



# **WHICH WAY FORWARD FOR PARKING IN CAMBUSLANG?**

## **DEVELOPING A CAMBUSLANG PARKING STRATEGY**

**Report by Cambuslang Community Council**

**April 2020**



**CAMBUSLANG**  
Community Council

## **Acknowledgements**

This report has been prepared by Cambuslang Community Council. It draws on two online surveys on parking in Cambuslang conducted specifically for this purpose in January/February 2020. The submission also uses research undertaken by Cambuslang Community Council on the need for new Park & Ride capacity as well as other evidence gathered by AECOM as part of Park & Ride studies (to which CCC has contributed). Cambuslang Community Council are very grateful to all the residents and businesses in Cambuslang who contributed evidence through the surveys for this report.

Cambuslang Community Council welcome comments on this report. Please contact [CambuslangComCo@aol.com](mailto:CambuslangComCo@aol.com) or phone 07973 744807.

Cambuslang Community Council, April 2020

## WHICH WAY FORWARD FOR PARKING IN CAMBUSLANG? DEVELOPING A NEW PARKING STRATEGY

### EXECUTIVE SUMMARY

In February 2020, Cambuslang Community Council conducted a survey to assess local business and community experience with an Experimental Traffic Order providing a longer parking time on Cambuslang Main Street and to gauge wider views on parking provision in the town.

There are two main conclusions from the survey research:

- (a) on the issue of parking time, **the Experimental Traffic Order has been successful for both businesses and the wider community**; respondents want the 2-hour parking time on the Main Street to continue;
- (b) **resolving the issue of parking in Cambuslang requires a strategic approach** that includes additional P&R capacity, better management of local car parks to free up space for shoppers, and measures (agreed with the community) to control excessive on-street parking in streets around the station.

Cambuslang Community Council (CCC) recommends strongly that **South Lanarkshire Council works collaboratively on a parking strategy with CCC** to ensure that the measures needed serve the widest possible interests among businesses and residents.

#### Parking time - business opinion

- **75% of businesses consider that the ETO has been successful** (18% do not, and 7% were don't knows). Excluding the don't knows, 81% of business respondents consider the experiment to have been a success.
- Looking forward, **79% of businesses would like to continue with the current 2-hour parking time**. 21% want to revert to the 30-minute parking time.

#### Parking time - community opinion

- **47% of community respondents consider the experiment to have been successful**. 28% do not, and 25% were don't knows. Excluding the don't knows, 62% of community respondents think that the experiment has been a success, while 38% disagreed.
- For the future, community respondents were given the option of continuing with a 2-hour parking time, reducing this to one hour, or reverting to 30 minutes. **Over half of**

**respondents (54%) opted to continue with a 2-hour parking time**, 38% advocated a 1-hour time and only 8% wanted a reduction to 30 minutes.

- Community respondents were also asked whether there should be different parking zones with different parking times (e.g. bays with 30 minute parking, and other bays with 2-hour parking). **Most were against different parking zones (52% opposed)**, with 39% in favour and 9% don't know.

Based on above results, we recommend that **the provisions for 2-hour parking time on Cambuslang Main Street should be continued.**

### **Broader parking issues in Cambuslang**

The surveys also revealed wider concerns among local businesses and residents.

- The demand for parking is outstripping capacity by a large margin, in particular associated with station usage. **There is a pressing need for the planned P&R car park to be built** as soon as possible. However, prior to work commencing on site, there are several strategic and planning issues to be addressed, relating to the configuration of spaces (disabled and electric charging points, turning space) and connections to the station and Main Street.
- Local businesses and residents believe strongly that car parks closest to the Main Street - Allison Drive and Maple Tree / Cherry Tree Court – should have **a significant proportion of spaces reserved for shoppers**, with a one or two hour time limit.
- There is **some support for a Residents Permit Parking Zone**, or similar measures, to discourage excessive, opportunistic parking on local streets and encourage usage of the new P&R car park. This would be controversial, and any RPPZ or other measures should involve residents and businesses in their design to ensure they have public support.

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## **WHICH WAY FORWARD FOR PARKING IN CAMBUSLANG? DEVELOPING A NEW PARKING STRATEGY**

### **1. INTRODUCTION**

In January 2020, Cambuslang Community Council (CCC) were asked by South Lanarkshire Council (SLC) to assess the effectiveness of the Experimental Traffic Order (ETO) on parking time on Cambuslang Main Street. CCC decided to conduct a survey to inform its response to this request. Questions were also included in the survey on wider parking concerns which have yielded extensive information on business and resident opinion on the parking problems in the town.

Two separate surveys were in fact conducted: a business survey launched on 29 January 2020; and a community survey launched on 30 January 2020. Because of time pressure, and the need to advise SLC rapidly on the future of the ETO, the surveys were run only for a period of five days. The surveys attracted significant responses – 29 replies to the business survey (39%) and 213 replies to the community survey.

This report describes and assesses the results obtained from the surveys. Following this introduction, Section 2 focuses on the issue of parking time on Cambuslang Main Street. It outlines the context for the introduction of the ETO and then systematically reports the results of the surveys of business opinion and community opinion.

Section 3 then turns to the wider issues relating to parking in Cambuslang, drawing both on the survey results and other data/information available from research undertaken in recent years. This section discusses the urgency for additional capacity in the form of the planned Park & Ride car park on Bridge Street, but also the different issues that planning for this car park needs to consider. The section also examines other capacity issues, and associated conflicts of interest, relating to the local car parks on Allison Drive and Maple Tree / Cherry Tree Court, the permit-controlled resident car parks at Stanford Hall/Rosebank Tower, and the excessive on-street parking in streets to the north and south of the Main Street related to use of Cambuslang Station.

The final section draws together the main conclusions to emerge from the research. One of the main conclusions is the need for a strategic approach to parking provision in Cambuslang and for this strategy to be developed collaboratively with Cambuslang Community, taking account of the widest range of interests in the town.

This report provides an agenda for the strategy and the collaboration.



## 2. PARKING ON CAMBUSLANG MAIN STREET

### 2.1 Parking on Cambuslang Main Street

Until 2018, the permitted parking time in the parking bays on Cambuslang Main Street was restricted to a maximum of 30 minutes. This was widely regarded as overly restrictive. In the 2015 Cambuslang Community Survey,<sup>1</sup> parking problems were cited by 254 respondents as a factor in their negative assessment of the Main Street. The main problem identified was that the permitted parking time of 30 minutes was too brief for many shoppers. Hairdressers, estate agents, café owners, dentists, opticians and others all felt that they were losing custom because people could not park for longer than half an hour. Traffic wardens were regarded as being over-zealous, penalising even minor overruns with tickets. The Survey report included a quote which summed up a widespread feeling:

*“It's hard to use local shops because on-street parking is limited and there is no scope to wait for a space, so you have to drive the long way round again. The temptation is to give up and go to the supermarket instead.”*

This assessment was reinforced by the results of the 2017 Cambuslang Business Survey<sup>2</sup> which rated parking problems as the most important factor for Main Street businesses. The parking time policy was regarded as prioritising the ‘pop-in-pop-out’ customers shopping for convenience goods. However, respondents argued that it: (a) disadvantaged customers visiting establishments which require longer periods of parking (e.g. hair/beauty salons, professional services, cafes etc); and (b) it discouraged customers from spending more time shopping in several places on the Main Street. Several shopkeepers commented that they had lost custom through customers being ticketed for even minor over-runs of parking time.

