

## Appendix 9 – Comments received from Public Consultation Exercise

Facility/Location	Comment	Response
Various Car Parks in Bargoed & Blackwood	There are very few disabled bays in these car parks.	The Department for Transport advises that a minimum of 3 disabled bays or 6% of total capacity (whichever is greater) should be provided in car parks with less than 200 bays that are used for shopping, recreation and leisure. A significant number of the car parks in Blackwood and Bargoed comply with this advice, however arrangements will be made for those car parks that do not have the minimum recommended number of disabled bays to be reviewed when future refurbishment works are carried out.
	Owns a large vehicle. Bays should be longer for rear wheelchair access.	The majority of the bays currently provided in the car parks comply with the minimum size recommended by The Department for Transport. Arrangements will be made for those smaller bays to be reviewed when future refurbishment works are carried out.
	Wheelchair user cannot get close enough to machine in a car park in Blackwood to insert money to purchase a ticket due to a 'lip' around the machine.	Most of the machines located in the vicinity of the disabled bays have been installed on the flat (i.e. not on a kerbed plinth) since 1996. All of the ticket machines used are DDA compliant, however the Council is prepared to make allowances for special cases where individuals are unable to use the ticket machines (e.g. offer advanced payment tickets)
	Parking should be free for disabled.	The parking charges are necessary to cover the maintenance and management costs for the public car parks. Our charges are in line with many other authorities in Wales that operate pay and display car parks and have not been reviewed since 2010. There are two free car parks provided in Bargoed (i.e. Hanbury Road and Gateway) and 1 free car park in Blackwood (Red Lion).
	Parking tariffs are very expensive.	See above. Season tickets can also be obtained for all long stay car parks at a reduced rate.

Various Car Parks in Bargoed & Blackwood	Does not agree that the parking tariffs are reasonable because it takes disabled persons longer to shop than others.	It is acknowledged that it can take disabled persons longer to carry out their business/shopping. In view of this, it is recommended that the following concession be made for blue badge holders - an additional 1hr free parking will be offered for all blue badge holders on top of any ticket that they purchase. For clarification, blue badge holders would still be required to purchase a ticket to cover the first hour of their stay.
	Car parks should all be long stay.	Short stay car parks provide parking space for shoppers and visitors, whilst long stay car parks provide parking space for workers at a reduced rate. If all car parks were made long stay this would result in workers taking all of the prime parking spaces and would discourage shoppers from visiting the towns.
	The car parks are very expensive.	Noted. However our charges are in line with many other authorities in Wales that operate pay and display car parks and have not been reviewed since 2010. The parking charges are necessary to cover the maintenance and management costs for the public car parks. There are two free car parks provided in Bargoed (i.e. Hanbury Road and Gateway) and 1 free car park in Blackwood (Red Lion).
Woodbine Road, Blackwood	Does not agree that the parking tariffs are reasonable for all users because it takes me longer to shop than others.	It is acknowledged that it can take disabled persons longer to carry out their business/shopping than able-bodied persons. In view of this, it is recommended that the following concession be made for blue badge holders - an additional 1hr free parking will be offered for all blue badge holders on top of any ticket that they purchase. For clarification, blue badge holders would still be required to purchase a ticket to cover the first hour of their stay.
	More time should be available.	Users can obtain both daily and hourly tickets for this car park.
	Car Park is up a hill and disabled spaces are often full.	Noted. It is acknowledged that the car park is well used due to its central location in the town, however it would not be possible to create additional parking spaces within the car park. There are provisions for blue badge holders elsewhere in the town with better access.

Twyn, Caerphilly	Not enough spaces are provided.	There is no opportunity to create additional parking spaces within the car park. The existing number of disabled spaces exceeds the minimum number (3 bays or 6% of total capacity whichever is greater) recommended by The Department for Transport.
	Car park is often full and other drivers use the disabled parking areas.	It is acknowledged that the car park is well used due to its central location in the town. The facility receives regular enforcement by the Council's car park attendants who issue excess charge notices to any vehicles parked in a disabled bay without displaying a blue badge.
	Car park is often busy with no available spaces.	It is acknowledged that the car park is well used, however it would not be possible to create additional parking spaces within the car park.
	Disabled parking is being used.	Noted. See comment above re enforcement.
	Disabled bays should be relocated to the wall of the car park where it is less steep.	There is insufficient room to accommodate the existing 8no. disabled bays adjacent to the wall next to the community centre building. However, the current location is considered appropriate.
	This is a very busy car park and is too small for Caerphilly town.	It is acknowledged that the car park is well used due to its central location in the town, Other car parking facilities (both on and off-street) exist within the town centre, however it is recognised that many of these are not as conveniently situated as Twyn car park.
	Other drivers constantly use the disabled parking spaces.	This facility receives regular enforcement by the Council's car park attendants who will issue excess charge notices to any users who park in a disabled bay without displaying a blue badge.

