

OBAN PARKING UPDATE

1.0 EXECUTIVE SUMMARY

- 1.1 At the Oban, Lorn and the Isles Area Committee in December 2017, Members agreed to progress traffic management proposals for on street and off street parking in Oban.
- 1.2 This report provides an update following implementation of the TROs and further measures currently being explored to improve parking in Oban.
- 1.3 Further restrictions will be required to safeguard access on Lochavullin Road and a no waiting TRO is being developed.
- 1.4 A new pay by phone/web option service has been introduced in response to customer feedback.
- 1.5 It is recommended that Members consider this report.

OBAN PARKING UPDATE

2.0 INTRODUCTION

- 2.1 This report provides an update following the introduction of on street and off street TROs and further measures being explored to improve parking in Oban.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that Members consider this report.

4.0 DETAIL

- 4.1 Due to the introduction of charges to previously uncontrolled car parks (Lochavullin and Longsdale) there is now greater turnover of vehicles making it easier for customers to find a space. Complaints have been received regarding displacement onto residential streets, the parking team have made a number of visits and will continue to monitor the situation.
- 4.2 There are a small number of locations where further restrictions may be required, for example, the industrial/commercial accesses on Lochavullin Road needs to be protected from inconsiderate parking. A list of streets is being compiled and a no waiting TRO will be progressed to cover these areas.
- 4.3 A common complaint of parking in Oban is the coin only payment option for pay & display parking. To address this issue the Council has introduced a pay by phone/web option across the whole of the Argyll and Bute Council area. The only places where this option will not be made available in Oban is within Longsdale and Lochavullin car parks due to the 2 hour free provision. The exclusion of these car parks from the pay by phone/web option is due to software issues directly linked to the provision of free periods. The supplier has advised that it is unlikely this issue will be resolved.
- 4.4 In addition to the pay by phone/web option Parking Services are also due to start a trial of cashless and Chip & PIN machines within the next

4 weeks. If the trial is a success, this option will be rolled out across the pay & display car parks where there is an adequate data signal.

- 4.5 Another concern raised was about the inability to purchase time before 9.00. Following investigation by the Parking team, it was found to be a software issue affecting a small number of meters. A software patch has now been applied to resolve this issue.
- 4.6 Notwithstanding the above, Officers recognise that it may be impractical to carry sufficient coins in order to pay for multiple days parking. In order to address this issue, the Council are considering implementing a weekly ticket and a monthly permit which would be available to purchase online. This would allow those wishing to stay for longer periods the ease to do so.
- 4.6 Officers are considering further improvements to parking in Oban. This includes the potential to introduce individual bay sensors. This technology relies on good data signal, which Oban now has, and provides live information on the availability of bays within off-street car parks. The data would be offered free to the many available parking apps. The introduction of technology will be dependent on cost and suitable budgets being identified.
- 4.7 The Council offers off-street parking permits, details are available at <https://www.argyll-bute.gov.uk/parking-permits>. The cost of parking permits is set by the Council each year and are published in the Council Fees and Charges https://www.argyll-bute.gov.uk/sites/default/files/fees_and_charges_schedule_2018-19_v8.pdf. Permits are currently available at the following prices:
- 3 month £135
 - 6 month £250
 - 9 month £360
 - 12 month £475

It should be noted that the cost of an annual permit equates to £1.30 per day. The permits are not restricted to a single car park or area, they may be used in any Council car park within Argyll and Bute.

- 4.8 Officers are currently exploring the possibility of making parking payments available by direct debit and also introducing weekly and monthly tickets. Both of these initiatives are likely to be considered by a meeting of the Policy and Resources Committee early in the New Year.
- 4.9 Parking Services will be meeting with the Web and Communications teams to agree a communication strategy for Oban and to improve the parking pages on the website.

5.0 CONCLUSION

- 5.1 This report provides an update following the introduction of on street and

off street TROs and further measures being explored to improve parking in Oban.

6.0 IMPLICATIONS

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| 6.1 | Policy | None |
| 6.2 | Financial | Improvements to service delivery will be met through the parking revenue maintenance budget. |
| 6.3 | Legal | As per Traffic Regulation Order requirements |
| 6.4 | HR | None |
| 6.5 | Equalities / Fairer Scotland Duty | None |
| 6.6 | Risk | None |
| 6.7 | Customer Service | None |

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November 2018

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