Following lobbying by Cambuslang Community Council, and based on the above evidence, South Lanarkshire Council enacted an Experimental Traffic Order in February 2018:<sup>3</sup>

*“increasing the limited waiting to 2 hours, no return within 4 hours, within all the laybys on Main Street, Cambuslang. This will provide more convenient short stay parking for customers of the local businesses. The proposal is responding to concerns raised by Cambuslang Community Council and businesses in relation to parking availability and restrictions.”*

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<sup>1</sup> Cambuslang Community Survey 2015, <http://bit.ly/32GMlxO>

<sup>2</sup> Cambuslang Business Survey 2017, <http://bit.ly/31UgAGx>

<sup>3</sup> <http://www.cambuslangcommunitycouncil.com/wp-content/uploads/2018/02/SLC-experimental-traffic-order-Feb-2018.pdf>

Following more than 18 months since the ETO was put in practice, the question is whether the experiment of a 2-hour parking time should become permanent or be discontinued. In order to advise South Lanarkshire Council on the way forward, Cambuslang Community Council conducted two questionnaire surveys – of business views and of wider community opinion. The surveys were undertaken online<sup>4</sup> using Survey Monkey, in each case made available over a five-day period from late January to early February 2020 with promotion through social media. The short timescale was due to the need to fit in with SLC deadlines for a decision on the future of the ETO.

### **Business survey**

The business survey comprised the following five questions:

1. 18 months ago, an experimental traffic order was introduced to increase the parking time on the Main Street from 30 minutes to 2 hours. Do you think this experiment has been successful?
2. Have there been **advantages** for your business from the 2-hour parking time?
3. Have there been **disadvantages** for your business from the 2-hour parking time?
4. What sort of parking regime would you like to see in future on the Main Street?
5. If there are any other parking-related issues, you would like to raise, please provide details here.

There were 29 responses from the 74 businesses approached, a **response rate of 39%**. The usual CCC practice with business surveys would be to combine online surveys with drop-and-collect paper copies, as previous experience indicates that, some businesses are not comfortable with online surveys. However, this was not possible because of the time constraints of the survey.

### **Community survey**

The community survey comprised the following six questions:

1. 18 months ago, an experimental traffic order was introduced to increase the parking time on the Main Street from 30 minutes to 2 hours. Do you think this experiment has been successful?
2. Has the longer parking time made it easier or harder for you to find a parking space for the time you need to shop?
3. As a result of the longer parking time, do you use the Main Street more or less?
4. What sort of parking regime would you like to see in future on the Main Street?
5. Would you be in favour of having different zones with different parking times e.g. a zone with 30-min parking bays and another zone with 1 or 2 hour parking bays?

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<sup>4</sup> It should be noted that the decision timescale of South Lanarkshire Council prevented a longer time-frame for consultation or the use of a drop-and-return paper questionnaire.

6. If there are any other concerns you have about parking in Cambuslang, please provide details here

The survey yielded 213 responses, which is reasonable for a short online survey. As with the business survey, the standard CCC approach would have been to combine an online survey with a paper questionnaire but this was not possible.

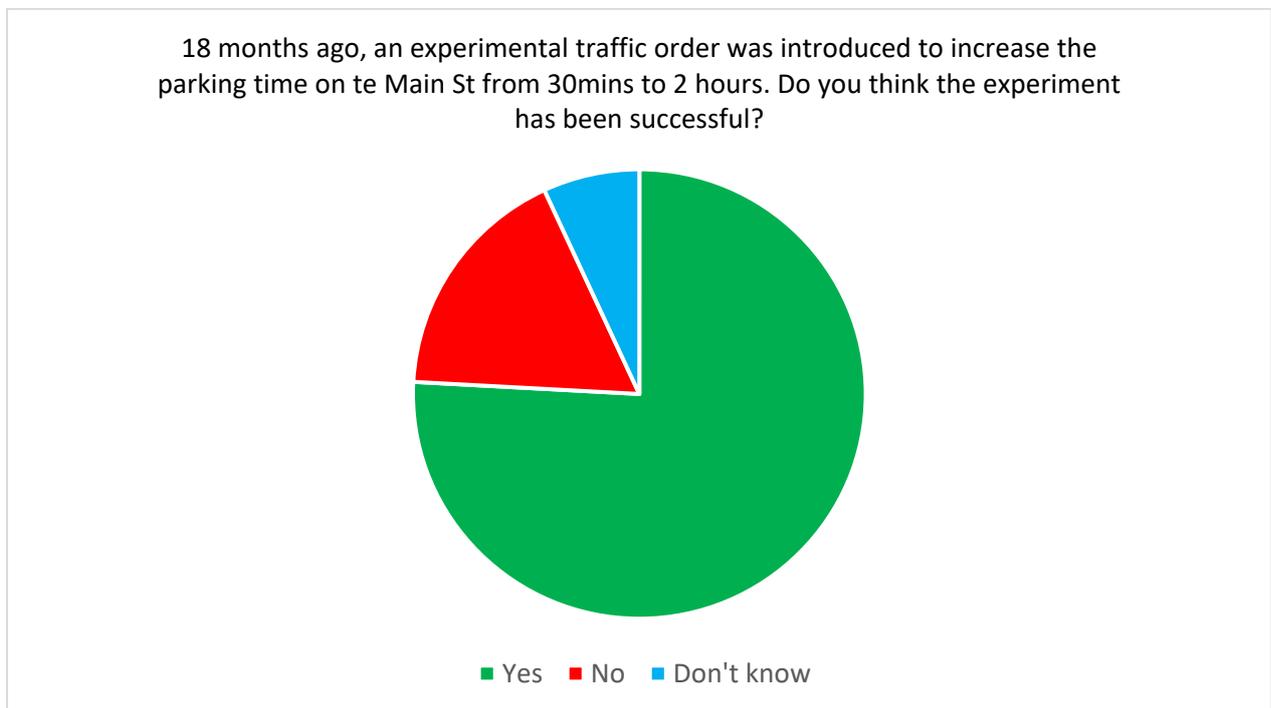
Based on the responses to both surveys, the following sections report on the main results to emerge.

