

# Staff Parking Frequently Asked Questions

## New parking enforcement and management system

### **Why is Bournemouth University introducing a new parking enforcement and management system?**

In order to provide an improved experience for car park users, BU is introducing a new parking management contract to deliver the following core benefits:

1. A more robust parking enforcement service, discouraging non-permit holders and thus making it easier for permit holders to find a space
2. Introducing and operating a virtual permit system to eliminate the need for staff to swap permits between vehicles and remove the risk of losing permits. The system will also reduce costs associated with issuing paper permits
3. The collection of car parking data (for example, peak times and number of people per car), which will inform the university's transport strategy going forward
4. Allow the university to charge non-BU permit holders for use of Lansdowne parking sites in the evening and at weekends in order to support the provision and enhancement of university parking and sustainable travel facilities.

### **When will the new parking enforcement system become operational?**

The new parking enforcement system is scheduled to be launched on Tuesday 7 May 2019.

### **How will the new system affect me?**

The new system will use Automatic Number Plate Recognition (APNR) technology to validate vehicles authorised to park in university car park sites. Permit holders will be required to register up to two vehicles to a virtual e-parking permit instead of being issued with a physical paper parking permit to display in their vehicle. E- parking permit holders will need to ensure that their vehicle details are kept up to date through the [staff online permit system](#). Failure to do so could result in a Parking Charge Notice (PCN) being issued.

### **What is an e-parking permit?**

On Tuesday 7 May 2019, Bournemouth University will be replacing annual paper parking permits with an annual e-parking permit. This is a virtual electronic permit. When a staff member applies for an annual parking permit, they will be able to register up to two vehicle registration plates to an e-permit. Automatic Number Plate Recognition technology is being used to validate if a vehicle is authorised to park in BU car parks.

## **BU payroll and part time hourly paid staff annual e-parking permits**

### **Who can apply for an annual staff e-parking permit?**

Any member of staff can apply for an annual staff parking permit unless they live within 2 miles of their main place of work.

### **When can I apply for an annual staff virtual parking permit (e-permit)?**

You can apply for a parking permit [online](#) once you receive a BU user name and password. This will usually be on your first day at work.

### **How do I apply for an annual e-parking permit?**

You can apply [online](#). You will complete the short online form, which takes less than 5 minutes. You will need to log on using your user name and password. You will then enter a few simple details, such as your name, address and vehicle registration/s.

### **What happens once I have submitted the online application form?**

An automatic e-mail will be sent when your permit has been approved. This e-mail will outline the delivery details for your new permit.

### **Can I buy an annual e-parking permit at any time of year?**

Yes, providing that you meet the eligibility criteria. The online application is available all year.

### **What happens if my application is refused?**

If a member of staff does not meet the car parking permit criteria, they may apply for a permit on the grounds of an exemption as outlined below:

- Staff with children aged 12 and under
- Staff who are registered disabled blue badge holders
- Staff with a short or long term medical condition where appropriate medical advice supports the provision of a parking permit
- Staff who are Carers

If you disclose an exemption when applying for an e-permit, evidence of such exemption will be required. You will be required to send the relevant evidence to [Parkingservices@bournemouth.ac.uk](mailto:Parkingservices@bournemouth.ac.uk).

### **What if I no longer need my e-parking permit (for example, if I don't need it over the summer)?**

You can cancel your permit online at any time. Cancellations will take effect in the following month's payroll, providing you have cancelled by the 15<sup>th</sup> of the month.

### **Whose responsibility is it for updating information about changes in circumstance affecting my e-parking permit?**

It is the individual permit holder's responsibility to inform the University of changes in circumstance affecting their e-parking permit.

## Who do I contact if I have a query about the annual e-parking permit or if I need to notify the University about a change in my circumstances?

The table below outlines who you should contact depending on the nature of your query:

Contact the Estates department at <a href="mailto:parkingservices@bournemouth.ac.uk">parkingservices@bournemouth.ac.uk</a> if:	Contact Human Resources department at <a href="mailto:hrenquiries@bournemouth.ac.uk">hrenquiries@bournemouth.ac.uk</a> if:
You have a query about your application (e.g. enquiring about the progress of your application).	You have a query regarding how much you are paying for your annual parking permit.
You need to update your vehicle details. This can be done <a href="#">online</a> .	You need to report a change in your circumstances such as notification of a career break or maternity leave.
You want to cancel your permit. This can be done <a href="#">online</a> .	You need to update your address details.

