



## Notes of the SAMSIG Meeting

Held on: 24<sup>th</sup> June 2015

At: Triflex (UK) Ltd, Whitebridge Way, Stone, Staffs ST15 8JS

Item	Notes	Action Points
1.	<p><b>Welcome and apologies</b></p> <p>Russell Simmons (RS) chaired the meeting, welcomed attendees and thanked Richard Bowyer (RB) and his colleagues at Triflex (UK) Ltd. for kindly hosting the meeting and for providing refreshments and lunch.</p> <p><b>Apologies were received from:</b></p> <p>Tim Whittaker Christopher Whapples Mike Balletta Manny Rasores de Toro</p>	
2.	<p><b>BPA updates and developments</b></p> <p>RS introduced the session, setting the scene for the BPA's updates. Nick Teasdale (NT) then delivered the presentation, which provided updates on:</p> <ul style="list-style-type: none"><li>• BPA governance;</li><li>• Park Mark;</li><li>• Know Your Parking Rights;</li><li>• influencing government;</li><li>• parking in the media;</li><li>• 2015 events;</li><li>• court cases and appeals;</li><li>• the BPA Master Plan; and</li><li>• the new BPA website.</li></ul> <p>RS requested that BPA SAMSIG update emails should include notifications of relevant consultations. In order to bring this about, the Public Affairs and Research team would need to advise RS about any relevant consultations on an ongoing basis. NT said that he would advise Dave Smith (DS), Head of Public Affairs and Research at the BPA, of the need for this.</p> <p>RS also suggested that SAMSIG will need to consider the content of its webpage on the new BPA website, and he welcomed any ideas from the group on how the page</p>	NT / DS

	<p>might be further developed.</p> <p>RS updated the group on the Parking Advocacy Award, which was awarded to SAMSIG at the British Parking Awards 2015. The award reflects SAMSIG's long-term effectiveness at increasing awareness of the correct design and maintenance of car parks, and of generally raising standards. RS also noted that various BPA members felt strongly that SAMSIG deserved the award.</p> <p>RS then updated the group on the new SAMSIG LinkedIn page. DS is the owner of the group, and RS manages the account. The appeal of the LinkedIn group is demonstrated by the fact that five non-members of the BPA have attempted to join it. The group offers a good means of communicating, which may even be better than email. SAMSIG can put topics up in the group for discussion, such as next year's Master Plan and how SAMSIG might be able to contribute to its development.</p> <p>RS requested that SAMSIG be added to the name of the LinkedIn group. NT said that he would pass on this request to DS.</p> <p>It was noted that Parkex 2015 was not well-attended by SAMSIG members. SAMSIG may need a better slot at Parkex in future (SAMSIG's traditional slot was described as the 'graveyard shift'). A better Parkex slot would offer an opportunity to publicise the SAMSIG presentation. The SAMSIG slot needs to push a collective message about the importance of a process of structural rejuvenation.</p> <p>RS said that he would place an item about this on the agenda for the next SAMSIG meeting. A couple of ideas for encouraging attendance at SAMSIG's Parkex event were discussed. Firstly, members of the group wondered whether interest in SAMSIG's slot might increase if a high-profile representative of a client sector delivered the key-note speech or presentation at the session (e.g., a high-profile representative of local authorities). Alternatively, interest in the session might increase if it was publicised as a question and answer session led by a panel of structural experts.</p>	<p>NT / DS</p> <p>RS</p>
<p><b>3.</b></p>	<p><b><i>Latest update on ICE rewrite</i></b></p> <p>RS used information provided by Chris Whapples to report on progress to-date on the update of the ICE (Institution of Civil Engineers) <i>Recommendations for the inspection, maintenance and management of car park structures</i>. The 2002 version is now out-of-print, but is still widely cited, and the re-write is still currently underway.</p> <p>The 2002 version proposed a two-tier system for undertaking inspections: on the one hand, a fixed-interval approach could be adopted, and on the other hand, a risk-based approach could be used. It has since become clear that the traditional, fixed-interval approach is not really fit-for-purpose, and so the only approach that the new ICE document will recommend is the risk-based approach. The ICE guidance will allow an engineer to develop a bespoke recommendation for a particular site, so that an inspection will not necessarily have to take place every six months (for example, a new car park might not need to be re-assessed for five years).</p> <p>RS also reported that, depending on the cost involved, ICE may include electronic</p>	