## 2.2 Business opinion

In the view of the business respondents, the increased parking time has been largely a success (see Figure 1). Over three-quarters of respondents to the survey were positive about a 2-hour parking time. One commented that it has been *“hugely advantageous for shoppers and shop owners”*. Another said it has been a *“brilliant help”*.

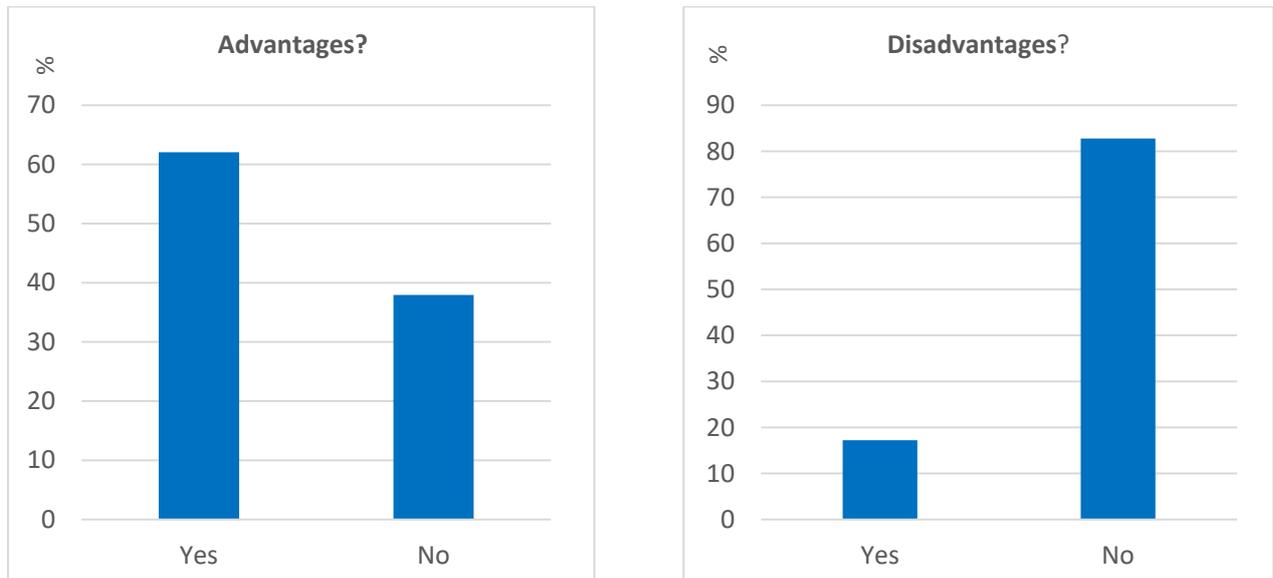
However, this positive comment is not universal. 17% of respondents do not consider the experiment to be a success. One noted that that *“this has been successful with regards to local hairdressers but has not made a great difference for customers within my store”*.

**Figure 1: Business opinion of the success of the increased parking time**



Business respondents were then asked, in separate questions, whether the increased parking time had brought advantages or disadvantages for them (see Figure 2). Some 60% considered that it had been advantageous, with only 17% replying that there had been disadvantages for them.

**Figure 2: Business opinion on whether the increased parking time has brought advantages or disadvantages?**



The main advantages cited were that customers had more time to spend on the Main Street, and that they spent more. For certain businesses, there were specific benefits in their customers having time to complete their business without concerns over exceeding their parking time:

*“My customers don’t need to run around with wet hair moving their car or don’t come back because they have a ticket.”*

*“Patients coming for treatment at our family NHS dental practice have found it easier to schedule, arrange and keep appointments.”*

*“allows clients to take time to properly read through legal documents before signing/not feel pressured to rush off when coming into office to discuss their property/acquiring a property or any property related issued.”*

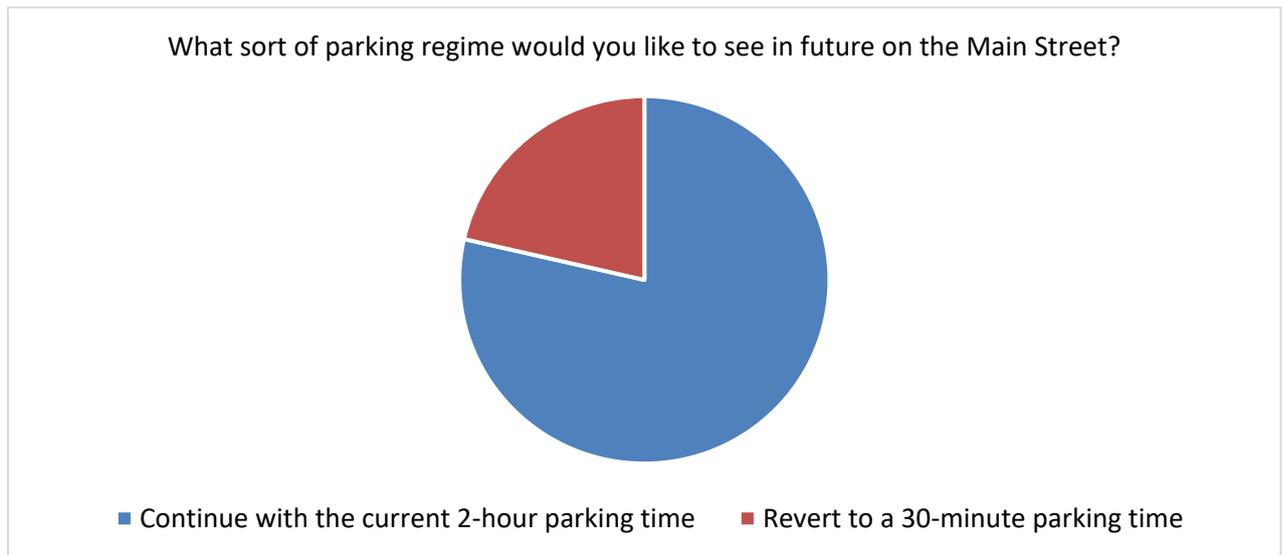
*“People don’t have to worry about parking tickets when they are arranging a funeral.”*

*“Clients have time to attend their appointments without the stress of being back to their car in 30 mins.”*

Among the minority experiencing disadvantages, the problems cited included the perception that there were fewer spaces available for shoppers wanting to stop briefly for a purchase. As one noted: *“everybody is using the 2 hours to go to the gym so our customers can't get parked.”* One respondent disputed that the 2-hour limit was necessary: *“hardly any of the shops there require 2 hours shopping time, instead shop owners take up most of the spaces”.*

Moving on from the analysis of experience to the way forward, business owners/managers were asked about their preferences for future parking time arrangements on the Main Street (see Figure 3). The result was a clear majority in favour of continuing with the current arrangement: 79% of respondents want to continue with the 2-hour parking time, and only 21% favoured reverting to a 30-minute parking time.

