

Leicester's Parking Improvement Action Plan

2016-2019



Document for consultation

Foreword



I am committed to making Leicester one of the best places to live, work and visit. By delivering this plan, together with our partners, the council will play a key role in developing parking facilities in Leicester to meet the needs in our

residential, shopping and business areas as well as supporting tourists and other visitors. There have already been great improvements made to provide for better parking and solve parking issues in Leicester over the past five years. Our new proposals, set out in this plan, build on this good work.

We welcome your feedback on how this parking improvement plan should be taken forward, and I am confident that once developed it will make a very significant contribution to the quality of life in and around our city.

Sir Peter Soulsby
City Mayor



We all have a part to play in making sure the limited space we share in our road network and around our neighbourhoods is used with consideration for each other's safety and quality of life.

I hope this document gives you the information you need to join in with our public consultation on plans to improve parking provision and enforcement across the city. I urge you to get involved and have your say.

Cllr Kirk Master
Assistant City Mayor, Neighbourhood Services

WHY IS THIS IMPORTANT?

Parking issues can impact on the effective working of the road network, potentially leading to increased traffic congestion and air pollution if not managed well. They can also affect our decisions when we plan journeys and have a direct impact on the quality of life in our own neighbourhoods.



Introduction

We need to balance how our road system is shared by public transport, bicycles, commercial vehicles and cars. Car journeys are necessary, and cars need parking spaces that are well located and well managed. This action plan is being developed to address parking issues across the city and manage parking provision and enforcement. It includes information about the projects we have completed and further proposals for 2016-19.

We are consulting on our action plan to make sure we consider the views of everyone it affects. You can find out how to have your say on [page 18](#).

Responsibilities

Parking issues affect us all. We all need the city's parking and transport infrastructure to work efficiently, and we all have some responsibility for this. Responsibility is held by:

Motorists and residents

Everyone has a role to play in helping to minimise traffic congestion by parking considerately.

Businesses and organisations

Businesses and organisations including landlords, schools and colleges develop travel plans for staff and customers, helping minimize congestion by parking considerately and promoting sustainable travel options.

Some businesses, such as NCP and Highcross, operate their own car parks.

Police

Collaborate with the city council to improve road safety, address inconsiderate parking, manage obstruction of highways, and deal with road traffic offences.

City Council

Sets priorities and approves policies and investment in parking services, parking enforcement and infrastructure.

Develops parking improvement measures and delivers the parking improvement action plan in collaboration with key stakeholders.

Operates four city centre car parks, four outer zone car parks and the city's parking meters.

Enforces parking restrictions, handles appeals against parking fines and the administration of residential parking schemes.

City Council ambitions

- To continue to improve city centre parking to support the growth of the local economy, attract inward investment and visitors to the city. Having created new on-street parking bays across the city centre and simplified parking payment, we will take forward our work to improve the quality of car parking.
- To work with traders in local shopping areas to support their continued success and sustainability, following the example of improvements made to parking around Narborough Road and the Golden Mile.
- To continue to address dangerous and inconsiderate parking and take forward measures to deal with problematic pavement parking, such as the proposed pilot schemes in Rushey Mead and Aylestone.
- To explore future residential parking permit schemes that city councillors and communities ask for. We will ensure that comprehensive consultation takes place.
- To continue to explore all possible ways to increase the use of the park and ride service including encouraging use by large city centre employers and for major events. We will explore all options to ensure park and ride is focused on tackling peak time congestion in the city.
- To improve road safety around schools, with actions to follow - such as repainting road markings outside schools and installing safety bollards.
- To invest in improvements to car parking in our neighbourhoods.
- To ensure parking improvements contribute towards the air quality action plan to keep Leicester on track to meet EU air quality standards.



RELATED PLANS

Our parking improvement plan works in conjunction with local planning and transport policies.

Sustainable transport plan

Our local transport plan aims to:

- Keep congestion under control, and improve accessibility for all
- Encourage more people to walk, cycle and use public transport
- Provide a transport system that facilitates a safer and healthier way of life.

Local plan for the city

We are currently updating our local plan for the city's development and supporting infrastructure. The plan will set out a vision and objectives for the growth of the city over the next 15 years.

Read more about the local plan and our transport policies in the 'Your Council' pages of our website: leicester.gov.uk

Our parking improvement aims and objectives

Aims

To ensure parking services, parking enforcement and our infrastructure meet the needs of the people who live, work and visit Leicester, and support improvement of the city's economy and environment.



