

## Appendix A

This appendix provides Area Committee with the notes of a consultation meeting held with businesses of The Bridgeway Centre at Meadows Sure Start Centre, Nottingham, on 12 June 2019. This meeting was to discuss and explore options to introduce proposed new car parking changes and restrictions to the three existing car parks serving this shopping centre.

The options and proposals discussed are evidenced in the notes below. The consultation explored various schemes to be used, target audience for restrictions and revised solutions. Appendix B outlines the suggested terms and conditions of the restrictions to be introduced after this consultation.

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The Bridgeway Centre Businesses  
Consultation Meeting on The Bridgeway Centre Car Park Proposals  
The Meadows Sure Start Centre, The Meadows, Nottingham  
Wednesday 12 June 2019

Notes of Consultation

<b>Present</b>		<b>Apologies</b>
Cllr Edwards, NCC	Andrew Marsden, Butchers	Bridgeway Fish Bar
Cllr Heaton, NCC	Laurie Smith, The Mobility Unit	Post Office
Scott Harrison, NCC	Michelle Wood, Woodys	Medical Centre
Abdul Ghaffar, NCC	Mike Wood, Woodys	
Matt Ralfe, NCC	Jo Wood, Woodys	
Heather Day, NCC	Lee, Rainbow Rms	
	Qumar Javid, Fruit & Veg shop	

1	Welcome & Introductions
2	<p>Cllr Edwards explained that the Bridgeway Centre car parks are regularly full to capacity and the current parking restrictions in place are not satisfactory. The car parks should serve local shoppers visiting the centre and patients for the medical centre. The consultation meeting has been organised to consult with the businesses at the Bridgeway Centre to discuss the forthcoming proposals for the new car parking arrangements.</p> <p>Cllr Edwards outlined various options to be discussed:</p> <ul style="list-style-type: none"><li>• To implement the RingGo scheme within all three car parks which has been introduced in the surrounding areas and other parts of the city. (A small optional charge to customer of 10p text receipt/10p expiry text - Most cities charge 20p to customers).</li><li>• Introduction of parking machines at a cost of £6k for refurbished machines or £9k for new, with on-going maintenance/cash collection service costs.</li><li>• Automatic Number Plate Recognition (ANPR) – due to legislation, local authorities are not allowed to use this system for enforcement purposes.</li><li>• To keep the existing arrangements in the car parks therefore problems</li></ul>

will not be resolved.

Businesses felt that the price of £4.00 per day would be too low in comparison to the train station's parking charges of £9.00 per day. They commented that the proposed charge would be ineffective in deterring commuters and suggested a much higher charge of £15-20 per day or £4.00 per hour.

Cllr Edwards commented that the proposed car parking charge is in line with the on-street parking charges in the surrounding area, ie. Crocus Street. There is no model to ascertain the potential impact, however if the charge fails to deter commuters from parking then consideration could be given to a price increase at a later date.

Businesses raised concerns of elderly shoppers who do not have mobile telephones, making it more difficult for them to utilise the RingGo system. Businesses felt that the customers would shop elsewhere if the ability to park is not easy and convenient. They reported that customers often just pop to the Bridgeway Centre, maybe for a sandwich and the new parking arrangements may deter this type of shopper.

Businesses asked about parking machines being installed in all three car parks, however this would not be an option as machines are too expensive to purchase and maintain. Other businesses in the city have campaigned against them due to a number of associated issues; perceived on popularity with customers, needing the right change, tickets getting stuck, machines breaking down. For these reasons, the council is removing parking machines out of other car parks in the City.

The use of Automatic Number Plate Recognition (ANPR) was discussed, but due to contract law the council could not enforce this therefore this option could not be considered.

Businesses reported that the most problematic time for parking is early mornings when commuters park for work Mondays – Fridays (between 8.00am - 9.00am). They asked if there could be enforcement around these days/hours maintaining the current parking arrangements. However, these existing arrangements could not be sustainable due to the council's lack of resources. The legally enforced way of dealing with the existing restrictions would be for one officer to carry out three separate checks in the mornings and the Council could not resource this option financially.

The RingGo scheme was discussed and it was acknowledged that the registration for RingGo could take around 10-15 minutes, however this is a one off exercise for the customer which can be completed on a home computer or hand held device. Once registered the system is quick to use and easy to navigate. The customer is able to log onto the RingGo system and enter their vehicle registration number to obtain one free two hour period or pay for the whole day parking.

The businesses are convinced that the car parking problems are caused by commuters parking all day before 10.00am therefore an initial introductory first phase of this parking scheme was explored.

Businesses acknowledged that the days Monday - Friday 8.00am – 10.00am be specifically monitored. Therefore, it would be helpful to have the RingGo

system in place in the mornings between 8.00am -12.00 noon. Between these times all customers would need to book a parking session through RingGo. The tariffs would be £4.00 per day or one free parking session available for up to 2 hours. This would restrict commuters parking in the car parks and accommodate customers dropping by for lunches and hairdressing appointments. Any customer parking after midday would not have to register their session through RingGo scheme.

A touchscreen 'tablet' facility was discussed and businesses felt it would be a good idea to have this facility available for customers who did not own a mobile phone or did not know how to register onto RingGo. This could be located in either the mobility centre or the medical centre. This facility would also support visitors attending meetings or conferences at the Bridgeway Centre Trust. This could be configured to allow the one free two hour session per day.

With regard to Visitor Permits – the Hairdressers requested extra permits for their customers who attend their appointments in the mornings and the Bridgeway Trust/Mobility centre requested visitor permits for their delegates who attend meetings and conferences held at their premises.

With regard to Business Permits – businesses expressed their concerns at the number of permits to be allocated to businesses and, also the cost of the additional permits to be purchased. Cllr Edwards emphasised that the car park needed to be kept free for shoppers and patients to the medical centre, and there are huge number of people who pay for parking via the workplace parking levy, hence it is not reasonable for businesses to expect free parking for a number of staff. Businesses acknowledged this however still felt one free permit per unit would not adequate.