**Figure 3: Business opinion of future parking time on the Main Street**



Among the majority wanting the current arrangements to be retained, some businesses cited concerns about loss of trade if the previous system were to be reinstated.

The survey did not contain an option for a different parking time, other than the 30-minute or 2-hour options, unlike the community survey – see below. However, only two respondents recommended an alternative approach of a one-hour parking time. One said that: *“from running a business I think 2 hours is way too much as people are abusing it. It should be maximum 1 hour as 30min is not enough and 2 hours is way too much for simple shopping at Main Street.”* Another noted that: *“30 minutes is too short and two hours is too long. A one hour parking time would be better.”*

Lastly, the survey of business opinion identified three other important points.

- **Cambuslang Gate.** It was noted that parking problems experienced by businesses are not restricted to the south side of the Main Street. There are also parking issues faced by businesses operating out of Cambuslang Gate. As one respondent commented:

*“Why is the community council only concerned about parking on one side of the road? Nothing has ever been done to help shops across the road in the Cambuslang Gate development. They have no parking and they have much higher non domestic rates*

*to pay. it's very unfair to only help shops on one side and not the other in fact it is very discriminating."*

- **Loading bays.** Several business respondents note that there was insufficient enforcement of parking in loading bays. For example, one said: *"People parking in our loading bay is causing an issue on a weekly basis, notes have been left on windscreens, police have been called but it is still an issue."* Another wrote that: *"The loading bays should just be for deliveries only - our delivery drivers for the pharmacy can never get in the loading bays for cars parked there."*
- **Business parking.** Respondents from the business community highlighted that they or their employees also need parking provision. As noted above, some are concerned that this may be abused, and it was recommended that a parking strategy considers a parking permit system for businesses.

### 2.3 Community opinion

In the community survey, most community respondents also consider the experimental parking time of 2 hours to be successful (see Figure 4), although opinion is more divided than in the business survey. While 46% of respondents to the survey were positive about the experiment, 28% disagreed and 25% replied 'don't know'. Excluding 'don't know's', 62% of respondents consider the experiment to be successful, while 38% disagreed.

These differences are reflected in the comments. There are clearly people for whom the extended parking time has improved the ease of using the Main Street as this selection of comments indicates:

*"Personally I shop more in Cambuslang because of the longer parking times. Before I never stopped at the shops in Cambuslang."*

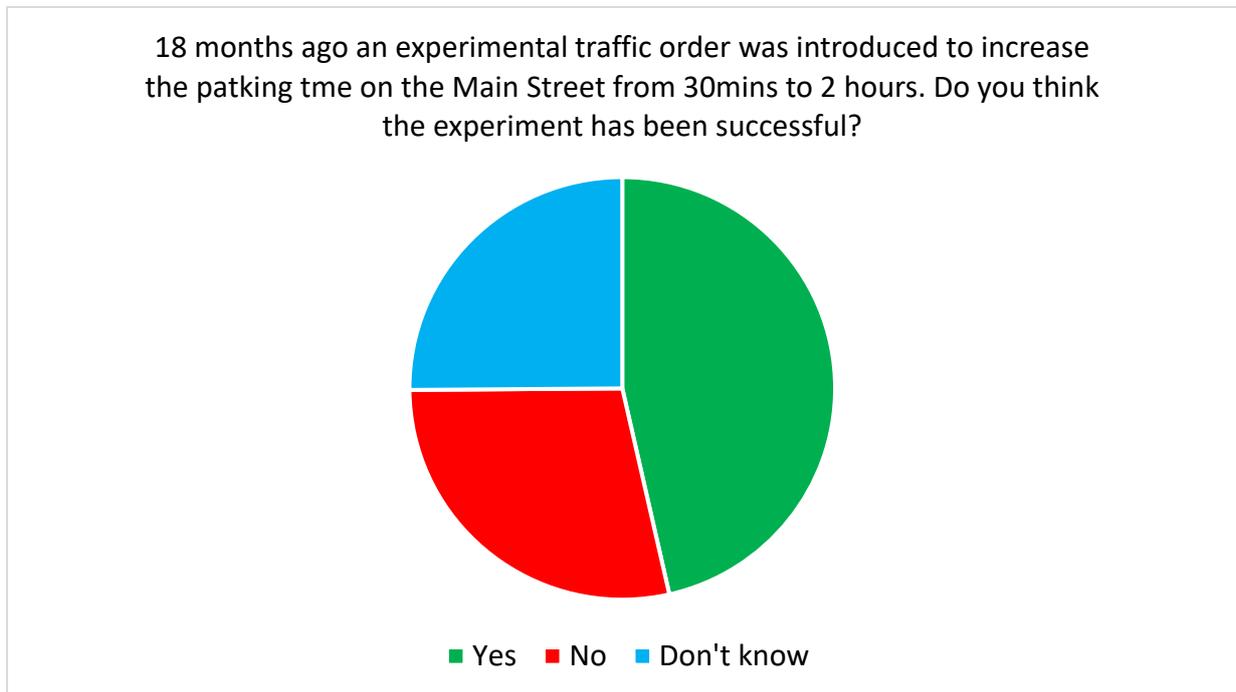
*"It means I can use the local shops."*

*"Much better as gives you time to do what you need to do."*

*"It makes using Main Street shops etc easier by not having to clock watch so much from when it was 30 mins."*

*"This is a more reasonable time scale to allow shopping, visit a food outlet or sit for a coffee etc. Also browse the shops or visit a hair or beauty salon."*

**Figure 4: Community opinion of the success of the increased parking time**



However, negative comments focused on the lack of time for quick purchases, and the fact that the available spaces were taken up for longer, thereby restricting parking opportunity:

*“Better for businesses and customers wanting to shop longer but then harder to find a space most of the time!”*

*“People staying too long causing others to have to drive through*

*“It's harder to find a space if you just want to pop into a shop.”*

*“Not for shoppers wanting to drop into a shop quickly as the spaces are full for longer.”*

Several respondents took the opportunity to comment on what they felt the parking time should be, an issue discussed further below. There was though no consensus: some thought there should be a return to 30 minutes; others supported an extended time but felt it should be 40 minutes, 1 hour or 1.5 hours; and some thought even 2 hours was insufficient, and that 3 hours would be needed (for example for a hairdresser appointment).

Many respondents felt that the key issue is not parking time but *capacity*. There was a strong perception that the Main Street needs more spaces available for shoppers, whether on-street or in nearby car parks (see Section 3 below).

