

REPORT N^o 70023627

ELGIN PARKING STRATEGY

JUNE 2017

ELGIN PARKING STRATEGY

The Moray Council

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EXECUTIVE SUMMARY

This Parking Strategy presents a comprehensive, evidence-based approach to address a wide range of existing parking-related issues within Elgin.

The strategy has been informed by issues and concerns of residents, visitors and stakeholders; as well as empirical data.

The Parking Strategy covers all aspects of parking within Elgin which are currently controlled and managed by the Moray Council. This includes:

- The Moray Council off-street car parks
- On-street Traffic Regulation Order signs and lining
- Cycle parking

In addition to the above, the Parking Strategy also considers enforcement of on-street parking restrictions. This is currently the responsibility of Police Scotland.

The Parking Strategy has been informed by a range of information sources to create a clear understanding of Elgin's parking-related issues. These sources comprise:

- Site investigations;
- Public opinion surveys;
- Stakeholder consultation; and
- Parking surveys.

The outcome of the information review is a clearly defined set of parking issues to be addressed by the Moray Council. In order to assist the Moray Council in this process, a phased action implementation plan has been prepared. This plan contains specific actions related to on-street and off-street, disabled parking and cycle parking.

After each implementation phase, a period of monitoring of parking practices is proposed to allow an evidence-based appraisal of the effectiveness of implemented actions to be undertaken. The outcomes of this review process will support the business case/s for implementing any further actions presented under subsequent implementation phases.

Therefore, this Parking Strategy provides the Moray Council with a clear and rational approach to tackle the key parking-related issues within Elgin and help meet their overarching parking objectives, which are:

- Increasing satisfaction in parking provision from users and businesses;
- Increasing the use of the multi-storey car parks; and
- Maximising use of all off-street parking.

1 PURPOSE OF THE PARKING STRATEGY

1.1 INTRODUCTION

- 1.1.1 This Parking Strategy presents a comprehensive, evidence-based approach to address a wide range of existing parking-related issues within Elgin.
- 1.1.2 The strategy has been informed by issues and concerns of residents, visitors and stakeholders; as well as empirical data. The document has been prepared by independent consultants WSP and Austin Smith Lord, to ensure that the outcomes are balanced, appropriate and free of political or local bias.
- 1.1.3 The strategy includes a phased action plan which will allow the Moray Council to implement measures to improve the existing conditions and help support the vitality and prosperity of Elgin.

1.2 WHY THE PARKING STRATEGY HAS BEEN COMMISSIONED?

- 1.2.1 An extensive public Charrette was undertaken by Austin Smith Lord in 2015 to explore the future economic development of Elgin. The Charrette was a multi-day consultation and workshop event which identified a set of actions to be taken forward to address existing and forecasted issues.
- 1.2.2 During the Charrette process the impact parking has on the town was highlighted as well as the perception that parking is not working efficiently for the town. A specific action from the Charrette (Transport and Access action AC21) set out the requirement for a review of parking to be undertaken across Elgin and a strategy for improving existing conditions prepared.
- 1.2.3 The Moray Council has also received numerous public and stakeholder representations, which have raised a range of parking related issues which would require further consideration and a joined up strategy to address.
- 1.2.4 On this basis, the development of a parking strategy for Elgin has been agreed by the Moray Council to provide a considered approach to the future of parking provision in Elgin and to best meet the varied and competing needs of different users.
- 1.2.5 The Parking Strategy has been commissioned in parallel with the Elgin Transport Strategy to ensure that the Parking Strategy complements and considers the wider transportation objectives and aims which the Council are proposing to implement.

1.3 AIMS AND OBJECTIVES

- 1.3.1 To determine suitable aims and objectives, it is first worth considering exactly why a town centre provides parking. Any net revenue gains aside, one must take into account the economic or community service provided by a car park. In essence a parking facility means that those with access to a car or cycle can take advantage of the time saving and other comfort and utility benefits provided by that vehicle because they have somewhere to leave it. Without a suitable parking facility, the vehicle is a liability and cannot be left unattended, and thus the purpose of the journey is unlikely to be fulfilled.

- 1.3.2 Where there is nowhere to legitimately and safely leave the vehicle while its user/s undertake the purpose of their trip the vehicle must be parked in a more distant location not as close to the destination as desired. This means more time is spent walking to and from the destination and the overall time of the trip is longer. This erodes the advantage of the vehicle. For those users the accessibility to the town centre goods and services is reduced; for those providing goods and services, the reach of their business is potentially reduced.
- 1.3.3 Thus parking in the town centre is seen as an essential aspect of supporting trade. This connection is important for it reminds us that parking is not an end in itself. The Parking Strategy should aim to achieve wider social, economic or community goals; as well as specific parking metrics.
- 1.3.4 In response to the Moray Council's understanding of the range of parking issues present within Elgin, the following core objectives have been derived which form the core of the Parking Strategy:



- 1.3.5 The outcomes of the Parking Strategy are a coherent set of proposals to address the current and forecasted parking-related issues within Elgin. This includes a phased implementation action plan, setting out the proposed measures and interventions.

1.4 THE SCOPE OF THE PARKING STRATEGY

- 1.4.1 The Parking Strategy covers all aspects of parking within Elgin which are currently controlled and managed by the Moray Council. This includes:
- The Moray Council off-street car parks, including asset management, pricing and enforcement.
 - On-street Traffic Regulation Order signs and lining.
 - Public cycle parking facilities.

1.4.2 In addition to the above, the Parking Strategy also considers enforcement of on-street parking restrictions. This is currently the responsibility of Police Scotland. Further information on the current enforcement regime is presented in later Chapters of this report.

1.5 HOW WILL THE STRATEGY BE USED?

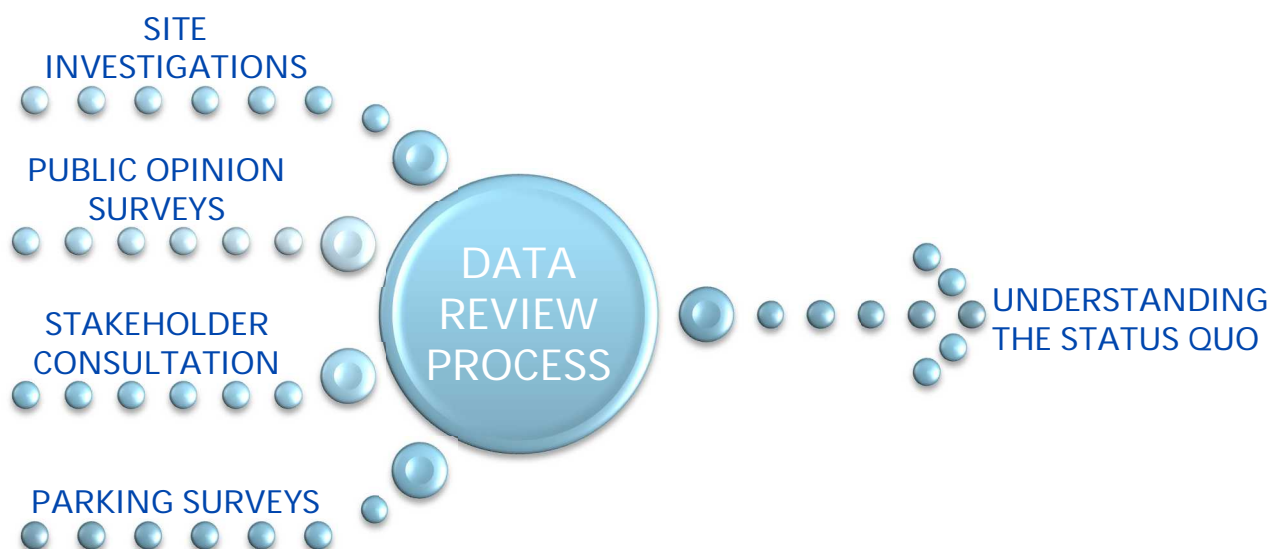
1.5.1 The Parking Strategy sets out a phased action plan for measures related to on-street, off-street and cycle parking. It is intended that the proposed actions will be implemented by the Moray Council, subject to funding availability and Council approval.

1.5.2 Each implementation phase should be followed by a period of monitoring and review. This will allow the Moray Council to determine the effectiveness of the actions implemented. In addition, the information gathered will support actions in subsequent phases.

2 THE CURRENT SITUATION IN ELGIN

2.1 INTRODUCTION

- 2.1.1 The Parking Strategy has been prepared following an extensive review of the existing conditions and issues associated with parking in Elgin. The review process is set out below:



SITE INVESTIGATIONS

- 2.1.2 Site investigations were undertaken by WSP in September 2016 to review both on-street and off-street parking facilities. This task included spot check counts on potential parking hotspots to inform the scope of the subsequent detailed parking surveys.

PUBLIC OPINION SURVEYS

- 2.1.3 The public opinion survey methodology, response and outcomes are presented in detail in Chapter 3. These included review of the questionnaire survey undertaken for the production of the Transport Strategy; as well as a new public questionnaire focussed specifically on parking.

- 2.1.4 The response rate for both surveys was very high and provides a clear understanding of the local issues.

STAKEHOLDER CONSULTATION

- 2.1.5 WSP have led two rounds of stakeholder consultation to discuss further the important issues surrounding parking in Elgin and explore potential options to help improve on the existing situation.

- 2.1.6 The methodology and outcomes of the stakeholder consultation are detailed in Chapter 3.

PARKING SURVEYS

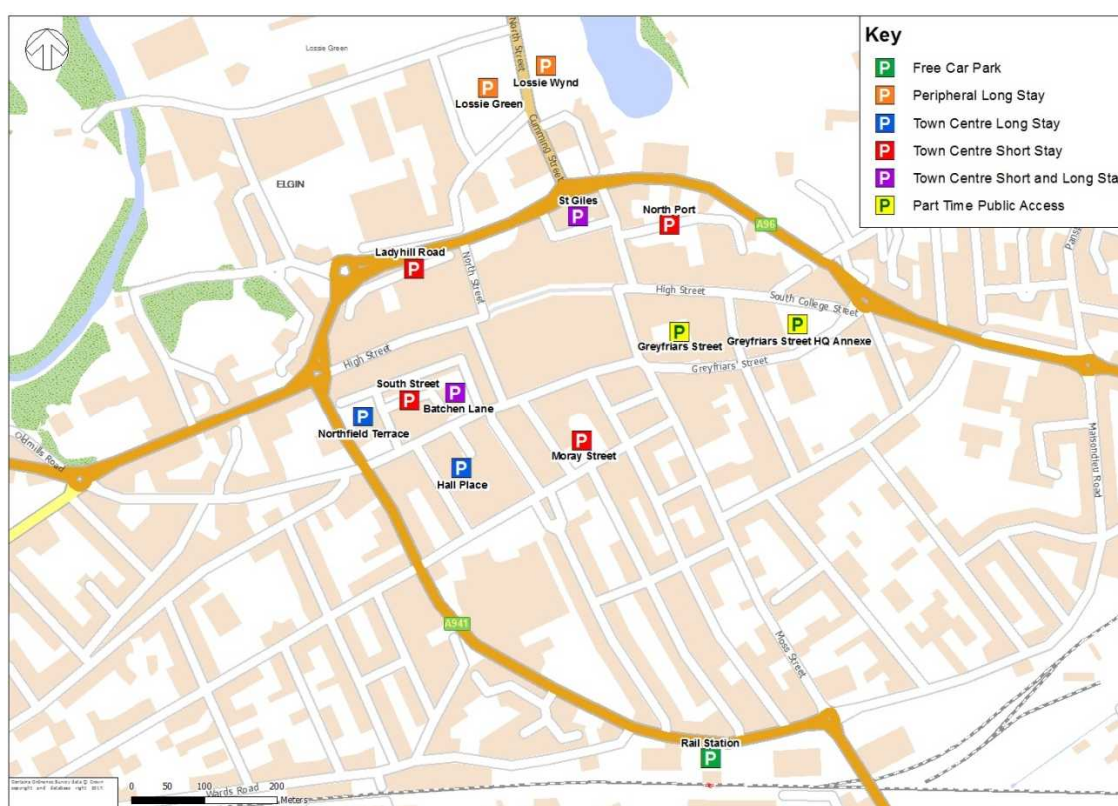
- 2.1.7 Following a full review of existing parking data, new bespoke on-street parking surveys were commissioned to provide a robust evidence base for the improvement actions set out in Chapter 4.
- 2.1.8 The methodology and outcomes of the parking surveys are detailed in Chapter 3.

2.2 OFF-STREET CAR PARKS - EXISTING CONDITIONS

- 2.2.1 The Moray Council currently have responsibility for maintaining, managing and enforcing parking restrictions in public off-street car parks within Elgin. As part of the parking enforcement process the Council also have responsibility and authority for revenue collection from Pay-and-Display charges and parking permits as well as issuing, pursuing and processing Penalty Charge Notices for vehicles parked in contravention of the parking terms and conditions.

CAR PARK LOCATIONS

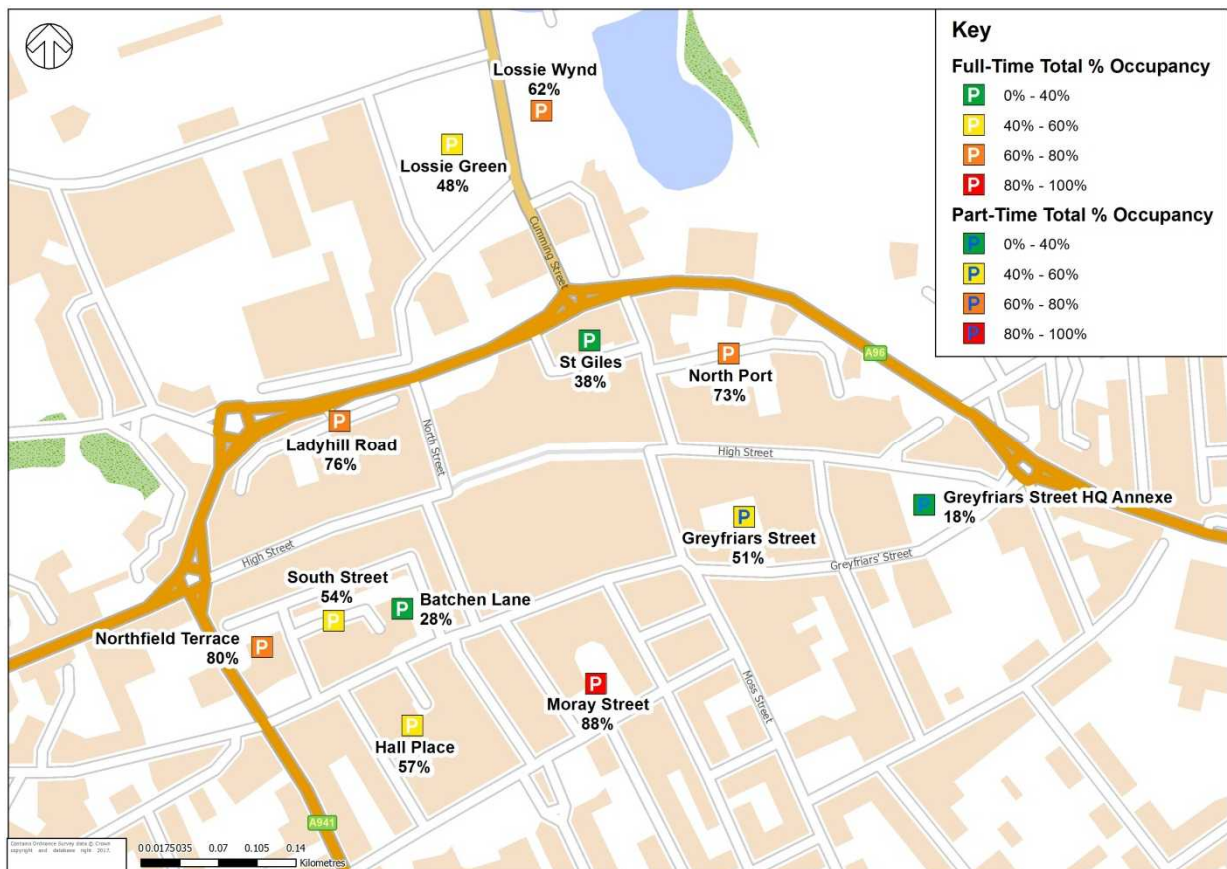
- 2.2.2 There are 13 off-street public car parks within Elgin which are managed and maintained by the Moray Council. These are illustrated below along with their current tariff structures.
- 2.2.3 Greyfriars Street and HQ Annexe car parks provide public Pay-and-Display access on Saturdays only. The majority of short stay car parks allow parking for up to 4 hours. The short stay levels of the multi-storey car parks (Batchen Lane and St Giles) permit parking for up to 1 hour. The long stay levels of the multi-storey car parks and all other long stay car parks allow all day parking; with charges applying for 10 hours (8am to 6pm).



Elgin Public Car Parks

CAR PARK OCCUPATION LEVELS

- 2.2.4 The Moray Council carry out quarterly parking occupation surveys of their Pay-and-Display car parks. These surveys have been reviewed to create a profile of usage and length of stay for each of the car parks, including the part-time Greyfriars Street and HQ Annexe car parks.
- 2.2.5 The outcomes of this occupancy review are presented below and indicate that the majority of car parks operate significantly under capacity, with only Moray Street and Northfield Terrace car parks experiencing occupancy rates of 80% and above.



Average Parking Occupancy at Pay-and-Display Car Parks

- 2.2.6 The two multi-storey car parks, Batchen Lane and St Giles, have very low occupancy rates, 28% and 38%, respectively. As these are the two largest town centre car parks, this represents a significant underutilisation of off-street car parking within Elgin. These car parks offer both long and short stay provision, with approximately 75% of all usage generated by 2hr stays, and only 2% of stays exceeding 4hrs.
- 2.2.7 The Greyfriars Street HQ Annexe car park is also significantly underutilised; however this car park is restricted to Council staff use on weekdays. Therefore it is considered that this low occupancy level is due to members of the public being unaware that the car park is available for public use at weekends and out-of-hours on weekdays.

PHYSICAL CONDITIONS

- 2.2.8 As part of the Parking Strategy, an independent review of the current condition of all off-street car parks was undertaken. This review identified that the majority of car parks are in good condition, with clearly marked bays and signage and all Pay-and-Display machines are in good working order.
- 2.2.9 The review highlighted that the conditions in the multi-storey car parks, and Batchen Lane car park in particular, were potentially unattractive to users, with poor lighting and graffiti creating the perception that the car park attracts elements of anti-social behaviour.

PARKING PERMITS



The Moray Council currently operates a monthly parking permit scheme which entitles the permit holder to park at all times within any of eight town centre car parks.

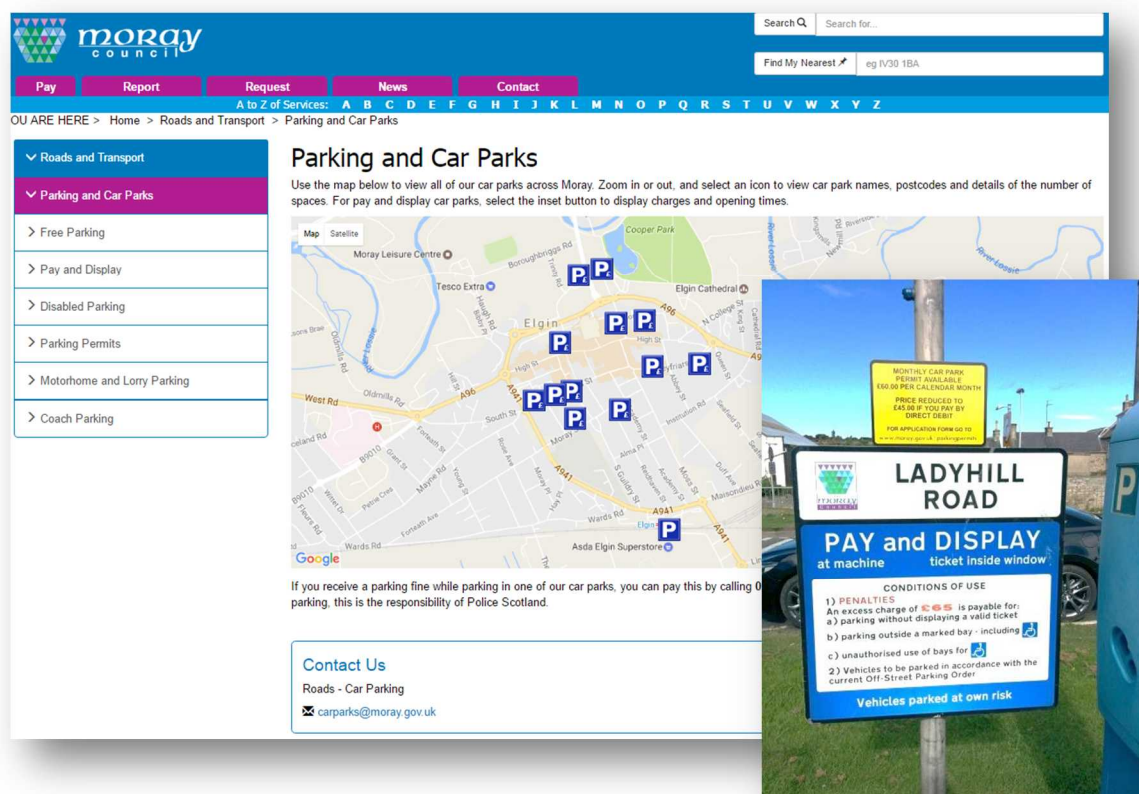
The car parks included in the permit scheme are:

- St Giles
- Batchen Lane
- Hall Place
- Northfield Terrace
- Moray Street
- South Street
- North Port
- Ladyhill Road

- 2.2.10 The permit pricing structure is indicated above and permits can be renewed for up to 6 months. The Moray Council current issue approximately 70 monthly permits on this basis.
- 2.2.11 Weekly tickets for Lossie Green and Lossie Wynd car parks are also issued by the Pay-and-Display machines at a cost of £5 for six days. A monthly permit for Lossie Green and Lossie Wynd car parks is also available at a cost of £20 per calendar month.

PUBLIC INFORMATION AND PROMOTION

- 2.2.12 Information related to the Moray Council's car park facilities, parking charges and permits is publicly available at www.moray.gov.uk. In addition, the signage informing car park users about the relevant permit schemes is co-located with the Pay-and-Display machines in each car park.



- 2.2.13 The Moray Council also operate a dedicated email address (carparks@moray.gov.uk) for the public to make contact regarding car parking matters.