Objectives

Local economy – encouraging the growth of the local economy and attracting inward investment and visitors to the city by providing sufficient high quality parking facilities which are well located and effectively managed.

Neighbourhood parking – ensuring neighbourhoods work effectively by addressing residential, business and shopping area parking issues such as commuter parking and pavement parking, including providing sufficient well-located parking spaces serving terraced housing, outer estates and business and shopping areas.

Inconsiderate parking – improving road safety and traffic flow by proactively tackling illegal, dangerous and inconsiderate parking, including parking outside schools, along key thoroughfares and bus lanes and in business and shopping areas.

Customer services – improving customer experience of parking services, including better accessibility through online facilities.

Environment – supporting efforts to address climate change and improve air quality by providing a parking and enforcement service which improves the efficiency of the road network and minimises traffic congestion.



Key achievements in 2015

Objective

Actions completed

LOCAL ECONOMY
Parking facilities and services which support the local economy

Parking meters replaced with new user-friendly meters

Simpler parking charging scheme introduced

Newarke Street car park refurbished

New street level car parks opened at Upper Brown Street, Castle Street, Phoenix Cinema and Belgrave Circle

94 additional on-street and street-level city centre car parking spaces made available to support business and the night-time economy

NEIGHBOURHOOD PARKING
Addressing local parking issues in residential areas and estates

New parking bays created in residential areas including Eyres Monsell, St Matthews, Evington, Mowmacre, Beaumont Leys and New Parks

Commenced community engagement on residential parking feasibility for Clarendon Park (consultation took place in Jan - Feb 2016)

Match-day controlled parking zone around King Power Stadium reviewed and traffic regulation orders in the area updated

Completed pavement parking scrutiny review and commenced work taking forward pavement parking pilot schemes

INCONSIDERATE PARKING
Civil enforcement of dangerous and illegal parking

Provided four mopeds for fast response by our enforcement team to issues such as illegal parking affecting bus lane performance, pavement parking and school keep clear zones

Additional staff members recruited to the parking enforcement team to improve effectiveness of our parking enforcement regime

Introduced Penalty Charge Notices (fines sent by post) where cars drive away before a parking ticket can be affixed to the windscreen

Pilot scheme undertaken to trace registered owners of vehicles with unpaid parking fines

Taxi marshals recruited to manage city centre taxi ranking and parking abuse

Taxi penalty points pilot scheme introduced

CUSTOMER SERVICES
Improving the customer experience of council parking services

Website information updated to help customers locate car parks and pay fines online

Launched improved website facilities for residential parking permit applications and payment of parking fines

ENVIRONMENT
An efficient road network free from obstruction minimising congestion and improving air quality

Contributed to the city's 10 year air quality action plan which includes measures to introduce a low emission zone in the city centre for the most polluting vehicles

Park and ride service used to reduce potential traffic congestion for major events such as Rugby World Cup and Richard III re-interment

Simpler car park charges

We've introduced simple charges for parking in our car parks. All prices are now set in whole pounds, with £1 buying an hour's parking in the city centre, and two or three hours outside the central zone. We've also installed easy-to-use payment machines that don't require car registration details.

Leicester's Old Town and Lanes parking spaces

About 50 new parking spaces have been created to meet demand in the Old Town and Lanes areas of the city centre.

A new car park on land next to the Newarke Street multi-storey has 21 spaces for short-stay pay and display parking, with a maximum stay of four hours.

It has been designed with a level surface and collapsible bollards so the area, which fronts the Sue Townsend Theatre, can be used for outdoor events.

There are also seven new blue badge spaces in Carey's Close, 21 new pay and display spaces in Castle Street and 45 spaces at the new car park serving Phoenix Cinema & Art Centre.

"We want to support local businesses by providing affordable parking we know that they value, and help drivers by making it easier for them to park close to the areas they want to." Sir Peter Soulsby, City Mayor

CASE STUDY – WESTCOTES PARKING RESTRICTIONS AMENDED TO SUIT BUSINESS NEEDS

In 2014, a residents' parking scheme was introduced to the west of Narborough Road in Westcotes ward. Local business were concerned about the impact the scheme would have on them, and from the outset we worked closely with businesses to ensure their concerns were accommodated in the design for the scheme. We ensured sufficient provision was made for customer parking near to the main shopping areas.



