proposed, these should be matched by a removal of the same number of lower quality parking spaces elsewhere in the city centre and in conjunction with bus priority measures and Park & Ride. This will need to be carefully managed to ensure that only parking spaces which are operating inefficiently are removed.

The parking strategy will not seek to reduce the number of long stay parking spaces in the city centre. The City Council will give consideration to the implementation of Residents' Parking Zones for edge of centre residents which will reduce the availability of unrestricted on-street parking, currently used by commuters. Modal shift should primarily absorb the impact of this reduction in unrestricted parking.

2.3.4 Measure SPSP4: Implement the parking strategy within a wider strategy to improve public transport, walking and cycling facilities

The Council will seek to manage the existing parking provision effectively. As such, the parking strategy cannot be implemented in isolation. It must form one component of an overarching strategy to improve public transport, walking and cycling facilities so that car drivers have a genuine, practical, attractive alternative.

Implementing the parking strategy within a wider strategy of improvements to sustainable modes will secure greater public acceptance of parking policies.

2.3.5 Measure SPSP5: Impose planning conditions on new privately owned parking facilities

Dundee City Council attaches conditions to planning consents for new privately owned public car parks to control the restriction and tariff regimes. To ensure the effectiveness of the parking strategy, it is important that such planning conditions continue to be enforced so that tariff and restriction regimes at privately owned public car parks do not undermine parking policy.

The parking strategy will seek to ensure that planning conditions placed on the new public parking facilities are strictly enforced.

2.3.6 

Measure SPSP6: Bring forward proposals for the provision of Park & Ride facilities
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In partnership with Tayside and Central Scotland Transport Partnership (TACTRAN), the Council will investigate the potential benefits of Park & Ride schemes. As a regional centre serving a wide area, commuting by car is likely to continue to be the main mode used by commuters from outside the City of Dundee. Park & Ride could remove a substantial proportion of these commuter car trips before entering the city, thus reducing congestion and relieving pressure of demand for long stay parking in the city centre.

### **3 SAFETY & CONVENIENCE**

#### **3.1 Key Issues**

##### Personal Safety

Personal safety, actual or perceived, is important in encouraging the proper use of car parks. Often a car park can be one of the first impressions given to a visitor to Dundee City Centre and a well lit, spacious and secure car park ensures that impression is good. Safety is equally important to regular users, be it shopper, business or commuter use, as people must have confidence in their personal safety and the security of their car and belongings from theft and vandalism.

Over the past few years, Dundee City Council has targeted resources at improving the quality and safety of its car parks, working in partnership with Tayside Police to achieve the Association of Chief Police Officers in Scotland (ACPOS) 'Park Mark' standard at a significant number of its car parks, by installing CCTV, improving lighting and designing out any vulnerable areas. As a result today, in general, safety at the city centre car parks is very good.

Traditionally, the perception has been that multi storey car parks are less safe than surface level car parks. Over time, this perception is changing as new multi storey car parks are designed with safety in mind. A good example of a newer car park designed with safety features built-in is Gellatly Street car park. However, other car parks in the city centre, such as West Bell Street car park, have been upgraded to achieve the 'Park Mark' safety standard, but the car driving public are generally unaware of these improvements. Although meeting high safety standards, there may also be a need to further improve the quality of the car park environment at car parks such as West Bell Street.

Another aspect of safety is the pedestrian route to the car park itself. The route should be well lit, overlooked by properties and shops, well used by other pedestrians and, if possible, covered by the city centre CCTV system.

One other consideration for safety is enforcement of illegal parking, as inappropriate parking can cause safety problems for other car drivers and pedestrians by, for example, reducing sight lines at a junction or forcing pedestrians to cross between parked cars.

Issues to be addressed include auditing the safety of routes to car parks, the need to pursue 'Park Mark' standard for all car parks, better marketing of the safety features of car parks and continued enforcement of illegal parking.