2.3 ON-STREET PARKING

WAITING RESTRICTIONS

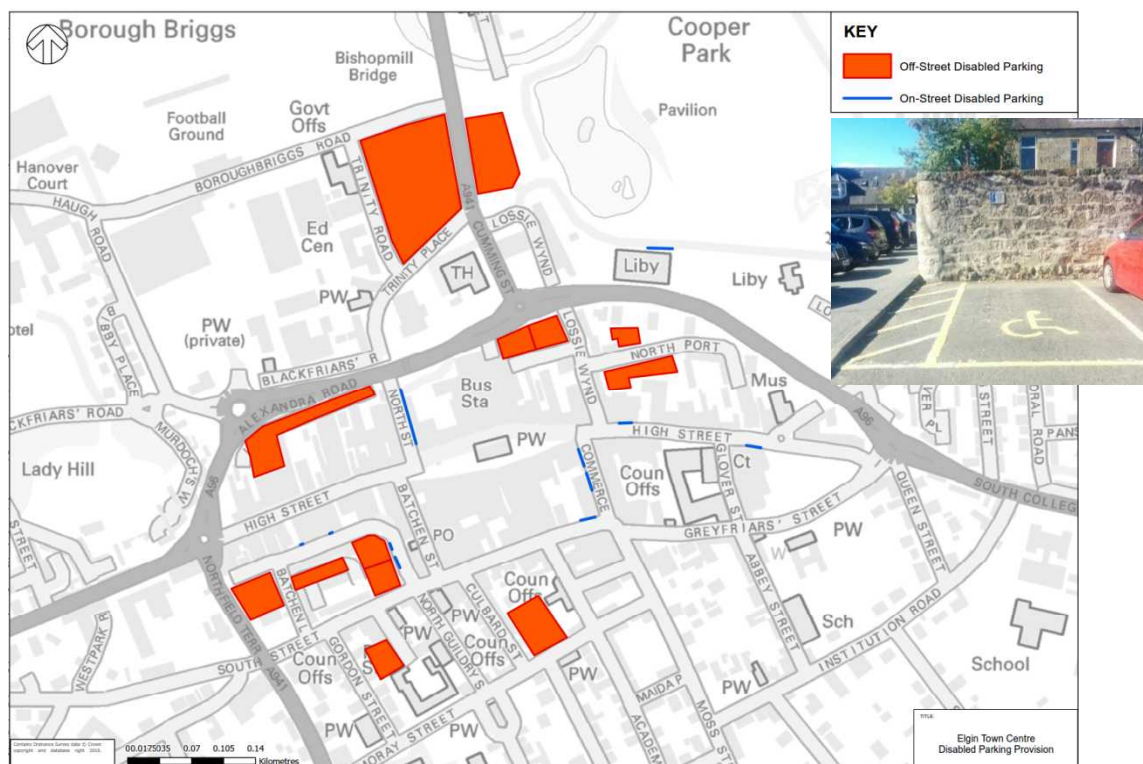
- 2.3.1 Many of the streets within the town centre have on-street parking where traffic conditions allow. The majority of on-street parking is currently subject to waiting restrictions supported by established Traffic Regulation Orders (TROs), offering free parking for the permitted duration of stay. The effect of this is to encourage drivers who wish to park for a short time to look for a free on-street space rather than pay to park off-street. Inevitably this increases the amount of circulating traffic, congestion and pollution.
- 2.3.2 On streets closest to the town centre, marked on-street bays generally offer 30 minute parking 8am-6pm Monday-Saturday, with no return within 30 minutes. This restriction is intended to maximise the number of parking spaces that are available for short term parking, usually near the High Street.

DISABLED PARKING

2.3.3

Blue Badge holders are entitled to park for free for as long as they need to at approximately 70 dedicated disabled bays within Elgin Town Centre. These are distributed across the following places:

- Off-street public car parks
- On-street parking – both disabled and non-disabled provision
- Single and double yellow lines, where safe to do so.



Elgin Town Centre Disabled Parking Provision

TAXI RANKS

- 2.3.4 Dedicated taxi ranks are located in two locations within Elgin town centre. The majority of provision is located at the western end of the High Street where there are currently approximately 20 spaces on the northern side of the road. Nine of these spaces are dedicated solely for the use by taxis, whilst the remaining eleven spaces provide an extended facility Wednesday – Sunday 9am – 4am with no stopping for other vehicles during this time.
- 2.3.5 Another taxi rank for approximately eight waiting taxis is located at the eastern end of the High Street near the Council Offices, and operates 24 hours a day, 7 days a week, with the exception of approximately five of the eight spaces which are intended as an extended facility Wednesday–Sunday 9pm-4am, with no stopping for all other vehicles here Monday-Saturday 9am-5pm.



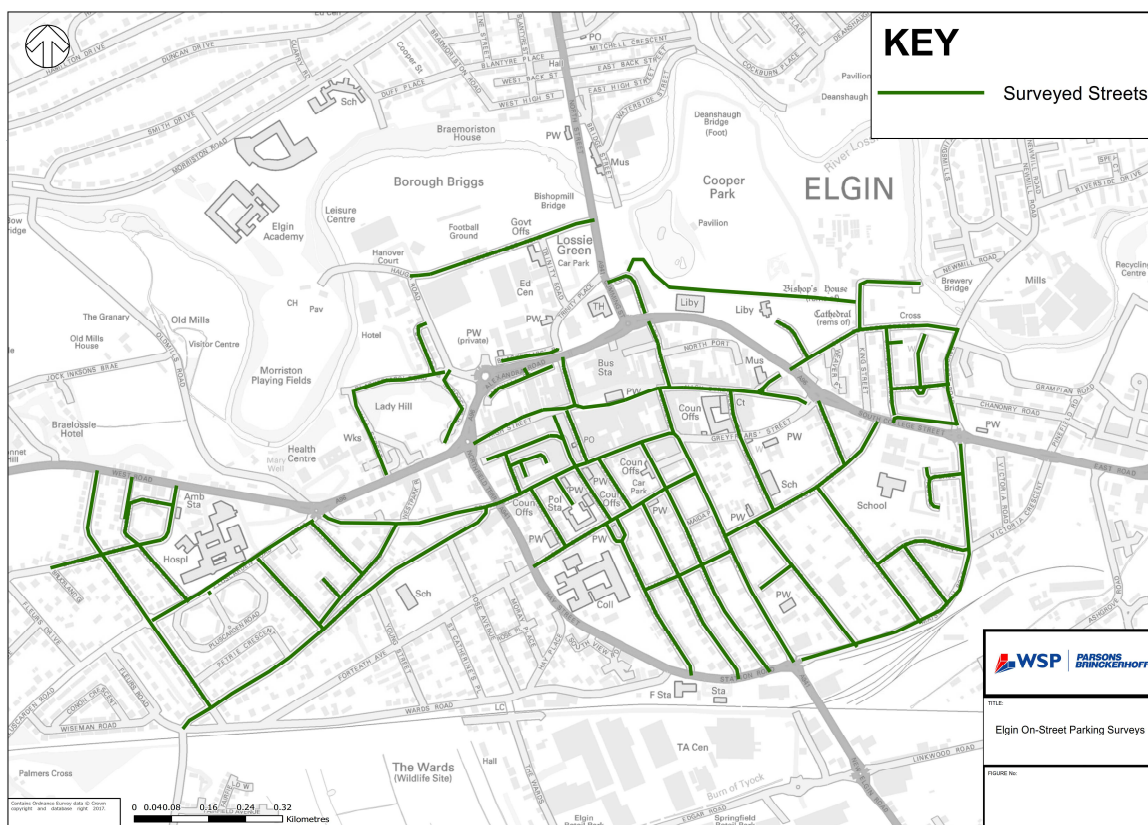
PARKING ENFORCEMENT

- 2.3.6 At present, on-street parking offences within Moray, such as parking on double-yellow lines, are currently covered under criminal law, and are therefore only enforceable by Police Scotland. Under this current regime, Police Scotland are the only body who have the authority to issue Fixed Penalty Notice's to anyone who is illegally parked on a public road in Moray. There is however an alternative to this arrangement, which involves an application to the Scottish Government to 'de-criminalise' parking offences. This effectively involves the changing of parking offences from a 'criminal' offence, to a 'civil' offence, and the local authority being granted the necessary powers to enforce parking offences, and hence issue Fixed Penalty Notices. This is generally referred to as 'Decriminalised Parking Enforcement' or DPE for short. There is a significant cost involved for a local authority to apply for DPE, and to set-up the necessary infrastructure to issue Fixed Penalty Notice's and employ parking attendants, however many other local authorities in Scotland have already been granted DPE powers, and are managing their own parking enforcement.
- 2.3.7 Due to other statutory obligations and pressures, it is becoming increasingly difficult for Police Scotland to commit sufficient resources to enforce on-street parking restrictions within Elgin. The Moray Council, as roads authority, has a legal obligation to keep the roads and streets free moving, safe and available to all users.
- 2.3.8 There are a number of residential properties in the town centre and surroundings which have no parking available within their curtilage. It has been reported that the ability for residents to park on the road in the vicinity of their homes is particularly challenging. Town centre residents have indicated that they are often unable to park in the street where they live and are having to park further afield.
- 2.3.9 As discussed above, Decriminalised Parking Enforcement (DPE) would allow the local authority to tackle issues relating to most on-street parking offences, for example, overstaying, illicit use of blue badge spaces and yellow line infringements. Should DPE be further explored, a business case would need to be undertaken to assess the economic viability of introducing DPE. Following the outcomes of the business case a full review would be undertaken by Moray Council. If approval is given by Moray Council to progress towards DPE, Transport Scotland and Scottish Government would then need to review and approve the proposals.

PARKING SURVEY RESULTS

2.3.10

On-street parking surveys were commissioned across approximately 60 streets within Elgin town centre to identify current utilisation rates and duration of stay. The surveys were undertaken on a weekday and a Saturday in October 2016 between 07:00-19:00 to capture the daytime peak as well as the morning and evening period where occupancies could be high due to resident and commuter crossover times. The surveyed streets are highlighted below.



Elgin On-Street Parking Surveys

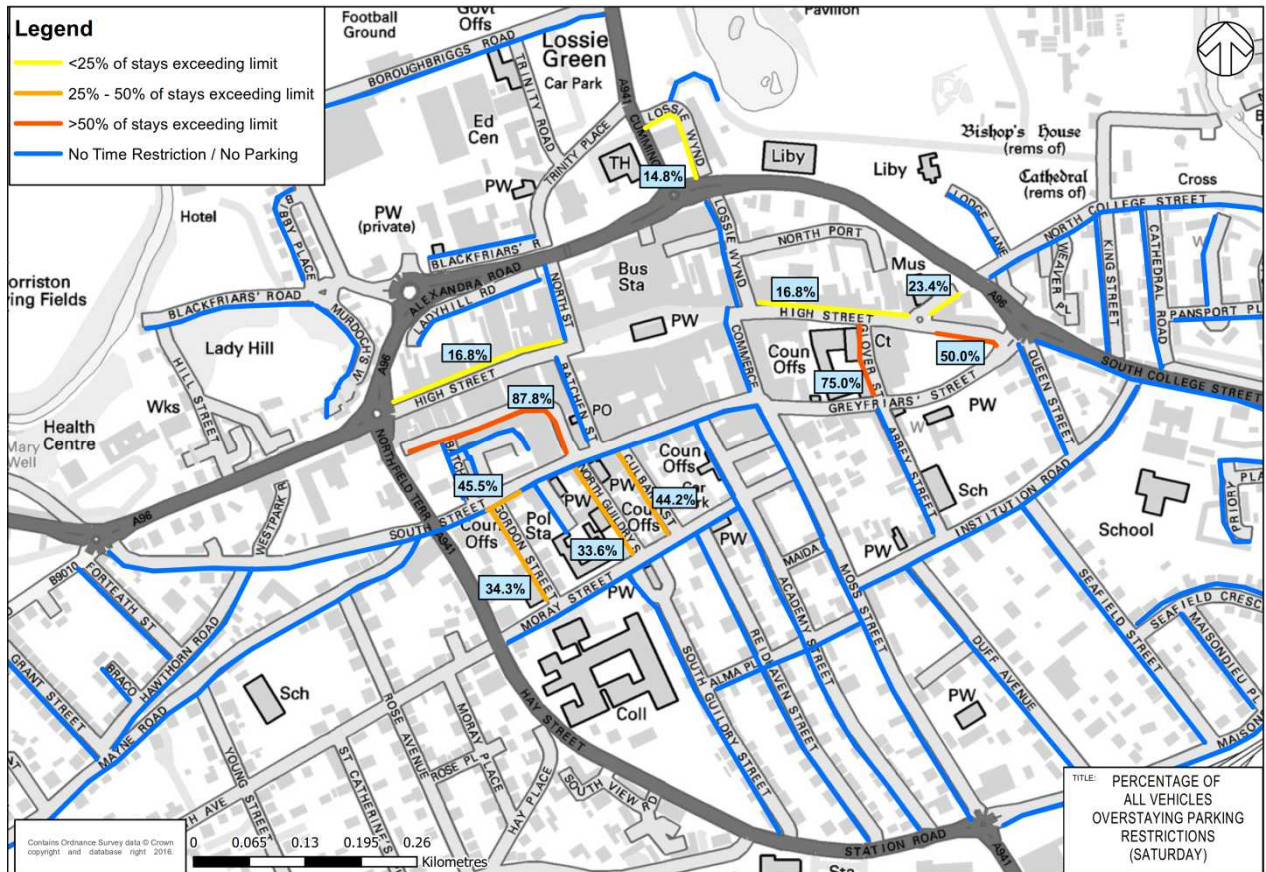
2.3.11

The primary conclusions that can be drawn from the parking surveys are:

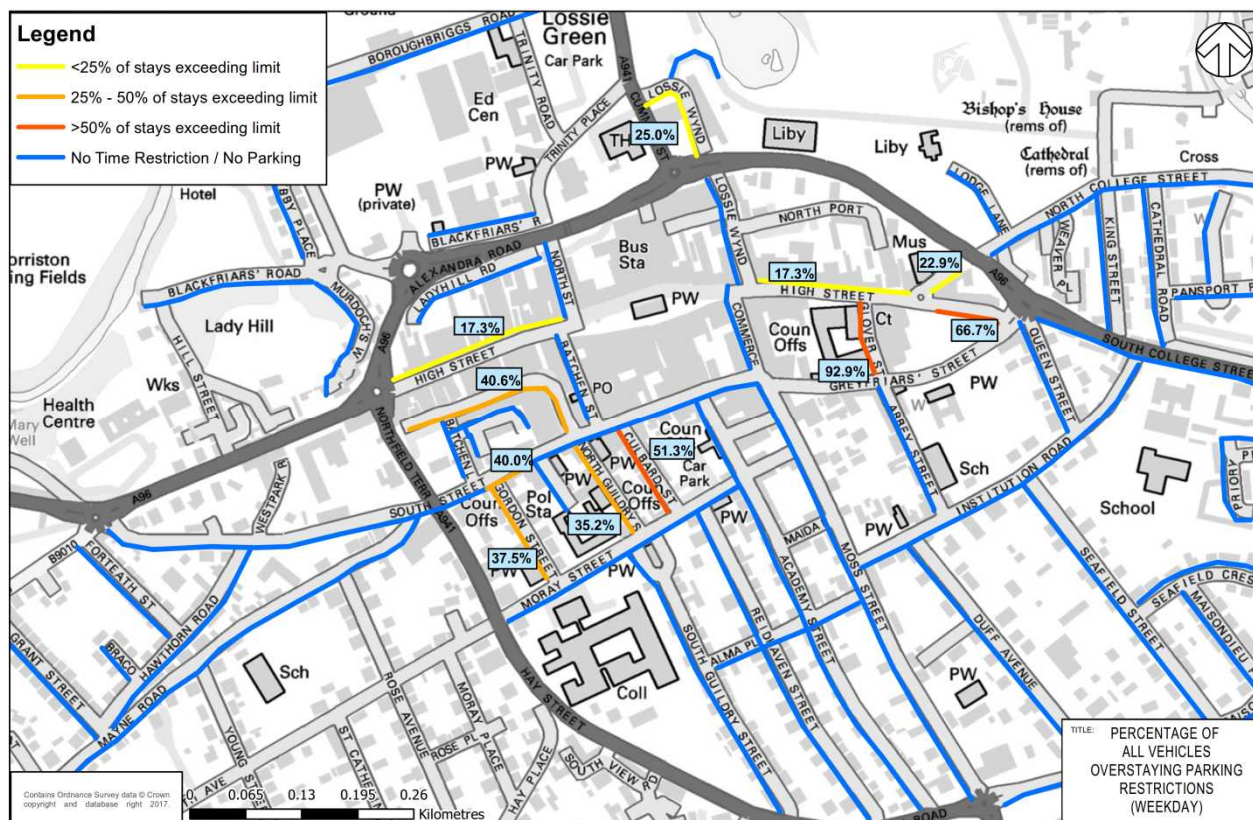
- Cars overstaying waiting restrictions;
- Many town centre streets at full capacity; and
- Long stays on streets with no restrictions, arriving and departing within the survey period 07:00-19:00.

2.3.12

The level of non-compliance with existing waiting restrictions has been identified by the on-street parking surveys. The proportion of all parking visits overstaying existing TROs is presented on the plans below for the Weekday and Saturday respectively. These indicate that waiting restrictions on all roads where TROs currently exist are being ignored to some degree, particularly so on Thunderton Place, Glover Street and South College Street (west), as well as Gordon Street, North Guildry Street and Culbard Street.



Percentage of All Vehicles Overstaying Parking Restrictions (Saturday)



Percentage of All Vehicles Overstaying Parking Restrictions (Weekday)

2.3.13 To understand the extent of overstay on the roads indicated in the plans to experience non-compliance with time restrictions, the table below summarises the number of overstays, on weekdays and Saturdays, classified by the length of overstay.

Road	Total Stays	Length of Overstay Beyond Time Restrictions (hours)					
		0-1	1-2	2-3	3-4	4-5	5+
Culbard Street	80	21	13	2	2	1	2
Glover Street	14	8	0	2	0	0	3
Gordon Street	47	5	3	3	3	2	1
High Street	136	16	8	1	1	0	1
Lossie Wynd N	16	3	1	0	0	0	0
North College Street W	47	6	0	2	0	0	2
North Guildry Street	147	32	10	5	2	1	1
South College Street W	27	7	4	3	0	0	4
South Street	27	5	2	1	1	1	2
Thunderton Place	33	4	5	2	0	2	6

Length of Overstay Beyond Time Restriction (Weekday)

Road	Total Stays	Length of Overstay Beyond Time Restrictions (hours)					
		0-1	1-2	2-3	3-4	4-5	5+
Culbard Street	52	10	2	3	0	1	7
Glover Street	12	2	2	3	1	0	1
Gordon Street	29	5	2	0	0	0	0
High Street	126	21	2	1	1	0	1
Lossie Wynd N	27	3	0	0	1	0	0
North College Street W	51	7	5	0	0	0	0
North Guildry Street	127	33	3	3	1	0	2
South College Street W	25	2	4	3	2	2	2
South Street	63	24	2	3	1	0	0
Thunderton Place	17	1	0	1	0	0	12

Length of Overstay Beyond Time Restriction (Saturday)

- 2.3.14 It is evident from the on-street parking surveys that on roads where non-compliance with time restrictions has been observed, the overstaying of vehicles beyond time restrictions extends to substantial periods of time. This trend is observed for both weekdays and on Saturdays.

2.4 CYCLE PARKING

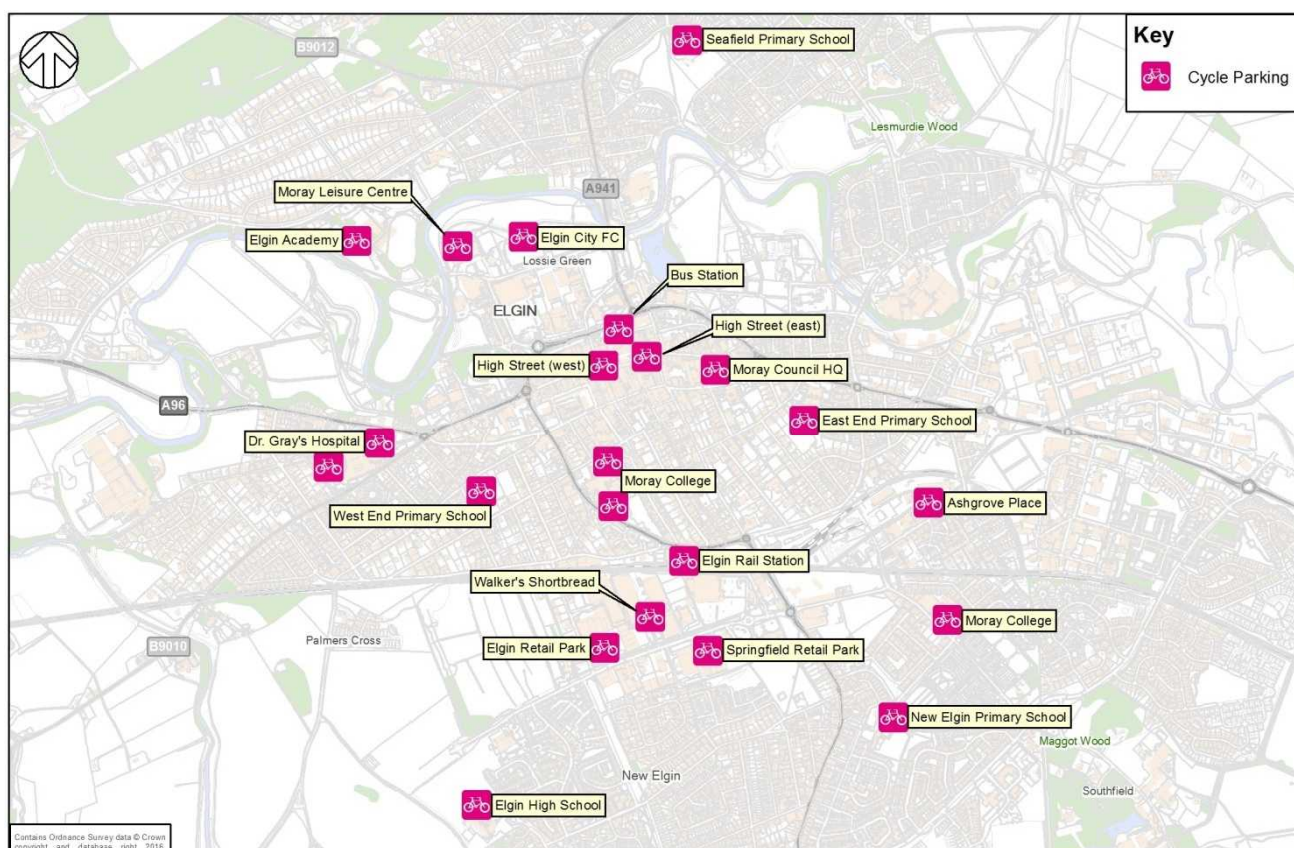


Cycling infrastructure in and around Elgin is currently promoted through Moray Council's Urban Freedom brand. The aim of this branding project is to promote active travel choices and reduce reliance on car use for shorter journeys.

- 2.4.2 Cycle parking plays an important role in supporting the promotion of active travel and is also promoted through the Urban Freedom brand.
- 2.4.3 Ensuring that people are aware that there are suitable and secure cycle parking locations, close to their destination, can be the determining factor in whether a trip is made by bicycle or not. Accessible and secure cycle parking can also turn a continuous leisure cycling trip into a multi-leg journey where cyclists can stop to enjoy the wide range of retail and leisure facilities which Elgin currently offers.

CYCLE PARKING LOCATIONS

- 2.4.4 Elgin currently has a good level of cycle parking provision across the town, with cycle parking provided at key destinations. The main locations of destination served by existing cycle parking are presented below.