<p>links in the document, which would take readers of the electronic version directly to subject-specific content, such as content that specifically concerns disabilities.</p> <p>It was noted that SAMSIG will need to build awareness of the new ICE document. The print-run for the last edition was very expensive but few people actually bought the document. ICE will need to publicise the document online, and could perhaps sell sections of it as well as the whole document. However, ICE currently has no plans for a formal launch of the new document.</p> <p>RS said he would be glad to receive any ideas from SAMSIG members on how the re-write could be publicised effectively. He also noted that SAMSIG will need to use the new document to re-write BPA Parking Practice Notes (PPNs) and relevant SPS-related documents. Indeed, the Safer Parking Scheme (SPS) might be used as a vehicle for publicising the document. However, it was noted that the SPS is primarily concerned with promoting car park safety in the context of crime rather than structural considerations.</p> <p>RS observed that the new ICE document suggests that the process of producing life-care plans (LCPs) should be tailored to a car park's particular needs, so that the process does not need to be too arduous if the situation does not demand it.</p> <p>RS wondered whether SAMSIG or the BPA's Public Affairs and Research team might set up a research project for the purpose of collecting online anonymous feedback on crumbling multi-storey or underground car parks. It was felt that a study of this kind might be valuable.</p> <p>Paul Lewis (PL) requested information on the deadline for submitting suggested changes to the ICE document, in case any further changes are needed. RS said he would provide this information.</p>	<p>RS to explore options</p> <p>RS</p>
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**4. Disabled Motoring UK awards and standards – presentation and discussion**

RS introduced the topic, noting the relevance of Disabled Motoring UK's new standard, the Disabled Parking Award (DPA), to the work undertaken by SAMSIG.

Helen Dolphin (HD), Director of Disabled Motoring UK, then delivered a presentation on the DPA.

In the initial stages of the new award's development, DMUK conducted a wide-ranging survey, focusing on three areas:

- driver access;
- pedestrian access; and
- general car park provisions.

The report on the survey responses highlighted many problems with car parks around the UK. For example, bins were found in disabled bays, raised surfaces sometimes obstructed access to pay and display machines and disabled bays were frequently misused. DMUK launched the DPA to combat these and other problems.

HD then played a DVD, which highlighted many of the issues that disabled motorists face and the standards promoted by the DPA.

HD then made a number of observations. For instance, it is important that car parks feature an appropriate number of disabled bays. Department for Transport guidance recommending that 6% of every car park's spaces should be disabled bays is not necessarily relevant to all car parks. For example, hospitals would ideally offer a higher percentage of spaces, but other car parks, such as those attached to gyms, might sensibly devote fewer than 6% of spaces to disabled parking. It was suggested that, if the percentage of spaces devoted to disabled parking is inappropriately high for a particular context, other motorists may be more inclined to misuse *all* the disabled bays provided in that particular car park, as some bays will almost inevitably be misused.

Equally, it is very important that car parks feature clear signage directing disabled motorists to disabled bays. It is also crucial that access-arrangements reflect the needs of disabled motorists, and that lifts and ramps are compliant with the needs of motorists with disabilities. Good lighting (to the standard of the Park Mark award) is also a key requirement, so that disabled motorists can navigate and read signs more easily. Car parks should feature alternative methods of entry for disabled motorists, helping motorists with disabilities to negotiate entries and exits. Help buttons, which disabled motorists may need to use in order to request help with retrieving tickets, should also stick out rather than in.

Moreover, the height of pay-and-display machines should be suitable for wheelchair users, and alternative payment methods, such as pay-by-phone, should be available. Car parks should also be manned 24-hours a day, so that assistance can be provided at all times.

	<p>Ideally, concessions should also be in place for disabled motorists, particularly in local authority-run car parks.</p> <p>Enforcement is essential to prevent the misuse of disabled bays. Good signage will help to prevent misuse, and disabled bays should also not be placed in front of ATM cash machines, as this will encourage misuse. Ideally, there should be a mixture of disabled bays and non-disabled bays near lifts, so that motorists who do not have disabilities but who nonetheless need to use the lifts can do so without misusing the disabled bays.</p> <p>The DPA makes planning car parks much easier (for example, the standard includes recommendations for the height of entry gates, so that disabled motorists can enter car parks).</p> <p>RS observed that it was excellent that the DPA provided a set of recognised standards that car park planners could refer to.</p> <p>HD noted that a failure to meet DPA-style standards makes car park operators vulnerable to claims under the Equalities Act. She also observed that the proper management of car parks is often more important than structural build.</p> <p>RS asked whether oblique bays are better or worse. HD said that it probably does not make any difference, but that sufficient hatch-space would still be needed around disabled bays (the British standard for the amount of hatch-space is reflected in the DPA).</p> <p>HD also noted that 'ghetto-ised' disabled parking areas are not necessary. So long as there is clear signage directing motorists to disabled bays, disabled parking does not have to be on a particular level of a multi-storey or underground car park. RS asked HD whether lift buttons were an issue, but HD felt that these were less likely to be a problem, as disabled motorists will usually find themselves in lifts with other motorists.</p> <p>HD noted that a DPA handbook is available for download on the DPA website, and RS suggested that a link to this could be placed on the SAMSIG page on the BPA's website, as well as SAMSIG's LinkedIn page. The DPA website can be accessed at the following link: <a href="http://www.dpaward.org">www.dpaward.org</a>.</p>	<p>NT to request these additions</p>
<p>5.</p>	<p><b><i>SAMSIG CPD presentation update</i></b></p> <p>RS led discussions on the SAMSIG CPD presentation. Two meetings prior to this SAMSIG meeting, an opportunity was identified for an approved, authorised presentation, which would be fairly general and could be delivered to SAMSIG member clients. Originally, the idea was that a CPD certificate could be given to presentation attendees. The presentation would be 'topped and tailed' with information about the company that was delivering the presentation.</p> <p>RS ran through the presentation, as a demonstration, and noted that the nine</p>	



new Professionalism in Parking Accreditation (PiPA), indicating that a SAMSIG charter might be one possible option for 'phase two' of the project after the initial PiPA pilot (the pilot, or 'phase one', will be delivered in conjunction with an updated and audited BPA Healthcare Parking Charter).

