

# **FEETHAMS MULTI-STOREY CAR PARK**

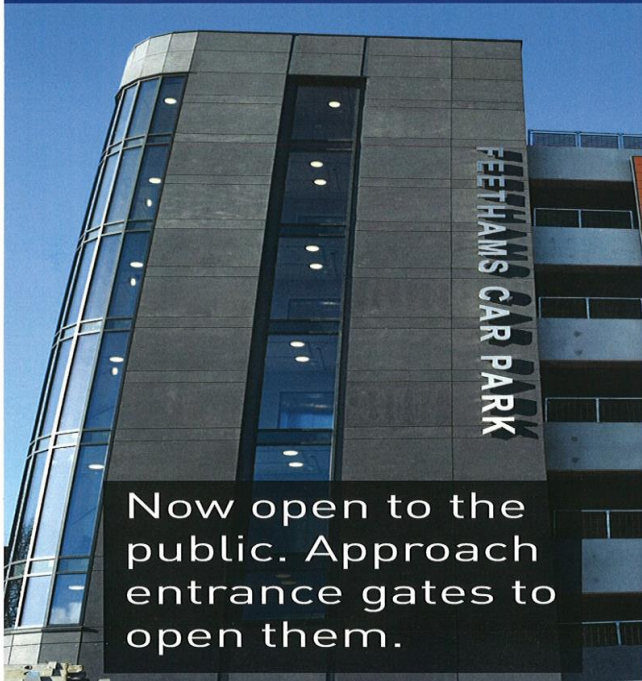
**Place Scrutiny Committee**

**5 April 2018**

# Feethams MSCP

- Why did we build it?
- What does it comprise of / how does it work?
- How is it performing?
- Ongoing Issues

# Feethams Car Park



Now open to the public. Approach entrance gates to open them.



Secure gated car park in the heart of the Town Centre.  
Open 24hrs access from Beaumont Street.



# Why Did We Build It

- In December 2013 Cabinet approved the recommendation to construct a 650 space MSCP to be accessed from Beaumont Street.
- The decision to construct the MSCP was based on evidence on the demand for parking in the Feethams area, and projected increases in parking demand associated with the new Cinema and Leisure development.