Main Destinations Served by Cycle Parking

- 2.4.5 Sheltered and secure parking is located at Elgin rail station where longer stay cycle parking is likely to be required. This provision includes cycle stores and lockers.

SECURITY

- 2.4.6 It is important that the public perception of cycle security is informed by objective evidence to challenge existing perceptions which may be skewed by misrepresentation of anecdotal evidence. Therefore Police Scotland have been consulted as part of the Parking Strategy production process, to identify existing bicycle theft statistics.
- 2.4.7 Police Scotland have confirmed that in their view, and compared to other towns, there is not a significant existing problem with bicycle theft within Elgin. Of the recorded thefts, the majority (64%) were from gardens of residential properties and therefore outwith the remit of the Parking Strategy. Only five thefts in total over the last 12 months were recorded within Elgin town centre; this represents about only 20% of all recorded bicycle thefts in Elgin.

3 UNDERSTANDING YOUR VIEWS

3.1 INTRODUCTION

3.1.1 The Moray Council are committed to effective public and stakeholder engagement to ensure that strategic and policy decisions are fully informed by the issues and concerns of the people it represents.

3.1.2 This Parking Strategy has been informed by a robust engagement process to allow a wide range of viewpoints and parking-related matters to be raised and reviewed. The processes undertaken in the production of the Parking Strategy are discussed within this section comprised:

- Local Representations and Correspondence
- Transport Strategy Consultation Responses
- 1st Stakeholder Consultation Period
- Parking Strategy Public Questionnaire
- 2nd Stakeholder Consultation Period

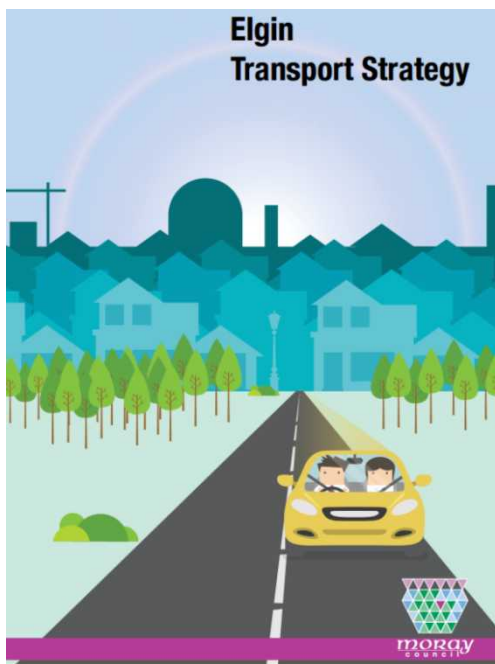
3.2 LOCAL REPRESENTATIONS AND CORRESPONDENCE

3.2.1 The Moray Council has received a number of representations from local stakeholders and members of the public related to parking in Elgin. These have raised a range of issues which have been taken on-board by the Council and have strengthened the justification for the Parking Strategy to be commissioned.

3.2.2 The matters raised through this correspondence included:

- Issues with inappropriate car parking at Dr Gray's Hospital and emergency access routes.
- Use of Elgin rail station car park by non-rail users.
- Long stay commuter parking on residential streets.
- Short stay on-street waiting restrictions do not appear to be regularly enforced, and consequently are regularly ignored by drivers.

3.3 TRANSPORT STRATEGY CONSULTATION



3.3.1 The Elgin Transport Strategy has been prepared by Moray Council in parallel with the Parking Strategy. Stakeholder and public consultation to inform the Transport Strategy was undertaken ahead of the commencement of the Parking Strategy and the results were reviewed as part of the Parking Strategy production process.

3.3.2 The Transport Strategy included a public questionnaire which was completed by over 800 people. A number of questionnaire responses related to parking issues within Elgin. The matters arising included:

- Lack of enforcement of on-street waiting restrictions
- Lack of centrally located disabled parking bays
- Dissatisfaction that off-street parking in Elgin is charged, whereas elsewhere in Moray it is not.

3.4 1ST STAKEHOLDER CONSULTATION PERIOD



3.4.1 Moray Council's officers, in conjunction with transport planning consultants from WSP, undertook an initial period of stakeholder consultation on 7th and 8th September 2016. This included a joint Transport Strategy and Parking Strategy presentation; as well as separate focussed workshops with the Elgin Community Council and Elgin Business Improvement District (BID).

ELGIN COMMUNITY COUNCIL WORKSHOP

3.4.2

The main issues raised in the Elgin Community Council (ECC) workshop are summarised below.



- There is a lack of enforcement of short stay on-street parking
- Elgin has off-street parking charges but nowhere else in Moray does
 - There is a perception in Elgin that they are treated unfairly
- ECC would welcome free parking in off-street car parks for the first 30 minutes of stay
- ECC had previously suggested implementation of Decriminalised Parking Enforcement
- Batchen Lane multi-storey car park needs improved lighting to make it more attractive
- A significant proportion of disabled parking is on sloped streets. Taxi ranks and disabled parking locations could be reconfigured so that as many disabled parking bays as possible are on level surfaces
- There is a lack of awareness of where all off-street car parks are located
- Lack of fairness that Council staff can park in the town centre for free (in Council office car parks), when employees of other central business cannot
- ECC would support a reduction in parking charges in the multi-storey car parks to increase level of use

ELGIN BUSINESS IMPROVEMENT DISTRICT

3.4.3

The main issues raised in the Elgin Business Improvement District (BID) workshop are summarised below.



- Retail parks offer free parking. Therefore the town centre needs to offer free parking if it is going to compete on a level playing field
- There is a lack of on-street loading areas.
- The High Street should be de-pedestrianised to increase footfall in town centre
- Free parking after 3pm scheme in Elgin is strongly supported by local retailers
- The multi-storey car parks are intimidating and feel unsafe
 - Rose Street, Inverness car park is an example of a car park improvement which has led to increased use
 - Brighter car parks with bigger spaces are required
- BID proposed reduced rate parking season tickets for workers in the town centre to park on top floors of the multi-storeys
- It is acknowledged that people routinely overstay the 30 min on-street restrictions
- Moray Council could market the £45 monthly parking permit scheme better
- Parking Strategy has to be focussed on needs of residents, visitors and business
- A coach stop on the High Street could provide a welcome tourist boost.

3.5 PARKING STRATEGY SURVEY MONKEY

- 3.5.1 A parking questionnaire was issued to the public using the platform offered by 'SurveyMonkey', through a link on Moray Council's website. A total of 1,136 responses were collected within a two week period. The survey sought to gather information from the public regarding the existing provision within Elgin, and also preferences towards a range of potential changes to parking provision which could be implemented as a result of the Parking Strategy Action Plan.
- 3.5.2 A copy of the blank questionnaire is included as an appendix, together with a full summary of the results.
- Most common areas of concern were the price of off-street parking and the lack of available on-street parking near the town centre
 - Most popular proposals for off-street car parks referred to increased provision of free parking. The majority of respondents strongly agreed with the proposal of reinstating free parking in all car parks after 3pm and with the proposal of free parking for the first half hour of a stay in any car park in the town centre
 - Four out of ten respondents stated that they would only use multi-storey car parks if they were unable to find space elsewhere, whilst 22.3% of respondents said they never use multi-storey car parks
 - Almost half of respondents avoid multi-storey car parks as car park spaces are considered to be too small, and that manoeuvring space within the multi-storey car park is poor. Other common reasons were the high charges, lack of safety, security and poor lighting
 - The majority of respondents either agreed with the proposal that on-street parking should continue to be free at all times of the day, that enforcements of on-street parking restrictions should be increased and that residents' only parking spaces should be provided on streets where parking by non-residents is currently high
 - Almost half of the respondents disagreed with the statement that disabled parking in Elgin meets their requirements for getting into and out of their cars, whilst the majority disagreed with the statement that it was easy to find suitable disabled parking space in Elgin Town Centre, close to required locations
 - Respondents felt there needed to be more cycle parking within the Town Centre, Bus Station, Railway Station, Hospital and Cooper Park, though felt there is enough cycle parking at Moray College UHI and the Council Offices

3.6 2ND STAKEHOLDER CONSULTATION PERIOD

3.6.1 The second stakeholder consultation, undertaken on 30th November 2016, gave the opportunity to check that the Parking Strategy objectives and range of options developed were correctly aligned with feedback from previous consultation. The session comprised a Parking Strategy presentation that collated live feedback from attendees using an interactive voting system with keypads.



3.6.2 Representatives from a wide range of stakeholder bodies were invited to the event, 47 in total, including:

- Elgin Community Council
- Police Scotland
- Elgin Business Improvement District (BID)
- Disability Group
- NHS Representatives
- Local Members

3.6.3 Due to the lack of a single stakeholder body to represent the range of taxi operators serving Elgin, taxi companies were unfortunately not represented at the stakeholder consultation.

3.6.4 The initial Parking Strategy presentation was followed by a break-out session with a group for each of the following:

- Disabled Parking and Accessibility
- Cycle Parking
- On-street Parking
- Off-street Parking

3.6.5 Each of the break-out groups discussed any opportunities and constraints in the context of the type of parking assigned to that station. Attendees were encouraged to join different groups to maximise participation and feedback. The main outcomes are set out below.

ON-STREET PARKING

- Enforcement considered key to managing on-street parking provision and therefore there is a strong desire for this
- On-street parking charges considered necessary to encourage turnover of spaces and deter long stay parking
- Consider switching some of the existing taxi rank spaces at the western end of the High Street with some disabled spaces on North Street for use during the day, due to existing gradient challenges for Blue Badge Holders
- Reduced prices for the off-street parking would encourage demand away from on-street parking

DISABLED PARKING AND ACCESSIBILITY

- Disabled spaces designed too small and unsuitable for rear access with a hoist
- Provision on North Street difficult to use due to gradient
- Concern with using disabled spaces in multi-storey car parks in case lift is out of order, hence the only viable options is to use on-street provision

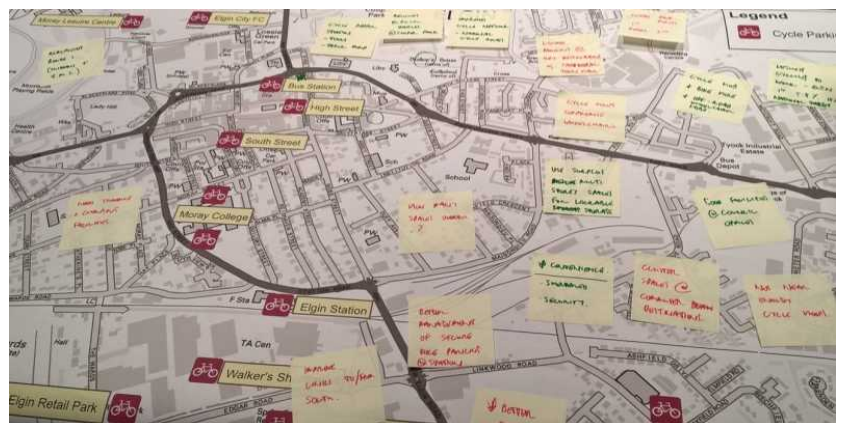
OFF-STREET PARKING

- It was generally agreed there are enough overall parking spaces, but there needs to be more incentives for people to park off-street
- There needs to be more promotion of which car parks are available and when e.g. some of the group weren't aware that the Greyfriars Street HQ Annexe car park could be used by the public out-of-hours during the week and at weekends
- A more effective permit scheme for the multi-storey car parks should be introduced
- The Pay-and-Display machines should accept modern payment methods (e.g. contactless / pay by phone) and give change
- Perception that the multi-storey car parks are unsafe
- Multi-storey car parks are difficult to manoeuvre and spaces are too tight / poorly designed for use i.e. adjacent to ramp barriers

CYCLE PARKING

- There is insufficient cycle parking. Elgin's flat terrain was considered to be conducive to cycling and there is a high cycle mode share for commuters

- Initiatives such as cycle repair stations (for example at Cooper Park) were further evidence of Elgin being progressive in encouraging cycling



- Need better signage / branding for cycle parking to raise awareness.
- Cycle parking needs to be located at key destinations – e.g. major places of employment / activity such as Moray Council offices, Dr Gray's Hospital, UHI Moray College, Walkers, Edgar Road etc.
- It was noted that when comparing cycle parking and cycle paths there are obvious gaps that miss catering for visitors / tourists / community – e.g. Elgin Cathedral, the Town Hall, Community Centre and Cooper park
- There's a sense of low / no bike crime but nevertheless anxiety about parking (expensive) bikes out of view. Locate parking in visible locations
- Cycle Hub idea very welcome - could be located in surplus space in a Multi-Storey Car Park

OTHER FEEDBACK RAISED

- There should be a tourist coach stop on the High Street
- Parking is cheaper in Inverness than Elgin
- Retailers should be able to validate cheaper parking if visitors spend money in their stores

4 PARKING ISSUES REVIEW

4.1 INTRODUCTION

- 4.1.1 All issues raised during the extensive stakeholder and public consultation process have been reviewed by WSP.
- 4.1.2 The majority of points raised relate to a number of common parking issues which are clear priorities for the Parking Strategy to address. A minority of issues raised during the consultation process have been considered to be unsuitable for Parking Strategy to address. Therefore they have not be taken forward to the Main Issues and Proposed Actions stage (Chapter 5).
- 4.1.3 This Chapter presents a summary of all issues raised together with confirmation of whether they are suitable for being taken forward as 'Main Issues' for the Parking Strategy to directly address. A summary of the justification for including each issue as a 'Main Issue' or excluding it from further assessment is also provided.

4.2 PARKING ISSUES REVIEW SUMMARY TABLE

- 4.2.1 The Parking Issues Review Summary Table presents the outcomes of the Parking Issues Review. Where suitable, similar and / or related issues raised have been combined to enable a more clearly defined list to be presented. The table provides a justification for including each issue as either a 'Main Issue' or excluding it from further assessment.

PARKING ISSUES REVIEW SUMMARY TABLE

Identified Issue	Assessed as a Main Issue?	Justification
General Issues		
Parking Strategy has to be focussed on needs of residents, visitors and business	Yes	This is the core remit of the Parking Strategy. The effectiveness of all proposals should ultimately be judged against this objective.
There is no need to go to Elgin, there are better shops elsewhere	No	Whilst the Elgin retail sector will be supported by the implementation of an effective Parking Strategy, the specific retail offer is out with the remit of the strategy.
Off-street Parking		
There is a lack of awareness of off-street car park locations	Yes	This area of concern has been supported by outcomes of the stakeholder consultations.
Elgin has off-street parking charges but nowhere else in Moray does.	No	The remit of the Parking Strategy is to cover the settlement of Elgin in response to specific concerns raised by local residents, businesses and other users. Elgin is a significantly greater retail and business trip attractor than other Moray settlements. The parking charging regime reflects this.
There should be more incentives for people to park off-street.	Yes	This general issue is supported by more specific points presented below. It is clear from the parking survey data that existing off-street parking is under-utilised.
Increase provision of free off-street parking including 'free after 3pm' scheme and free parking for the first half hour.	Yes	Many town centre car parks are currently underutilised. The Parking Survey data indicates that drivers are regularly significantly exceeding on-street waiting restrictions, even in 30 minutes maximum waiting bays. There is a need to increase the incentive for drivers to use off-street car park spaces.
Inequality of access to off-street car parks for Council staff and non-Council staff users.	Yes	This area of concern has been supported by outcomes of the stakeholder consultations.
It is very difficult to get a parking space at Dr Gray's Hospital	No	Parking on campus at Dr Gray's Hospital, Maryhill House and Elgin Health Centre is managed and controlled by NHS Grampian. Parking charging was removed at Dr Gray's Hospital in 2009.
Multi-storey car park spaces are considered to be too small.	Yes	This area of concern has been supported by outcomes of the stakeholder consultations and independent site review.
Perceived lack of safety, security and poor lighting in multi-storey car parks.	Yes	This area of concern has been supported by outcomes of the stakeholder consultations and independent site review.

Identified Issue	Assessed as a Main Issue?	Justification
There should be better promotion of available off-street car parks and hours of public use.	Yes	The responses to the parking questionnaire reveal that there is a lack of awareness regarding this issue which needs to be addressed.
More modern parking charge payment systems are required.	Yes	This area of concern has been supported by outcomes of the stakeholder consultations and the parking questionnaire. The introduction of a new pound coin in the UK on 28 March 2017, (with the old pound coin being no longer legal tender on 15 October 2017), which would require changes to the existing parking machines in any case.
There is a lack of Parent and Child spaces in Elgin.	No	Parent and child spaces have no legally enforceable status under the relevant statutory acts. These courtesy parking bays can be effectively controlled at retail locations where they are frequently observed by other car park users. In multi-purpose car parks where turn-over of spaces is lower and passive surveillance is reduced, the potential of misuse for greatly increased.
Reduced rate parking season tickets for workers in the town centre to park on the top floors of the multi-storey car parks	Yes	This proposal was supported during the stakeholder consultations. It is proposed that access to the scheme is extended to all drivers to ensure equal opportunities to all drivers.
Awareness of the monthly parking permit scheme should be increased.	Yes	Approximately only half of respondents to the Parking Questionnaire were unaware of the permit scheme. Therefore, there is potential to significantly increase awareness.
Use of Elgin rail station car park by non-rail users.	No	The station car park is a free to use public car park. It is therefore not viable to restrict use to specific users and any such measures would not be enforceable.
Retailers should be able to validate cheaper parking if visitors spend money in their stores.	No	This proposal would require significant additional administration. The implementation of more effective enforcement measures and appropriate charging regime is expected to better serves the needs of retail visitors.
Introduce a shuttle bus service between peripheral car parks and the town centre.	No	A shopper shuttle service has previously been trialled in Elgin but proved to be economically unsustainable.
There is a perception that off-street parking is cheaper in Inverness than Elgin.	Yes	In general the parking charges should take account of the local and regional retail destination hierarchy. In this case, parking charges are <u>lower</u> in Elgin than the equivalent car park charges in Inverness. (St Giles Car Park, Elgin compared to Rose Street Car Park, Inverness). It is important that public awareness of the charging regime is increased to reduce incorrect perceptions.

Identified Issue	Assessed as a Main Issue?	Justification
On-street Parking		
Inappropriate car parking on-street around Dr Gray's Hospital blocking emergency access routes.	Yes	The enforcement of parking restrictions across Elgin is an issue which has been taken forward by the Parking Strategy.
Residents'-only parking spaces should be provided on streets where parking by non-residents is currently high.	Yes	This area of concern has been supported by the outcomes of the stakeholder consultations and parking questionnaire.
Short-stay on-street waiting restrictions are regularly ignored by drivers and do not appear to be regularly enforced.	Yes	There is significant evidence from the stakeholder consultations, parking questionnaire and parking survey data to support this area of concern.
Lack of available on-street parking near the town centre	Yes	This is linked directly to existing parking enforcement. There is significant evidence from the Parking Survey data to support this area of concern.
On-street parking charges should be considered to encourage turnover of spaces and deter long-stay parking.	Yes	This potential measure has been raised during the stakeholder consultations and within the parking questionnaire responses. If implemented it could help to significantly address the other issues identified above.
The High Street should be de-pedestrianised.	No	A specific question on this matter was included in the Parking Questionnaire. The results indicate there is a significant majority of opposition to de-pedestrianisation, with the proposal only receiving 22% support. There is also insufficient evidence that the re-introduction of cars would result in an uplift in town centre footfall. This matter is however clearly one which requires consideration under the Transport Strategy rather than the Parking Strategy.
The potential for further consideration of Decriminalised Parking Enforcement within the Parking Strategy	Yes	There is sufficient evidence from the Parking Survey data to support this area of concern. The potential for implementation of DPE is discussed further in Chapter 5 of the Parking Strategy.
Tourism		
An additional coach stop in the town centre could provide a welcome tourist boost.	Yes	This proposal was supported during the stakeholder consultations. Improving coach-tourist access to the town centre is predicted to result in an uplift in retail footfall.

Identified Issue	Assessed as a Main Issue?	Justification
Disabled Parking		
Disabled parking spaces in Elgin Town Centre should better serve required destinations.	Yes	This area of concern has been supported by outcomes of the stakeholder consultations, parking survey and representations to Moray Council.
Disabled spaces are too small	Yes	This area of concern has been supported by outcomes of the stakeholder consultations, parking survey and representations to Moray Council.
Review locations of taxi ranks on High Street and Blue Badge spaces on North Street, considering the implications of existing gradient challenges for Blue Badge Holders.	Yes	This area of concern has been supported by outcomes of the stakeholder consultations and parking survey.
Cycle Parking		
More cycle parking required at key locations including Town Centre, Bus Station, Railway Station, Hospital and Cooper Park.	Yes	This area of concern has been supported by outcomes of the stakeholder consultations and parking questionnaire.
Need better signage / branding for cycle parking to raise awareness.	Yes	This area of concern has been supported by outcomes of the stakeholder consultations and parking questionnaire.
New cycle parking needs to be located in visible locations.	Yes	This area of concern has been supported by outcomes of the stakeholder consultations and parking questionnaire.
The creation of a Cycle Hub should be considered.	Yes	Moray Council are currently taking forward a separate study specifically focussed on the potential of introducing an Active Travel Hub in Elgin.

4.3 PARKING ISSUES REVIEW CONCLUSIONS

4.3.1 The parking issues review has identified the Main Issues which have been taken forward into the Parking Strategy. These issues are discussed further in Chapter 5 and specific actions proposed to achieve improvements to the existing parking conditions in Elgin.

5 MAIN ISSUES AND PROPOSED ACTIONS

5.1 INTRODUCTION

5.1.1 The extensive and multi-faceted consultation and data review process undertaken has allowed an objective understanding of the main parking issues in Elgin to be derived. These have been divided into the following main parking themes:

- Off-street Parking
- General On-street Parking
- Disabled Parking
- Cycle Parking

5.1.2 This section also presents specific actions to positively influence existing parking practices. The action implementation process is described below and then followed by the main issues and proposed actions related to each of the four parking themes.