Twyn, Caerphilly	Parking should be free for blue badge holders.	Blue badge holders are entitled to park for free on-street (for up to 3 hours on double yellow lines and for an unlimited period of time in limited waiting and residents' parking bays), however it is acknowledged that it can take disabled persons longer to carry out their business/shopping than able bodied persons. In view of this, it is recommended that the following concession be made for blue badge holders - an additional 1hr free parking will be offered for all blue badge holders on top of any ticket that they purchase. For clarification, blue badge holders would still be required to purchase a ticket to cover the first hour of their stay.
	The parking fees are too expensive for low income users.	Noted. However our charges are in line with many other authorities in Wales that operate pay and display car parks and have not been reviewed since 2010. The parking charges are necessary to cover the maintenance and management costs for the public car parks. The annual expenditure for Twyn car park is high in comparison to other car parks due to its central location. There are two free car parks provided in Caerphilly i.e. White Street and Laurence Street.
	The time taken to get a disabled person ready e.g. get wheelchair out etc. uses time already paid for. All shopping etc. takes longer and to return to car and dismantle wheelchair etc takes time, and time is money which in this case is expensive.	Noted. It is recommended that the following concession be made for blue badge holders - an additional 1hr free parking will be offered for all blue badge holders on top of any ticket that they purchase. For clarification, blue badge holders would still be required to purchase a ticket to cover the first hour of their stay.

Twyn, Caerphilly	More parking is needed in Caerphilly town centre.	Currently there is no opportunity to provide any additional off-street parking in Caerphilly town centre. However, recent changes to the on-street parking restrictions in the town has increased the overall parking provision for shoppers (previously shoppers were unable to park in a number of locations in the morning as loading only restrictions applied – these have now been changed to all day limited waiting, which blue badge holders can park in for an unlimited period of time).
	The time taken to get a disabled person ready e.g. get wheelchair out etc. uses time already paid for. All shopping etc. takes longer and to return to car and dismantle wheelchair etc takes time, and time is money which in this case is expensive.	It is acknowledged that it can take disabled persons longer to carry out their business/shopping than able-bodied persons. In view of this, it is recommended that the following concession be made for blue badge holders - an additional 1hr free parking will be offered for all blue badge holders on top of any ticket that they purchase. For clarification, blue badge holders would still be required to purchase a ticket to cover the first hour of their stay.
Newbridge - Meredith Terrace,	The car park is subject to ongoing regeneration works.	Noted. The car park is to be refurbished as part of the phase 2 regeneration works.

### **Additional Comments Received**

If we all parked on yellow lines there would be havoc. We want to be able to park with everyone else – blue badge holder.	Blue badge holders can only park on single or double yellow lines where it would not cause an obstruction or danger to others.
Wheelchair users should be involved in planning parking meters so that council can ensure all members of the public can utilise them, which is not the case in all car parks because of a high 'lip' of concrete surrounding machines that prevents wheelchair users from inserting their money – blue badge holder.	All of the machines located in the vicinity of the disabled bays in the car parks have been installed on the flat (i.e. not on a kerbed plinth) since 1996. All of the ticket machines used are DDA compliant. Representatives of Caerphilly Access Group were consulted/involved when the ticket machines were installed.
No evidence of wardens operating to make sure disabled parking bays are solely for disabled people – blue badge holder.	Regular enforcement is carried out in all pay and display car parks by the Council's car park attendants; excess charge notices are issued to anyone who parks in a disabled bay without displaying a blue badge.