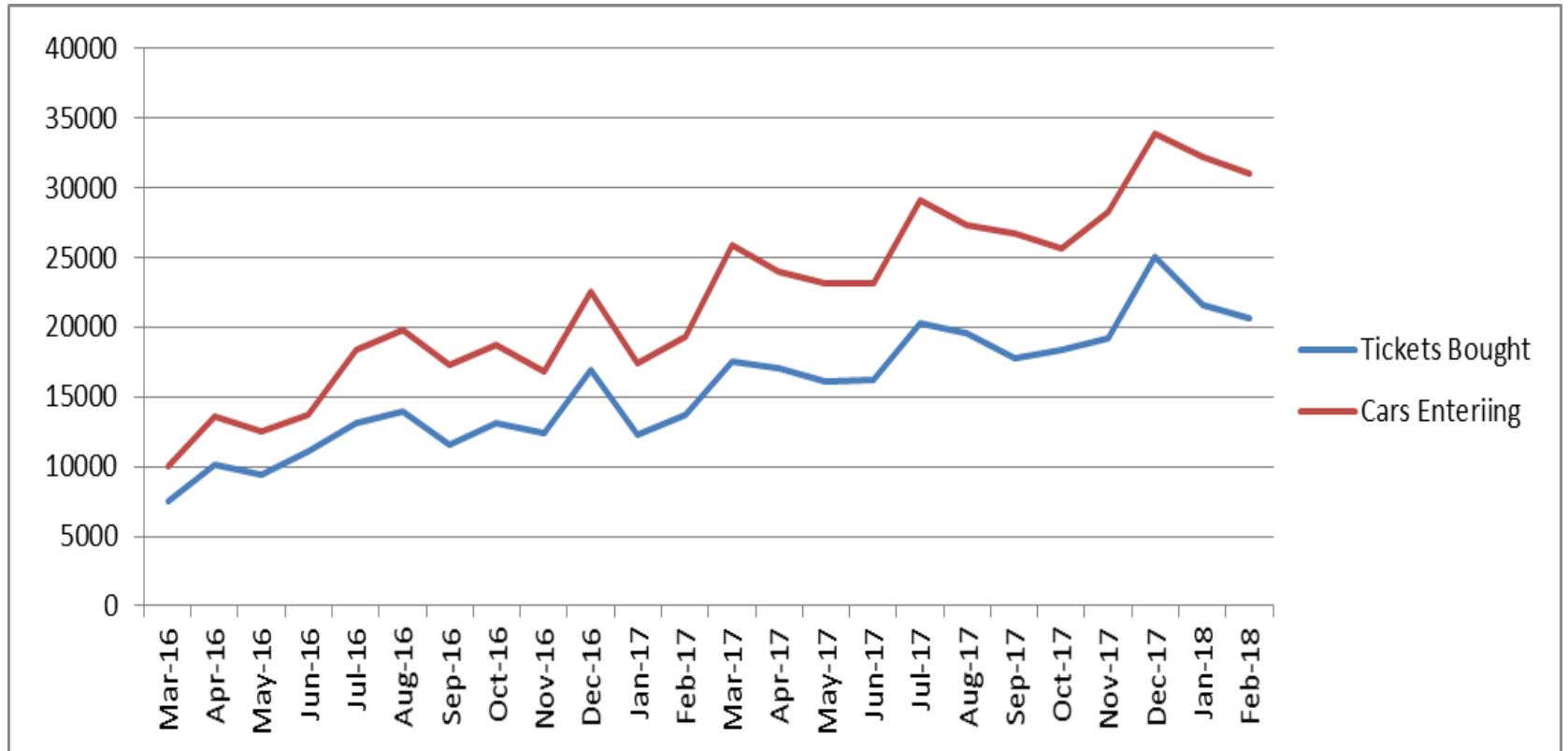
# MSCP Main Features

- A modern secure car park
- A gated car park
- Controlled pedestrian access only with a ticket
- CCTV
- Pay on foot
- Card and cash payments
- Open 24 / 7
- Intelligent back office system