5.2 PARKING STRATEGY ACTION IMPLEMENTATION PROCESS

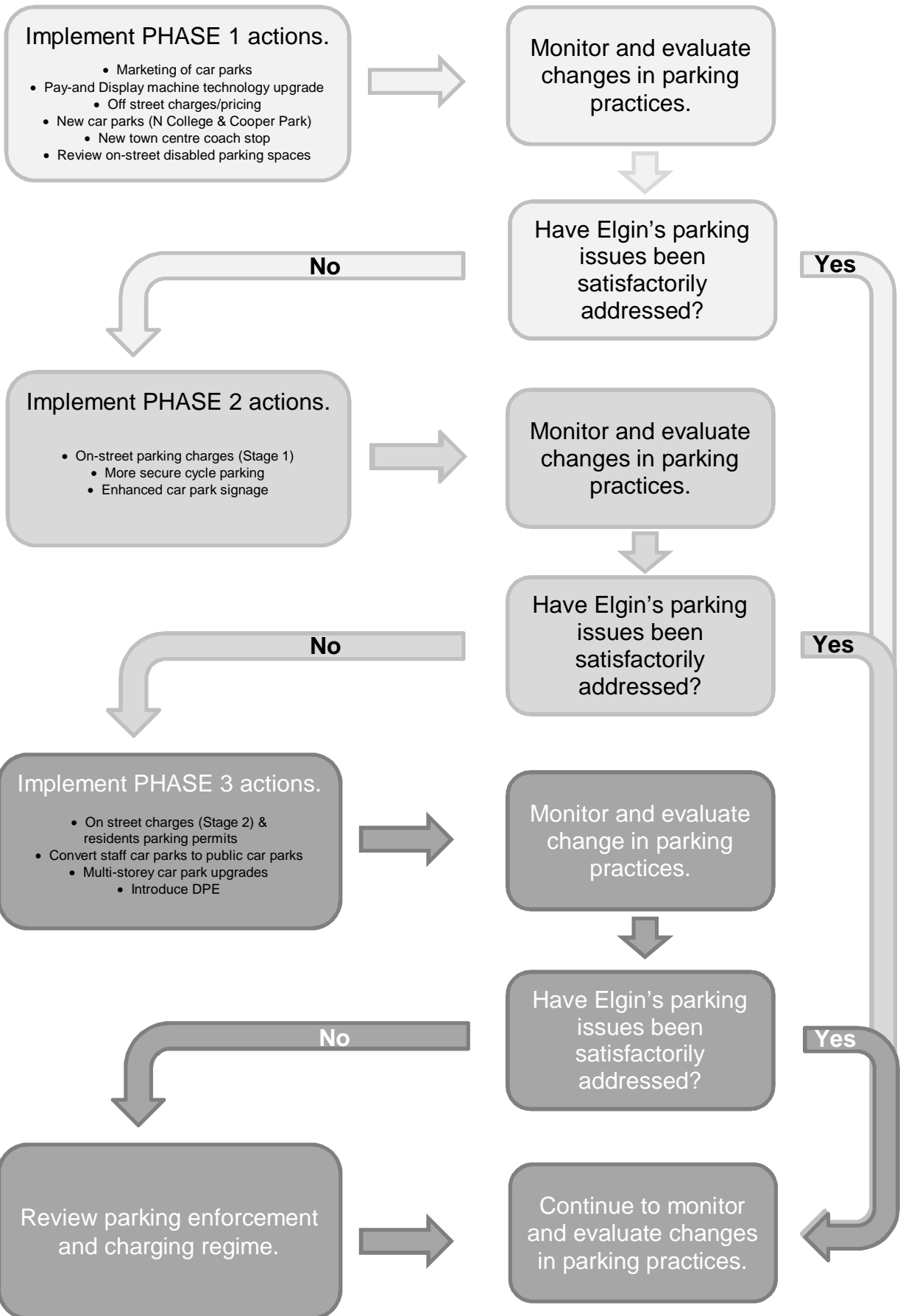
5.2.1 This Parking Strategy presents actions to address the main parking issues within three discrete phases. Rather than introducing time-limited action plan, there are no explicit milestones attached to each phase. It is recognised that there will be resourcing and funding limits on what is achievable, and these will also change under future economic and political conditions.

5.2.2 The actions included under Phase 1, are intended to be the most easily implementable from a financial, technical and political perspective. Phases 2 and 3 are expected to require greater levels of technical assessment, as well as financial and political support to support their implementation.

5.2.3 The Parking Strategy proposes that after each implementation phase, that there is a period of monitoring and review, to appraise the effectiveness of the actions undertaken. The business case for implementing further actions under subsequent phases can be prepared on the basis of outcomes from these review periods.

5.2.4 The Action implementation process outlined above is summarised in the flow chart below.

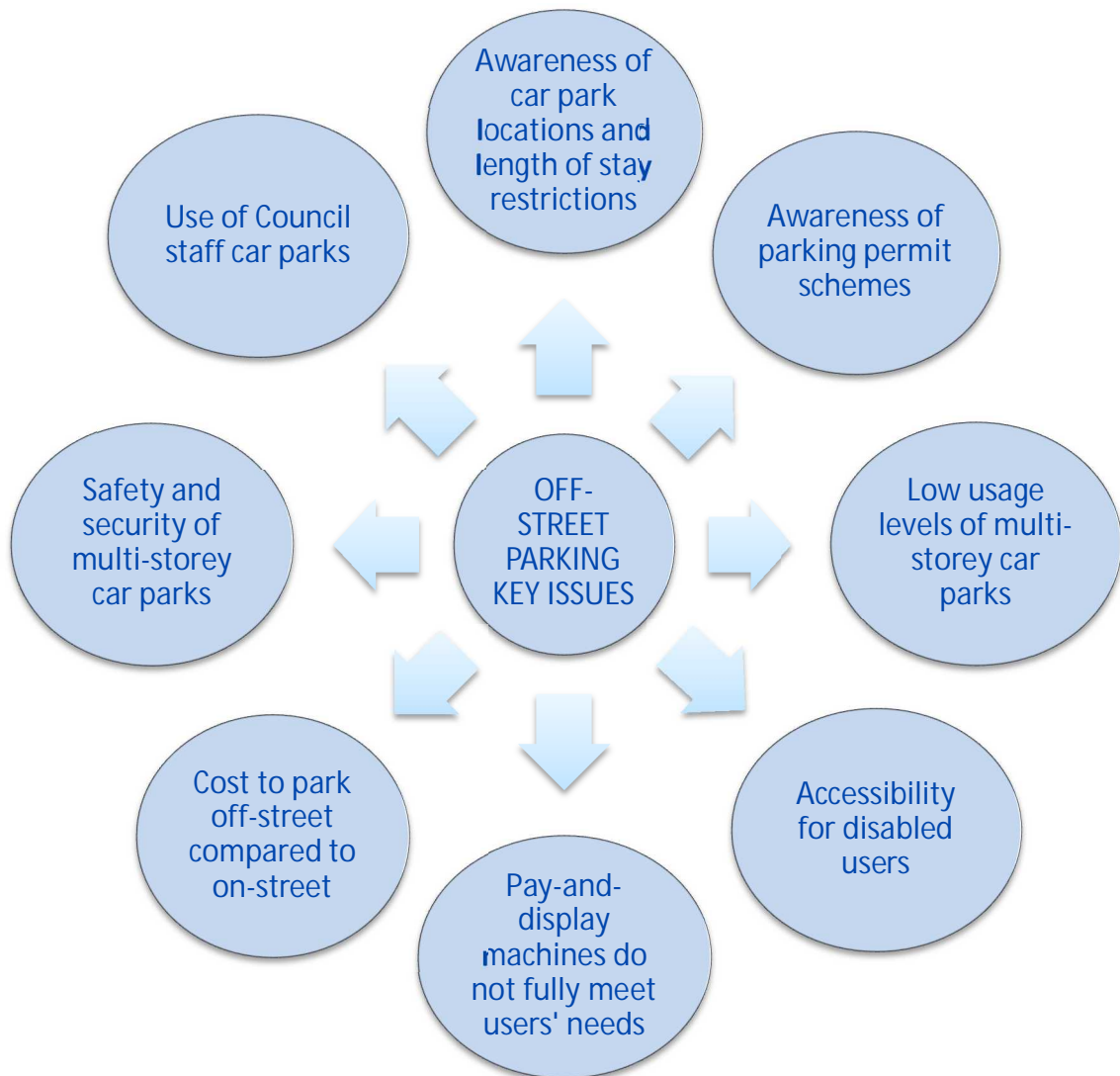
PARKING STRATEGY ACTION IMPLEMENTATION PROCESS FLOWCHART



5.2.5 The purpose of this strategy is to present a clear set of phased actions to be implemented, monitored and reviewed by Moray Council. Each of these actions is specifically designed to address the main issues identified in this section. The relevant action/s related to each issue are also presented in the coloured action boxes within this chapter.

5.3 OFF-STREET PARKING

5.3.1 The key issues related to off-street parking are summarised in the following graphic and discussed in further detail below.



AWARENESS OF CAR PARK LOCATIONS AND LENGTH OF STAY RESTRICTIONS

5.3.2 During the stakeholder consultation process as well as public consultation, it was clear that the location of a number of existing Moray Council car park facilities are not well known even to Elgin residents. This was due to a combination of factors including:

- Drivers having their favoured parking locations, and therefore not considering the other options which may be available
- The sign posting of existing Moray Council car park facilities could be improved
- Some Moray Council car parks are not located on streets where vehicles regularly pass by whilst looking for a parking space

5.3.3 There was also a misunderstanding of the length of stay restrictions for the town centre parking, with people incorrectly believing that the maximum length of stay is four hours in all town centre car parks. In fact six of the town centre car parks permit long stay parking, throughout or in part; these include:

- Batchen Lane
- St Giles
- Northfield Terrace
- Greyfriars Street
- Greyfriars Street HQ Annexe
- Hall Place

5.3.4 The above factors are considered to contribute to both the low level of usage of some of the Moray Council town centre car parks and the high level of long stay on-street parking recorded during the parking surveys.

ACTION	IMPLEMENTATION PHASE: 1
OFF1 A public awareness campaign to promote existing off-street car parks and permit schemes.	

5.3.5 The implementation of Action OFF1 is expected to help address some of the current public misunderstanding and lack of awareness in relation to off-street parking facilities in Elgin.

5.3.6 Linked to the lack of awareness of some off-street parking locations, is the inequality in parking charges between North College Street (west) and North Port. Whilst North College Street (west) is an adopted public road, it was severed from the rest of North College Street during the construction of the A96. It now has no through road and marked parking bays have been lined to permit on-street parking. No parking charges apply and waiting for up to two hours is permitted and enforced by Police Scotland. North Port car park is located less than 20 metres away from North College Street. However, at North Port Pay-and-Display charges apply and waiting restrictions are enforced by the Moray Council.

5.3.7 The parking survey also indicates that nearly one quarter (23%) of cars parked on North College Street (west) are parked for longer than four hours. Significantly exceeding the signed waiting restrictions.

5.3.8 A similar parking inequality exists between the neighbouring Lossie Wynd and Cooper Park car parks. Lossie Wynd is a Pay-and-Display car park, whereas Cooper Park does not have a charging regime or duration of stay restriction.

ACTION	IMPLEMENTATION PHASE: 2
OFF2 Convert North College Street (west) and Cooper Park to Pay-and-Display car parks.	

- 5.3.9 Implementing Action OFF2 will address an existing localised inequality in parking provision and also help to enforce better parking practices.

AWARENESS OF PARKING PERMIT SCHEMES

- 5.3.10 In conjunction with the awareness of car park locations and length of stay restrictions, there is a clear lack of awareness of the existing Moray Council car park permit scheme. This scheme allows permit holders to park at any time in eight different car parks for £60 per calendar month (£45 if payment is made by Direct Debit).
- 5.3.11 The results from the public questionnaire identified that half of respondents were unaware of the permit scheme. This is despite a number of respondents identifying the lack of available commuter parking as a key concern.

ACTION	IMPLEMENTATION PHASE: 2
OFF2	A public awareness campaign to promote existing off-street car parks and permit schemes.

- 5.3.12 The implementation of Action OFF2 is expected to help address some of the current lack of public awareness in relation to off-street parking permits in Elgin.

USAGE LEVELS OF MULTI-STOREY CAR PARKS

- 5.3.13 The existing usage levels of the two town centre multi-storey car parks (Batchen Lane and St Giles) indicated that they are both significantly underutilised. Batchen Lane has a typical occupancy level of only 30% and St Giles is slightly higher at 38%.
- 5.3.14 Nearly 50% of respondents to the public questionnaire identified the size of the existing parking bays as a reason for not using the multi-storey car parks. Linked to parking bay size, manoeuvring space within the multi-storey car parks was the second highest recorded complaint (45% of respondents). Therefore the parking bay layout of the two multi-storey car parks is a key area to improve to increase user satisfaction.
- 5.3.15 During the stakeholder consultation process, the opportunity to extend the existing Lossie Green and Lossie Wynd low cost monthly parking scheme was identified. This has been specifically supported by the Elgin BID, who are keen to positively engage in the promotion of a future extension to the permit scheme.

ACTION	IMPLEMENTATION PHASE: 1
OFF3	Consider inclusion of Batchen Lane and St Giles multi-storey car parks in the existing £20 per calendar month Lossie Green / Lossie Wynd permit scheme.

- 5.3.16 The implementation of Action OFF3 should be open to all applicants and is expected to help reduce the amount of long stay on-street parking by commuters by relocating parking to multi-storey car parks.
- 5.3.17 Whilst the costs relating to this action are relatively low, there is the risk that existing perceived barriers relating to safety and condition of these multi-storey car parks will continue to deter their use.

ACTION**IMPLEMENTATION PHASE: 2**

OFF6 Improvements to parking bay layout and entrance signage at St Giles Centre and Batchen Lane multi-storey car parks.

- 5.3.18 It is expected that Actions OFF3 and OFF6 will increase the availability of on-street parking spaces for short stay trips, allowing potential customers easier access to local shops and facilities.

ACCESSIBILITY FOR DISABLED USERS

- 5.3.19 The public and stakeholder consultation has identified a specific accessibility issue in relation to the St Giles multi-storey car park. The disabled bays are located on the top level which is uncovered. During periods of wintry conditions, this level is closed and the disabled parking bays are inaccessible.
- 5.3.20 The Elgin Community Council and the local disability forum have also identified that disabled parking bays should be located closer to the lift access points within the Batchen Lane multi-storey car park.

ACTION**IMPLEMENTATION PHASE: 1**

OFF4 Consider options to improve the availability of spaces during Winter months e.g. though enhanced Winter maintenance or construction of a canopy / covered area in area where disabled parking bays are located.

ACTION**IMPLEMENTATION PHASE: 2**

OFF6 Improvements to parking bay layout and entrance signage at St Giles Centre and Batchen Lane multi-storey car parks.

- 5.3.21 The implementation of Actions OFF4 and OFF6 is expected to help address existing accessibility issues to ensure that as many users as possible are able to find a suitable off-street parking space and transition easily from vehicle to destination.

PAY-AND-DISPLAY MACHINES

- 5.3.22 During the public parking survey and stakeholder consultation it was made clear that the existing Pay-and-Display machines are not fully meeting the requirements of potential users. Specifically, the fact that the machines only accept coin cash and also that they do not issue change are points of dissatisfaction. The introduction of a new pound coin in the UK on 28 March 2017, (with the old pound coin being no longer legal tender on 15 October 2017), will require changes to the existing parking machines, and consequently the machines could be upgraded with alternative payment methods at the same time, potentially reducing the burden of cost on the local authority.
- 5.3.23 The Elgin BID also identified that the current car park charging structure and requirement to pay in advance of carrying out their journey purpose limits car park users' behaviour and prevents people being able to spontaneously extend their length of stay without returning to their car to purchase a new Pay-and-Display ticket.

ACTION**IMPLEMENTATION PHASE: 2**

OFF5 Upgrade car park Pay and Display ticket machines to enable Pay by Phone payment system, and introduce Pay-on-Foot systems where appropriate.

- 5.3.24 The implementation of Action OFF5 is expected to make it easier for visitors to the town centre arriving by car to use off-street car parks and increase user satisfaction.
- 5.3.25 Introducing Pay-on-Foot at appropriate locations will also allow car park users to pay for their length of stay on return to the car park. This permits users to be more flexible about their visit to Elgin town centre, increasing their intended length of stay as required. This will help to support the local retail economy by rewarding retail practices which encourage visitors to stay longer within the town centre.
- 5.3.26 Where Pay-on-Foot systems are considered for implementation, there needs to be sufficient space for barriers to be installed at the entry/exit lanes. There also needs to be sufficient distance on the approaches to minimise the risk of queues causing tailbacks onto surrounding highways.

COST TO PARK OFF-STREET COMPARED TO ON-STREET

- 5.3.27 A number of public responses have highlighted that the current on-street waiting restrictions and car park charging regime disincentivises use of off-street park for short stay trips. The town centre on-street waiting restrictions permit vehicles to park for up to 30 minutes for free. There is no equivalent initial free period for off-street car parks.

ACTION**IMPLEMENTATION PHASE: 2**

OFF5 Upgrade car park Pay and Display ticket machines to enable Pay by Phone payment system, and introduce Pay-on-Foot systems where appropriate.

ACTION**IMPLEMENTATION PHASE: 2**

OFF7 Review off-street charging regime to align with on-street charging policy (see also Action ON2). Consider permitting car park users to park off-street for the first 30 minutes of the stay for free to align with town centre on-street parking charging policy (see ON2).

- 5.3.28 Through user consultation, it has been reported that a cashless payment system would make use of off-street car parks more attractive. Upgrading the existing ticketing machines will enable a Pay-by-Phone payment system to be offered to users.
- 5.3.29 Following the implementation of Action OFF5, it expected that new parking ticket machines and parking control measures will trigger a review of the existing off-street charging regime through Action OFF7. In particular the potential to permit car park users to park off-street for the first 30 minutes of the stay for free should be considered. This would bring the off-street facilities into line with the current permitted on-street parking, and make off-street parking at least as attractive as on-street parking for short stay trips.

SAFETY AND SECURITY OF MULTI-STOREY CAR PARKS

- 5.3.30 Linked to the issue of lack of usage of the town centre multi-storey car park is the widespread perception that these facilities are currently unattractive and in some cases unsafe. Approximately one third of respondents to the parking questionnaire identified safety and security

(35%), as well as lighting (33%), as reasons why they do not currently use the multi-storey car parks.

ACTION

IMPLEMENTATION PHASE: 3

OFF8 Upgrade St Giles Centre and Batchen Lane multi-storey car parks. Improvements to include lighting, security and repainting.

5.3.31 To directly address the perceptions that the multi-storey car parks are below the required safety and security requirements of potential users, a programme of upgrades to both car parks is proposed. This should include improved lighting and security measures.

5.3.32 Action OFF8 should be implemented as part of phased maintenance and renewal programme to reduce burden of costs.

COUNCIL STAFF PARKING

5.3.33 Two issues related to Council staff parking were raised through the public questionnaire responses; as well as in the stakeholder consultation. The first issue is that Council staff car parks (Greyfriars Street and Greyfriars Street HQ Annexe) are free of charges for staff parking during the week. On Saturdays these car parks are accessible to the public; however Pay-and-Display charges apply. It is perceived to be unfair that Council staff are permitted to park off-street during the week for free when other commuters have to pay to park in other off-street car parks.

ACTION

IMPLEMENTATION PHASE: 3

OFF9 Consider permitting public access to Greyfriars Street and the Greyfriars Street HQ Annexe car parks at all times, including between 0800 and 1800 Mondays to Fridays.

5.3.34 Subject to a detailed review of the planning conditions associated with both car parks, Action OFF9 recommends that full consideration is made by Moray Council regarding Greyfriars Street and the Greyfriars Street HQ Annexe car parks becoming accessible to the public on all days and Pay-and-Display charges applying to all users. Council services requiring dedicated pool and fleet vehicles could be granted permits and / or retained spaces to use these car parks without payment of Pay-and-Display charges. All other Council staff would be required to pay to park in these car parks. This measure is expected to help address the current perceived parking inequality, as well as disincentivise car use by commuting Council staff in line with the objectives of the Moray Council's Workplace Travel Plan.

5.3.35 The second issue related to Council parking is long stay parking by Council staff on residential streets surrounding Council offices. To prevent the implementation of Action OFF9 making the current situation worse, it is recommended that the Action is implemented in conjunction with Actions ON2, ON3 and ON4; to ensure that on-street parking restrictions and residents parking permits are appropriately enforced.

5.4 ON-STREET PARKING



OVERSTAYING WAITING RESTRICTIONS

- 5.4.1 As identified by the parking surveys, there is a high level of overstay on roads where existing waiting restrictions apply. This is causing short stay spaces to experience a low turnover.

ACTION	IMPLEMENTATION PHASE: 1,2,3
ON1 Continue to monitor level of compliance with on-street parking restrictions.	

- 5.4.2 The implementation of ON1 would provide an indication of any change in the nature of use of on-street provision. It would allow any change to the level of non-compliance to be identified which may result from any implemented actions aimed at making off-street provision more attractive.

FREE PARKING ENCOURAGING LONG STAYS ON-STREET / RESIDENTS UNABLE TO FIND PARKING / PERCEIVED LACK OF ON-STREET SHORT STAY PARKING

5.4.3 These issues have been reviewed in combination as it is considered that they can be addressed with the same process of actions.

5.4.4 Length of stay restrictions have been observed to suffer from a high degree of non-compliance. This is partly due to individual drivers and partly due to issues associated with effective enforcement. One of the likely causes is considered to be that free on-street parking creates an attractive alternative to off-street parks.

ACTION	IMPLEMENTATION PHASE: 2
ON2 Introduce on-street parking charges, focussing on those streets which currently have length of stay limited waiting bays.	

5.4.5 In order to deliver better consistency in the price of town centre parking to match off-street provision, it is considered that the implementation of ON2 would transfer on-street demand to underutilised multi-storey car parks and reduce persistent circulation of town centre streets, providing further benefits for congestion and pollution.

5.4.6 Pay & Display parking generally results in more effective turnover than length of stay restrictions. This is partly because users are encouraged to pay for periods as short as possible (to minimise their expenditure) and partly because the time the vehicle should leave is clearly displayed.

ACTION	IMPLEMENTATION PHASE: 3
ON3 Introduce on-street parking charges across all town centre streets.	

5.4.7 Action ON3, would increase the extent of on-street charging beyond the streets covered by Action ON2. The area covered by on-street charges proposed by Action ON3 will require detailed design and consideration prior to introduction but should generally cover the study area shown on the On-street Parking Actions Plan which, as a minimum, includes the roads where levels of daytime on-street parking are high. Consideration will need to be given to the impact of Action ON3 on on-street parking stock around the cordon of the charging zone, where parking demand is likely to rise as a result.

5.4.8 On-street charging schemes typically become self-financing within the first few years of implementation. This includes covering the up-front capital costs for Pay-and-Display machines, as well as, new signage, back office costs and maintenance. A detailed business case will need to be produced to forecast revenue and costs and potential risks of implementation.

ACTION	IMPLEMENTATION PHASE: 3
ON4 Implement a Resident Parking Permit scheme across town centre streets where existing long stay parking occurs during the day.	

- 5.4.9 Residents parking should be allowed for any dwelling without an off-street space within the proposed Resident Parking Permit Scheme zone shown on the On-street Parking Actions Map in Chapter 7.
- 5.4.10 If town centre residents are not to be disadvantaged, provision for residents parking needs to be made. As a guide, any street which is subject to controlled waiting, due to its proximity to the shopping area, should be considered for a residents parking scheme and eventually residents parking should be allowed for any dwelling in Proposed Parking Permit Scheme zone shown on the On-street Parking Actions Map in Chapter 7 which cannot accommodate a vehicle within the curtilage. Only one permit per residential unit should be allowed in line with a sustainable policy, with the offer of additional visitor permits at a reasonable cost to residents.
- 5.4.11 The Residents Parking Scheme would exempt the registered permit holder from paying any relevant on-street Pay-and-Display charges as well as time limited waiting restrictions. The scheme would cover a specified area and would not provide designated on-street spaces to specific permit holders. As with Action ON3, consideration will need to be given to the impact of Action ON4 on on-street parking stock around the cordon of the Resident Parking Permit zone, where parking demand is likely to rise as a result

LACK OF ENFORCEMENT

- 5.4.12 Compliance with the on street traffic regulation orders is low due mainly to a lack of enforcement by the Police. Furthermore, implementation of on-street charges or a Residents' Permit scheme is unlikely to be successfully maintained without much improved enforcement.
- 5.4.13 The introduction of DPE would mean that the powers to enforce existing parking laws would be transferred from the Police to Moray Council who would be able to issue penalty charge notices for the contraventions of on-street parking and waiting restrictions. This has been demonstrated to improve compliance with parking restrictions once it has been introduced to other local authority areas and would be expected to lead to increased demand for off street parking spaces.