<p>If charges apply then an allowance needs to be made for disabled users.</p>	<p>Noted. It is recommended that the following concession be made for blue badge holders - an additional 1hr free parking will be offered for all blue badge holders on top of any ticket that they purchase. For clarification, blue badge holders would still be required to purchase a ticket to cover the first hour of their stay.</p>
<p><b>Response from The Disability Can Do Organisation</b></p>	
<p>We strongly believe that by allowing disabled people extra time in town centre car parks they will be much more willing to use the public car parks than park on the main high streets causing congestion.</p>	<p>Noted. However it is recognised that there is often a desire for people to park as close to their destination as possible and therefore it is considered that many people would continue to park on street.</p>
<p>It would be safer for disabled people to depart their vehicles in designated spaces with enough room to assemble mobility aids.</p>	<p>Noted.</p>
<p>We would welcome any adjustments that could be made to the current pricing structure and would fully support and publicise any improvements.</p>	<p>Noted. It is recommended that the following concession be made for blue badge holders - an additional 1hr free parking will be offered for all blue badge holders on top of any ticket that they purchase. For clarification, blue badge holders would still be required to purchase a ticket to cover the first hour of their stay.</p>
<p><b>Response from Penyrheol, Trecenydd, Energlyn Community Council</b></p>	
<p>There should not be two different pricing levels for the north and middle sections of Crescent Road car park as many people have been caught out in the past simply because they have not realised that there are two different prices.</p>	<p>The middle section of the car park is designated as short stay, which is provided for visitors of the castle as well as shoppers. The long stay section of the car park is provided for workers in the town.</p>
<p>Generally there is an insufficient number of parking bays.</p>	<p>Noted. Generally there is little/no opportunity to provide additional spaces in the car parks, however it is intended to review the number of disabled spaces provided when future refurbishment works are carried out.</p>
<p>Parking should be free for blue badge holders.</p>	<p>The charges are in line with many other authorities in Wales that operate pay and display car parks and have not been reviewed since 2010. The parking charges are necessary to cover the maintenance and management costs for the public car parks.</p>

Disabled parking bays should be wider and longer as wheelchair users require more room to manoeuvre their chairs out of the vehicles either through their side or back door.	The majority of the bays currently provided in the car parks comply with the minimum size recommended by The Department for Transport. Arrangements will be made for those smaller bays to be reviewed when future refurbishment works are carried out.
<b>Response from Caerphilly C B Access Group at meeting on 18-10-12</b>	
Members generally encounter difficulty (less than 50% of the time) in finding an available parking space in the car parks.	Noted.
Members generally do not experience difficulties in the car parks.	Noted.
Members consider that the existing parking bays are generally of sufficient size to accommodate their vehicles and mobility needs.	Noted. The majority of the bays currently provided in the car parks comply with the minimum size recommended by The Department for Transport. Arrangements will be made for those smaller bays to be reviewed when future refurbishment works are carried out.
Members consider that their needs are generally met when using the public car parks.	Noted.
Members consider that it would be beneficial to allow an additional hour to all tariffs free of charge or blue badge holders with impaired mobility.	It is recommended that such a concession be introduced.
Members consider that the current parking tariffs are reasonable for all users.	Noted.
Members consider that the existing balance between short stay and long stay car parks is reasonable.	Noted.
<b>Response from Disabled Motoring UK</b>	
It is unfair to charge disabled people the same as non-disabled people as they tend to take longer to do their shopping and get around.	Recognised - it is recommended that the following concession be made for blue badge holders - an additional 1hr free parking will be offered for all blue badge holders on top of any ticket that they purchase. For clarification, blue badge holders would still be required to purchase a ticket to cover the first hour of their stay.
There have been a number of successful legal challenges including a case against Norwich City Council where the council had to change their parking policy to allow disabled people to have double the amount of time for the same price.	Noted.

