PARKING FAQ’s – Application Stage

When can I make an application?

Applications can be made from Monday 1 October 2018 and the final date for applications is close of business on Friday 26 October 2018.
The existing permit scheme will close on 31 December 2018.
The new parking scheme will come into effect on 1 January 2019.

How can I make my application?

Applications to be completed online using the new permit portal which can be accessed from the parking webpages: https://www.gla.ac.uk/parking

You can make your application using a number of devices including your smart phone, tablet or desktop computer.

Who is eligible to apply for a permit?

Everyone who holds a contract of employment with the University and staff members working in named affiliate organisations, as noted below, will be eligible to make an application: SRC, GUU, QMU, Beatson Institute (Garscube), University of Glasgow Nursery or Glasgow University Heritage Retail Ltd.

Students and eligible staff from approved affiliate organisations will be required to create an account and register before making an application. This is clearly indicated on the portal.

Students will be eligible to apply for a permit at Garscube only.

Is there any help available for people wishing to make an application?

We hope the application process is easy to understand and self-explanatory however we recommend reading the Frequently Asked Questions and Application Guidance Notes for more information before making an application.

We understand some people may not feel confident in submitting an online application therefore we will be offering limited drop-in sessions to assist those members of staff who do not regularly use computers to fill in their application. Please contact carparking@glasgow.ac.uk to register an interest.

Can I apply for more than one permit?

Only one application per person can be made each year. For instance applicants will not be able to re-apply for a different permit type if they are unsuccessful in their initial application.

Applicants should carefully consider which permit type they wish to apply for at the outset. If individuals are found to submit more than one application then only the first application will be considered.
How long does it take to fill in an application?

This may vary depending on individual responses to questions however on average it will take between 10 to 15 minutes to complete. We recommend you read through the terms and conditions, privacy notice and guidance notes before you complete your application and that you have any supporting documents ready to upload.

Do Blue Badge holders have to apply?

Yes. Blue badge holders (staff and students) will automatically be eligible to receive a standard annual permit (no cost). Holders of Blue Badges must register on the permit system and submit an application, selecting the Blue Badge permit type. Please note you will be required to provide a copy of the front and rear of your valid Blue Badge as part of the process.

What provision is made for temporary mobility issues?

In response to feedback, there is a new policy and procedure to accommodate people who encounter a short term health related matter which impacts on their mobility. This will only apply to temporary or short term health issues where the applicant is expected to make a full recovery. A temporary permit may be issued up to a maximum of 12 weeks under this policy. Health or mobility issues which are of a longer term nature cannot be covered by this procedure. The procedure for temporary health issues affecting mobility will involve input from the Occupational Health Unit. Please refer to the policy for Temporary Mobility Issues.

What questions will be asked in the application?

The application process will ask a series of questions and/or offer options including:

1. Option to select a blue badge permit
2. Your requirements for using a vehicle for business purposes
3. Confirming if you have caring responsibilities for dependants
4. Confirmation if you have contractual requirements to work early or late
5. Commuting Journey Options - access to realistic alternatives for travel by public transport

As well as answering which scenarios are applicable, you will have the opportunity to provide further details about your personal situation to help support your application.

How will you check the validity of applications?

Evidence-based information will be required in response to some questions to support an application by way of proof documentation. This may include:

- Validity of blue badge: A copy of a valid blue badge (front and rear) in the name of the applicant
- Two proof documents in the applicants name confirming home address. (e.g. utility bill, bank statement, mobile phone bill)
- One document containing a screenshot of your personal Journey Plan created from Traveline Scotland
- Name of line manager for checking of job role and business needs
How will applications be assessed?

Answers to questions and any evidence provided will be awarded points by the assessing team who will undertake this using a consistent and fair approach. Factors such as the number of applications received and availability of parking supply help to inform how many permits can be issued with in any year to effectively manage the parking at each campus. In order to identify those who may be offered a permit, a points threshold will be applied and the applicants who meet or exceed the threshold for that year will qualify for a permit.

How will you treat my personal information?