##### Convenient Payment

Currently all but one of the Council owned city centre car parks are 'pay & display'. This method of payment has two disadvantages in terms of convenience: Firstly, on arrival at the car park, drivers must decide what length of time they wish to park and secondly they must have the correct change to purchase a ticket for the duration chosen.

There are a couple of methods of payments that can improve convenience:

'Pay on foot' - drivers are given a ticket on arrival at the car park and then pay at a pay station as they return on foot to their car at the end of their visit to the city centre. In this instance, the pay station calculates the duration the car has been parked and, when the driver pays, change can be given. The benefit of this type of operation is that the driver does not need to estimate duration on arrival; does not require exact change and will not be fined for overstaying a pre-determined duration. It is particularly appropriate for variable stay car parks. Other privately owned public car parks in Dundee, such as Overgate Car Park, currently operate 'pay on foot'. Although this method of payment also has benefits for the Council in terms of reducing resource requirements for enforcement, it can be overly expensive to install and operate, especially at smaller car parks.

Cashless transactions – utilising new technology, cashless transactions using debit/credit cards, or indeed mobile phones, may be appropriate to improve convenience of payment. Although not removing the need for the driver to decide length of stay on arrival, the benefit is the removal of the need to have the correct change in coinage. This may be appropriate for long stay car parks or smaller car parks where 'pay on foot' is not economically viable.

The new Greenmarket car park was the first Council owned car park to operate 'pay on foot' when it opened in 2007. This marks the beginning of moving towards more convenient methods of payments and there is a need to continue a rolling programme for all Council off-street car parks to become 'pay on foot' and/or utilise cashless transactions.

On-street car parking in the city centre is also 'pay & display' but physically it cannot be moved to 'pay on foot' as drivers must display a ticket in their car showing the time of arrival. In this instance, cashless transactions should be investigated as appropriate to improve payment convenience in future.

In the event of a driver receiving a parking fine, it must also be ensured that they can pay the fine as conveniently as possible and a range of payment options are available to the driver - online, by post or in person. This flexibility of payment methods needs to be more fully marketed.

Issues to be addressed include moving towards 'pay on foot' and cashless transactions for all Council car park payments, investigation of cashless transactions for on-street parking and better marketing and understanding of payment methods for parking fines.

#### Convenient Information

A lack of information in general can act as a barrier to all types and modes of transport use. Information for car parking is required when planning the journey as well as during the journey.

Prior to a journey being made, the car user needs to know information about location of car park, type of car park, parking charges, payment methods and safety features. Dundee City Council have a number of different information leaflets such as a leaflet with a map showing car park locations and parking charges; another leaflet gives details of Dundee's decriminalised enforcement system. As

well as being physically available in paper form, these leaflets are also available on Dundee City Council's web site. The Council has updated its award winning web site [dundeetravelinfo.com](http://dundeetravelinfo.com) from being a purely public transport journey planning web site to a "one-stop-shop" for all transport modes and needs, including car parking.

Further pre-journey information is also available by telephone by contacting the Central Parking Office in Gellatly Street.

During the journey, the car user needs to be given clear and concise directions to car parks and whether there are spaces available in the car park chosen. If there are no spaces in the chosen car park, the car user needs to be given a further choice of car park and directions. Dundee currently operates a static signage and variable message sign (VMS) system that aims to provide this. However, it is recognised that the current VMS system needs to be improved as it should provide easy to follow and accurate information on how to arrive at a car park where spaces are available. Once the car user leaves their car in the car park, there is also a need to ensure the pedestrian routes to and from the car park is well signed.

Issues to be addressed include improving availability of information in leaflet form and on web sites, ensuring the signage of the car parks for traffic and pedestrians is correct and easily understood and that the VMS space availability information is accurate.