Funding for parking improvements

The activities we are planning to undertake as part of our action plan will be funded through parking income, for example, income from car park charges, parking fines, and on-street parking income. Specific infrastructure improvements will be funded through our capital programme.

The majority of our projects in 2015-16, totalling around £5million, were funded from car park income, on-street parking payments and fines. This means that our parking activities pay for themselves and also pay for some other transport projects and concessionary travel.

Capital income comes from the sale of land or assets such as buildings, and from the Government for traffic infrastructure improvements. In 2015-16 our capital income, which amounted to £250,000 that year (5% of our total parking income), was spent on projects which would give long term benefits, such as parking layby improvements.

In total, £2.2 million of capital funding is being earmarked for parking improvements over the next three years. The capital funding amounts we are proposing to spend on each project are detailed in the action plan.

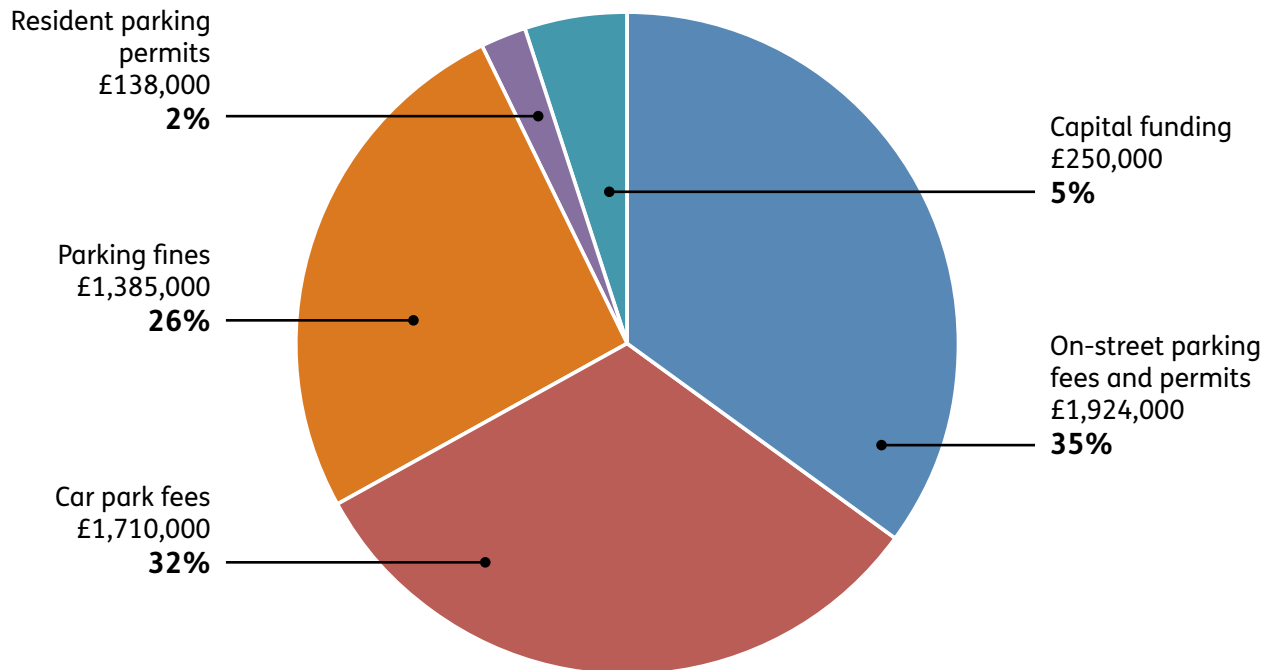


*Are we spending our income on the right things?
Go to our online consultation at consultations.leicester.gov.uk to have your say*