## How will I pay for my e-parking permit?

Pay rolled staff will pay by a non-salary sacrifice monthly deduction when applying for the annual permit. Payment will be automatically taken by payroll each month.

Part time hourly paid staff and affiliate staff will pay the total cost of their annual permit upon application.

## What will happen if my salary details change during the year?

If you pay by non-salary sacrifice monthly deduction, HR will arrange for your monthly payments to be updated in accordance with your salary change. You will receive written confirmation of any change in payment deductions.

## Why do you need my contact information?

If there is an operational car parking issue and the Estates team need to contact you (e.g. you are required to move your vehicle).

## How much will I pay for my e-parking permit?

This is dependent upon your employment status. Please see the following link for [2018/19 permit prices](#).

## What will happen if I don't apply for an annual e-parking permit?

All vehicles parking in BU car parks will need to be registered to a current and valid e-parking permit as outlined by the Parking Terms and Conditions. All staff parking permit holders should renew their existing permits to a new annual e-parking permit by 3 May 2019. After this date any vehicle not registered to an annual e-parking permit may receive an additional parking charge as outlined in the University [Parking Terms and Conditions](#).

### **What happens if my application is refused?**

If you no longer meet the e-parking permit criteria you can apply for a permit on the grounds of an exemption. For a details of the exemption criteria, please refer to the staff car parking appeals procedure in the staff handbook.

### **What happens if my claim for an exemption is refused?**

If your exemption application is not agreed by HR, you will be referred to the Travel and Transport team for a Personalised Travel Planning session. A Personalised Travel Plan report will be created, with recommendations for your travel to work. If you do not accept these recommendations, you can appeal in writing on the grounds of an exception to the Travel Plan Group. Please refer to the staff car parking appeals procedure as outlined in the [staff handbook for further information](#).

### **I am a new member of staff, what how can I arrange parking for my first day at work?**

To arrange parking for your first day, please email [parkingservices@bournemouth.ac.uk](mailto:parkingservices@bournemouth.ac.uk) in advance. You will need to provide the following details:

- The registration number of the vehicle that you will be driving
- A BU contact name
- The location of where you require parking – Lansdowne Campus site or Talbot Campus site

### **If I am a registered Blue Badge Holder will I need a staff e-parking permit to park on campus?**

Yes, you will need a BU staff e-parking permit. Please apply [online](#). Blue Badge Holders will also need to display a current and valid Blue Badge when parked in an accessibility bay in BU car parks. Blue Badge holders will not be charged for their staff e-parking permit.

### **What happens if I need to park a temporary vehicle which is not registered to my e-parking permit?**

It is the individual permit holder's responsibility to update any changes in circumstances affecting their e-parking permit; this includes the vehicle registration details. If you need to update your vehicle details, this can be done [online](#). Any updates to vehicle registrations need to be made prior to parking the vehicle on site. If you have an emergency situation e.g. the use of a short term hire car or courtesy car, and you can't update online prior to arriving in a BU car park, you will need to register the temporary vehicle as soon as possible at a BU reception point. You will have a maximum of 24 hours to register a temporary vehicle. Failure to do so may result in a PCN being issued.

## **Agency staff monthly parking permits**

### **I am employed through an agency to work at BU, can I park at BU?**

Staff who are employed through an employment agency on a short term contract are entitled to apply for a monthly parking permit if they live further than 2 miles from their main place of work, subject to the standard staff parking Terms and Conditions:

If an Agency member of staff does not meet the car parking permit criteria, they may apply for a permit on the grounds of an exemption as outlined below:

- Staff with children aged 12 and under. Evidence of this will be required
- Staff who are registered disabled blue badge holders
- Staff with a short or long term medical condition where appropriate medical advice supports the provision of a parking permit. Evidence of this will be required
- Staff who are Carers. Evidence of this will be required

### **How do I apply for a monthly agency e-parking permit?**

Your line manager will need to contact [parkingservices@bournemouth.ac.uk](mailto:parkingservices@bournemouth.ac.uk) on your behalf to confirm that you require a parking permit. Parking Services will confirm that you are eligible for a permit and send you an application form and instructions for how to complete the process.