ACTION	IMPLEMENTATION PHASE: 3
ON5 Undertake preparation of a business case for the consideration of Decriminalised Parking Enforcement (DPE).	

- 5.4.14 Due to the administrative procedures and feasibility studies required, Decriminalised Parking Enforcement is likely to take longer to implement than on-street charges. A business case would need to be prepared for review by Moray Council. If the Council gives approval to proceed with DPE, the Business Case and DPE application would be submitted to Transport Scotland for their review and consent. Following implementation, it would be sensible to review the enforcement rotas to increase enforcement at times when non-compliance is high. It will be important to regularly review the scale of enforcement resource to ensure that an optimum balance can be found.

TOWN CENTRE TOURIST COACH PARKING

- 5.4.15 Measures to support the existing town centre retailers and encourage new business opportunities should be positively supported to help Elgin buck the national trend of declining in-store retail sales and continue to be a viable and vital retail destination.
- 5.4.16 In line with the above, the opportunity for a tourist coach stop within Elgin town centre has been identified by the Elgin BID.

- 5.4.17 Currently tourist coaches stop at Johnstons of Elgin; however there is limited means for tourists to access the town centre via coach. There is currently a Coach Drop off point at the east end of the High Street, outside the Museum, but there is also a desire to have one at the west end. By creating this new coach stop, visitors would be able to easily access the whole of the town centre on foot; as well as Ladyhill.

ACTION**IMPLEMENTATION PHASE: 1**

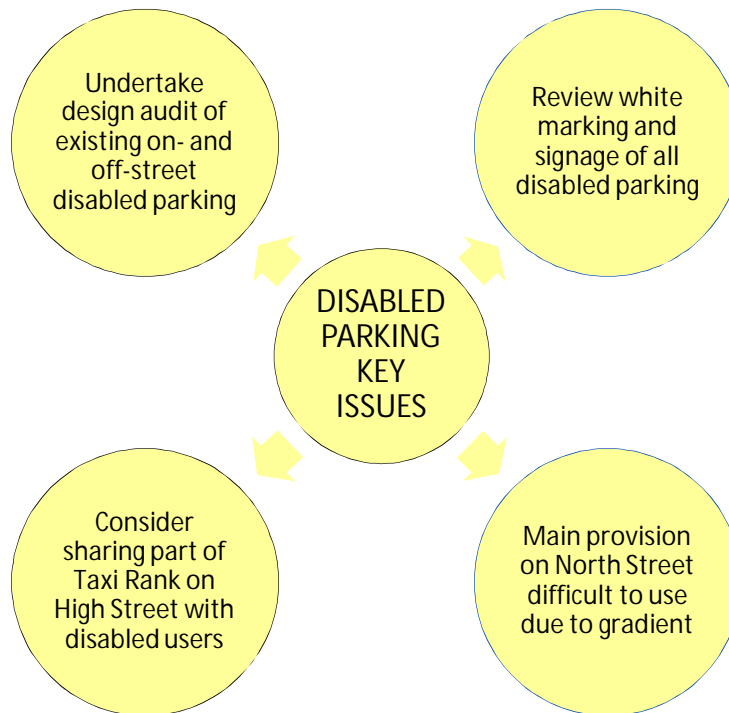
TOR1 Create a dedicated tourist coach stop to the west end of the town centre.

- 5.4.18 Implementing Action TOR1, has already been reviewed by Moray Council's Economic Development and Infrastructure Services Committee¹ meeting held on 28 June 2016. Following consideration, the Committee agreed to support the provision of a coach stop space on Elgin High Street.
- 5.4.19 It is predicted that Action TOR1 would increase tourist visitors to the High Street and surrounding streets with opportunities for retailers to capitalise on increased footfall.
- 5.4.20 It is expected that this action could be implemented as part of the Phase 1 actions. However, it should be noted that a more robust parking enforcement regime may be required to ensure that the proposal is effective and parking restrictions are observed by other vehicles. Therefore, regular monitoring of the effectiveness of coach stop is required following implementation.
- 5.4.21 The creation of the tourist coach stop at the provisionally proposed location would require the loss of up to 7no. on-street private vehicle parking bays. Therefore, further discussion has been held with members of the Elgin Bid by Council Officers as the amount of lost parking on High Street West was considered unacceptable and alternative locations are being considered further.

¹ Moray Council Report to The Economic Development And Infrastructure Services Committee (28 June 2016) Report Title: Elgin Charrette: Coach Drop Off

5.5 DISABLED PARKING

5.5.1 The key issues related specifically to disabled parking are summarised in the following graphic and discussed in further detail below.



UNDERTAKE DESIGN AUDIT OF EXISTING DISABLED PROVISION

5.5.2 During the public and stakeholder engagement process it was reported that a number of existing on / off-street parking spaces within the town centre are difficult to use due to a range of design constraints.

ACTION

IMPLEMENTATION PHASE: 1

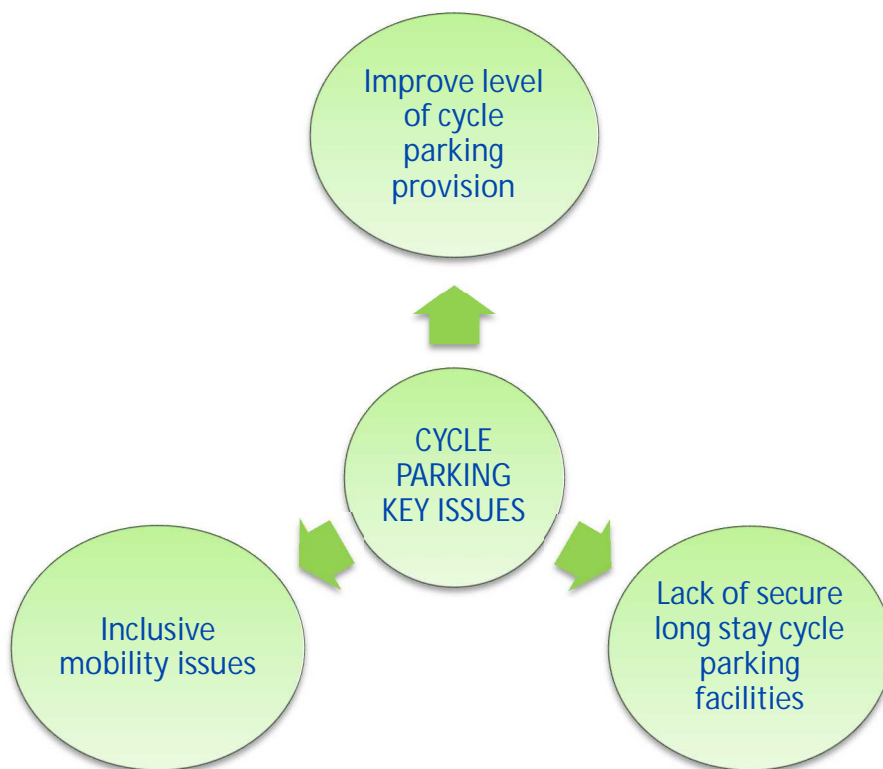
DIS1 Review the design and usability of existing blue badge spaces, both on and off-street, to improve conditions for ease of access and ensure appropriate signage.

5.5.3 Disabled users have indicated that a number of on-street parking bays have permanent physical features which restrict how spaces can be used and can deter from their use, causing an inconvenience when alternative provision needs to be sought, particularly for short visits.

5.5.4 Further consultation with disabled user groups is required to agree the minimum dimensions and layouts to provide for the needs of this specific user group, making allowance for the use of mobility hoists within the design audit.

- 5.5.5 It has been identified that disabled users also have difficulty navigating to blue badge spaces, which occurs more so if some spaces are found to be unusable.
- 5.5.6 Within multi-story car parks there is considered to be a lack of signage to direct blue badge users to disabled parking provision, which makes the demand for on-street parking more attractive. Regular users are likely to be familiar with suitable provision so any improvements to the existing situation should be publicised to encourage a change in habits.
- 5.5.7 The local disability forum have highlighted a specific gradient issue with existing spaces on North Street which present a barrier to some users of these central spaces which provide close access to key destinations in the town centre.
- 5.5.8 Through public and stakeholder engagement, it has been reported that the existing parking areas on the High Street (predominantly used by taxis at present) could be made better use of. A suggestion was that there is potential to share a number of these with blue badge users where a more level surface is more suitable for disabled access.
- 5.5.9 The implementation of Action DIS1 will permit improvements to the current on and off-street parking conditions to be taken forward to address the identified issues.

5.6 CYCLE PARKING



LEVEL OF CYCLE PARKING PROVISION

- 5.6.1** During the public and stakeholder engagement process it was identified that additional cycle parking is required at a number of destinations. The majority of respondents felt there needed to be more cycle parking within the town centre, bus station, rail Station, Dr Gray’s Hospital and at Cooper Park. It is noted that the majority of respondents did not consider there was a need for additional cycle parking at Moray College or the Council Offices.
- 5.6.2** Elgin also has the opportunity to increase its attractiveness as a cycle tourist destination. This will in part be achieved through improvements to on-street and off-street cycle routes; however convenient and secure cycle parking also has a role to play.
- 5.6.3** During the independent review of the existing cycle parking facilities, the potential to improve cycle parking provision at Elgin’s tourist attractions was identified. Specifically, it was identified that there was no suitable cycle parking at the entrance to Elgin Cathedral, one of the main tourist draws within the town.

ACTION**IMPLEMENTATION PHASE: 1**

CYC1 Undertake audit of existing cycle parking within Elgin. Audit should include further engagement with local cycling groups as well as other key stakeholder groups.

Introduce cycle parking at new locations, or additional / repositioned cycle parking at existing locations in line with the outcomes of the audit.

5.6.4 Through the implementation of Action CYC1 it is expected that improvements to the existing cycle parking infrastructure will be made.

5.6.5 In addition to Action CYC1, it is proposed that the existing and future cycle parking infrastructure continues to be promoted to locals and visitors. This is currently undertaken through the 'Urban Freedom' branded scheme.

ACTION**IMPLEMENTATION PHASE: 1**

CYC2 Continue to support the 'Urban Freedom' active travel brand to raise awareness of existing and new cycling infrastructure, including parking.

5.6.6 The implementation of Action CYC1 and CYC2, will help to encourage cycling as a travel mode choice for commuter, utility, leisure and tourist journeys; helping to reduce the reliance on private cars for shorter journeys.

SECURE LONG STAY CYCLE PARKING FACILITIES

5.6.7 The requirement for more secure, long stay cycle parking at key locations has also been identified through the consultation process. In particular Elgin Bus Station and the town centre have been identified as locations requiring more secure parking facilities.

5.6.8 Whilst the bicycle security data provided by Police Scotland (for reported cycle theft) does not indicate a significant existing cycle security issue within the town centre, the perception of cycle security is often more important than the empirical facts. If a potential cyclist considers there is a possibility that their cycle could be subject to theft or damage when left at a specific location, they are unlikely to leave their cycle unattended, even if locked to a stand. Furthermore, this factor can prevent the journey being undertaken by cycle at all and instead a less sustainable mode choice is made.

5.6.9 Nearly half of respondents to the parking questionnaire (46%) identified that they would be prepared to pay to use a secure bicycle locker for parking within Elgin. Therefore, there is a clear demand and potential revenue source to support installation and maintenance of more secure cycle parking.

ACTION**IMPLEMENTATION PHASE: 2**

CYC3 Introduce secure cycle parking facilities at core commuter locations, including Elgin bus station and town centre.

5.6.10 Action CYC3 will see new secure cycle parking introduced at required locations. Consultation with local cycling group and cycle users will be necessary to confirm the requirements for this action.

INCLUSIVE MOBILITY ISSUES

- 5.6.11 The local disability forum have identified that existing cycle parking provision conflicts with the needs and requirements of disabled people at specific locations. These include the cycle parking at Elgin library; as well as the cycle parking beside picnic benches at Cathedral Court.

ACTION	IMPLEMENTATION PHASE: 1
<p>CYC1 Undertake audit of existing cycle parking within Elgin. Audit should include further engagement with local cycling groups as well as other key stakeholder groups.</p> <p>Introduce cycle parking at new locations, or additional / repositioned cycle parking at existing locations in line with the outcomes of the audit.</p>	

- 5.6.12 The audit promoted under Action CYC1 should also consider this important issue to ensure that cycle parking does not compromise the needs of other street and public space users.

6 PARKING STRATEGY ACTION TABLES

- 6.1.1 Action implementation tables have been prepared to present the actions identified in Chapter 4. These actions address the main parking-related issues which have been raised through the consultation and data review processes.
- 6.1.2 Action tables for each of the four parking theme areas (Off-street Parking, On-street Parking, Disabled Parking and Cycle Parking) have been prepared and are presented below.
- 6.1.3 Each action identifies the specific issue (or issues) it aims to address as well as the strategic objective it helps to achieve. In addition predicted positive benefits and risks deriving from the implementation of the action are presented.
- 6.1.4 As discussed, in Chapter 4, it is proposed that actions will be implemented in three phases, with a period of monitoring and review planned after each phase. The phase to which each action is associated is also presented in the table.
- 6.1.5 The final section of the table presents the indicative scale of costs associated with each action as well as any resources required to permit implementation.

OFF-STREET PARKING ACTIONS

Action Ref	Action	Issue/s being addressed	Objectives being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
OFF1	<p>Public awareness campaign to promote existing off-street car parks and permit schemes.</p> <p>Multi-media approach, including print media, social media and Moray Council website.</p>	<p>Lack of awareness of existing off-street parking locations.</p> <p>Lack of awareness of existing £60 per calendar month parking scheme (£45 if paid for by direct debit). This allows permit holders to park in eight town centre car parks.</p> <p>A monthly permit for Lossie Green and Lossie Wynd is also available for £20 per calendar month.</p>	<p>Maximise use of all off-street parking.</p> <p>Increase satisfaction in parking provision from users and business</p>	<p>Increasing awareness of off-street car park locations will make more people who regularly drive into Elgin and park on-street, exceeding signed waiting restrictions, consider using off-street car parks instead.</p> <p>The action will also make drivers who park off-street car and currently pay daily charges more aware of the car park permit scheme.</p> <p>This will increase satisfaction with off-street car parks and help reduce the impacts of long stay parking on residential streets.</p>	No significant risk identified.	1			<p>Moray Council budget allocation required (£15k - £20k).</p> <p>Liaise with Elgin BID to identify mechanisms to support the campaign.</p>

Action Ref	Action	Issue/s being addressed	Objectives being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
OFF2	Convert North College Street (west) and Cooper Park to Pay-and-Display car parks.	Inconsistent car parking provision and charging regime.	Increase satisfaction in parking provision from users and business.	<p>This action will raise additional parking revenue.</p> <p>Parking on North College Street (west) will be brought into line with North Port car park which is located less than 20 metres away.</p> <p>Parking at Cooper Park will be brought into line with Lossie Wynd car park which is located less than 40 metres away.</p>	Objections may be received to stopping up order for North College Street, if pursued.	1			<p>Moray Council new capital funding for new P&D machines and signage (£5.5k - £6k)</p> <p>Moray Council transport team time allocation to process traffic orders.</p>

Action Ref	Action	Issue/s being addressed	Objectives being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
OFF3	<p>Include Batchen Lane and St Giles multi-storey car parks in the existing £20 per calendar month Lossie Green / Lossie Wynd permit scheme.</p> <p>Batchen Lane currently operates at c. 30% occupancy. Therefore there are c. 100 regularly unused spaces.</p> <p>St Giles currently operates at c. 35% occupancy. Therefore there are c. 110 regularly unused spaces.</p> <p>The initial trial scheme should provide up to 50no. town centre employee monthly permits per multi-storey car park (100no. in total). Permits to run for up to 6 months before requirement for renewal.</p>	<p>Regular commuters to town centre parking all day on residential streets.</p> <p>Perceived safety issues in multi-storey car parks.</p>	<p>Increase the use of the multi-storey car parks.</p>	<p>The permit scheme will encourage commuters to park in the sections of the multi-storey car parks which are currently significantly underutilised. This increase in activity within the multi-storey car parks will increase passive surveillance and help reduce the perception that the car parks are unsafe.</p> <p>Encouraging long stay parking within the multi-storey car parks will help reduce the impacts of long stay parking on residential streets and make more on-street spaces available for short stay users.</p>	<p>Potential for limited impact should user concerns regarding car park environment remain – in such case, Actions OFF6 and OFF8 would complement Action OFF3 in delivering a successful measure.</p>	1			<p>Moray Council budget funding for new signage (c. £200 per sign).</p> <p>Minor increase in allocation of Moray Council transport team time for processing permits compared to existing scheme.</p>

Action Ref	Action	Issue/s being addressed	Objectives being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
OFF4	Implement a robust winter maintenance scheme to ensure that car parks remain accessible in wintry conditions.	Disabled bays in St Giles (top level) are inaccessible during periods of wintry conditions. Car park surfaces are slippery during periods of wintry conditions.	Increase the use of multi-storey car parks. Maximise use of all off-street parking. Increase satisfaction in parking provision from users and business.	This action will help to maximise availability of disabled parking spaces and allow car park users to more easily transition from vehicle to destination.	No significant risk identified.	1			Moray Council new capital funding for additional gritting materials (£1.2k - £2.5k). Moderate seasonal increase in street maintenance team time.
OFF5	Upgrade car park Pay and Display ticket machines to enable Pay by Phone payment system, and introduce Pay-on-Foot systems where appropriate. As the existing parking machines will require to be upgraded to accommodate the new pound coin to be introduced in March 2017, the cost of the upgrade could potentially be partially offset against this.	User requests that cashless payment facilities are made available at Moray Council car parks. Low usage of town centre multi-storey car parks. Trend of reduced footfall in Elgin town centre.	Maximise use of all off-street parking.	This action will make it easier for visitors to the town centre arriving by car to use off-street car parks. Introducing Pay-on-Foot at appropriate location permits car park users pay for their length of stay on return to the car park, rather than estimating their required length stay at the start of their parking period.	Initial barrier to use for first time visitors. Design constraints associated with installing barriers at entry/exit lanes. Could result in large queues of vehicles at both entry and exit lanes causing tailbacks on highways.		2		Moray Council new capital funding for new P&D machines and signage (£70k - 2no. machines, 1no. entrance and 1no. exit barrier) Action to be implemented after March 2017, following implementation on new £1 coin.

Action Ref	Action	Issue/s being addressed	Objectives being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
OFF6	Improvements to parking bay layout and entrance signage at St Giles Centre and Batchen Lane multi-storey car parks.	Low usage of town centre multi-storey car park.	Increase the use of multi-storey car parks.	Parking spaces are more easily accessible.	Potential for reduced capacity – though significant underuse of these car parks will allow for reduction.		2		Moray Council budget allocation for signing and lining (low costs). Minor to moderate allocation of Moray Council street works team time.
OFF7	Review off-street charging regime to align with on-street charging policy (see Action ON2). The implementation of Action OFF5 will trigger a review of the existing off-street charging regime. The potential to permit car park users to park off-street for the first 30 minutes of the stay for free should be considered to bring the off-street facilities into line with the current permitted town centre on-street parking.	Disparity between on-street and off-street parking costs for cars waiting up to 30 minutes.	Increase the use of the multi-storey car parks. Maximise use of all off-street parking.	This action will make off-street parking at least as attractive as on-street parking for short stay trips and discourage drivers from parking on-street for longer than the permitted waiting period.	No significant risk identified.		2		Moray Council budget allocation for signing and lining (low costs). Moderate allocation of Moray Council transport team time.

Action Ref	Action	Issue/s being addressed	Objectives being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
OFF8	<p>Upgrade St Giles Centre and Batchen Lane multi-storey car parks. Improvements to include lighting, security and repainting.</p> <p>Action should be implemented as part of phased maintenance and renewal programme to reduce burden of costs.</p>	Low usage of town centre multi-storey car park.	Increase the use of multi-storey car parks.	<p>Improved perception of safety and personal security for car park users.</p> <p>Parking spaces are more easily accessible.</p>	As a standalone action without offer of first 30 minutes free off-street parking or enforcement of on-street parking, high upgrade costs may have limited impact.			3	Moray Council new capital funding for design and construction (High costs)
OFF9	<p>Permit public access to Greyfriars Street and the Greyfriars Street HQ Annexe car parks at all times, including between 0800 and 1800 Mondays to Fridays.</p> <p>Action OFF9 should be implemented in conjunction with Actions ON2, ON3 and ON4 to ensure that potential impacts on surrounding streets can be mitigated.</p>	Inequality in provision of parking. Council staff can currently park in off-street car parks for free whilst members of the general public cannot.	Increase satisfaction in parking provision from users and business.	This action will help to address the current perceived parking bias in favour of Council staff / members. It will also help to disincentivise car use by commuting Council staff.	<p>This action may breach planning conditions attached to the Moray Council office buildings.</p> <p>Without effective enforcement surrounding streets may see a temporary negative impact on residents.</p>			3	Moray Council budget allocation for changes to signing and lining (low costs).

ON-STREET PARKING ACTIONS

Action Ref	Action	Issue being addressed	Objective(s) being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
ON1	Continue to monitor level of compliance with on-street parking restrictions on a biennial basis through comparison of repeat on-street parking surveys with 2016 baseline.	Time restrictions being ignored due to lack of enforcement. Baseline (2016) parking surveys reported vehicles overstaying restrictions on every road in the town centre where restrictions apply.	Increase satisfaction in parking provision from users and business.	Identify whether there is change in the level of compliance with restrictions. Any reduction in non-compliance could be due to impacts from any off-street parking actions applied, thus indicating further similar action could be beneficial. No change, or indeed increased non-compliance, would strengthen the case for further consideration of DPE.	No change in circumstance. Resource could have been spent on implementing more effective measures.	1	2	3	Approx. cost of monitoring surveys = £10k-12k (every two years). Transport Consultant to produce comparison report of results for £3-5k.

