



EAUC – Transport COP – Car Parking

19 May 2016 at University of Birmingham

Group discussion topics

Parking Policies

Questions:

Who is covered?

Who is not?

Enforcement policy

Managing events/conferences

Consistency across sites/campuses

Impact of campus development

Link to travel plans/local authorities

Group 1

Who is covered?

- Staff
- Students
- Visitors – different types, planned events, Open days, ad hoc,
- Contractors

Who is not?

- Electric vehicles at Newcastle
- Enforcement policy using ANPR
- Nottingham looked at it, but capital costs where huge
- Parking levy example.
- Nottingham charge by salary band and emissions, 35 different options. All managed in house – info online.

Group 3

Pen charges

£35	£70	
£30	£80	14 days
£30	£60	
£30	£60	
£35	£70	£100
Warnings	3 (Exeter)	

- Warnings 3 (Exeter)
- Events/conferences



- Issues VEA - no space available/priority clash with other users
 - Parking paid for by conference office
- UOB (Birmingham) - ditto, except off-campus conference centre

Group 4

- Some comprehensive, some not at all, some dated
- Needs to be specific to cut loop holes that people can exploit
- Have basic T&Cs in a short document with the nitty gritty in a comprehensive document behind it
- Impact of development
- Contractor compounds are a problem
- Contractors still have to park and not within their compound. That's not what it's for
- Charge goes to uni anyway

Enforcement

Questions:

Ticketing

Patrolling

Use of ANPR

Third party support

Back office

Difficult locations (e.g. halls?)

Group 1

Ticketing

- Newcastle ticket – security
- QUB (Queens) – clamp – third party
- Bournemouth – Security ticket – Britannia enforce
- Nottingham - own security
- UOB – Security

ANPR

- None, but Bournemouth looking into it.

Third party

- Britannia parking at Bournemouth
- Newcastle to follow up and confirm
- QUB, Sword security
- Nottingham – First Parking for back office support, overseen by security. 1st year of the contract.

Difficult locations

- Bournemouth security staff split between two campuses - limited patrols
- UOB – 3500, 5 patrol staff ticketing
- Nottingham – 4700, 3 staff ticketing



Do any Universities charge for visitors?

- Nottingham charge visitors by pay and display or by internal re-charges to the departments they are visiting.
- No one else charges for permits.
- QUB – reviewed annually, not increased since 2013. Decide on an arbitrary amount.
- Nottingham – reviewed annually, no set formula but have to be signed off. Influenced by working place parking levy. Check out working place levy mechanism.
- UOB – no annual review, no mechanism

Group 2

Enforcement

- Durham - 1st parking - self ticketing, 3 E approach: Educate, Engineer, Enforce
- Mostly open parks. £70 reduced to £35
- 16 colleges available to staff
- student criteria in place
- 3,200 spaces - 2 dedicated traffic staff
- Kingston - 4 campuses £70
enforcement by external co. £35
permits - not charged
- Oxford uni - in house enforcement - security
- Priority 5 point based criteria
- Encourage staff not to drive. Permits to use by 25%. 745 permits
- 1% salary
- Speeding - how is it policed?
- UOB - 4 traffic officers £60 fee
Reduced £30
UKPC external back office

Group 3

	York	UOB	UEA	Cumbria	Exeter
Pen?	Y	Y	Y	Y	Y (3 prior warnings)
Patrols - In-house - Contractor	✓ x2 x	✓ x4 x	✓ x2 x	x ✓	✓ x
Back office enforcement follow up?	✓		✓	✓	
Spaces	3000	3500	1500	1200 (4 sites)	
Patrol vehicle	Electric bikes	Bikes	Van & Bike	Van & Bike	Cars
ANPR?	✓	1 car park	Moving to ANPR	x	x

Group 4

- Mixture of own stop patrolling with an enforcement company doing the back office
- Use back office provider you have to share revenue



- They take of the nasty end of the business, software and all of the admin stuff which is very time consuming too
- You get economies of scale
- Can make it look like a university branded product if someone else is doing the donkey work
- Bristol uni – car parking partnership
- Lancaster – first parking
- Both seem keen to move
- Lancaster - 900 tickets per month, “culture of non-compliance”
- 70% at Bristol uni pay up
- Revenue not just from enforcement but through permit issue so drop in revenue for 3rd party back office as compliance increases not necessarily an issue as they are paid a flat annual rate for the service anyway

Types of Permit in Use

Questions:

Annual

Monthly

Occasional use (scratch cards?)