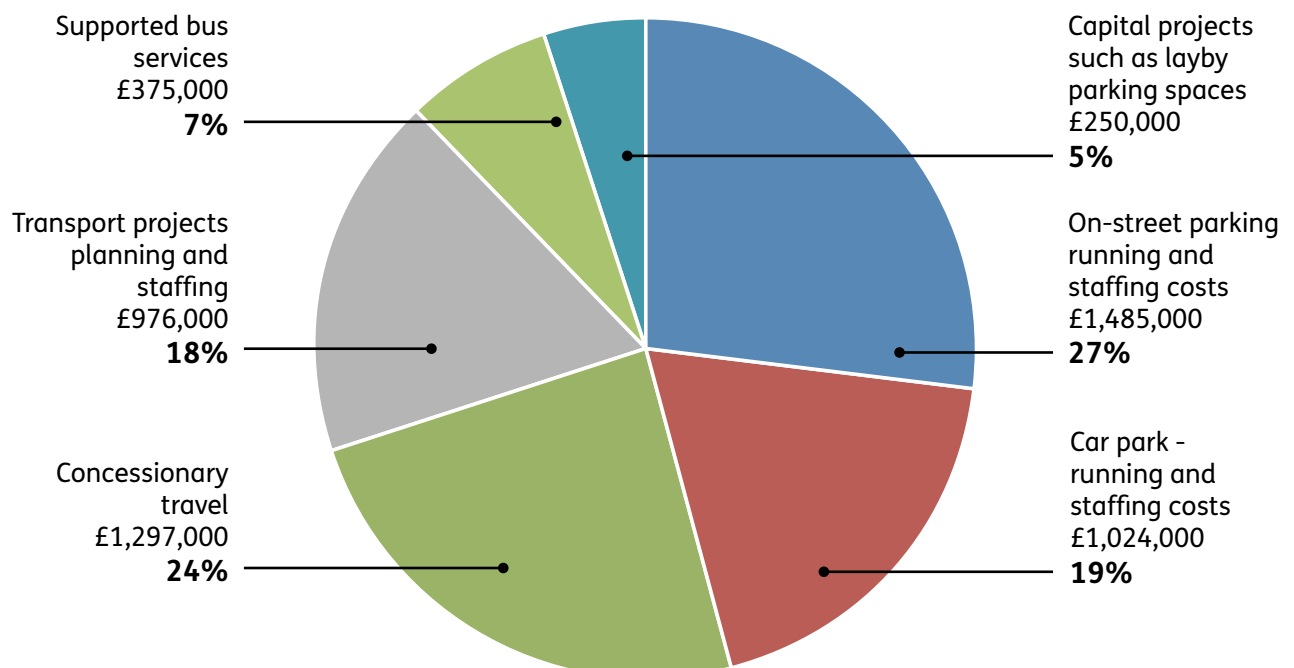


How parking improvements were funded in 2015-16

Parking income 2015/16



How we used parking income 2015/16



Parking availability in Leicester city centre

Leicester has over 8,500 off-street and 1,300 on-street car parking spaces for public use. About 70% of parking in or close to the city centre is in multi-storey car parks. Average occupancy figures for a week day and Saturday are shown*.

Multi-storey car parks	City centre zone	Number of spaces	Average occupancy Wednesday	Average occupancy Saturday
Abbey Street NCP	North	400	48%	47%
Haymarket Centre LCC	North	487	77%	66%
Lee Circle NCP (Red)	North	520	67%	38%
Newarke Street LCC	South	470	79%	61%
Welford Road NCP	South	550	89%	34%
East Street NCP	East	420	82%	17%
Rutland Centre NCP	East	630	80%	42%
Highcross (John Lewis)	West	1905	44%	82%
Highcross (Rooftop)	West	799	69%	79%
St Nicholas Circle NCP	West	646	76%	48%
TOTAL		6827	66%	59%

*Average occupancy was calculated from data for April – June 2016. Haymarket parking figures are taken from the same period in 2015, because parking patterns were irregular during the bus station redevelopment.

Some of the most popular car parks get near to full on week days, however occupancy in some car parks is much lower than others. We recognise that the quality, quantity and location of car parking needs to be kept under review to make sure it meets the needs of the local economy.

Find more details about multi-storey and street-level car parks and their charges at leicester.gov.uk/travel. You can also find out about the alternatives to parking in the city - cycling, walking, public transport, park and ride and car sharing.

Proposed action plan 2016-2019

The following are examples of projects in progress or proposed for 2016-2019. Where figures are given, this is the capital spending figure which we have proposed over the three year period. All other projects will be funded from parking and enforcement income.