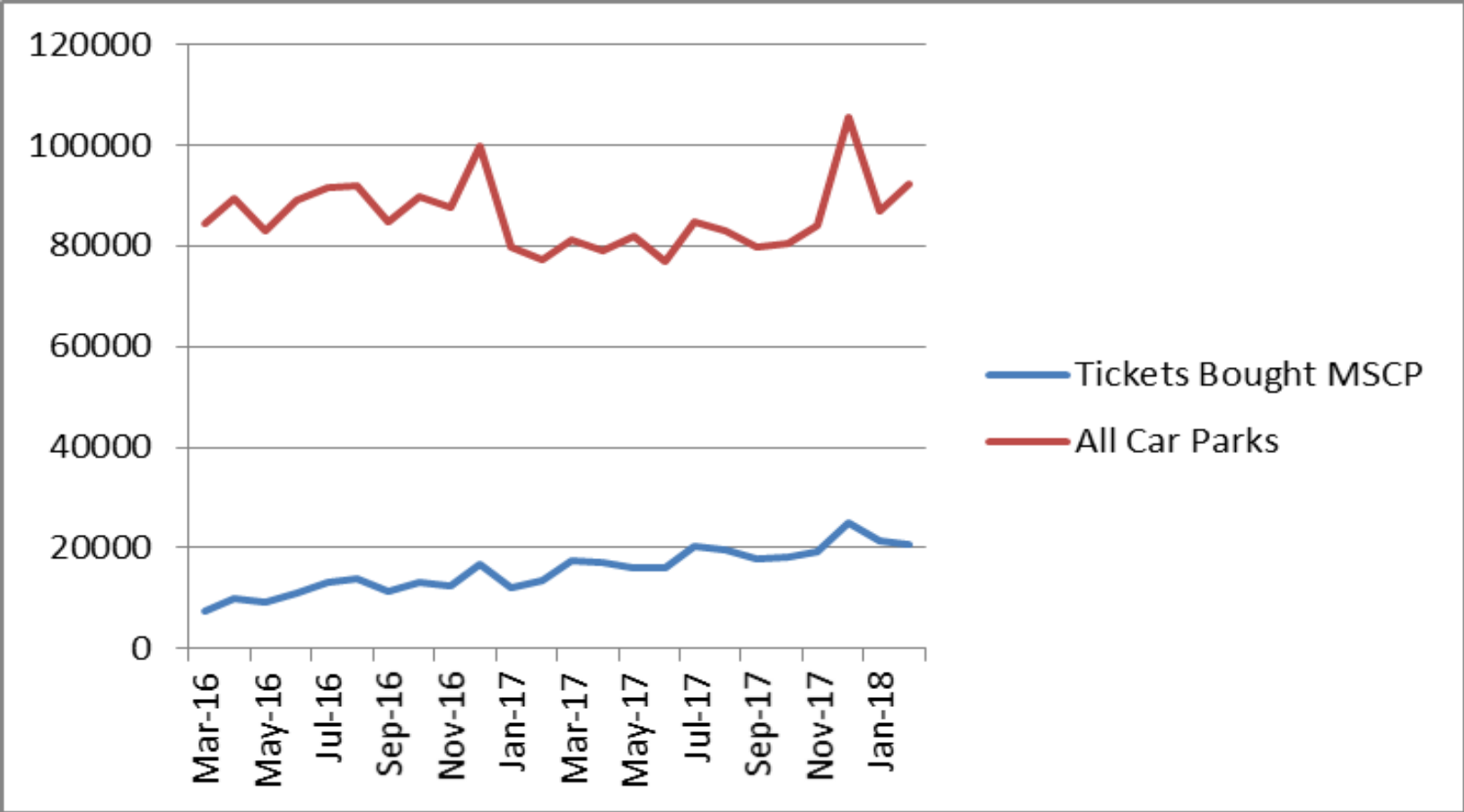


The Safer Parking Scheme - a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. A Park Mark is awarded to each car park that achieves the challenging standards. The distinctive Park Mark signage helps drivers find car parks where they can confidently leave their vehicle, knowing the environment is safer.

# MSCP Performance



# MSCP Contribution To Overall Parking





# MSCP Income

- Apr 2017     £39,075
- May 2017    £35,072
- Jun 2017    £35,141
- Jul 2017     £44,063
- Aug 2017    £43,409
- Sep 2017    £36,668
- Oct 2017    £40,381
- Nov 2017    £40,582
- Dec 2017    £48,506
- Jan 2018    £46,718
- Feb 2018    £46,676

# Maintenance Costs

- £1.4 million anticipated for planned maintenance over a 40 year period

£100K per annum initially provided for running costs - reduced to £87K this year in light of experience.

# Some Issues

- Shopmobility – the unit built within the MSCP to home Shopmobility is still vacant
- Litter – an ongoing issue (as with most MSCPs). Maintaining a high standard of cleanliness at all times is challenging
- Alarms – too many false alarms. A control panel is being installed in the CCTV suite to aid prompt cessation of false alarms

# Issues Continued

- Alarms – public not reacting to alarms.

Response:

Installation of a automated PAVA (Public Address Voice Alarm) link to the fire alarm, to give people an instruction to leave the building and not to return to their vehicles.

Installation of a repeater panel for the fire alarm to be installed in the CCTV control room. This will enable a prompt off site reset of the alarm by our control room and avoid unnecessary delay in returning to vehicles. Will also reduce complaints from local residents and businesses regarding lengthy alarm periods.