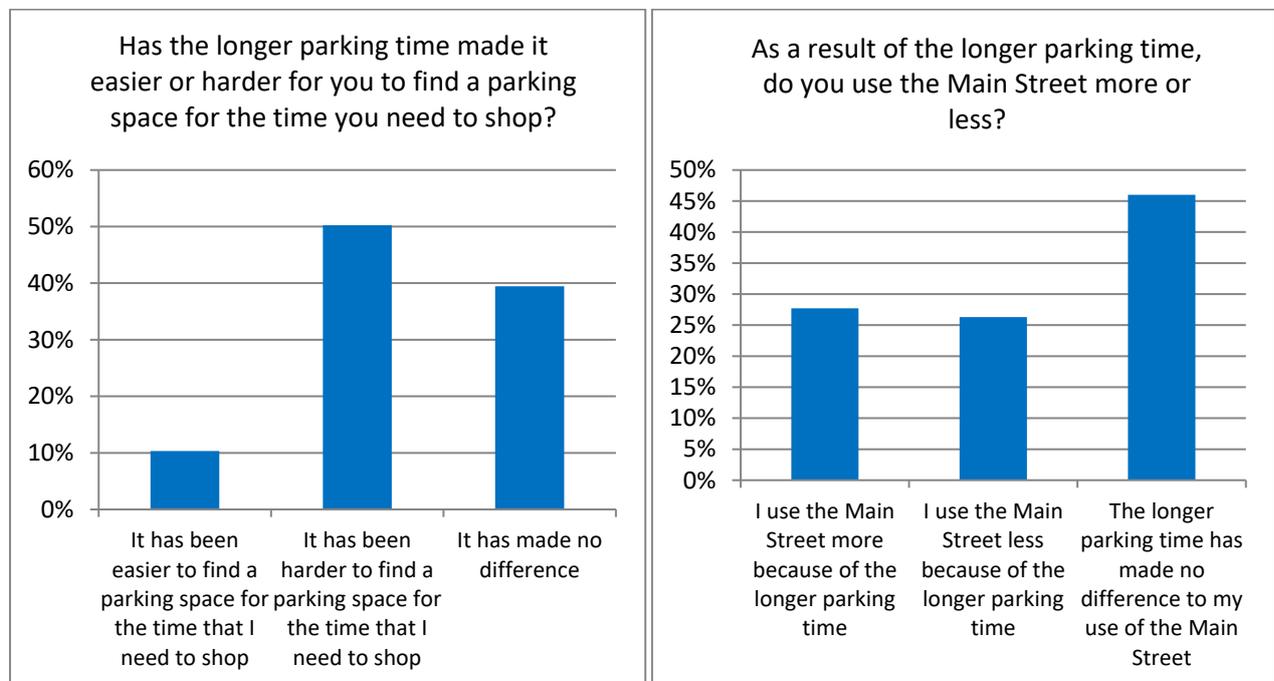
Among other comments, some respondents were not aware that parking times had been extended, and considered that insufficient publicity was given to the change. Others voiced the opinion that the parking time was not being sufficiently enforced e.g. *“People are “abusing” the 2 hour slot as it is proven they park there all morning or all afternoon and even all day. This is due to the extreme lack of traffic wardens now patrolling the street.”*

Several criticised the design of the Main Street, the removal of parking from the north side of the street and the ease with which the delivery lane can be blocked. Some argued that there should be a return to the former layout (prior to the redevelopment in the early 2000s) which has provided parking on the north side of the Main Street:

*“Don’t know who could bring the attention to the council but myself and many others I speak to, say it should have parking at both sides of the street and not just the side the shops are on.”*

As with the business survey, community respondents were asked in separate questions to provide more detail on the perceived benefits and drawbacks of the change in parking time. Respondents were asked whether the longer parking time had made it easier or harder to find a parking space for the time needed to shop, and whether – as a result – they use the Main Street more (see Figure 5).

**Figure 5: Community opinion on the benefits and drawbacks of the longer parking time**

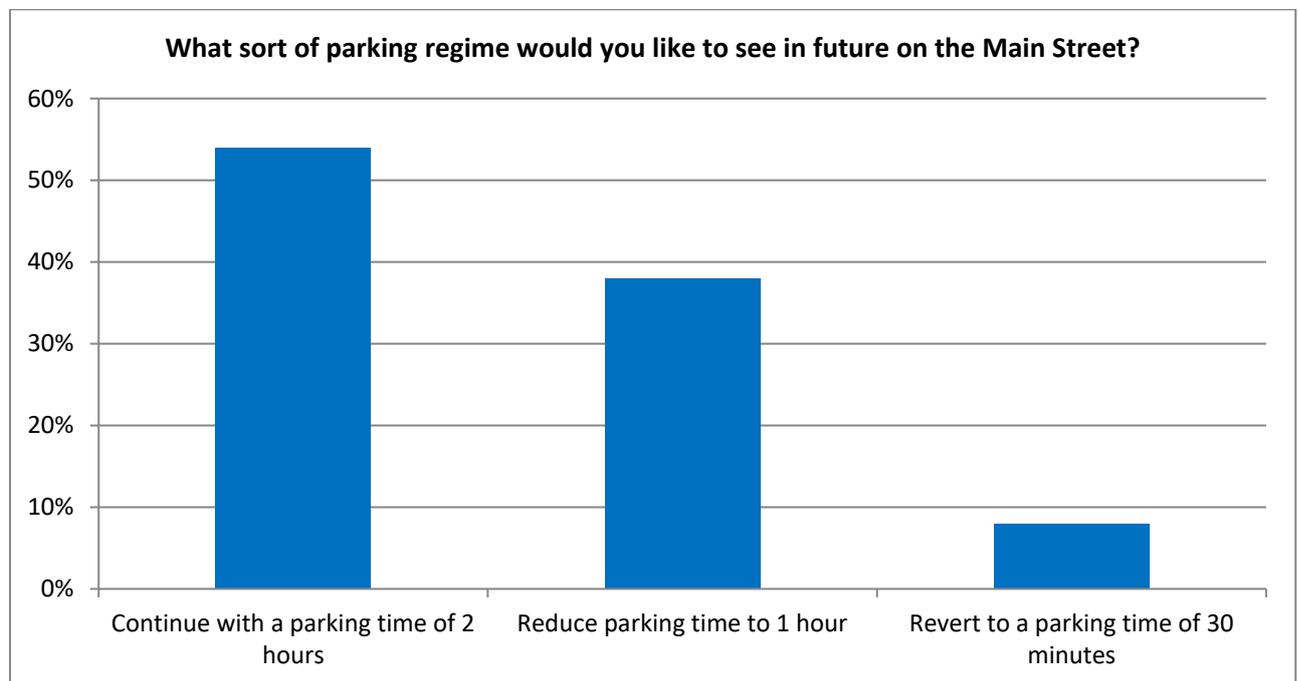


The results underline the ambivalence in the results to the previous question. For 50% of respondents it has been harder to find a parking space for the time needed to shop and, for almost 40% it has made no difference. Only a minority (10%) have found it easier to find a parking space. Further, while over a quarter of respondents use the Main Street more because of the longer parking time, this is almost exactly counterbalanced by those who use the Main Street less. For many respondents (45%) the longer parking time has made no difference to their use of the Main Street.