As part of the process we are only gathering information which is necessary to allow applications to be considered and processed fairly. All information and evidence will be treated in confidence and according to the University’s Data Protection Protocols and all data processing will comply with GDPR.

There are no plans to publicise a list of those who have been successful or unsuccessful in their application nor to publish other information on the outcome of applications for specific applicants.

What permit types are available?

We shall be introducing different permit types to accommodate different car travel needs. Permit types will include: Standard Permit; Occasional Permit; Motorcycle Permit and Visitor Permit. Some restrictions apply and you should check the scheme terms on eligibility and restrictions of each campus location.

I do not need to bring my car to work/study everyday but I do need my car occasionally. What permit is applicable for infrequent car use?

Occasional permits are seen as a means to support staff who have occasional business duties requiring a vehicle (for example running events or travelling on business), occasional caring responsibilities requiring access to a car or weather-dependent car use (for example a regular cyclist who may want to avoid windy or icy days).

The Occasional Permit will allow eligible individuals to purchase blocks of 10 days parking up to a maximum of 80 days within a permit year. Eligibility for this permit will also be subject to assessment against the scheme criteria.

How will I pay for my permit?

Staff who are allocated a standard permit will have the cost deducted from their salary in equal monthly instalments.

Students and anyone who is not paid directly by the University will be asked to make a payment by credit or debit card for the relevant permit cost.

At this time we hope to be able to offer the choice of direct debit payments to help spread the cost however we are working with the systems provider to introduce this and details will be clarified towards the end of the year.

Staff or students allocated an occasional permit will pay as they go by purchasing a block of 10 days parking. They will purchase additional blocks of parking as and when required and can use up to the maximum of 80 day in a year.
If I no longer require my permit will it be cancelled?

It is your responsibility to inform us if the permit is no longer required. You can do this by logging in to your car parking account and follow the instructions to cancel your permit. Once this is received, the parking team will cancel the permit and inform payroll of the cancellation. Pre-purchased occasional permits cannot be refunded.

Will there be a grace period for staff losing their permits to allow them to make alternative arrangements?

No. The outcomes of applications will be confirmed by the end of November 2018, with the current scheme closing on 31st December 2018 and new arrangements in place from 1st January 2019. At that point only those vehicles with a valid permit will be allowed to park on campus.

Are car-sharing arrangements taken into account in allocating permits?

The working group has considered the merits of car sharing and this may be considered as additional criteria in future application rounds.

Do staff who are currently on long-term leave need to apply in October 2018?

Can staff apply for a permit between application windows?

There will be exceptional circumstances where by an application may be processed out with the yearly application window. The same points threshold will be applied for applications processed mid-permit year. Staff who return to work from long-term leave, new members of staff and staff who experience a relevant change in their circumstances will be given the opportunity to apply for a permit between yearly permit application windows. Further details on this can be found in the procedure for applications out with the permit window.

Will Garscube permit holders still be able to park at Gilmorehill for meetings under the new system?

Permits will be issued for a specific campus and these are non-transferable. However it is recognised that staff may be required to travel to another campus on business. Staff with a permit for Garscube or Gilmorehill can pre-book a visitor space at the other campus (subject to availability) if they wish to park on the other campus. Visitor parking charges as a result of business travel can be claimed back through expenses in the same way as train or bus travel costs.

Can visitors be guaranteed a parking space?

Gilmorehill and Garscube will have designated visitor spaces available for pre-booking up to two months in advance. Visitor spaces will be subject to the relevant visitor parking fee and availability on the desired day, with visitor permits being issued in line with the number of available spaces. A flat rate charge of £6 per day or £3 per half day will be applicable and permits can be issued in increments of 0.5 days. The number of visitor spaces at each campus will be reviewed regularly and may be subject to change depending on demand.
Will permit holders be guaranteed a parking space?

For Gilmorehill and Garscube, as under the current scheme, permit will not guarantee a parking space but it offers the right to enter the campus and look for a space. A permit also does not guarantee a space in any particular car park at these locations. For Tay House permits a specific parking space will be allocated within a designated local car park. Permits are issued for a specific campus and are not transferable.