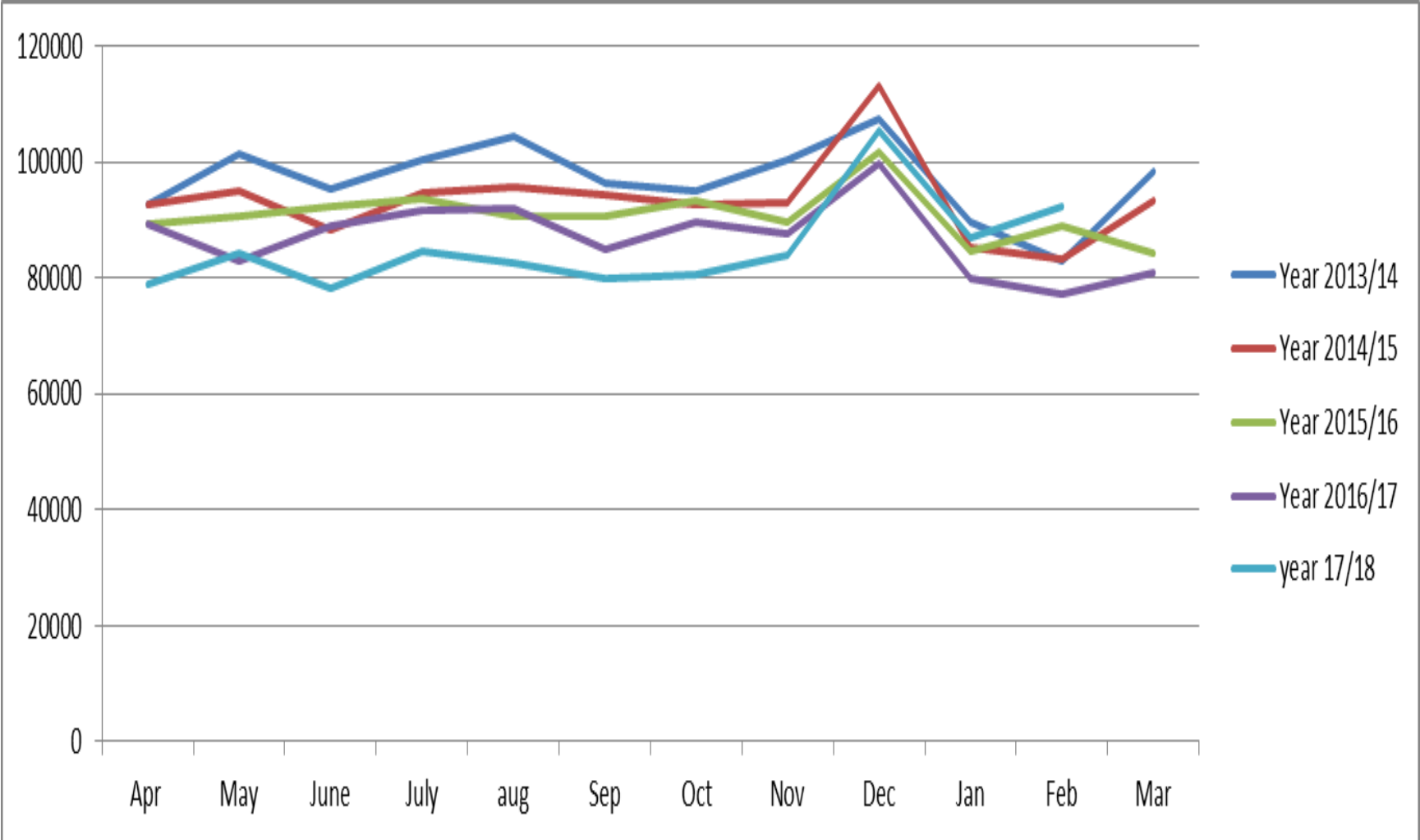
Reconfiguration of the vehicle barriers to ensure the entrance is closed and the exits are open under alarm conditions.