Following the presentation, RS asked attendees whether they thought that PiPA was appropriate for SAMSIG. Feedback was mainly positive, with no one stating that it was a bad idea, and the general feeling seemed to be that a SAMSIG charter, which would serve as the equivalent of a SAMSIG 'approved member' list, is a good idea, so long as client groups are interested in the concept.

Attendees speculated that a SAMSIG charter might work particularly well if, for example, local authorities were willing to include a question in pre-qualification questionnaires on whether tender applicants are PiPA award-holders and SAMSIG charter signatories. Local authorities might not be able to reject non-charter signatories, as this could perhaps be seen as anti-competitive, but attendees speculated whether tender applicants might receive additional points, during a pre-qualification questionnaire, for being an audited charter signatory. Attendees observed that reaching agreement from local authorities on their procurement processes might prove difficult.

However, it was felt that a SAMSIG charter is still a good idea, subject to interest from client groups. RS said that he would seek an invitation to a meeting of the Local Authority special interest group from the chair (Helen Crozier of Oxfordshire County Council), to determine the level of interest, amongst BPA local authority members, in an audited SAMSIG charter. Similarly, and in relation to NHS trust interest in a possible SAMSIG charter, RS may seek an invitation to attend a meeting of the Healthcare Parking SIG from the chair (Keith Fowler of Northern Lincolnshire and Goole NHS Foundation Trust). Equally, RS could ask the chair of the National Operators group (Les Knight of Euro Car Parks Limited) for an invitation to attend a meeting of that group.

RS

Other benefits of accreditation through PiPA and a SAMSIG charter could include:

- promotion of the list of SAMSIG charter signatories by the BPA, including on the BPA website, in other publicity materials and through referrals when queries about structural issues are received; and
- a logo, as a separate logo is likely to be produced for each sector-specific charter under PiPA and, although SAMSIG charter signatories would not be under any obligation to use a logo (some attendees felt that they already had enough logos), this option would still be open to signatories.

RS explained that he had already started work on compiling matrices for standards that should be expected from SAMSIG's various sub-sectors, and that developed versions of these matrices could inform a SAMSIG charter assessment methodology, which could then be approved by SAMSIG and reviewed by the group each year in line with evolving best practice.

RS asked attendees to contribute any ideas for these matrices through LinkedIn.

<p><b>7.</b></p>	<p><b><i>Proposed visits to other SIGs, regional and country groups to give presentations and generally promote SAMSIG messages</i></b></p> <p>RS opened the debate, noting that it would be worthwhile for SAMSIG members to attend other BPA groups to spread SAMSIG messages. BPA corporate members can register to attend meetings of any group at the BPA, with the exception of the Local Authority SIG and National Operators group, which are restricted to members of those sectors.</p> <p>Attendees wondered whether a SAMSIG meeting might attract more representatives from other sectors if the morning was dedicated to a workshop, with the group's formal meeting following lunch in the afternoon. As an alternative, attendees put forward the idea of a series of half-day 'SAMSIG roadshows' located at venues around the country, with SAMSIG members paying for stalls that would cover the cost of the venues. These events would operate in a similar vein to Parkex but with a specific focus on structural issues, and the marketing for the events might then be undertaken by the BPA.</p>	
<p><b>8.</b></p>	<p><b><i>AOB</i></b></p> <p>RS reported that Chris Whapples (CW) had requested a change to the SAMSIG name, as not enough members from other sectors understand what it means. CW's suggestion was:</p> <ul style="list-style-type: none"> <li>• Parking Structures Group.</li> </ul> <p>Attendees felt that this was a good suggestion, although NT noted that he did not know whether or not this falls within the BPA's rules. RS said that he would ask the Council of Representatives for its view on the proposed name change. It was observed that 'SIG' is used fairly consistently across groups, although there are exceptions (e.g., the National Operators Group).</p> <p>Attendees expressed the view that they would like, in future, to be able to invite guests on a one-off basis to SAMSIG meetings, even if these guests are not BPA members, so long as the chair of the group has approved the guests. This would increase client exposure to SAMSIG's work and might serve as an advertisement for BPA membership. RS will ask the Council of Representatives about this idea.</p> <p>A couple of attendees noted that they did not receive the original SAMSIG meeting registration email and had to rely on forwarded emails. NT said he would check everyone on the attendance sheet was on the distribution list for registration purposes.</p>	<p>RS</p> <p>RS</p> <p>NT</p>