

Ref: FOI/CAD/ID 4105

Please reply to:
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Parking.

1. *How many car parking sites fall under the remit of the Maidstone and Tunbridge Wells NHS Trust?*
2. *Roughly how many spaces do they provide in total across all sites?*
3. *Does the organisation manage their Car Parks directly (go to Q5) or via a Third Party (go to Q4)?*
4. *If managed by a Third Party:*
 - 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?*
5. *How is parking currently controlled, e.g. POF, P&D, Permit, parking officers, barrier control, in/out global counting, bay occupancy?*
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?*
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?*
8. *What are the key challenges that the Maidstone and Tunbridge Wells NHS Trust face in regards to the provision of parking for patients/carers/visitors?*
9. *What are the key challenges that the Maidstone and Tunbridge Wells NHS Trust face in regards to the provision of parking for staff?*
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?*
11. *Who is the person responsible for Car Parks in your organisation (Name, Title, telephone and direct email?)*

- 1) Two
- 2) 1509 at Maidstone and 1228 at TWH 38 disabled at Maidstone and 37 disabled at TWH
- 3) Third party
- 4) The information requested is exempt from disclosure under the Freedom of Information Act 2000 Section 43 as its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). The Trust will be going out to tender for the management of the car parks within the next six months.
- 5) Pay on Foot System for controlling access and egress of car parks alongside parking officers
- 6) We are able to monitor from our control room vehicle numbers and parking times etc. utilising our car parking equipment software
- 7) We utilise various forms of wayfinding signage to direct traffic effectively, we also utilise parking officers visually monitoring car parking spaces and assisting the public with parking
- 8) Limited opportunity to provide additional parking spaces due to spaces constraints on both sites
- 9) Limited opportunity to provide additional parking spaces due to space constraints on both sites
- 10) NPAG events
- 11) Jeanette Rooke Director of Estates and Facilities, email Jeanette.rooke@nhs.net