### Customer Care

The enforcement of parking regulations is an important part of customer care, ensuring the safe and correct use of Dundee's roadside space and car parks. Following the decriminalisation of parking in Dundee, the Council has responsibility for enforcement and deals with all matters regarding the issuing of Penalty Charge Notices such as the number of enforcement officers required, area of coverage and frequency of visits by enforcement officers. To date the feedback is that there has been an improvement in enforcement and that the enforcement officers are courteous and professional in carrying out their duties. There is also an appeals service that deals with any complaints regarding the issuing and payment of parking fines. An independent internal Council panel has been set up in addition to the legally prescribed process in order to respond to initial enquiries and complaints.

Issues to be addressed include continued customer care training and consideration of a wider remit to include a possible ambassador type role for enforcement officers.

### Provision for Mobility Impaired

Disabled drivers in Dundee are permitted to have free car parking and have access to dedicated spaces both on-street and off-street.

The benefits of this provision are that it contributes to Dundee becoming a "Barrier Free" city for all, as the guaranteed dedicated disabled bays for both off-street and on-street parking are generally situated as conveniently as possible to the facility/property desired and where there is wheelchair access. In off-street car

parks disabled spaces tend to be on ground floor, but lifts are provided if required, and entrances are designed to provide easy access. Once the person leaves the car, the pedestrian routes are designed to be free from obstructions and crossing facilities, such as dropped kerbs, should be available.

However it must be accepted that the provision of dedicated disabled parking spaces has the effect of reducing the number of spaces available for other users, both loading and parking, and also reduces the revenue generated for the Council to help maintain parking provision in the city.

Issues to be addressed include wheelchair accessible pedestrian routes and continued provision of disabled parking spaces both on and off street, ensuring location of the spaces is correct and that the number of spaces provided is adequate, but not an over provision.

## 3.2 Objectives

### 3.2.1 Objective SC1: To provide good quality, safe and attractive parking facilities and contribute to improved road safety.

Car park users should feel safe in the parking facility they choose to use and should feel confident that measures are in place to ensure their car is as secure as possible. The improvement of the safety, security and quality of the environment of all parking facilities can assist in distributing parking demand across the city as car users become less selective about the facility they choose to use. Parking facilities should also be designed in such a way as to minimise conflict between parking and parked cars with other road users.

### 3.2.2 Objective SC2: To ensure the effectiveness of the parking strategy through enforcement of parking restrictions.

The parking strategy will only be effective through the implementation of restrictions to manage parking so that it is used efficiently and appropriately. Illegal parking can also cause road safety problems and to promote road safety and ensure that parking restrictions are adhered to, they must be enforced.

### 3.2.3 Objective SC3: To facilitate ease of access for all users to and from parking facilities including mobility impaired people, pedestrians, cyclists, motorcyclists and public transport users.

Parking facilities should be appropriately located to provide ease of access for all users to their destination. They should be designed to provide safe access and egress routes for pedestrians. The provision of on-street parking facilities should not take priority over the needs and safety of other road users.

### 3.2.4 Objective SC4: To raise awareness and ensure convenience of all parking facilities.

Parking facilities should be easy to use, not only in physical accessibility terms, but also in terms of ease of payment, decisions on duration of parking and availability of information on all parking facilities prior to and during the journey to the city

centre. There is also a need to raise awareness of the type and quality of facility available.

### 3.3 Measures

#### 3.3.1 Measure SC1: Improve the quality, safety and security of car parks

Dundee City Council has already improved the quality, safety and security of Council owned car parks such that the majority have achieved the ACPOS Safer Car Park Award. The Council will seek to ensure that all Council owned car parking facilities achieve and maintain these safety and quality standards.

The Council will also seek to encourage privately owned public car parks to improve security and to attain the ACPOS Safer Car Park Award.

In addition, the Council will seek to ensure that the pedestrian routes to all car parks (council owned and privately owned) are as safe and secure as possible. Measures to provide safe and secure routes may include improved lighting, CCTV and removal of vegetation and other obstructions which can create an intimidating environment.