How can we help your business or your neighbourhood by improving local parking?
 Go to our online consultation at consultations.leicester.gov.uk to have your say

LOCAL ECONOMY Objective

Parking facilities and services which support the local economy



Action required and capital costs if relevant	Action planned	Timeframe		
		2016-17	2017-18	2018-19
Address parking issues in local shopping streets, facilitating adequate controlled shoppers and business parking £250k	Addressing local ward concerns, undertaking targeted activities in heavily parked shopping streets, including reviewing and amending existing parking restrictions, installing physical features like railings and bollards and undertaking enforcement activities in collaboration with police and other relevant stakeholders	•	•	•
Improve motorcycle parking provision	Reviewing the adequacy of existing motorcycle parking in the city centre and consulting with motorcycle groups	•		
Improve car parks £450k	Developing new car park tariff signs and making car park signage clearer	•		
	Environmental improvements to Haymarket and Dover Street car parks, including maintenance and cleaning, painting and lighting improvements	•	•	•
	Work with partners to improve non-council owned car parks	•	•	•

LOCAL ECONOMY

Objective

Parking facilities and services which support the local economy



Action required and capital costs if relevant	Action planned	Timeframe		
		2016-17	2017-18	2018-19
Improve car park route signage	Developing more coherent route signage and variable message signage directing visitors to car parks, including match day visitors	.	.	
Planning for the future	Identifying future parking requirements and planning the city's long term car park strategy, including reviewing the demand for and quality of car parks	.	.	
	Reviewing our staffing resources to ensure effective operation, maintenance and enforcement of parking facilities and services	.		
	Reviewing the impact and effectiveness of new parking charges and facilities	.		

CAPITAL PROJECT CASE STUDY - NEIGHBOURHOOD PARKING SCHEME IN EYRES MONSELL

New parking areas are being created in Eyres Monsell as part of a scheme to increase the number of spaces available for residents. Currently, many residents have no space to park other than on grass verges, which become churned up and muddy as a result.

Around 15 purpose-built parking areas and laybys are being created across the ward in areas with limited road space. The work to create new parking facilities will take place over three years, with the first schemes at Tamerton Road, Hillsborough Road, Red House Gardens, Runcorn Close and Roche Close.

Some existing laybys will be turned into dedicated parking areas and some new hard standing areas will be installed in grassy verges. The entire scheme will cost about £409,000 over three years.



NEIGHBOURHOOD PARKING

Objective

Addressing local parking issues in residential areas and estates

Action required and capital costs if relevant	Action planned	Timeframe		
		2016-17	2017-18	2018-19
Residents' parking schemes £75k	Explore and consult on the potential for new schemes in St Matthews, Stoneygate and other areas subject to high commuter parking which meet scheme criteria	.	.	
	Where local demand for residents parking is confirmed, take forward work to roll out new schemes in these areas. See further information about permits on page 16	.	.	.
	Review of the number and type of residents parking scheme permits and the rules governing their issue to ensure arrangements are fit for purpose	.	.	
Create additional parking spaces in our residential estates £450k	An ongoing programme of works addressing on-street parking pressures in our residential estates through the creation of additional parking spaces	.	.	.
Relieve match-day pressure on residential areas and road network congestion	Working with sporting clubs to develop alternative transport and parking arrangements for match day parking Investigating ways to solve parking issues around Grace Road		.	.
Resolve parking issues around community facilities and places of worship	Working jointly with police and community groups to ensure we have a consistent approach to enforcement	.	.	
Tackle problematic pavement parking £300k	Take forward controlled pavement parking pilot schemes in Rushey Mead and Aylestone and subsequent programme of city-wide measures	.	.	.

TAXI PENALTY POINTS SCHEME

We brought in 12-month trial taxi penalty points scheme in December 2015 to boost customer safety and confidence in using both Hackney cabs and private hire vehicles. Taxi drivers can now receive penalty points for failing to meet a set of standards for service and customer safety.

The 10-point scheme covers a range of measures including ensuring that taxi drivers drive roadworthy vehicles, don't park illegally, always wear identification badges and use their meters to record journeys accurately. If a taxi driver exceeds 12 penalty points in any three year period, they will be referred to the Council's Enforcement Sub-Committee which can, for example, revoke or suspend their licence, or impose further training.