Action Ref	Action	Issue being addressed	Objective(s) being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
ON2	<p>Introduce on-street parking charges, focussing on those streets with existing TRO's in operation, and on which 2016 parking surveys reported non-compliance across all such streets:</p> <ul style="list-style-type: none"> - High Street - Thunderton Place - Gordon Street - North Guildry Street - Culbard Street - Glover Street - South College Street (west) - South Street - North Street - Lossie Wynd North 	Reduce level of on-street parking used for long stay commuter and shopper use.	<p>Increase satisfaction in parking provision from users and business.</p> <p>Increase the use of the multi-storey car parks.</p>	Better consistency of pricing across on- and off-street parking, which would support a shift in the use of on-street parking for long stay users to more appropriate provision in underused off-street car parks.	<p>Town centre residents no longer able to park on-street outside their property without a residents' permit scheme (Action ON4).</p> <p>On-street parking demand shifted to outside of charging zone.</p> <p>Enforcement required to maintain effectiveness.</p> <p>Require on-going maintenance and incur collection costs.</p>		2		<p>Moray Council new capital funding for new P&D machines and signage (£5k per on-street P&D machine - 1no. machine serves up to 10no. parking consecutive bays).</p> <p>Moderate to high Moray Council transport team time allocation for consultation and processing traffic orders.</p> <p>Moderate allocation of Moray Council street works team time to install.</p>

Action Ref	Action	Issue being addressed	Objective(s) being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
ON3	<p>Undertake preparation of a business case for the introduction of Decriminalised Parking Enforcement (DPE).</p> <p>Undertake review of existing TROs, compile a business case for DPE to allow Moray Council to give further consideration and if appropriate submit application to Transport Scotland.</p>	<p>No parking management will operate effectively without enforcement, as local users have learnt that it is safe to ignore restrictions.</p> <p>Implementation of on-street parking charges or a Resident Permit Scheme will need to be supported by DPE.</p>	<p>Increase satisfaction in parking provision from users and business.</p>	<p>Less overstaying time restrictions would increase turnover of on-street spaces.</p> <p>Moray Council will be able to tailor on-street enforcement to meet the local needs.</p>	<p>Business Case may not be favourable.</p> <p>No opportunity to reverse the process once the Order is made. System must be made to work, through adjustments in the scale of enforcement resource until an optimum balance is found.</p>			3	<p>Signs and lines review for all existing traffic orders. High Moray Council transport team time requirement (or external consultant).</p> <p>Business Case for implementing DPE. High Moray Council transport team time requirement (or external consultant).</p> <p>Moderate to high Moray Council transport team time during DPE application process.</p> <p>Moray Council new capital and additional budget funding for DPE implementation and operation (c. £100k to £150k upfront cost. £50k to £80k per annum running cost - excludes new machines costs, see Action ON2).</p>

Action Ref	Action	Issue being addressed	Objective(s) being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
ON4	Implement a Resident Parking Permit scheme in 2 stages, initially across length-of-stay restricted parking bays in town centre then across town centre streets where existing long stay parking occurs during the day.	Reduce level of on-street parking used for long stay commuter and shopper use.	Increase satisfaction in parking provision from users and business.	Safeguard the amenities of local residents by helping residents find parking close to their home.	On-street parking demand shifted to outside of resident permit zone. Likely require a visitor permit arrangement to be implemented also.		2	3	Moray Council budget funding for new signage (£300 - £350 per single bay). Moderate to major increase in allocation of Moray Council transport team time for processing permits.

TOURIST COACH PARKING ACTION

Action Ref	Action	Issue being addressed	Objective being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
TOR1	Create a dedicated tourist bus stop at the west end of the Town Centre.	Trend of reduced footfall in Elgin town centre.	Increase satisfaction in parking provision from users and business.	Encouraging coach visitors to Elgin to visit and shop within the town centre, increasing footfall and potential commercial revenue as well as enhancing the vitality of the town centre.	Loss of short term parking in prime location when predicted usage of space is likely to be sporadic. Enforcement will be difficult if it is seen as underused. Space needs to be located where it can be self-enforcing.	1			Moray Council budget allocation for signing and lining (£500-£1000). Minor Moray Council transport team time allocation for engagement with coach operators.

DISABLED PARKING ACTIONS

Action Ref	Action	Issue(s) being addressed	Objective being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
DIS1	<p>In consultation with Disability Group, review the location, design, quantity and usability of existing blue badge spaces, both on- and off-street, and agree minimum dimensions for spaces within town centre.</p> <p>Undertake an audit of existing provision to identify design issues and make amendments to improve conditions for ease of access.</p> <p>Ensure appropriate white marking and signage is in place to raise awareness to existing blue badge provision within both on- and off-street parking stock.</p>	<p>Identify design aspects in the vicinity of blue badge spaces which present barriers to disabled users.</p> <p>Lack of signage within MSCPs to direct disabled users to provision e.g. St Giles Car Park.</p>	<p>Increase satisfaction in parking provision from users and business.</p>	<p>Ensure blue badge provision is designed to be usable and located close to key central destinations to encourage, promote and provide accessibility for all.</p> <p>Allow for better utilisation of existing blue badge spaces by ensuring users know where provision is currently located.</p>	<p>No significant risk identified.</p>	1			<p>Moray Council budget allocation for signing and lining (£300 - £350 per single bay).</p> <p>Minor to moderate allocation of Moray Council Transport team time for consultation, review and traffic orders.</p>

CYCLE PARKING ACTIONS

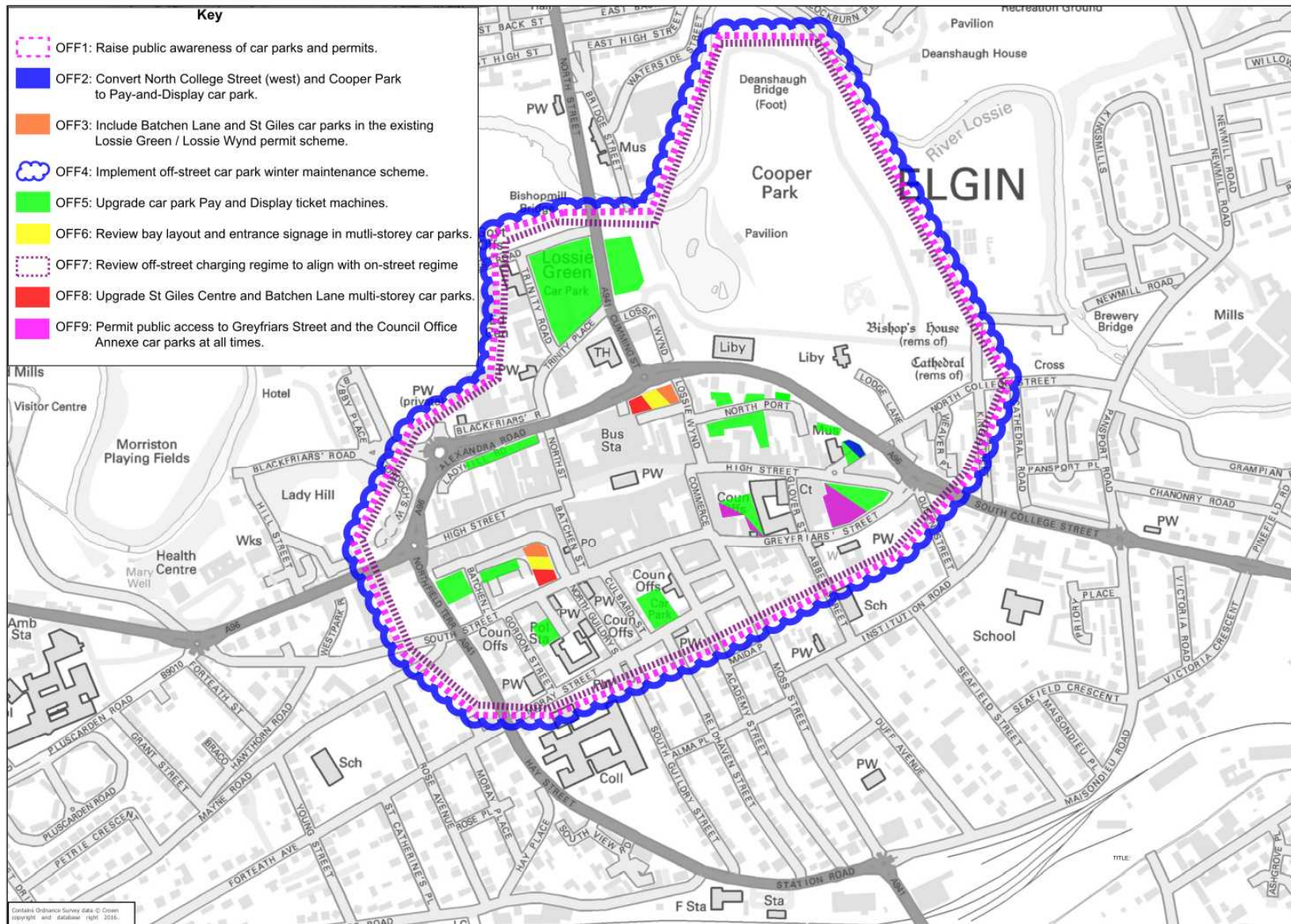
Action Ref	Action	Issue being addressed	Objective being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
CYC1	<p>Undertake audit of existing cycle parking within Elgin. Audit should include further engagement with local cycling groups as well as other key stakeholder groups.</p> <p>Introduce cycle parking at new locations, or additional / repositioned cycle parking at existing locations in line with the outcomes of the audit.</p>	Insufficient or inappropriately located cycle parking at key destinations.	Increase satisfaction in parking provision from users and business.	This action will help to deliver improvements to the existing cycle parking infrastructure across Elgin.	No significant risk identified.	1			<p>Moray Council budget allocation required.</p> <p>Moderate allocation of Moray Council transport team time.</p>

Action Ref	Action	Issue being addressed	Objective being met	Predicted Benefits	Predicted Risks	Implementation Phase			Resources and Additional Information
						1	2	3	
CYC2	Continue to support the 'Urban Freedom' active travel brand to raise awareness of existing and new cycling infrastructure, including parking.	Level of awareness of cycle parking provision.	Increase satisfaction in parking provision from users and business.	This will raise awareness of the existing cycle infrastructure and facilities which are available in and around Elgin. It is expected that promotion of active travel as a viable mode choice for commuting, leisure and utility trips will lead to a mode shift away from private car use.	No significant risk identified.	1			Continued Moray Council budget allocation required.
CYC3	Introduce secure cycle parking facilities at core commuter locations, including Elgin bus station. Consultation with local cycle groups and users required to confirm further requirements for secure cycle parking.	Lack of secure long stay cycle parking facilities.	Increase satisfaction in parking provision from users and business.	Encouraging commuting by bicycle will lead to a mode shift away from private car use and reduce the amount of long stay car parking in the town centre.	No significant risk identified.		2		Moray Council new capital funding for new secure cycle storage facilities (moderate costs). Minor to moderate allocation of Moray Council transport team time.

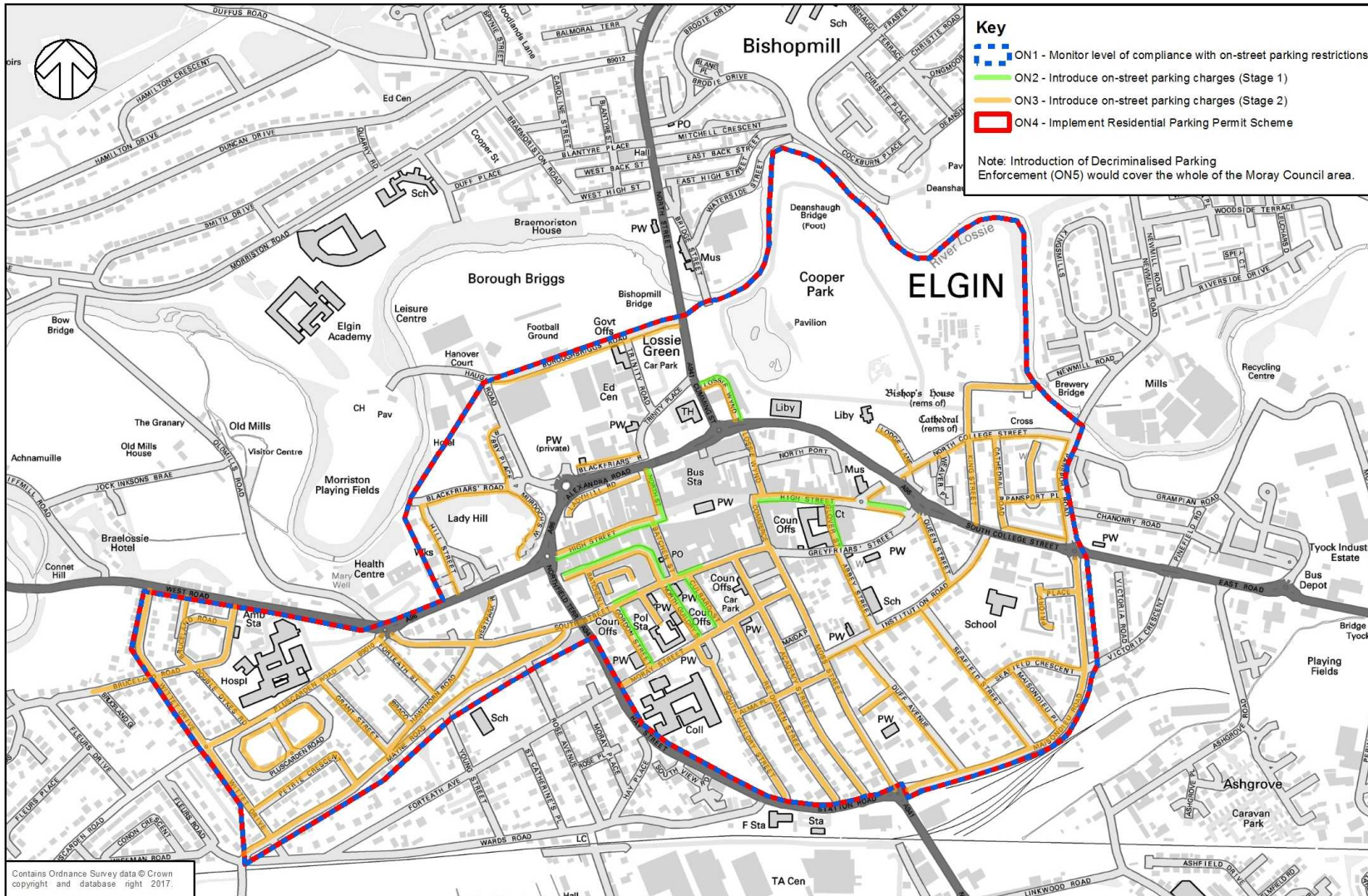
7 PARKING STRATEGY ACTION MAPS

- 7.1.1 This section presents the action maps which support the Parking Strategy actions set out in Chapters 5 and 6 above.
- 7.1.2 Individual actions maps for the on-street and off-street parking are presented below. The maps indicate the geographical coverage of each, as well as the locations of any location specific actions.

OFF-STREET PARKING PROPOSALS PLAN



ON-STREET PARKING PROPOSALS PLAN

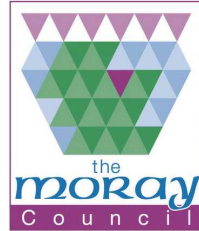


Appendix A

PARKING STRATEGY SURVEY MONKEY

APPENDIX A-1

QUESTIONNAIRE

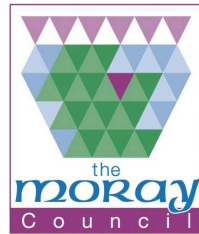


Elgin Parking Strategy - What do you think?

Moray Council is preparing a new parking strategy for Elgin. To help with this process, we want to know what your views are on parking within Elgin, why you travel into Elgin, what problems and issues you face and what you think could be done to improve the current parking conditions.

We are undertaking a parking-focussed survey building on the survey for the Elgin Transport Strategy undertaken in June and July 2016. To share your views and experiences please complete this questionnaire.

Your views matter and the information you provide will help us to develop a better parking strategy for Elgin.



Q1a. I am answering as:

A small business	A medium/large business	A community group	A policy organisation	An individual
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q1b. What is your home postcode? We will use this to assess how far people are travelling into Elgin town centre.

:
 e.g IV99 9XX

Q2a. What is your main reason for travelling into Elgin town centre?

Work	Shopping	Leisure / recreation	Returning to home, I live in Elgin town centre	Another reason (please detail below)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Another reason details:

Q2b. Are there any other reasons that you have for travelling into Elgin town centre?

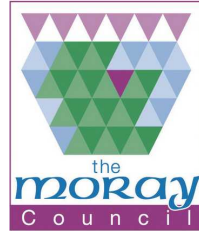
Work	Shopping	Social	Tourist	Another reason (please detail below)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Another reason details:

Q3. Why do you choose to travel into Elgin town centre? Please chose up to three options from the list below

Range or choice of shops	<input type="checkbox"/>	Quality of facilities	<input type="checkbox"/>	Connections to public transport	<input type="checkbox"/>
Quality of shops	<input type="checkbox"/>	Availability of free parking	<input type="checkbox"/>	Pedestrianised shopping experience	<input type="checkbox"/>
Shop opening hours	<input type="checkbox"/>	Easy access to parking spaces	<input type="checkbox"/>	To access place of work	<input type="checkbox"/>
Ease of access to shops	<input type="checkbox"/>	Nearest town centre to home	<input type="checkbox"/>	Other (please detail below)	<input type="checkbox"/>

Another reason details:



Q4. What means of transport do you use most often to travel into Elgin town centre?

Car or van	Walking	Bus	Train	Bicycle	Motorcycle	Taxi	Other (please specify below)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other details:

.....

Q5. The consultation responses for the Elgin Transport Strategy have identified some potential parking related issues in Elgin. The potential parking related issues are listed below.

Please rank below the FIVE parking issues of greatest concern to you, where 1 is the issue of MOST concern, 2 is the issue of SECOND greatest concern and continue until you have ranked all of your FIVE issues of greatest concern.

There is a lack of available on-street parking spaces in the town centre.

There is a lack of available spaces in town centre off-street car parks.

The off-street car park charges are too high for short stay parking (up to 4 hours).

The off-street car park charges are too high for long stay parking (more than 4 hours).

There should be on-street Pay and Display parking charges within a defined zone.

There should be a residents' permit scheme and designated on-street permit spaces.

There should be greater enforcement of waiting restrictions for on-street parking.

People parking all-day on streets is a problem.

Parking charges are not consistent with other towns in Moray.

Off-street car park spaces are too small.

There is not enough real time information about availability of off-street car park spaces.

The maintenance and condition of off-street car parks is poor.

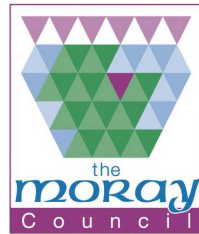
Accessibility from off-street car parks to the town centre is poor.

There is a feeling that safety and security in off-street car parks is poor.

I have another parking concern which is not covered in this list. (please detail below)

Other concern details:

.....



We are currently exploring options to improve parking conditions in Elgin.

Q6. Please review the following proposals for OFF-STREET CAR PARKS and identify the extent to which you either agree or disagree with each statement.

Off-Street Car Park Proposal	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Don't know
The existing car park charges and length of stay restrictions do not need to be changed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free parking in all car parks after 3pm should be reinstated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All car parks should be free for the first half hour of parking.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parks closest to the town centre should be charged for all durations of stay.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parks closest to the town centre should have increased charges for all durations of stay.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would use off-street car parks more if they were upgraded to improve safety and security.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

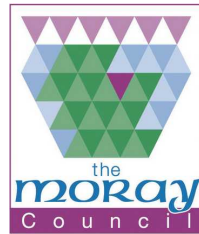
Q7a. Are you aware of the monthly permit scheme for parking in any of the public car parks in Elgin? (The scheme costs £45 per calendar month, if paid by Direct Debit, or £60 if paid by other means.)

YES NO

Q7b. Does the £45 monthly permit to park in any of the public car parks in Elgin provide good value for money?

YES NO

Q7c. If you have answered 'No' to Q7b, please add any supporting comments below.



Q8a. We are aware a number of drivers prefer not to use the multi-storey car parks. Do you use the multi-storey car parks?

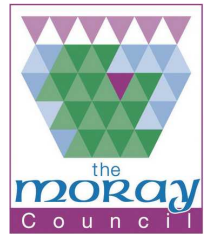
All the time	Frequently	Only if I can't find a space elsewhere	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8b. If you avoid using the multi-storey car parks, please explain why? (tick all that apply)

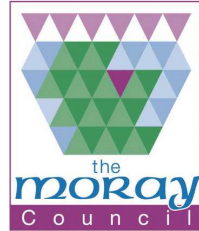
Pay and Display charges are too high	<input type="checkbox"/>
Car park spaces are too small	<input type="checkbox"/>
Maintenance and condition is poor	<input type="checkbox"/>
Access into the car parks is poor	<input type="checkbox"/>
Manoeuvring space within the car parks is poor	<input type="checkbox"/>
Accessibility to the town centre is poor	<input type="checkbox"/>
Lighting	<input type="checkbox"/>
Safety and security	<input type="checkbox"/>
I have another reason which is not covered in this list. (please detail below)	<input type="checkbox"/>

Other concern details:

.....



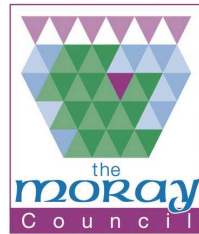
Q9. Do you have any specific suggestions to improve the use and control of OFF-STREET CAR PARKS in Elgin? If so, please state below.



Q10. Please review the following proposals for ON-STREET parking and identify the extent to which you either agree or disagree which each statement.

Proposal	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Don't know
On-street parking should continue to be free at all times of day.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time cars can park on-street during the day should be reduced on town centre streets.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-street parking charges within the town centre should be introduced.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residents' only parking spaces should be provided on streets where parking by non-residents is currently high.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of on-street parking spaces should be reduced.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parking should be permitted on the pedestrianised section of Elgin High Street, near St Giles Church.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enforcement of on-street parking restrictions should be increased.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11. Do you have any specific suggestions to improve the management and control of on-street parking in Elgin? If so, please state below.



Q12. A key objective of the Elgin Transport Strategy is to increase levels of walking and cycling as well as the use of public transport services instead of private car trips. If additional measures were put in place to control ON-STREET parking, such as parking charges or reduced duration of stay, how would this effect how you travel into Elgin? Please choose ONE answer only.

I would continue to drive into Elgin town centre and park on-street, even if I had to pay.

I would continue to drive into Elgin but park elsewhere for free and walk further to my destination.

I would continue to drive into Elgin town centre but park in an off-street car park.

I would walk into Elgin town centre instead of driving.

I would cycle into Elgin town centre instead of driving.

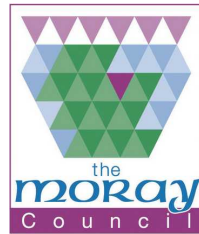
I would take a bus into Elgin town centre instead of driving.

I would take a train and then walk or cycle into Elgin town centre instead of driving.

I already walk or cycle in Elgin town centre.

I already use public transport to travel into Elgin town centre.

I would travel elsewhere to undertake my journey purpose (i.e. another town or shopping centre)



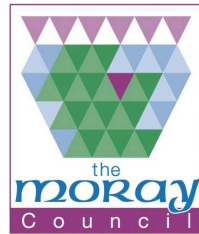
Q13a. DISABLED PARKING provision will be an important element of the Parking Strategy. Are you a Blue Badge holder?

YES NO

Q13b. If you answered 'Yes' to Q13a, please review the following statements on DISABLED PARKING and identify the extent to which you either agree or disagree which each statement.

Proposal	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Don't know
It is easy to find a suitable disabled parking space in Elgin Town Centre, close to where I need to go.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The disabled parking spaces in Elgin Town centre meet my requirements for getting into and out of a car.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13c. If you have disagreed with either, or both, of the statements in Q13b, please add any supporting comments below.