- ASB and vandalism – intermittent but can be costly and deters customers. Temporary security has been used intermittently
- Usage – a slow start but still gaining popularity

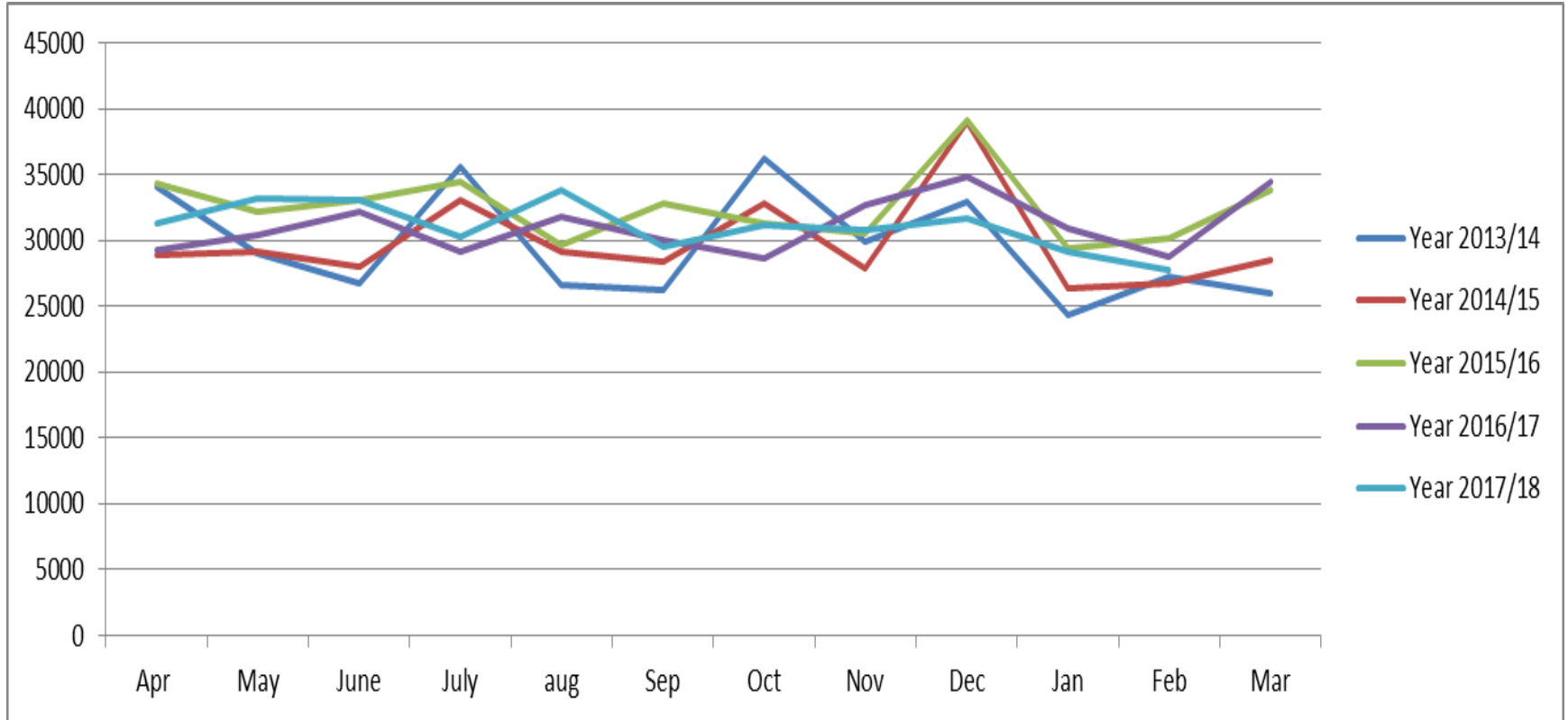
# Three For Two Offer

- How did it go?
- Very difficult to measure income or patronage difference
- Different offers different years, but...

# All Car Parks



# On-Street Parking



# Blue Badge Charges

- How is it going?
- Complaints
- Penalties
- Income