Some explanation for the findings is provided by the comments made on these questions. In general, respondents recognise the need for longer parking times but this has been at the expense of availability, and they frequently reiterate that there is insufficient capacity for shoppers wanting to park to use the Main Street.

Despite the mixed views expressed on the effectiveness of the increased parking time, few people want a return to the previous regime (see Figure 6). The survey asked whether SLC should continue with a parking time of 2 hours, reduce the parking time to one hour or revert to a parking time of 30 minutes. Around 54% of respondents were in favour of maintaining the 2-hour limit, 38% considered that it should be reduced to one hour, and only 8% wanted a 30-minute limit.

**Figure 6: Community opinion on future parking times on the Main Street**



Local people were also against having different parking times for different parts of the Main Street. The survey asked whether people would be in favour of having different zones with different parking times e.g. a zone with 30-min parking bays and another zone with 1 or 2 hour parking bays?.

This idea was not supported (see Figure 7): 59% of respondents were against having different parking time along the Main Street compared to 32% in favour, and 9% didn't know. Excluding the 'don't knows', the balance of opinion was 57% against and 43% for the idea.

**Figure 7: Community opinion on different parking times along the Main Street**



Lastly, on the issue of zoning, the abuse of bays reserved for loading has already been noted above. Several respondents highlighted that the provision of disabled parking bays is inadequate and that those that are currently provided are abused. As one respondent noted:

*"Not enough disabled parking bays, and those that are there are frequently abused by non blue badge holders."*

Another said:

*"I am a blue badge holder and struggle to get parked. More parking for disabled would be helpful. 2 spaces outside Greggs is no use."*

### 3. BROADER PARKING ISSUES IN CAMBUSLANG

Beyond the specific issue of parking times on the Main Street, both the business survey and community survey provided an option for respondents to provide comments on other aspects of parking in Cambuslang.

#### 3.1 Commuter parking – the urgency of a Park & Ride

One of the main concerns expressed by both business and community respondents to the survey is the demand for parking outstripping capacity by a large margin, in particular associated with station usage. This is crowding out space for shoppers and causing congestion on local streets (see Table 1) - discussed further below.

**Table 1: Car parking on streets around Cambuslang Station**

South of the Main Street		North of the Main Street	
Street	Peak daily occupancy	Street	Peak daily occupancy
West Coats Drive	36	Somervell Street	42
Hamilton Drive	40	Allison Drive	14
Calder Drive	12	Bridge Street	8
Cadzow Drive	30		
Douglas Drive	25		
Wellshot Drive	33		
Beech Avenue	18		
North Avenue	5		
<b>Total</b>	<b>199</b>	<b>Total</b>	<b>64</b>

Source: *Cambuslang Railway Station – Park and Ride Study*, AECOM, November 2018.

There is a very strong feeling that Cambuslang is overdue more investment in Park & Ride capacity – investment which (after much community lobbying) has been approved by SLC and for which planning is underway. The following comments are illustrative of many responses:

*“Serious lack of car parking for the area & station. Proposed parking adjacent to station should be priority.”*

*“Put simply it’s inadequate - there is a lot of parking in places that could serve the main st but is used all day for train travel.”*

*“Not enough parking spaces, especially when going to North Avenue Doctor’s Surgery or Ardoch.”*

*“The issue with parking in Cambuslang is not the Main Street but rather the provision of adequate parking for the train station. The use of trains is ever increasing and you need to identify space to create a park and ride facility for commuters.”*

*“Larger park and ride required for commuters. Houses being built so far away from public transport service that more people using cars to get to the station clogging up residential streets.”*

*“I have real concerns over the real lack of park and ride parking spaces. Somervell St is full of business cars and overflow of people travelling by train. This makes it difficult for the residents of Camas Walk to walk to the Main St due to people bumping up on pavements. Pedestrian crossing times and points at the train station also need to be reviewed to allow sufficient time for people with prams or mobility issues to cross the road safely.”*

The cause of the increasing parking problems in local streets is the huge increase in usage of Cambuslang Station. The station is used by over 800,000 passengers a year, the 5<sup>th</sup> highest level of usage of the 19 stations in South Lanarkshire. The population of Cambuslang has grown by 30% over the 2003-2016 period, but station patronage has grown by 92%. Cambuslang’s population is projected as growing by a further 15% between 2016 and 2026, which could lead to station usage increasing to almost 1.2 million by 2026.<sup>5</sup>

However, Cambuslang currently has the poorest Park & Ride (P&R) capacity of all 19 stations in South Lanarkshire. It has only 62 P&R spaces in small car parks at Sherry Heights and Rosebank Tower, compared to an average of 151 for all stations in South Lanarkshire. The town has the worst ratio of P&R spaces to passengers in the local authority area. And Cambuslang has had the fourth lowest investment by SLC in new P&R capacity over the 1994-2017 period.<sup>6</sup>

As part of the SLC consultation on its Park & Ride Strategy in 2018, Cambuslang Community Council campaigned strongly for a new P&R car park in the town to be given a ‘high priority’, an objective which was agreed as part of the final P&R Strategy. It is welcome that planning work by SLC is underway to create a new P&R on brownfield land on the west side of Bridge Street by 2021. However, several issues that need to be addressed together with the community are:

- the design of the car park, especially its landscaping and the need to maximise the attractive appearance of Bridge Street as a gateway to the town;
- links to Cambuslang Station, notably arrangements for pedestrian crossing at the traffic lights to ensure those parking cars can get quickly to the station;
- links from the car park to the Main Street, including a new crossing on Bridge Street;
- reorganisation of traffic flows at the Main Street / Bridge Street junction, taking account not only of the additional traffic from car park users but also the increased traffic associated with the new housing on the Hoover Site via Somervell Street;
- the operation of traffic lights at the Main Street / Bridge Street junction, including the use of auto-transponders;
- adequate provision of electric car charging points;

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<sup>5</sup> Population figures from National Records of Scotland. Patronage figures are entries/exit data for Cambuslang Station, Office of Rail and Road.

<sup>6</sup> Data from South Lanarkshire Council Park & Ride Consultative Document, 2018

- adequate provision of accessible/disabled parking spaces;
- adequacy of manoeuvring distance within the car park;
- policy on charging drivers to use the car park;
- accompanying restrictions on parking in local streets to maximise use of the car park.