INCONSIDERATE PARKING

Objective

Civil enforcement of dangerous and illegal parking

Action required and capital costs if relevant	Action planned	Timeframe		
		2016-17	2017-18	2018-19
Address dangerous parking outside schools £450k	Develop city-wide project and task group to assess dangerous and illegal parking outside schools	.	.	.
	Develop prioritised programme of targeted activities, including reviewing use of school keep clear zone markings, undertaking collaborative enforcement activities with the police and road safety educational work with parents and teachers	.	.	.
	Exploring potential use of a camera van to enforce illegal parking outside schools		.	.
Ensure parking regulations are correct, understood and enforceable	Ongoing project to ensure traffic signs and road markings are clear and simple to understand. Implement corrective actions to address deficiencies	.	.	.
	Reviewing our policy and considering the enforcement of H-markings (H-markings are currently treated as advisory only and not enforced)		.	.
Stronger enforcement of parking restrictions	Recruitment of additional civil enforcement officers to increase capacity, flexibility and responsiveness in managing dangerous and illegal parking	.	.	.
Control abuse and encourage proper use of disabled blue badge parking	Reviewing traffic regulation orders relating to disabled parking spaces in LCC pay and display car parks to ensure the rules are clear and not discriminatory	.	.	
	Working with our blue badge team to carry out targeted action focussed on the Leicester Royal Infirmary, city centre and key shopping streets where drivers misuse blue badges, fraudulently use badges, or park dangerously and not in accordance with the blue badge guidance	.	.	

Are we getting enforcement right? Go to our online consultation at consultations.leicester.gov.uk to have your say

INCONSIDERATE PARKING

Objective

Civil enforcement of dangerous and illegal parking



Action required and capital costs if relevant

Debt collection from Penalty Charge Notices

Control illegal parking and other inconsiderate activities by private hire and hackney carriages

Action planned

Developing joint working with the police on crime-related issues such as identity fraud, vehicles left after arrest, victims of crime, stolen and cloned vehicles

Evaluation of our taxi penalty points scheme

Considering creating a taxi holding area with facilities

Timeframe

2016-17

2017-18

2018-19

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Tackling school run parking

Dangerous and illegal parking outside schools is sadly still a problem and issues are often reported to us. Some parents dropping off and picking up their children show little consideration for road safety and the impact on through traffic and nearby properties. We also get numerous complaints about speeding and other road safety concerns around school locations, often linked to parking.

We will review the situation across the city and prioritise those schools with the highest risk.

We'll work with school staff who can help monitor and support the work, and decide the best way forward from the following:

- i) improving road markings, signage, traffic regulation orders and physical barriers such as railings and bollards
- ii) targeted enforcement activity in collaboration with the police, which could include use of a camera van
- iii) communication and education campaigns to promote awareness and road safety outside schools
- iv) encouraging cycling and walking to school

Some of our other work programmes (such as creating 20mph zones) may also help solve the problem.



CUSTOMER SERVICES

Objective

Improving the customer experience and accessibility



Action required and capital costs if relevant	Action planned	Timeframe		
		2016-17	2017-18	2018-19
Encourage the use of new technology such as online payment	Improvements to online transactions being implemented and publicised. Further enhancements being taken forward in conjunction with our customer services team	.	.	
	Reviewing how we respond to online requests and building up examples of good practice	.	.	
Customer information	Reviewing our online information to identify gaps and opportunities for improvement, for example, to promote more use of Haymarket car park	.	.	
Face-to-face customer services	Continuing customer service training and guidance for PCN and permit officers	.	.	.

RESIDENTS' PARKING PERMIT SCHEMES

A number of residents' only parking areas are in place across the city where local people have requested them, and residents can apply for parking permits both for themselves and 'scratch card' style passes for visitors. Permits cost £25 per year per vehicle for residents, or £100 per year per vehicle for businesses.

Get a list of the eligible streets for residents' permits at leicester.gov.uk/residents-parking

ONLINE TRANSACTIONS

Most people previously picked up passes in person from one of the council's customer services centres. Now residents' parking permits and visitor passes can also be ordered online.

"This is part of our work to encourage more people to use the online facilities provide, which makes it quicker and easier to obtain parking permits." Cllr Kirk Master, Assistant City Mayor, Neighbourhood Services

The permits are available at: leicester.gov.uk/applypermits

Did you know?

Processing applications face to face at customer service centres costs the council about £22 each time, whereas applying online reduces our costs to a fraction of that amount.

*Could we do more to help our customers?
Go to our online consultation at
consultations.leicester.gov.uk to have your say*

ENVIRONMENT

Objective

An efficient road network free from obstruction, minimising congestion and improving air quality



Action required and capital costs if relevant	Action planned	Timeframe		
		2016-17	2017-18	2018-19
Effective management of city centre pedestrian preference zone	Reviewing vehicular access permissions and procedures at pedestrian preference zone gateways	.	.	
	Reviewing roles and responsibilities to optimize management arrangements and minimise running costs	.	.	
Manage congestion by responding to parking issues and infringement and better use of park and ride services £225k	Ongoing recruitment to increase civil enforcement officer capacity, flexibility and responsiveness to manage obstructive parking	.	.	.
	Exploring potential use of a camera van to enforce parking in bus lanes		.	
	Considering a city-wide tow-away zone		.	.
	Considering ways to tackle congestion during peak hours by better use of park and ride services including a review of ticket pricing options	.	.	



