

# *Changes to blue badge parking in Rushmoor Borough Council car parks*

## **The new scheme for Blue Badge holders**

**From 1 November 2014, Rushmoor Borough Council will be making changes to blue badge parking in its car parks.**

Following approval by its Cabinet earlier this year, the council has decided that all blue badge holders will have to pay the parking charge when using council-owned car parks.

This will take effect on 1 November 2014. However, when a valid blue badge is displayed alongside a pay and display ticket, we will double the time of the tariff purchased.

## **What you will need to do when parking in a Rushmoor Borough Council car park**

You will need to buy a ticket from the ticket machine and display it alongside a valid blue badge.

In recognition that some blue badge holders may need more time to carry out their activities, the time you buy on your pay and display ticket will be doubled on certain tariffs marked with a \* on the front panel of the ticket machines.

Although the additional time will not be shown on the ticket, our Civil Enforcement Officers will add the extra time on when it is displayed alongside a valid blue badge.

For example, if you buy a one-hour ticket at 9am, the expiry time on the ticket will show 10am however, when displayed alongside a valid blue badge, the ticket will remain valid until 11am, as the tariff bought has been doubled, giving two hours' worth of parking for the price of a one-hour ticket.

Please note that exemptions to this scheme apply to parking areas that operate a maximum period of stay, such as 30-minute or one-hour bays; all day tickets and weekly tickets.

## **Why the council is introducing this new scheme**

In 2013, we held several focus groups with residents, some who were disabled and others that were not, and we asked them what mattered to them about parking, in particular, the disabled parking facilities that the council currently offers.

Our customers decided they wanted improved access to wider bays, additional disabled bays and greater monitoring of the bays by the Civil Enforcement Officers to reduce the abuse by non-blue badge holders. Payment for parking was not an issue to our customers. For details, see our [Cabinet agenda of 15 July 2014](#).

As we recognise the most important things to our customers are the availability of blue bays and their accessibility, we are making the existing disabled bays wider and more accessible and providing some additional bays.

In certain locations, we have placed dedicated pay and display machines next to the disabled bays. The Civil Enforcement Officers will also be vigilant in challenging those who may appear to be abusing blue badges. To help with this, they have taken part in a course run by trading standards' parking investigations team.

## **If you have a car park permit because you are a blue badge holder**

If you have a car park permit issued to you because you are a blue badge holder, it will no longer be valid as of 1 November 2014.

Existing smartcards issued to blue badge holders will also be invalid, as they only provide you with 50% additional time on your ticket, rather than the 100% we now offer.

Therefore, if you have one of these cards, please return it to the council offices, where we can offer you a refund or transfer the balance onto a new card.

We are open:

Monday to Thursday: 8.30am to 5pm

Friday: 8.30am to 4.30pm

For details on our smartcard, visit our [smartcard web page](#).

## **Over-65s' parking concession**

If you live in Rushmoor and are 65 years or over, you can claim our over-65s' parking concession once a year.

We will need to see proof that you live in Rushmoor, proof of your age and your DVLA vehicle registration document registered to your address.

You pay £25 and we will issue you with a Rushmoor Gold Card (smartcard) to the value of £50. You can then use this to buy a ticket in our car parks.

## **On-street parking**

Parking in the streets is not affected by the changes. All blue badge holders can continue to park free of charge in appropriate locations and subject to any time limit.

## **Parking in ordinary bays**

All blue badge holders are entitled to park in the wider disabled bays but can also park in the ordinary bays and receive the double time on their pay and display ticket.

## **Travelling as a passenger in another vehicle**

As long as a valid blue badge and valid pay and display ticket are clearly displayed inside the vehicle at all times, you will be entitled to the 100% additional time, as set out above, irrespective whether the blue badge holder owns the vehicle or not.

## **Enforcing disabled parking bays**

We are committed to making sure that our disabled parking facilities are used by those who need them, so our officers will exercise their powers to inspect and if necessary, confiscate any blue badge which they believe is being misused.

We will continue to carry out regular patrols of disabled bays, both on and off street and will issue penalty charge notices to any vehicle that is parked without a valid blue badge and ticket.

## Reviewing the scheme and giving feedback

To make sure the scheme is working well, we will monitor it regularly. We are keen to receive any feedback on the scheme by email to:

[customerservices@rushmoor.gov.uk](mailto:customerservices@rushmoor.gov.uk) or [bluebadgeparking@rushmoor.gov.uk](mailto:bluebadgeparking@rushmoor.gov.uk)

## If you need help with the scheme

We will respond positively to any blue badge holder who raises issues or has concerns over the new scheme. You can do by emailing [bluebadgeparking@rushmoor.gov.uk](mailto:bluebadgeparking@rushmoor.gov.uk) or by calling our Customer services team on 01252 398290.