The improvement of safety at all car parks and routes to them will play an important role in reducing incidences of crime, improving the character of the city and encouraging more efficient use of parking facilities.

#### 3.3.2 Measure SC2: Introduce more convenient methods of payments for car parking

The Council will introduce 'pay on foot' and/or cashless transaction methods of payment at all off-street car parks and investigate introducing cashless technology for on-street parking.

#### 3.3.3 Measure SC3: Continue customer care training and develop role of enforcement officers

Proper enforcement is an important part of achieving a safe and successful parking strategy. Equally, it is important to the image of the city that enforcement is carried out fairly and equitable. To date this has been achieved and training will be undertaken to ensure the good standards are maintained. In addition, consideration will be given to developing the role of the enforcement officer to include information provision, similar to the city centre ambassadors.

#### 3.3.4 Measure SC4: Provide accessible parking facilities for people with disabilities

The Council will seek to ensure that there are good disabled on-street and off-street parking facilities provided in the most accessible locations to shops and services. The provision of disabled parking spaces will be regularly audited to ensure that supply is meeting demand both in terms of the number of spaces and the locations of these.

#### 3.3.5 Measure SC5: Undertake improved marketing of transport and travel

options in Dundee

Parking facilities in Dundee will be marketed in such a way as to encourage its appropriate use when needed, but to favour the use of public transport, walking and cycling. Up-to-date information about parking facilities will continue to be provided on the Council's websites, marketing leaflets and other Council marketing materials.

3.3.6 Measure SC6: Improve Variable Message Signs

The Council will ensure the installation of improved Variable Message Signs (VMS) for parking facilities in the City Centre. Improving the VMS will play an important role in managing parking demand throughout the city's parking facilities. It could encourage more efficient use of car parking facilities, reduce congestion and improve air quality.

3.3.7 Measure SC7: Improve signage of car parking

The Council will seek to ensure that all car parking facilities in Dundee are appropriately named according to their location and that all car parking facilities are clearly sign posted both for traffic and pedestrians.

## **4 RESIDENTIAL AMENITY**

### **4.1 Key Issues**

#### City Centre Residents

There is an existing parking scheme for the city centre which permits residents to park in any on-street parking space and Council owned off-street car park for whatever duration desired at a cost of £65 per year. Currently there are approximately 460 permit holders under this scheme.

Dundee has for some time encouraged people to live as well as work in the city centre. The car parking strategy must support the aim of bringing the heart back into the city. However, this brings conflict between the right to own a car, how that car is used and how it is parked when not in use. One of the main challenges of the strategy will be how to best accommodate residential parking in the city centre that is fair to residents and supports a balance parking strategy.

As noted earlier in this document, there are 560 on street spaces and approximately 5,000 off-street parking spaces in the city centre. If residents' cars are parked on street, this significantly reduces availability of parking for other car users, but may be convenient for the resident as their car is parked close to their home. If parked off-street this has less effect on other users as there are more off-street spaces available, but not necessarily at peak times. Off-street parking may be less convenient for residents in terms of location, but given the ACPOS 'Park Mark' standards achieved for off-street car parks, this may be preferable in terms of safety and security.

No matter whether residents choose to park their cars on-street or off-street, there is a financial implication to Dundee City Council as the revenue generated annually from a single car parking space in the city centre is far more than the £65 charged for a residents permit, meaning that this service is substantially subsidised by other drivers.

Other quality of life issues include how city centre residential properties are accessed by service vehicles and how guest and visitor parking can be accommodated.

In encouraging more residential development in the city centre, care will need to be taken to ensure the number of properties requiring or entitled to residents permits does not become an unreasonable burden on city centre parking. Currently the minimum standard for residential parking in the city centre is one parking space for each residential unit. Increasing this standard could mean an over provision of space dedicated to car parking and make the development less economically viable for the developer. Reducing the requirement may increase the demand for residents' permits, although it must be recognised that not all city centre residents own a car. One of the many benefits of living in the city centre is its accessibility by public transport, both locally and nationally.

