

CORRESPONDENCE FROM MEMBER OF THE PUBLIC

1. SUMMARY OF ISSUES

- 1.1. A member of the public has written to the Committee expressing dissatisfaction with the number of disabled parking spaces at Hucknall park and ride site and has requested that more spaces are made available.

2. RECOMMENDATION

- 2.1. The views of the Committee are sought.

3. DETAILS OF CORRESPONDENCE

- 3.1. A Mansfield resident, who holds a disabled blue badge, visited Hucknall park and ride, intending to use the tram. However, at the time he visited, he was unable to find a disabled parking bay that wasn't occupied. The correspondent considers that the number of disabled spaces in the car park is insufficient and has complained to the tram operator, Nottingham Trams, requesting that this number is increased. He has stated that, because of his experience, he is unlikely to use the car park in the future.

4. RESPONSE OF NOTTINGHAM TRAMS

- 4.1. In response to the complaint, Nottingham Trams have informed the correspondent that Hucknall park and ride site is one of their smallest, with a total of 439 spaces. 18 of these are marked as disabled spaces, 8 of which are located opposite the bus layby, with a further 10 spaces near the bridge, at the north end of the platform. This results in more than 4% of spaces being allocated as disabled bays, a proportion that complies with national car park design guidance. Nottingham Trams do not therefore intend to take any further action and have suggested that, in future, the correspondent may benefit from using Phoenix Park, which has a larger number of disabled spaces.
- 4.2. Copies of all correspondence can be found at Appendix A.

Rabia Mohammad
NET Project Officer
Nottingham City Council

APPENDIX A

by [REDACTED] on **Mon, 15 Apr at 1:33 PM** via **Email**

DISABLED PARKING AT HUCKNALL COMPLAINT

Good afternoon

I visited your Tram station at Hucknall this morning, having not been before.

I have a disabled blue badge.

However upon driving around the large car park I could only find about 6 disabled spaces (all near to the bus stop.) All of these were occupied.

There were more spaces for parent/child parking most of which were not being used.

Why are there only a very small number of disabled parking spaces in this park/ride facility.

Regards

[REDACTED]

Comments

by **Max McDaniel** on **Mon, 15 Apr at 2:01 PM** as **Outbound email**

Hi [REDACTED]

Thank you for contacting Nottingham Trams,

We appreciate your comments about the lack of disabled spaces at Hucknall, there are an additional 10 disabled spaces at the bottom of the car park near the bridge at the end of the platform.

Unfortunately, Hucknall is one of our smallest P&R sites with only 439 spaces and 4% (18) of the spaces are allocated to disabled spaces which is above the recommended allocation which is usually 3%.

Based on feedback surrounding this issue we have increased our active parking enforcement at all our Park & Ride sites who ensure that the spaces are being used correctly.

If you commonly struggle to find a space we can only apologise, depending on your route to Hucknall you may benefit from trying Phoenix Park which has a larger allocation of disabled spaces.

Kind Regards

Max

Customer Relations



Nottingham Trams Limited, Armstrong Way, Wilkinson Street, Nottingham NG7 7NW

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by [REDACTED] **Mon, 15 Apr at 2:34 PM** as **Incoming email**
Good afternoon

Thank you for your reply.

Based upon your reply it is unlikely that I will find a vacant disabled space.

I dont consider the number of spaces acceptable!

I assume that I will be unable to use a parent/child space!

Regards
[REDACTED]

by **Luke Taylor** on **Thu, 18 Apr at 9:35 AM** as **Outbound email**

Hi [REDACTED]

Thank you for your email.

I'm sorry to hear you're not satisfied with our response with regard to the number of disabled bays at the Hucknall Park and Ride.

I'm not sure if there is anything else I can add that hasn't already been mentioned.

We don't have any plans to change the layout of our car park at Hucknall, but your feedback is noted and I will be sure to share this with our senior management team to consider should we ever be in a position to change the layout of the Hucknall park and ride.

You would not be able to use the parent and child bays if you're not travelling with a small child or baby. If the disabled bays are full as they are being used by other blue badge holders, then unfortunately you would need to use the ordinary spaces.

I can only apologise that you were not able to park in a disabled bay at the time you visited.

Kind regards

Luke Taylor
Customer Experience Manager



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by [REDACTED] Thu, 18 Apr at 3:16 PM as Incoming email
Good afternoon

I spoke to one of your staff on the phone yesterday.
I was told that if the disabled bays were all occupied I would be able to use a parent/child space if I displayed my badge,

You are now telling me this is not the case,

I visited the car park again at about 9,50AM this morning and again there were no disabled spaces left.
As a result I parked in a parent/child space displaying my badge. There being several not in use.
I returned at about 1.50PM.

Am I therefore going to be issued with a ticket.

Upon riding around the car park I could only find about 6 disabled spaces next to the bus stop. (AS per my previous visit) I could not see any others.
My visit was to catch the tram to visit a relative at the QMC.

I have previously parked in ordinary bays but have had issues with cars parking close to the drivers door meaning I cannot access the vehicle.
(Having had several knee operations)

Hence on this occasion had I followed your new advice I would have been forced to drive back to Mansfield and cancel my hospital visit,

It is unlikely I will be using your parking facility in the future as the facilities for disabled drivers are woefully inadequate.

Can you provide details as to who is responsible for the car park as I will be writing a further letter.

Regards
[REDACTED]

by **Luke Taylor** on **Thu, 18 Apr at 3:28 PM** as **Outbound email**

Hi [REDACTED]

We are responsible for the car parks, but as mentioned we do not have any current plans to increase the number of disabled bays or change the layout of our car parks.

If you wish to escalate your complaint further you may contact the Greater Nottingham Light Rail Transit Advisory Committee (GNLRTAC). The address is as follows:

GNLRTAC,
c/o Tramlink Nottingham Limited,
First Floor,
No. 2 King Street,
Nottingham
NG1 2AS

Kind regards

Luke Taylor
Customer Experience Manager



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20.4.24

COMPLAINT:

Dear Sir,

I recently visited the
Tram stop at Hucknall.

I have a disabled blue
badge. I had not been to this location
before & noted that there were only
about 6 disabled bays available. When
I arrived all of these were occupied.

There appeared to be more
parent/child spaces than for disabled
drivers.

I made a complaint to
the Tram operator who told me they
had nothing to do with the policy
at the Tram Stop.

I am therefore writing to
you to suggest that more disabled
spaces are made available.

Yours Sincerely

