

park. It will be easier and more reliable for people to use and means you only pay for the time you spend in the car park.

### How does all this affect Blue Badge holders?

You will continue to park for free. But we need to log your vehicle registration number(s) and Blue Badge details on to the ANPR computer database. ANPR works by recognising registration numbers. If it has your number and your Blue Badge details, it will know who you are and that you qualify for free parking.

### How do I register my vehicle(s) and Blue Badge details?

There are two ways. Come to the main hospital reception desk with your documents, or call us on 01225 824100 and then present your Blue Badge for database validation at reception when you next visit the RUH. Each Blue Badge holder can register up to three vehicles. Once registered and confirmed, you still need to display your badge in your vehicle while parked.

### What about motorbikes – will they be charged?

No. ANPR will recognise that their VRN is for a motorbike and parking will be free as long as they use designated M/C bays. Extra bays are being provided in the new car park.

### What about community transport and volunteer drivers?

Lists of VRNs should be emailed to [nicholasreed@nhs.net](mailto:nicholasreed@nhs.net) to be included on the ANPR database. Vehicles will then avoid charges should they overstay in areas like the 20-min drop off, and can park for free in the public car parks.

### How do I appeal against a parking charge notice (PCN)?

Appeals are made directly to the car park managing company ParkingEye. Information and contact numbers will be included with any PCN issued, either through the post or attached to a vehicle parked on site.

### Who can I contact with any more questions?

Please call 01225 824100 or email [ruh-tr.carparking@nhs.net](mailto:ruh-tr.carparking@nhs.net)

## New car park and parking payment system

### Your questions answered



We've built a new 300-space car park, the first phase opened on 12 September 2016, and at the same time we introduced a new computerised parking payment system.

Parking charges, for the fifth year running, are not being increased. We're replacing our old barriers and pay and display machines with an automated number plate recognition system called ANPR. Cameras read your vehicle registration number (VRN) when you enter the car park so you don't need to put a ticket on your windscreen.

It'll mean some changes, particularly if you're a Blue Badge holder, or if you're a regular visitor and used to the old system. Here are some of your questions answered.

### How does the new system work?

**There are no barriers in place, but cameras will read your vehicle registration number (VRN) when you enter a car park.**

- If you know how long you are going to be at the hospital, you can pay at a pay machine straight away. You can use cash or pay by card or by paybyphone.
- If you do not know how long you will be here, just **make a note of the time you entered the car park** and pay when you leave. Currently the machines do not tell you how long you have been in the car park; **you will have to select the length of time you have stayed.**
- You do not need to display a ticket.
- If you pay when you arrive and then stay longer than planned, you can purchase additional time before you leave.
- If you are in a hurry, you can pay later using the paybyphone app – more details can be found on [paybyphone.co.uk](http://paybyphone.co.uk)
- We have pay machines around the site including at the entrance to Princess Anne Wing, in the main entrance (Atrium) and A&E.
- If you enter and leave a car park within 20 minutes, you do not have to pay and you will not be charged.

### Will the new 300-space car park mean I'll always find a space at the RUH?

We're afraid not, although this is a significant increase in spaces available. Like all hospitals, demand for parking is very high and we can't guarantee you'll always find a space. Please leave extra time for your journey and consider using the Odd Down Park & Ride and other public transport alternatives.

### Why haven't you built a multi-story car park at the RUH?

The number of spaces we can have on site is determined by BaNES Council as the local planning authority. We've been allowed an additional 350 spaces across the site, the number limited by the pressure on local roads and the possible adverse effect on air quality. Our 300-space car park is built on land made available following the demolition of the old pathology lab and mortuary. The other 50 spaces will be built in a year or so when capital funds are available.

### Are you putting up car parking charges – and where does the money go?

Parking charges are not increasing, for the fifth year running. There will be changes to two current tariffs - the £1 for 30-minutes charge will be replaced by a £2 for one-hour fee, while the current £15 five-day ticket will be extended to seven days at no extra cost. Concessions for visitors and patients requiring frequent attendance over a lengthy period will remain in place.

Parking fees cover the cost of providing parking, including ownership, maintenance, security and staffing and are not designed to generate profit. Any incidental profits are put back into patient care.

### Why ANPR instead of barriers and pay and display?

ANPR is a consistent means of charging for car parking. With ANPR you can pay in a flexible variety of ways, including after you have left the car