<p>For many disabled people using a car is their only option. This is because they just do not have the same opportunities to use public transport as non-disabled people as they often need door-to-door transport.</p>	<p>Noted. However if a person receives the mobility component of the Disability Living Allowance then they qualify for concessionary bus travel. The majority of service buses operating in the county borough are low floor accessible.</p>
<p>Parking charges in car parks encourages blue badge holders to park on-street on single and double yellow lines, which can cause congestion. It is also safer for a disabled person to assemble a wheelchair or an assistance dog in a car park rather than on a busy road.</p>	<p>Blue badge holders should only park on single or double yellow lines where it would not cause an obstruction or danger to themselves or other road users.</p>
<p>Disabled Motoring UK believes that <b>3 hours free parking</b> should be provided in <u>pay and display</u> car parks as it does on-street.</p>	<p>It is considered that an additional 1hr free parking would be an appropriate allowance for blue badge holders.</p>
<p>Introducing fees can create problems for disabled people with upper limb disabilities, possibly preventing them from being able to pay. Just because a payment machine is at a height suitable for wheelchair users does not mean a double arm amputee or someone with severe arthritis can use it. If someone cannot use a council car park because the machinery is not accessible then another way for them to use the car park must be introduced.</p>	<p>All of the ticket machines used are DDA compliant, however the Council is prepared to make allowances for special cases where individuals are unable to use the ticket machines (e.g. offer advanced payment tickets)</p>
<p>Some car parks only permit blue badge holders free parking if they park in an accessible bay. Disabled Motoring UK believes disabled people should be able to park free of charge even if they park in a standard bay due to the lack of space. Operators should monitor whether this is happening on a regular basis and if so, increase the number of accessible bays.</p>	<p>Disagree. It is recommended that blue badge holders will only qualify for the proposed parking concession if they are parked in a designated disabled parking bay. However it is intended that the numbers of disabled bays provided will be increased in order to comply with the minimum number recommended by DFT in all pay and display car parks.</p>
<p>Some council run car parks only offer concessions to people with vehicles that are vehicle excise duty (VED) exempt. Disabled Motoring UK feels this is confusing and unfair as it discriminates against people who do not receive Higher Rate Mobility Component of the Disability Living Allowance (HRMC-DLA).</p>	<p>Noted. However this does not apply within Caerphilly County Borough.</p>
<p>It must be made clear at the entrance to the car park (prior to entry) whether disabled people are charged for parking and what conditions are imposed (e.g. on parking in marked bays).</p>	<p>Disagree. Blue badge holders should assume that they have to pay in public car parks unless signs state otherwise.</p>
<p>All local authorities should ensure that only blue badge holders park in disabled persons' parking bays and penalise motorists who do not abide to this rule.</p>	<p>This practice is currently adopted by Caerphilly County Borough Council.</p>

<p>Pay and display ticket machines require money to be fed into a small slot as well as vehicle registration numbers to be entered on screen. These procedures can be very difficult for people with limited dexterity or strength.</p>	<p>All of the ticket machines used are DDA compliant, however the Council is prepared to make allowances for special cases where individuals are unable to use the ticket machines (e.g. offer advanced payment tickets)</p>												
<p>The positioning of parking meters also causes problems for wheelchair users if they are situated in a place which is difficult to reach.</p>	<p>All of the machines located in the vicinity of the disabled bays in the car parks have been installed on the flat (i.e. not on a kerbed plinth) since 1996. All of the ticket machines used are DDA compliant. Representatives of Caerphilly Access Group were consulted/involved when the ticket machines were installed.</p>												
<p>The number of accessible parking bays provided in off-street car parks should be based on the size of the car park and take into account the external and local factors which affect the demand for accessible bays.</p>	<p>Disagree. It is considered that the number of disabled bays provided should comply with the minimum number recommended by The Department for Transport.</p>												
<p>Off-street disabled parking provision must therefore be calculated on an individual car park basis, taking into consideration external factors likely to affect demand.</p>	<p>Disagree. See comments above.</p>												
<p>Guidance on the required number and percentage of disabled parking bays should be based on the size of the car park, rather than a blanket '6%' of the total number of bays as previously recommended by the Department for Transport.</p>	<p>Disagree. See comments above.</p>												
<p>Disabled Motoring UK recommends the following provision of accessible spaces which reflects five ranges of car park size:</p> <table border="0" data-bbox="120 954 1115 1168"> <thead> <tr> <th data-bbox="120 954 705 992"><b>No. of Spaces</b></th> <th data-bbox="705 954 1115 992"><b>Designated Bay Provision</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="120 999 705 1031">1-50</td> <td data-bbox="705 999 1115 1031">2 + 3% of total car park</td> </tr> <tr> <td data-bbox="120 1037 705 1069">51-200</td> <td data-bbox="705 1037 1115 1069">3 + 3% of total car park</td> </tr> <tr> <td data-bbox="120 1075 705 1107">201-500</td> <td data-bbox="705 1075 1115 1107">4 + 3% of total car park</td> </tr> <tr> <td data-bbox="120 1114 705 1145">501-1000</td> <td data-bbox="705 1114 1115 1145">5 + 3% of total car park</td> </tr> <tr> <td data-bbox="120 1152 705 1168">1000+</td> <td data-bbox="705 1152 1115 1168">6 + 3% of total car park</td> </tr> </tbody> </table>	<b>No. of Spaces</b>	<b>Designated Bay Provision</b>	1-50	2 + 3% of total car park	51-200	3 + 3% of total car park	201-500	4 + 3% of total car park	501-1000	5 + 3% of total car park	1000+	6 + 3% of total car park	<p>It is considered that the number of disabled bays provided should be in accordance with the Department for Transport's advice i.e. (3 bays or 6% of total capacity whichever is greater)</p>
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