Issues to be addressed include how best to accommodate residents parking within a balanced parking strategy, a review of the residents parking permit scheme to cover topics such as entitlement of new developments and/or residents to be

included in the scheme, the use of off-street car parks rather than, or in addition to, on-street parking and linked to the cost of administering/subsidising scheme.

### Edge of Centre Residents

Residents in areas surrounding Dundee City Centre can be and have been adversely affected by parking in roads adjacent to their properties. This can be for a variety of reasons, some more legitimate than others. In addition to residential parking requirements, there is commuter parking avoiding city centre parking charges, large organisations such as the universities and college attracting cars and parking and other businesses and shops also have their own requirements. There is obviously a finite amount of roadside space to cater for these needs and there is a need to determine how best to deal with these conflicting uses, ensuring appropriate priority for residents.

There are currently two residential parking schemes in Dundee; the City Centre Scheme described above and Menziehill Residents Parking Zone (RPZ). The Menziehill RPZ was introduced mainly to deter overspill parking from Ninewells Hospital and provides dedicated parking bays for residents at a cost of £5 per annum.

Each edge of city centre area has its own particular circumstances and requirements and it is clear that there is no “one size fits all” solution. There are currently two different types of residential parking schemes in Dundee and other types of scheme are also worthy of consideration.

The issue of the cost of providing RPZs requires consideration as there are capital and revenue costs associated with physically implementing and maintaining the scheme on the ground and further substantial costs involved with administering and enforcing the scheme. It should be noted that both of the existing residents parking schemes in Dundee do not cover their costs and make a substantial loss.

It does not always follow that residents parking difficulties must be resolved through a RPZ. Future residential development could specify minimum standards to allow some visitor parking and purpose built student residential accommodation could be tackled through dialogue with the universities to consider parking restrictions for students residing in these developments.

Issues to be addressed include consultation on implementing RPZs, types of RPZs, cost of different RPZs in the city and progressing student residential accommodation parking issues with the universities.

## 4.2 Objectives

### 4.2.1 Objective RA1: To ensure the parking requirements of city centre residents are accommodated within a balanced city centre parking strategy

People have been encouraged to live in the city centre. This brings life to the city centre especially during the evenings. The wider transport policy for car use is to accommodate car ownership, but to discourage the inappropriate use of the car in favour of walking, cycling and public transport. However, in the city centre, where many properties do not have private parking spaces, this brings residents parking

into conflict with the other needs of public parking. The objective is to cater for car ownership in the city centre in a way that does not adversely affect the overall balanced parking strategy. A review of city centre Residents' Parking Zone will include consultation and investigation of various options for on-street and off-street parking use and minimum parking standards for new developments.

- 4.2.2 **Objective RA2: To ensure that residents without off-street parking facilities in residential areas surrounding the city centre or major trip attractors, such as universities, are able to park their vehicles near their homes.**

Measures will be considered to provide on-street parking provision for the use of residents in the vicinity of their home, in preference to other users. It can be difficult for residents in areas close to the city centre to park in the vicinity of their homes because commuters are tending to make use of the free and unrestricted parking. The measures included in the parking strategy will seek to discourage the use of residential areas for commuter parking and provide adequate parking provision for residents. Furthermore, dialogue with the universities will continue regarding travel plans and student parking.

### 4.3 **Measures**

- 4.3.1 **Measure RA1: To Review the City Centre Residents' Parking Zone**

The Council will seek to review the City Centre RPZ to ensure that the needs of city centre residents is balanced with the need to provide short stay on-street parking for the use of shoppers, visitors and business. Consideration will be given to the use of off-street parking facilities by residents and converting on-street bays that can currently be used by permit holders to 'pay & display' only. It would also be prudent to review the cost of permits to ensure they reflect the costs of administering the RPZ. In addition a review of the minimum parking standard applied will be undertaken. Consultation with appropriate organisations will form an important part of the review.