Visitor

Contractor

Pay and display

Group 1

- QUB no eligibility criteria
- Nottingham no eligibility criteria for staff
- 15 miles for students
- UOB - no eligibility criteria
- Bournemouth looking at public transport accessibility criteria rather than current distance based criteria.

Occasional permits

- Newcastle day rate, UOB day rate
- QUB – monthly permit.
- Nottingham – book of 50 vouchers – 35% of annual, can purchase at any point in the year. You can buy more than one book in the year.
- Bournemouth has issues with occasional use permits being misused.

Group 2

Permits

- Sheffield Hallam - no enforcement
- restricted number of day permits
- Staff permits criteria based
- Should issue permits be restricted numbers? mostly on-line permits

- Occasional use permits
- UOB - no reserved visitor parking

Group 3

	York	UOB	UEA	Cumbria	Exeter
Annual	✓	✓	✓ Not staff	✓	x
Special circuits badge	✓	✓	✓	✓	x
Monthly	✓	x	x	✓ 12wk	x
Occasional	✓	✓	✓	x	✓
Visitor	✓	✓	✓	✓	✓
Co-us	✓	✓	✓	✓	✓
Charge	£400	x	x Planned	x	x
P&D	✓	✓	✓	✓	✓
Pay by phone	✓	✓	✓	✓ Soon	x
Never Ending	x	✓ Staff	✓ Staff	x	5yrs

- Annual Renewal - encourage review of transport mode
 - and offer of personal travel plan
 - and offer registration on car share website
- Some automated permit systems / some more manual
- Some virtual, save paper
- Use website permits - to ask travel survey questions
- Wouldn't recommend credit/debit cards
- Payments for P&D machines
- Reasons for issue of temporary medical/disability permit. Vary! Physical, mental health?
- Payment for disabled blue badge? 1 out of 5. 4 out of 5. No charge for blue badges.

Group 4

- Visitors get tokens/scratch cards. Some free visitor parking
- Reading – no barriers, to move to P&D but issues over computers re charging technology
- Cambridge – no charge but permits exist
- Departments have to book for visitors to get an authorised space
- Booking for visitors deliberately over-subscribed – like airlines
- Seems to be problems over systems and booking slots for visitors where parking booking slots don't match meeting times so space isn't efficiently used
- P&D may be a good solution for parity but there are issues about that as well
- New notes and coins need to be accepted
- Phone payment seems not to be a good customer experience
- Cashless seems to be the way forward. Removes cash handling headaches.

Permit Exceptions

Questions:

Mobility parking

Car share

Electric vehicles



- Permits allocated with a fixed duration by case
- Disabled have to pay the same as everyone but that was challenged
- Carers for people with disabilities is a delicate issue because they are not disabled themselves
- Permits are centrally controlled

Car share

- Do have car share permits
- Tough to assess who is car sharing partner with disparate campuses
- Payment incentives rather than space allocation for car sharers because it's so hard to police
- Some rely on self-policing – shares grass up non-sharers
- Can have car sharing with employees of other businesses i.e. tenant organisations
- Controlled by taking single permits off folk and issuing a single
- Different charging scheme based on salary – do you charge based on highest earner in sharing group or lowest

Electric vehicles

- Preferential bay
- Fair use policies not in place as the demand is not there – difficult to find another space once you move off the charger
- Separate charges for fleet vehicles are locked off to prevent misuse