



University of East Anglia

Information Services Directorate

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[REDACTED]

29 June 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-160)

We have now considered your request of 26 June 2017 for information relating to parking.

Our response is on pages 2-3 of this letter, together with a copy of your request.

On this occasion it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information relevant to question 8 and 9 of your request. Further information is on page 3 of this letter.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

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Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_17-160)

We request answers to the following questions as fully as possible:

1. How many car parking sites fall under the remit of the University of East Anglia?

The University has five (5) car parking sites;

- Main Campus (containing Main Car Park, West Car Park, Waveney Road, Central Car Park, Sportspark, SCVA, Blackdale, Colney Sports, Nursery, Medical Services, Enterprise, Earlham Hall, INTO, and roadway parking),
- The Village
- Edith Cavell
- Bob Champion
- The Triangle

2. Roughly how many spaces do they provide in total across all sites

There are approximately 2000 parking spaces across the five sites.

3. Does the organisation manage their Car Parks directly (go to Q5) or via a Third Party (go to Q4)?

The University directly manages these car parks.

4. If managed by a Third Party: (N/A)

- a. Who is the provider*
- b. Dates of the contract duration (from/to)?*
- c. What is the basis of the contract (build/operate; land lease; management only etc)?*
- d. Any pros/cons of this arrangement?*

Not applicable – see response to question 4.

5. How is parking currently controlled, e.g. POF, P&D, Permit, parking officers, barrier control, in/out global counting, bay occupancy?

Details are provided within the [University of East Anglia Vehicle Regulations](#)¹.

6. Are you currently able to readily identify any patterns of use of particular zones/bay types/long or short term stays etc and collate this data to address specific problems areas on certain days/time periods?

Yes. Swipe card data is collected and occupancy reports from car park equipment are available to help the University identify patterns of use.

¹https://www.uea.ac.uk/documents/6207125/6492864/UNIVERSITY_VEHICLE_REGULATIONS_September+2015+V3.pdf/

7. What existing customer service focused measures are in place, e.g. information provided at entry points, visual guidance to zones/bays with available spaces, on-site support staff?

The University's Travel & Transport team are in place to provide in-person support. There is signage throughout the car parks and directional signage on roads. [Web based traffic information](#)² and the [UEA Travel Plan](#)³ are available on the web.

8. What are the key challenges that the University of East Anglia face in regards to the provision of parking for patients/carers/visitors?

[Information not held - s.1(1)(a), Freedom of Information Act]

UEA holds no recorded information stating what it feels to be the current key challenges it faces in relation to the provision of parking for patients/carers/visitors. The Travel Plan noted in our response to question 7 above only provides background information regarding parking but does not identify current challenges in this area.

9. What are the key challenges that the University of East Anglia face in regards to the provision of parking for staff?

[Information not held - s.1(1)(a), Freedom of Information Act]

UEA holds no recorded information stating what it feels to be the current key challenges it faces in relation to the provision of parking for staff. The Travel Plan noted in our response to question 7 above only provides background information regarding parking but does not identify current challenges in this area.

10. Do you attend any conferences/events that focus on best practice in the management of parking/land use which you would recommend as good networking opportunities?

The University is represented at the British Parking Association HE Special Interest Group, Environmental Association for Universities & Colleges (EAUC) Transport Group meetings & EAUC Annual Conference and Act TravelWise.

11. Who is the person responsible for Car Parks in your organisation (Name, Title, telephone and direct email)

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² <https://portal.uea.ac.uk/estates/travel-and-transport>

³ <https://www.uea.ac.uk/documents/6207125/6492864/UEA+Travel+Plan+2016/470d57ec-a2be-4e0b-be02-febe61c6fc23>