- 4.3.2 **Measure RA2: Implement Residents' Parking Zones in appropriate areas of the city**

The Council will seek to implement, where appropriate, Residents' Parking Zones (RPZs) in areas where residents are experiencing difficulties parking their cars in the vicinity of their homes. These difficulties generally arise because residential areas provide an opportunity for commuters to park free of restrictions or charges. They may also arise because there simply are not enough parking spaces to meet demand from residents or other neighbouring large organisations' parking demand is using scarce kerb space.

The implementation of RPZs on the periphery of the city centre is likely to become increasingly important to ensure that the non-increase in long stay parking provision in the city centre encourages modal shift instead of a transfer of long stay commuter parking to the periphery.

A further policy report will be prepared on the detailed arrangements for bringing forward RPZ proposals on the consultation processes involved and on the optional types of RPZ schemes available.

**5 ACTION PLAN**

Action Plans for each of the strands of the strategy have been set out in the following pages, together with an indication as to whether the action is short term, medium term or long term.

Short Term	2007/08 - 2009/10
Medium Term	2009/10 - 2011/12
Long Term	2012 onwards

## 5.1 Sustainability, Parking Supply &amp; Pricing

Action	Short Term	Medium Term	Long Term
• Review of maximum parking standards for new developments (Private Non Residential & Retail in particular)	•		
• Car Park pricing review in 2008	•		
• Review of on-street parking intervals of duration permitted (eg 15,30,45 60mins)	•		
• Use Planning System to manage overall number & location of car parking spaces and pricing of privately owned public car parks.	•	•	•
• Travel Plan promotion within existing large organisations including Dundee City Council.	•	•	•
• Travel Plan requirement for new developments	•	•	•
• Smaller employers - need to provide facility for cyclists		•	
• Park and Ride facilities and associated bus priority corridors promoted through TACTRAN Regional Transport Strategy.	•	•	•
• Review of location of car parks and spaces		•	
• Continue to promote and develop Public Transport, cycling, walking facilities	•	•	•
• Investigate cycle parking facilities within car parks	•		

## 5.2 Safety &amp; Convenience

Action	Short Term	Medium Term	Long Term
• secure 'Park Mark' standard for all car parks	•	•	
• audit of safety/perceived safety in car parks and routes to car park	•	•	
• consider wider remit for enforcement officers to provide information ie ambassador role		•	
• continue customer care training for enforcement officers	•	•	•
• audit of accessibility of car parks and routes for both ambulant and disabled	•		
• review of disabled spaces to ensure supply matches demand	•	•	•
• marketing/information for all car parking facilities (eg 'Park Mark' safer car parks standard)	•		
• Continued upgrade of dundeetravelinfo.com to full transport info website including parking, cars, cycling, walking etc	•	•	
• promote dundeelifshare.com	•	•	•
• phased change to 'pay on foot' and/or cashless transactions in all off street car parks	•	•	
• investigate technology to permit cashless transactions for on-street car parks	•		
• progress VMS signing	•		
• undertake audit of static signing for pedestrians and car drivers	•	•	

## 5.3 Residential Amenity

Action	Short Term	Medium Term	Long Term
<ul style="list-style-type: none"> <li>• review current city centre residents parking scheme - on-street/off-street provision</li> </ul>	•		
<ul style="list-style-type: none"> <li>• review minimum parking standards for new residential properties</li> </ul>	•		
<ul style="list-style-type: none"> <li>• market/promote arrangement for trades needs in city centre.</li> </ul>	•		
<ul style="list-style-type: none"> <li>• bring forward proposals for additional Residents' Parking Zones for consultation purposes.</li> </ul>	•	•	
<ul style="list-style-type: none"> <li>• progress university Travel Plan including student parking issues</li> </ul>	•	•	