Lastly, it is important to note that the new P&R car park, while welcome, will not be a 'cure-all'. As one respondent to the survey noted: *"Even with the new P&R in Bridge Street, when it's completed, there still will not be enough car parking availability in Cambuslang, due to the extreme high number of commuters that use the station, of which numerous don't even live in the area."* There is indeed clearly a risk that it will generate new demand from people outside the area who will be attracted to use Cambuslang Station.

### 3.2 Local car parks – overfilled with all-day parking

A further major capacity-related concern - expressed in both the business and commuter surveys - is the degree to which local car parks are used for all-day commuter parking. Of particular concern is that the Allison Drive car park is used for all-day parking either by commuters or employees working in Cambuslang Gate. Allison Drive is the main town centre car park closest to the Main Street and has a pedestrian traffic light crossing to link it to the main shopping area on the south side of the Main Street. However, only a proportion of the car park has time-limited spaces (1 hour) and most of the car park has unrestricted parking.

The concerns of survey respondents are substantiated by the survey work undertaken by AECOM for their Park & Ride Survey undertaken for SLC (see Figure 8).<sup>7</sup> It showed that the car park has 90% occupancy by the time the shops open on the Main Street and stays above 80% occupancy until late afternoon.

**Figure 8: Occupancy levels of the main Town Centre (Allison Street) car park**

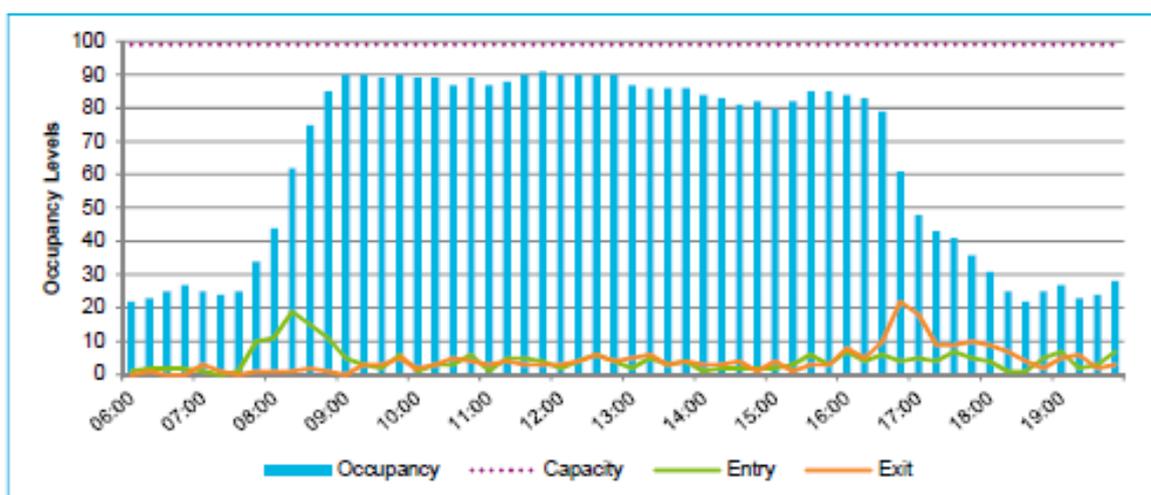


Figure 34: Level of Occupancy, SLC Long Stay Car Park

<sup>7</sup> Cambuslang Railway Station – Park and Ride Study, AECOM, November 2018.

Many survey respondents advocated making a much greater proportion of the Allison Street car park available to shoppers, with a one or two hour time limit. The following comments summarise the widespread view of respondents to the surveys:

*“Too many Council, health, social work employees within Cambuslang Gate using the long stay car park and no one else gets a chance to park to shop. This could be improved.”*

*“I feel that the parking available to residents to access shops and facilities on the main street is limited and it would be good for the council to consider ways of increasing the spaces available. Obviously there are limited options close to the shops but I think the Cambuslang Gate car park should be looked at. During weekdays when the office workers are using the car park there are very few spaces available in that car park (north side). I think the parking time allowed is 1 or 2 hours but I've heard that some people (working in Cambuslang Gate) may not be complying with the rules e.g. rather than complying with the 2 hour max stay I have heard they just move their car to another spot and stay in the car park all day. Local people say that the car park was bigger before the flats.”*

A similar experience was recorded by AECOM for the other local car parks on the north side of the Main Street at Sherry Heights (P&R), Rosebank Tower (P&R), Monkcastle Drive, Kyle Court and near Cambuslang Parish Church, and on the south side of the Main Street at Maple Tree / Cherry Tree Court. In each case, occupancy reaches (and sometimes exceeds) 100% by 8-9 am until late afternoon or early evening.

As with the Allison Drive car park, the commuter use of the Maple Tree/Cherry Tree Court car park is of concern to the business community given that it is also so close to the Main Street but, without any time-limited spaces, is rarely available to shoppers.

### **3.3. On-street parking – a Residents Permit Parking Zone?**

As noted above, on-street parking is also an issue.<sup>8</sup> One possible solution to the level of on-street parking would be a Residents Permit Parking Zone. The argument in favour of some kind of RPPZ, articulated by several respondents to the survey, was cogently put as follows:

*“We moved to West Coats Road in September 2018 and can never get parked right outside our house between 7.30am and 5.30pm every weekday and Saturdays due to the train station commuters. I really think permit holder parking should be introduced around the Main Street and surrounding houses to allow people to park outside their own houses and for the local businesses to benefit. I feel Cambuslang should approach the parking like Rutherglen for both consumers and commuters into Glasgow. The argument that introducing parking permits for local business would see a decline in business is flawed.”*

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<sup>8</sup> It should be noted that, while the problem of on-street parking is largely related to commuters using Cambuslang Station, there are other localised causes. For example, at the eastern end of Cadzow Drive, there are serious problems for residents caused by users of the Cambuslang Institute and the Cambuslang Baptist Church building.

*The people that park on the surrounding streets are those who spend absolute no money in Cambuslang but are willing to take advantage of the free parking and transport links. The cost of the train from either Cambuslang or Rutherglen into Glasgow centre is the same and therefore why wouldn't people park at Cambuslang if it meant free parking all a week."*

Part of the concern is associated with the drivers parking too close to driveways of houses, blocking sightlines and making it difficult to get in and out, as well as parking on pavements preventing people with buggies or wheelchairs from getting by. As one respondent noted "More restrictions on the streets immediately surrounding the Main St to avoid streets clogged with cars presenting dangers to local residents and pedestrians."