Q14. We are also considering cycle parking as part of this strategy. Do you think there is enough cycle parking at:

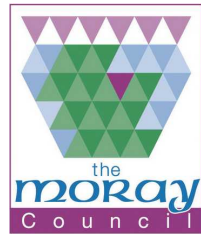
	Yes	No	Don't Know
Town Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus Station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Railway Station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
College	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooper Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15a. How long would you leave your bike parked?

	all day	a morning/ afternoon	up to 1 hour	up to 10 minutes	not at all
Locked to an open cycle stand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Locked to a covered cycle stand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Locked to a stand in an enclosed shelter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In a locker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16b. Would you be prepared to pay for parking your bike securely (e.g. in a locker)?

YES NO



Q17. Do you have any specific suggestions to improve CYCLE PARKING in Elgin? If so, please state below.

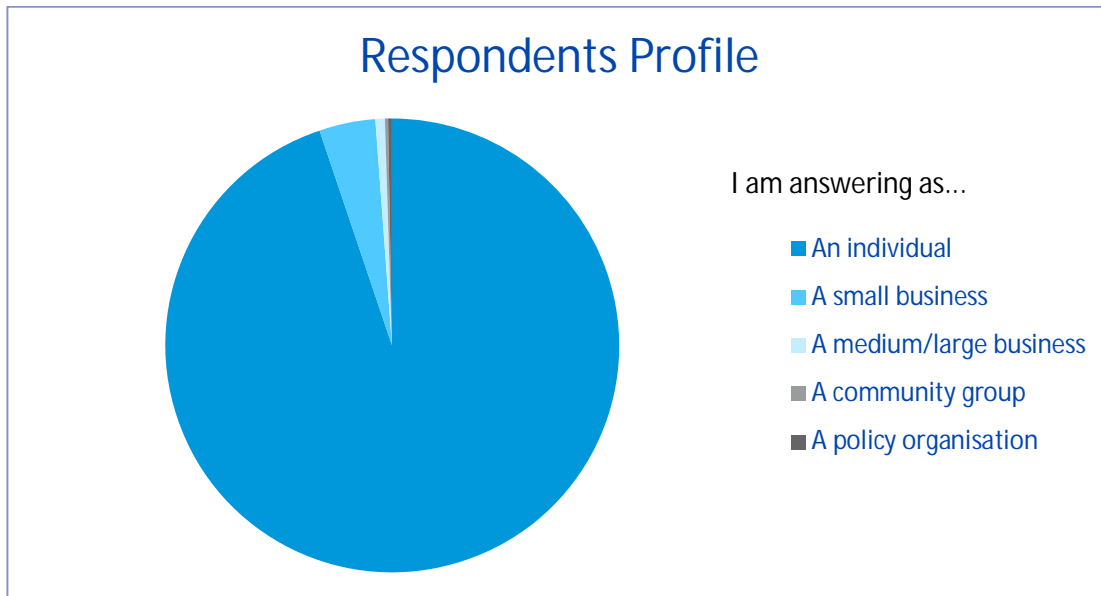
Q18. Do you have any other parking related comments which you do not believe have been addressed by this questionnaire If so, please state below.

APPENDIX A-2

SUMMARY OF RESPONSES

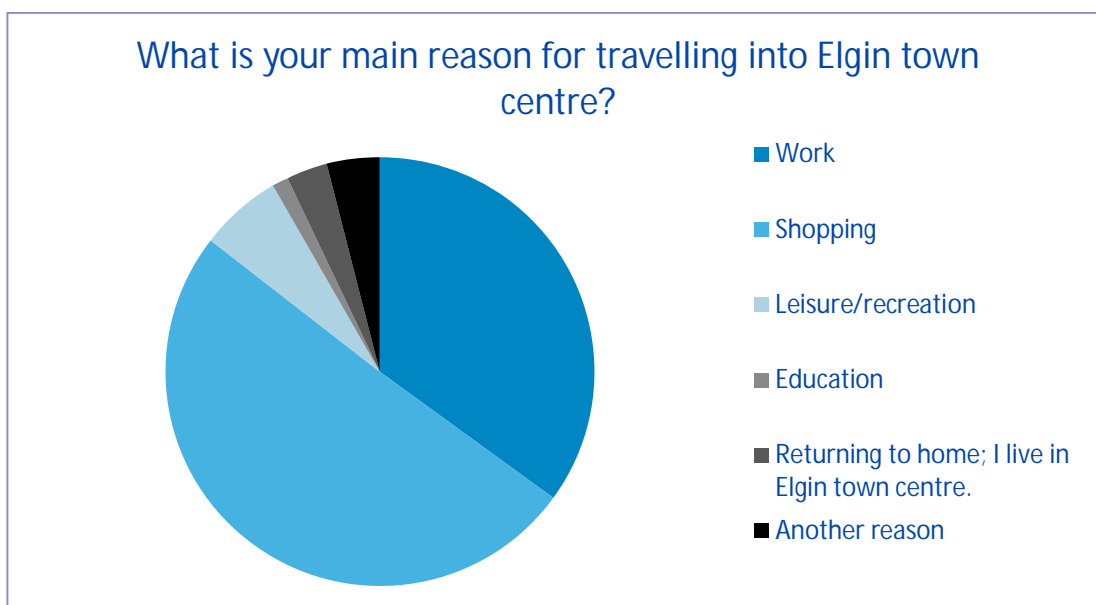
SUMMARY OF ELGIN TOWN CENTRE PARKING QUESTIONNAIRE RESULTS

Q1a. I am answering as:



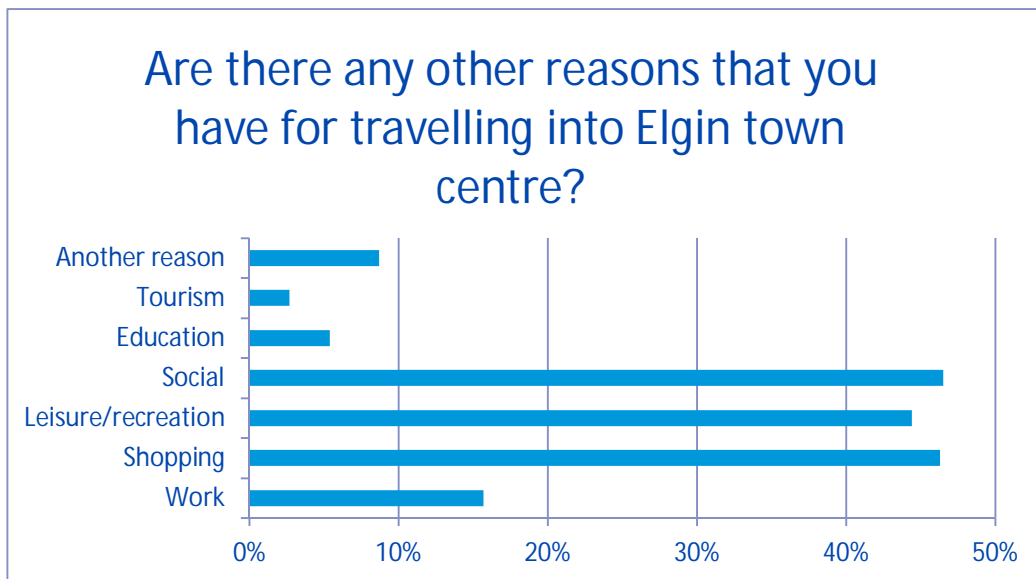
94.8% of the respondents of this survey were answering as individuals, with a further 4% answering on behalf of small businesses.

Q2a. What is your main reason for travelling into Elgin town centre?



Approximately half (50.4%) of respondents were travelling to Elgin town centre for shopping, a further 35% of respondents were travelling to work and smaller percentages were travelling for leisure, education and other purposes.

Q2b. Are there any other reasons that you have for travelling into Elgin town centre?



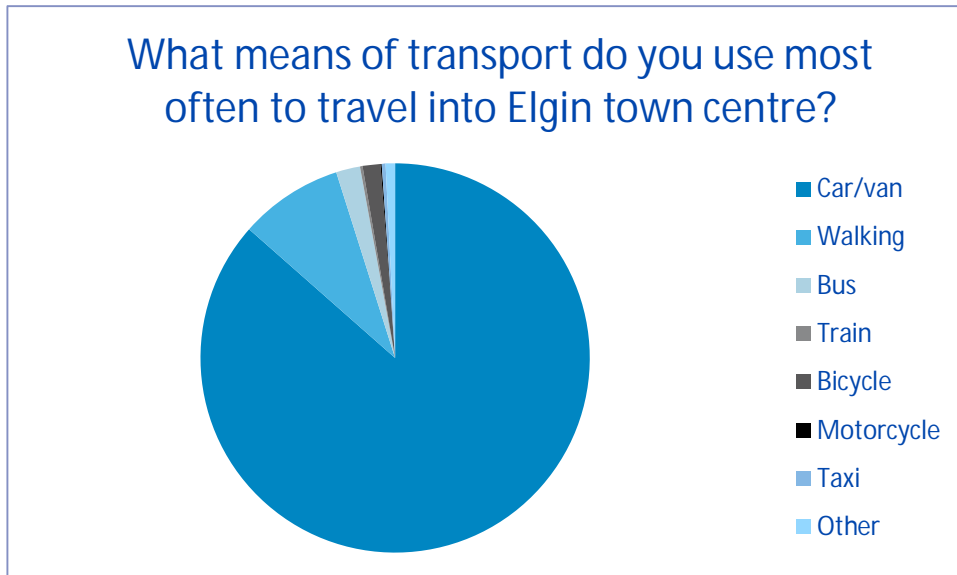
When asked if there were any other reasons they were travelling to Elgin town centre 46.3% of respondents cited shopping as a secondary reason, 46.5% were also visiting for social reasons, and 44.4% for leisure/recreation purposes.

Q3. Why do you choose to travel into Elgin town centre? Please choose up to three options from the list below.



When asked why they chose to travel into Elgin town centre, 69.8% of respondents cited the fact that it was the nearest town centre to their home, 32.8% needed access to places of work, and 21% cited range or choice of shops.

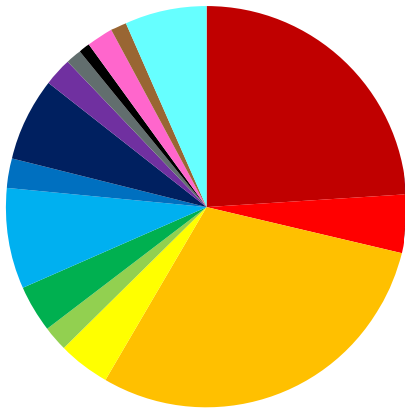
Q4. What means of transport do you use most often to travel into Elgin town centre?



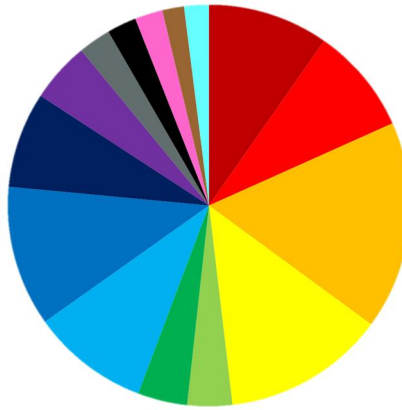
The most common mode of transport used to travel Elgin town centre is car/van (86.5%), and a further 8.6% of respondents walked. Less than 5% of respondents cited any other means of transport.

Q5. The consultation responses for the Elgin Transport Strategy have identified some potential parking-related issues in Elgin. The potential parking-related issues are listed below. Please read through these statements. Choose the top FIVE areas of greatest concern to you. In the spaces below, please rank these five areas of concern by placing the letter at the start of the statement in the appropriate blanks.

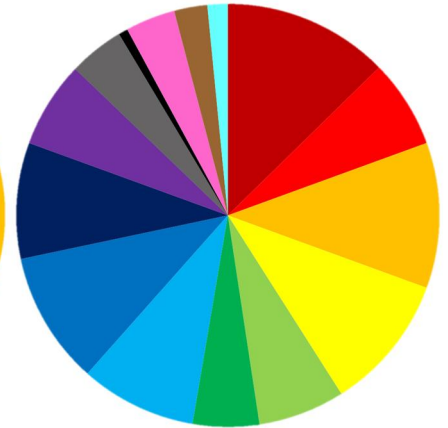
The consultation responses for the Elgin Transport Strategy have identified some potential parking related issues in Elgin. The potential parking related issues are listed below, please rank your top five areas of concern



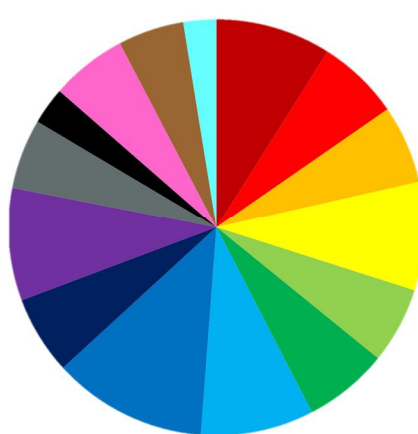
Primary area of concern



Secondary area of concern



Third area of concern



Fourth area of concern

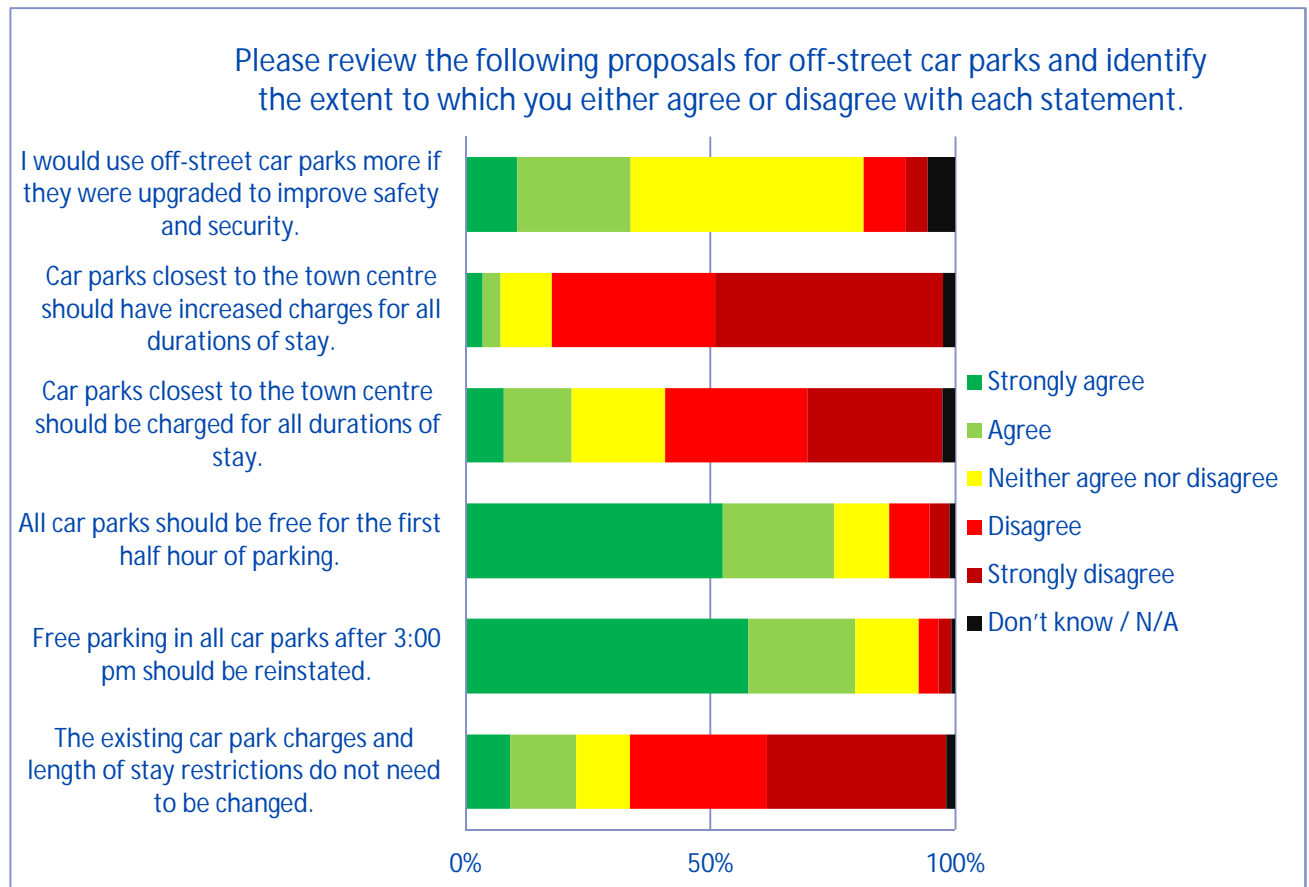


Fifth area of concern

- A - There is a lack of available on-street parking spaces in the town centre
- B - There is a lack of available spaces in town centre off-street car parks
- C - The off-street car park charges are too high for short stay parking (up to 4 hours)
- D - The off-street car park charges are too high for long stay parking (more than 4 hours)
- E - There should be on-street Pay and Display parking charges within a defined zone
- F - There should be a residents' permit scheme and designated on-street permit spaces
- G - There should be greater enforcement of waiting restrictions for on-street parking
- H - People parking all-day on streets is a problem
- I - Parking charges are not consistent with other towns in Moray
- J - Off-street car park spaces are too small
- K - There is not enough real time information about availability of off-street car park spaces
- L - The maintenance and condition of off-street car parks is poor
- M - Accessibility from off-street car parks to the town centre is poor
- N - There is a feeling that safety and security in off-street car parks is poor
- O - I have another parking concern which is not covered in this list.

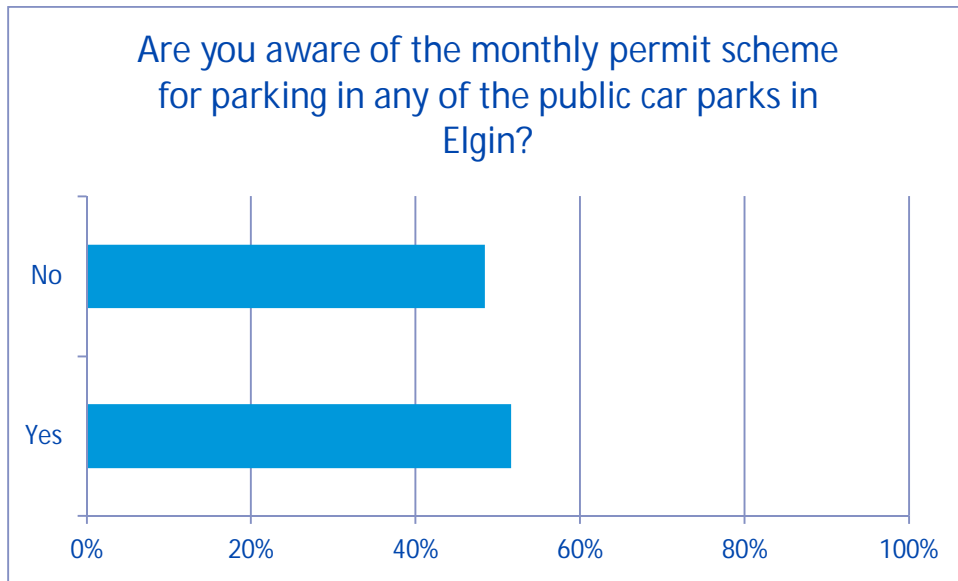
The areas of concern most commonly chosen by respondents were the price of off-street parking and the lack of available on-street parking near the town centre. The least common area of concern was the maintenance and condition of off-street car parks.

Q6. Please review the following proposals for OFF-STREET CAR PARKS and identify the extent to which you either agree or disagree with each statement.



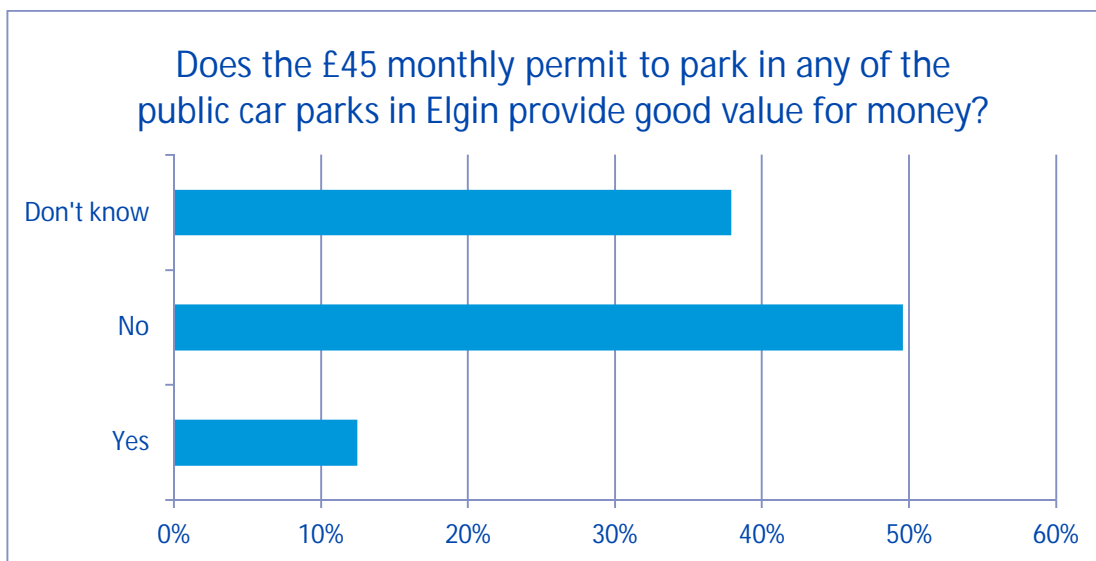
The two most popular proposals for off-street car parks were all regarding increased provision of free parking. A total of 57.9% of respondents strongly agreed with the proposal of reinstating free parking in all car parks after 3pm and 52.5% strongly agreed with the proposal of free parking for the first half hour of a stay in any car park in the town centre. More than three quarters of respondents either disagreed or strongly disagreed with increased parking charges for provision closest to the town centre.

Q7a. Are you aware of the monthly permit scheme for parking in any of the public car parks in Elgin? (The scheme costs £45 per calendar month, if paid by Direct Debit, or £60 if paid by other means.)