### **How much will my monthly agency e-parking permit cost?**

An agency monthly e-parking permit will cost £14.62 per month.

### **How do I register my monthly agency e-parking permit?**

Once you have paid for your monthly agency e-parking permit at a BU Cash Office. You will take your receipt to either Poole House or Studland House reception, where the reception team will register your vehicle registration number on the e-permit system for one month.

## **Visitor and events parking**

### **What is visitor parking?**

Visitor parking is defined as those external visitors needing to park on campus for the purpose of conducting university related business. Visitors should not be receiving payment for the duration of their visit.

### **How do I book my visitor a car parking space?**

To request a visitor parking space, the staff member inviting the visitor needs to [book online](#) . Requests received within 48 hours may not be accommodated. You will receive e-mail confirmation if your request has been approved or not.

### **When does my visitor parking request become an event parking request?**

An Event parking request is defined as the requirement for 10 parking spaces or more. If 9 spaces or less are required at Talbot Campus, then parking requests should be submitted through visitor parking booking process. If 9 spaces or less are required at Lansdowne Campus, then staff should contact [parkingservices@bournemouth.ac.uk](mailto:parkingservices@bournemouth.ac.uk) to enquire about the availability of parking spaces.

### **How do I book event parking?**

Staff need to log a request for events parking by completing the [events enquiry form](#)

Requests will not be considered within 5 working days of an events taking place.

Staff should be aware that due to the finite number of events parking spaces available, that we cannot guarantee to accommodate all requests.

Events parking requests will be allocated on a first come first served basis. If you we can't approve an events parking request, the staff member will be notified and made aware of alternative parking/travel options to communicate to their guests.

## **Parking Enforcement and Parking Charge Notices (PCNs)**

### **What are the current parking restrictions on campus?**

Please refer to the [BU Terms and Conditions of Parking](#) .

### **What is a Parking Charge Notice (PCN)?**

Any vehicle parked in a BU Car Park which is in breach of the [BU Car Parking Terms and Conditions](#) may receive a Parking Charge Notice.

### **Will I receive a warning before I receive a PCN?**

Breaches of [BU Car Parking Terms and Conditions](#) may result in the issue of a PCN. A warning system will be in operation during the soft launch of the new parking system in May 2019. From 1 June 2019, **there will be no warnings issued for vehicles breaching BU Car Parking Terms and Conditions.**

### **If I receive a PCN, what do I do next?**

There will be details of how to pay the PCN on the PCN notification. If you need to query the PCN, you can contact UK CPM.

### **How do I contact UK CPM?**

You can [contact UK CPM](#) by:

Telephone: 0345 463 5050

E-mail: [info@uk-carparkmanagement.co.uk](mailto:info@uk-carparkmanagement.co.uk)

### **If I receive a PCN, how much will I need to pay?**

Where a PCN is imposed, this means that a parking charge of up to £70 is payable in relation to the vehicle in addition to any payment already made through purchase of a permit or ticket.

If payment of the PCN is made within 14 days of issue the PCN charge is reduced to £40. If payment is not received within 28 days of issue, action may be taken to enforce the PCN and recover the full cost of the additional parking charge plus any other reasonable costs incurred, including County Court costs. Such action will be taken by the University's contractor (UK CPM).

## How do I pay a PCN?

There are a number of ways to pay a PCN issued in BU car parks:

- Telephone: A free of charge 24 hour payment line is available: 0345 463 40 40. You will need the Parking Charge Reference and the Vehicle Registration Number of the vehicle that received the PCN.
- Post: You can pay a PCN via postal order. You need to complete the slip on the reverse of the issued PCN and send along with payment to:  
Appeals and Enquiries,  
CPM  
PO Box 3114  
Lancing  
BN15 5BR.
- Online Payment: [www.paymyticket.co.uk](http://www.paymyticket.co.uk) . You will need the Parking Charge Reference and the Vehicle Registration Number of the vehicle that received the PCN. Please ensure all information is correct.