An RPPZ was one of the options proposed by AECOM in their Phase 2 report which considered that the construction of a new P&R car park on Bridge Street:

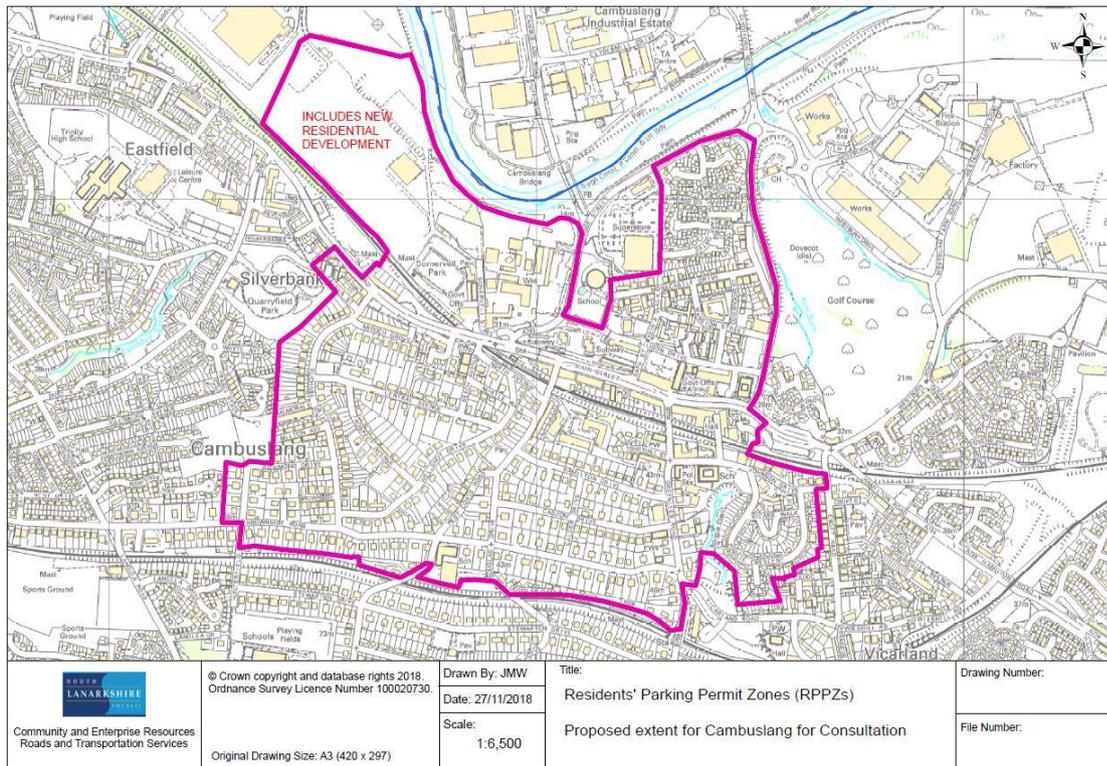
*"would only be successful if supported by the introduction of an RPPZ to the south of the station. The proposed new park and ride site coupled with the RPPZ would be expected to help reduce the existing on-street parking pressure around the station, as well as provide additional capacity for future demand."*

In August 2018, South Lanarkshire Council decided to implement a consultation on an RPPZ. This was undertaken in autumn 2018 with a deadline of January 2019. The consultation put forward the possible extent of the RPPZ (see Figure 9) but did not provide any details of how a Zone might be organised such as the nature of the restrictions or the level of the fee. The design of the consultation also did not involve any input from Cambuslang Community Council which responded to the exercise as follows:

*"we consider it premature to be consulting on an RPPZ without having determined the overall strategy to deal with parking problems in Cambuslang. We are well aware of the increasing problems of commuter parking in streets and car parks to the north and south of the Main Street, and we appreciate the logic of considering an RPPZ. We know that some residents are finding commuter cars blocking their drives, parking in reserved spaces, parking on pavements, and blocking access by refuse vehicles and other services.*

*However, introducing an RPPZ without providing alternative capacity will either displace commuter parking (potentially to the disadvantage of other residents outside the zone), crowd out further the space for shoppers to park in the centre of the town, or encourage commuters to drive rather than taking the train. We know that local churches are very unhappy about the prospect of parishioners and visitors not being able to park in local streets during services. Local businesses are concerned at shoppers not being able to park close to the Main Street given that car parks are invariably full during the working week."*

**Figure 9: Proposed extent of an RPPZ for Cambuslang (in the SLC 2018-19 consultation)**



The results of the RPPZ consultation have not been published by South Lanarkshire Council beyond saying that most responses were against an RPPZ:<sup>9</sup> “nearly two thirds of respondents disagreed with the need for a zone and the proposed extent included in the consultation. With this in mind, and as the Council is actively engaged in delivering the construction of a park and ride car park, a RPPZ is not seen as the solution at this time.”

SLC have indicated that they are looking at alternative measures for managing on-street parking in the streets around Cambuslang station. While such measures could be welcome, it is important that any measures – including any future decision by SLC to implement an RPPZ – should involve community engagement at the outset, to ensure that they have public support.

<sup>9</sup> Residents' Parking Permit Zones (RPPZs) – Consultation at Hairmyres, Cambuslang and Blantyre, Paper to the Community & Enterprise Resources Committee, 4 February 2020.

## 4. CONCLUSIONS

This report provides an overview of the parking issues that need to be addressed in Cambuslang and sets out the main elements of a parking strategy. It was prompted by two developments. One was the need for a survey, at the request of South Lanarkshire Council, in order to assess the effectiveness of the Experimental Traffic Order (ETO) on parking time. Questions were also included in the survey on wider parking concerns which have yielded extensive information on business and resident opinion on the parking problems in the town.

The other development is the planning work underway to develop a new Park & Ride car park on Bridge Street, which raises several important strategic questions that have not been resolved.

There are main conclusions as follows.

First, on the issue of parking time, **the ETO has been successful for both businesses and the wider community.** The majority of respondents to the business survey and the community survey want the 2-hour parking time on the Main Street to continue. Cambuslang Community Council is appreciative that this ETO was initiated by South Lanarkshire Council in response to extensive lobbying from across the local community. Although the ETO is not universally beneficial for all interests, the new parking regime is seen as an improvement.

Second, **resolving the issue of parking in Cambuslang requires a strategic approach.** The survey research and other data/information cited in this report indicate the inter-relationship between different aspects of parking provision in the town. Along with the issue of parking time, there are issues related to additional P&R capacity, better management of local car parks to free up space for shoppers, and measures to control excessive on-street parking in streets around the station.

Cambuslang Community Council (CCC) recommends strongly that **South Lanarkshire Council works collaboratively on a Cambuslang Parking Strategy with CCC** to ensure that the measures needed serve the widest possible interests amount businesses and residents.