Have your say

The city council welcomes your views and feedback. You can comment by filling in an online survey via our website. Search for 'parking improvement plan' at consultations.leicester.gov.uk

A paper version of our survey is available at our customer service centres, or call us on 0116 454 6300.

NEXT STEPS

The next steps for the parking improvement plan for 2016-9 are:

- Public consultation on the content of the plan until the end of September 2016
- We will consider everyone's comments and finalise the plan
- We will approve the parking strategy and publish the plan in Autumn 2016

FIND OUT MORE

- Look at the frequently asked questions section
- Read more about our work on transport and parking on our website: leicester.gov.uk/transport-and-streets
- Keep up-to-date with news about our progress with projects at leicester.gov.uk/news

CONTACT US

If you have questions about this parking improvement plan contact customer.services@leicester.gov.uk
0116 454 1000

Tell us if there was something you expected to see on our action plan that's missing. Go to our online consultation at consultations.leicester.gov.uk to have your say



Frequently asked questions

How do parking fines work?

Parking fines are designed to encourage motorists to comply with parking regulations. A higher fine is charged for more serious offences. The higher rate charge is £70 and the lower rate charge is £50. They are reduced to £35 and £25 respectively if paid within 14 days.

Find out more at leicester.gov.uk/parking

What happens to all the money collected by the council from parking fines?

Income generated from Penalty Charge Notices (PCNs) pays for the running costs of the service. If any surplus income remains after the cost of running the service has been deducted, it cannot simply all be added to the council's general income. Any surplus in relation to parking enforcement is ring-fenced for the purpose of re-investing in future transport or parking improvements. For more detail on where the money is spent see the pie charts on [page 9](#).

Do parking enforcement officers have targets to meet?

Parking enforcement officers do not have targets to issue a set number of fines. Each year the council must prepare a budget setting out its expected income and spending for the coming year. To set the budget for running the parking services, the council must estimate how many fines will be issued during the year. The aim of parking enforcement is not to maximise income for councils but to improve traffic management for the benefit of the whole community. The council aims to operate a scheme that is self-financing and not subsidised by council tax payers. No external funding is available. It should however be remembered that, if everyone complied with the parking regulations, no fines would be issued.

Why don't you use more cameras for parking enforcement?

Under the Traffic Management Act 2004, the use of cameras for civil enforcement of parking contraventions is only permitted in

relation to a vehicle parked on a bus lane, on a bus stop clearway or bus stand clearway or on a 'keep clear' zig-zag area outside schools. Cameras cannot be used to record illegal parking on yellow line restrictions or time limited parking bays.

Enforcement cameras have proved to be an effective way of cutting the number of drivers that flout bus lane restrictions. Cameras cover bus gates on Charles Street, at its junction with Humberstone Gate, and on Causeway Lane. Additional cameras were installed in April 2016 at bus gates on Charles Street, at its junction with Belgrave Gate, and on Rutland Street, at its junction with Charles Street.

A vehicle is parked dangerously and causing an obstruction. What do I do?

If a parked vehicle is causing an obstruction on a road with parking restrictions call the parking enforcement team on 0116 454 6300.

Vehicles parked dangerously and causing obstructions on roads without parking restrictions need to be reported to the police on 0116 222 2222.

How does bus lane enforcement work?

We enforce appropriate bus lane use in certain areas of Leicester to help reduce congestion and pollution, and to improve the reliability and punctuality of public transport.

Only buses, hackney carriages and pedal cyclists can use the bus lane during its hours of operation (A bus must have a minimum of 10 seats including the driver). It is an offence for other traffic, including private hire vehicles, to drive in any bus lane within the prohibited hours, which are displayed at the start of the lane. Where no hours are shown, other traffic is prohibited from using the bus lane 24 hours a day.

Find out more at leicester.gov.uk/parking



Have your say

Search 'parking improvement plan' at:
consultations.leicester.gov.uk

If you need this information in a different format contact the parking team on 0116 454 6300 or email us at:
parkingoffice@leicester.gov.uk

August 2016