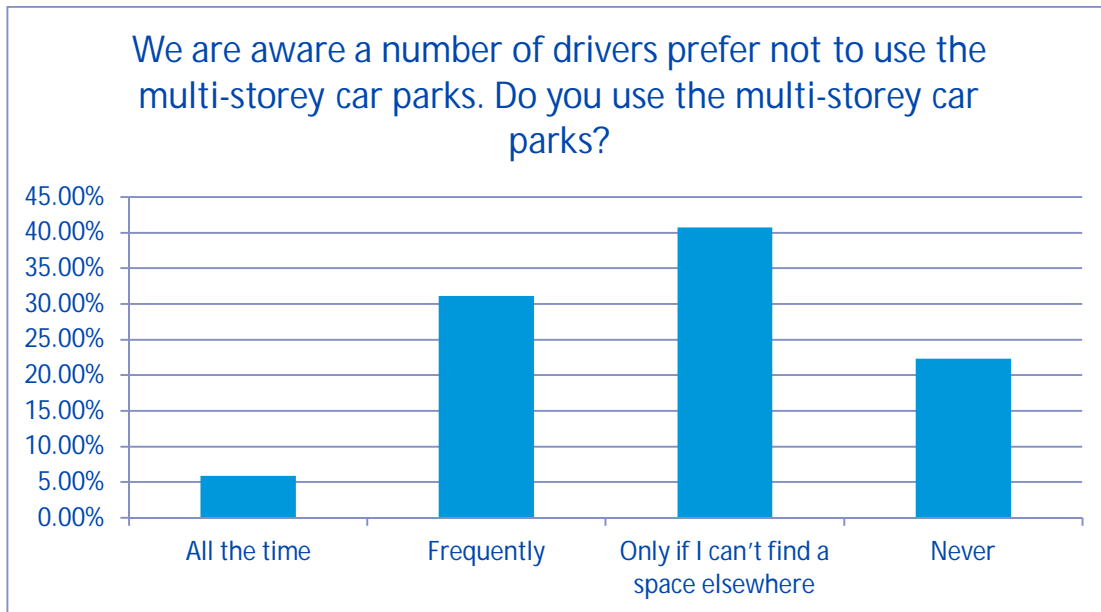
Slightly more respondents were aware of the monthly permit scheme than were not, with 51.6% stating that they were aware of the scheme compared to the 48.4% who were unaware.

Q7b. Does the £45 monthly permit to park in any of the public car parks in Elgin provide good value for money?



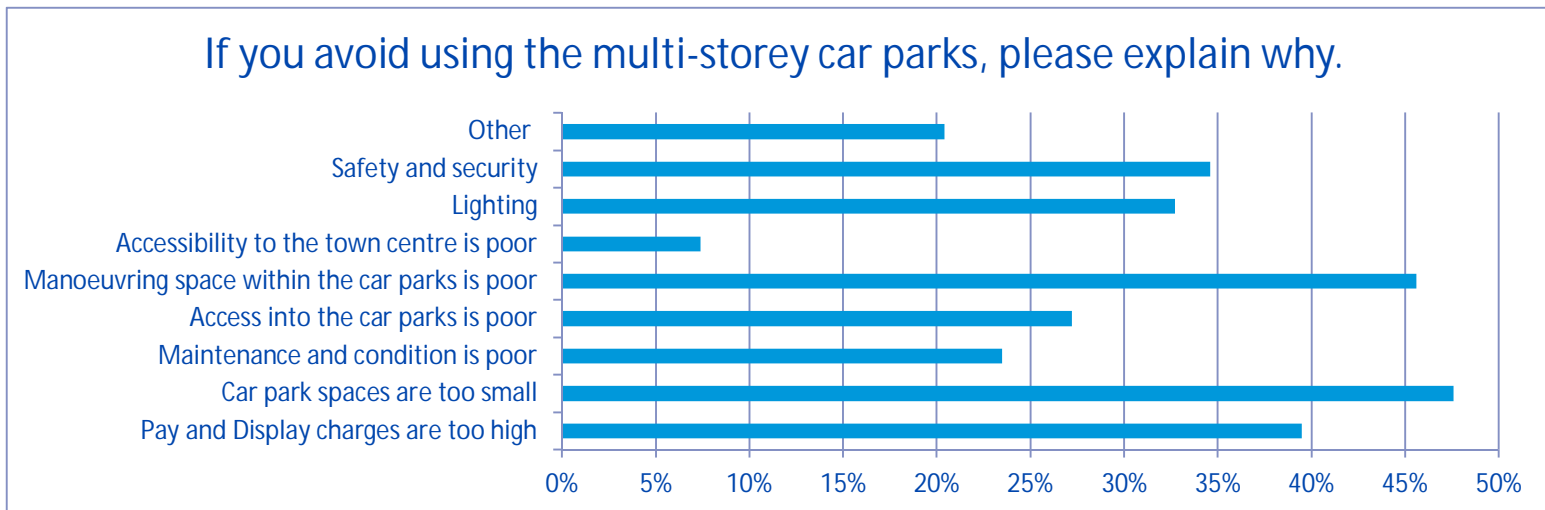
Approximately half (49.6%) of respondents did not believe that the monthly permit scheme provided good value for money, whereas 12.5% did believe the scheme was good value.

Q8a. We are aware a number of drivers prefer not to use the multi-storey car parks. Do you use the multi-storey car parks?



A total of 40.7% of respondents stated that they would only use multi-storey car parks if they were unable to find space elsewhere, this compared to the 31.1% of respondents that parked in multi-storey car parks frequently. Whilst 22.3% of respondents said they never use multi-storey car parks, 5.9% said they used them all the time.

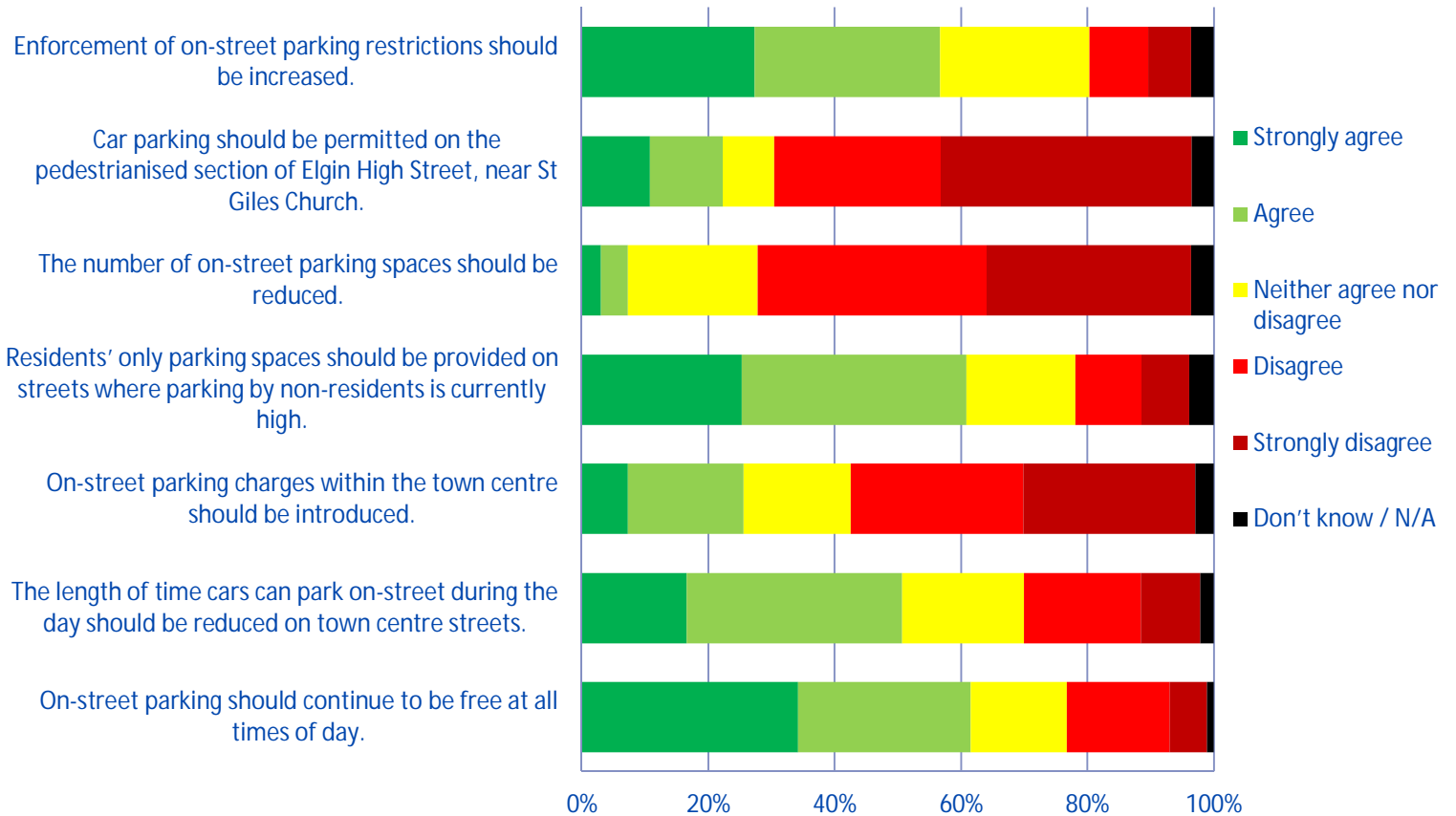
Q8b. If you avoid using the multi-storey car parks, please explain why. (Tick all that apply.)



The most common reason that respondents cited for avoiding multi-storey car parks was that the car park spaces are too small, with 47.6% of respondents giving this reason. Similarly 45.6% of respondents said that manoeuvring space within the multi-storey car park is poor. Other common reasons were the high pay and display charges, safety and security concerns, and lighting.

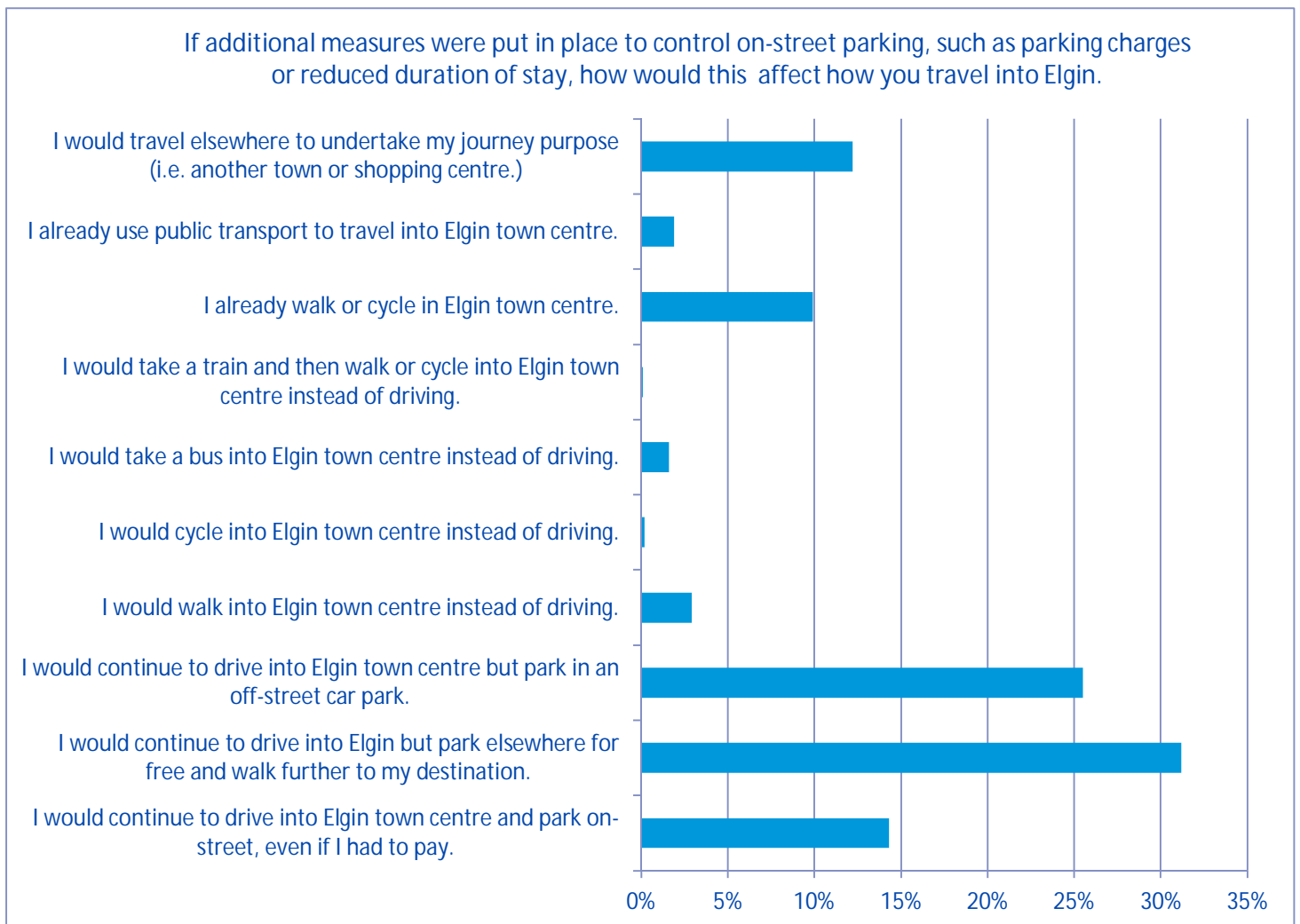
Q10. Please review the following proposals for ON-STREET parking and identify the extent to which you either agree or disagree with each statement.

Please review the following proposals for on-street parking and identify the extent to which you either agree or disagree with each statement.



A total of 61% of respondents either agreed or strongly agreed with the proposal that on-street parking should continue to be free at all times of the day, 56% either agreed or strongly agreed that enforcements of on-street parking restrictions should be increased and 60% either agreed or strongly agreed that residents' only parking spaces should be provided on streets where parking by non-residents is currently high.

Q12. We are looking to increase levels of walking and cycling as well as the use of public transport services as part of the draft Elgin Transport Strategy. If additional measures were put in place to control ON-STREET parking, such as parking charges or reduced duration of stay, how would this affect how you travel into Elgin? (Please choose ONE answer only.)



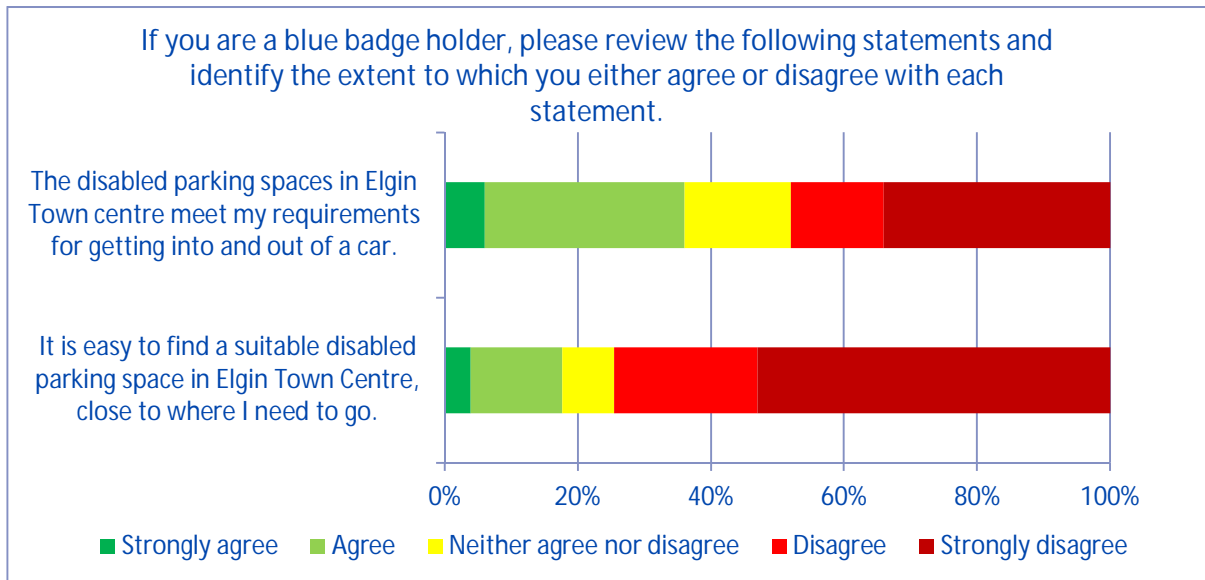
The most common stated impact of on-street parking controls would involve respondents continuing to drive into Elgin town centre, but park further away for free and walk in (31%). A total of 26% claim they would transfer to an off-street car park.

Q13a. DISABLED PARKING provision will be an important element of the Parking Strategy. Are you a Blue Badge holder?



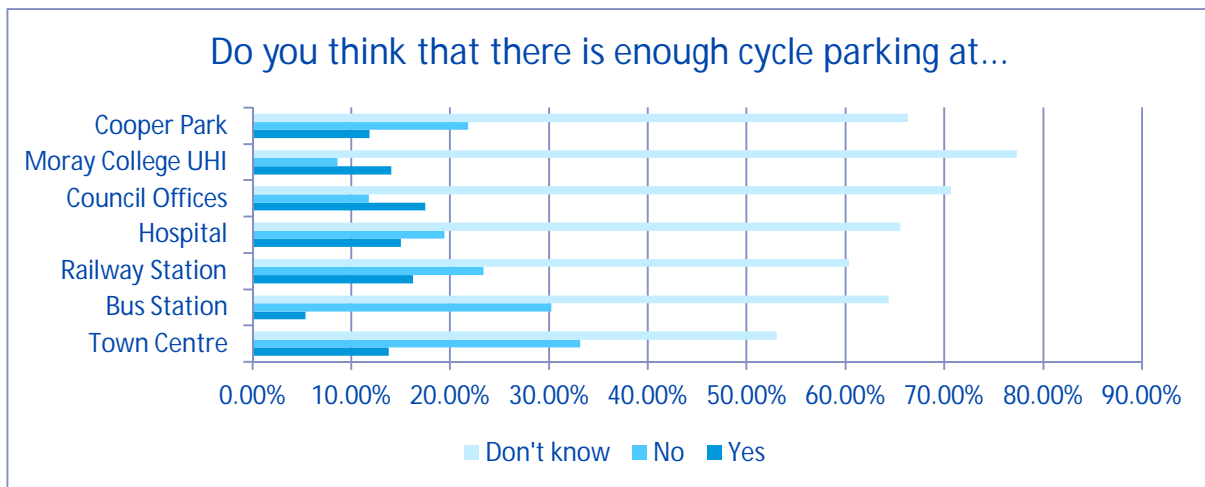
94% of respondents were not blue badge holders, 6% of respondents were blue badge holders.

Q13b. If you answered 'Yes', please review the following statements on DISABLED PARKING and identify the extent to which you either agree or disagree with each statement.



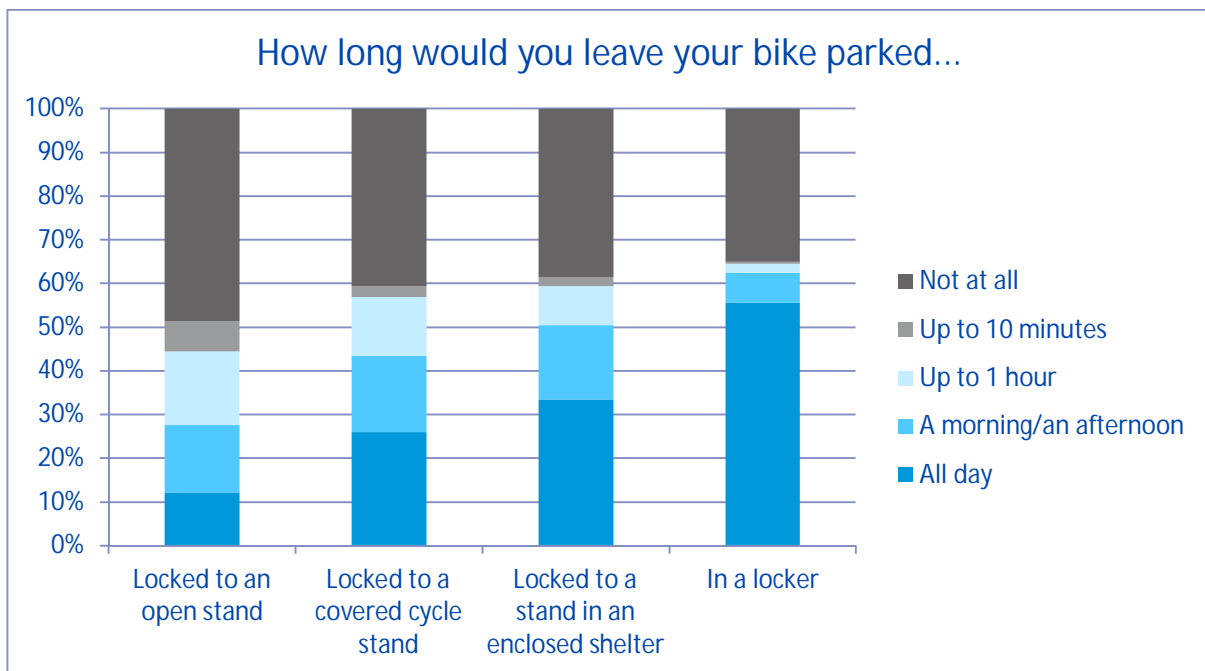
48% of respondents either disagreed or strongly disagreed with the statement that disabled parking in Elgin meets their requirements for getting into and out of their cars. 75% of respondents either disagreed or strongly disagreed with the statement that it was easy to find suitable disabled parking space in Elgin Town Centre, close to required locations.

Q14. Do you think there is enough cycle parking at:



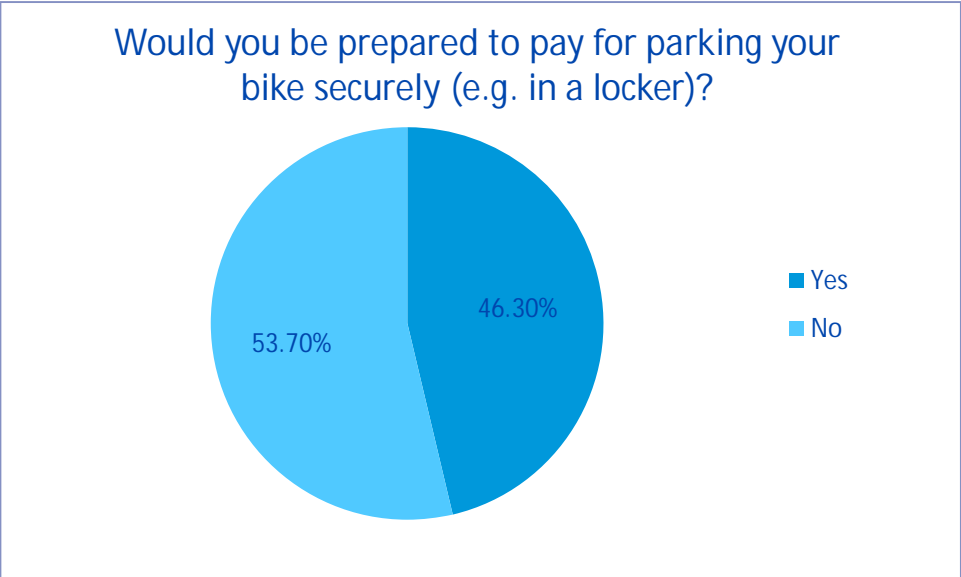
Of the respondents who answered either yes or no, respondents felt there needed to be more cycle parking within the Town Centre, Bus Station, Railway Station, Hospital and Cooper Park, where as respondents felt there is enough cycle parking at Moray College UHI and the Council Offices.

Q15a. How long would you leave your bike parked?



55.6% of respondents said they would leave their bicycle parked in a locker all day compared to 12% who would leave their bicycle locked to an open stand all day.

Q16b. Would you be prepared to pay for parking your bike securely (e.g. in a locker)?



53.7% of respondents said they would not be prepared to pay for secure bike parking, compared to the 46.3% of respondents who said they would.