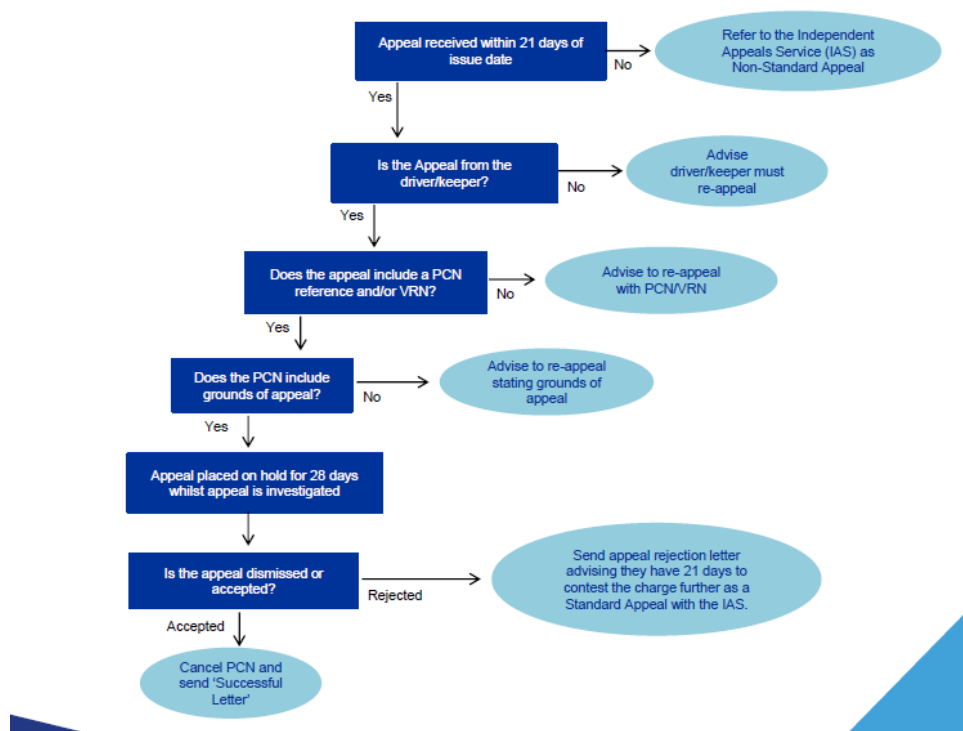
## Can I appeal a PCN?

Yes, please use the following link for full details on how to make an appeal:

<https://www.uk-carparkmanagement.co.uk/appeals-centre>

## How long after receiving a PCN can I make an appeal?

You have up to 21 days from the 'PCN issue date' to make an appeal. The UK CPM appeals process can be viewed below:





## **Other FAQs**

### **What are the alternatives to car travel?**

BU is fully committed to providing and promoting sustainable travel alternatives to car use with the aim of reducing the numbers and proportions of people driving to Campus. These opportunities are delivered through the Travel Plan (TP). For more information on alternatives to car travel, please see:

<https://staffintranet.bournemouth.ac.uk/aboutbu/sustainability/sustainabletravel/>

### **Can I leave my vehicle overnight?**

Permission to park overnight is at the discretion of [Parking Services](#). In deciding whether to grant permission, Parking Services will consider all relevant factors, including the reason for the request and the impact of the overnight parking in light of scheduled campus works, scheduled BU events and parking capacity generally. Permission may be granted subject to conditions, including conditions as to the duration of the parking or the location in which the car may be parked.

### **How do I get permission to park my vehicle overnight?**

Permission for overnight parking should be requested by contacting [parkingservices@bournemouth.ac.uk](mailto:parkingservices@bournemouth.ac.uk). Requests should usually be made no later than 3 working days in advance of the date on which the parking period would commence. Parking Services will respond to requests within 2 working days.

### **Will I be guaranteed a parking space once I have purchased an e-parking permit?**

The issue of a BU e-permit or daily e-permit code does not guarantee a parking space or confer any rights other than to park temporarily in a designated car park or other authorised area in accordance with these Terms and Conditions if space is available. It is the University's policy to maximise use of the car parks by issuing more permits or permit codes than there are spaces available. It reserves the right to refuse permit holders access to any spaces, including designated lift sharing spaces, in a car park from time to time, in order to accommodate bona fide visitors and special events. Drivers of motor vehicles and permit holders are advised that pressure on University car parks is particularly acute in Autumn and Spring Term and often on any term-time weekday, they are frequently full by 10.30am - 11.00am, and on Open Days.