What measures will be taken to prevent non-permit holders parking on campus?

A number of people flagged up issues of non-permit holders taking up parking spaces. The new scheme has considered how best to tackle non-compliance to ensure parking spaces are not abused. The new scheme will introduce Parking Charge Notices as part of the parking enforcement which will be issued to the driver of any vehicle who does not comply with the terms and conditions of the new scheme.

How much would be the fee for the Parking Charge Notice?

Parking Charge Notice fee will be £60. If paid within 14 days the charge is reduced to £30.

Will the application system allow a member of staff to register two different vehicles?

Yes. The system will be able to allow up to two vehicles to be registered (for instance a spouse’s car) but the permit holder will be responsible for ensuring the correct vehicle is selected as their registered vehicle from their account before bringing their vehicle onto campus.

Why will staff arriving by motorcycle have to pay for a permit under the new scheme, as there are no dedicated motorcycle spaces available?

All vehicles need to be actively managed when on campus. Designated motorcycle spaces will be formed to accommodate motorcycles. Staff wishing to park their motorcycle on campus will need to apply for a permit, selecting the appropriate type, and if their application is successful will be required to pay the relevant fee. Motorcycles must be parked within the designated spaces.

Are the University offering any incentives to travel by public transport?

Feedback from consultations indicated support for further incentives to encourage public transport travel. University has recently launched two new travel discount schemes for staff to help reduce the cost of their commute, whether travelling by bus or rail. The incentives include an interest-free rail season ticket loan or interest free loan to purchase an annual SPT zone card allowing unlimited journeys on bus, train and subway; and a Bus Travel Discount Scheme with a 10% discount on a monthly mTicket from FirstBus Glasgow. These are in addition to existing schemes such as Cycle Plus, JourneyShare and free NextBike Hire.

Further information can be found here: https://www.gla.ac.uk/myglasgow/staff/benefits/seasonticketsandtraveldiscounts/
Where can I get more information on my travel options?

The University has information on Cycling, Walking, Buses, Trains, Underground and help on journey planning at the following pages:
https://www.gla.ac.uk/myglasgow/sustainability/travel

You can also find useful resources on Travel Line and SPT.

If I am not successful applying for new parking permit and have to use public transport, I will take longer to travel to work. Will the University support flexible working to take account of this?

The University has a Flexible Working Policy, which can be accessed at:
www.gla.ac.uk/services/humanresources/all/worklife/flexibleworking/

The University will consider every reasonable request for flexible working from staff that meets the eligibility criteria.

Will there be an appeals process for those who are not successful in obtaining a permit?

Yes. Any appeal against the decision whether to issue a permit or not will be dealt with by the University in line with the criteria based assessment and the scheme’s operating code of practice. Further proof of evidence may be requested. A written response will be issued to the appellant.

How do I create and upload the Traveline JourneyPlan?

The Traveline Journeyplan can be created from the webpage https://www.travelinescotland.com/lts/#/travellInfo.

Provide your home postcode into the ‘From’ box.

Provide your campus postcode into the ‘To’ box.

- For Gilmorehill Campus, the postcode is G12 8QQ.
- For Garscube Campus (Veterinary School), the postcode is G61 1QH.
- For Garscube Campus (CRUK Beatson Institute and Wolfson Wohl Research Centre) the postcode is G61 1BD
- For Tay House the postcode is G2 4LH

The journeyplan will be generated by the website.

An example is here –
The journey plan shows the route on the map and gives an overview of public transport options on the left hand side.

Take a screenshot of the journey plan with pressing the ‘Print Screen' button on the keyboard, open a word document and copy the screen shot into the word document with pressing ‘CTRL+V'. Save the file.

Upload the saved file as part of your application.

**How can I issue a journey plan that includes detours due to my care responsibilities?**

Your journey plan should only show the direct route from home to the University. Please disregard any stops you may make to fulfil care responsibilities such as for drop offs of children at schools or nurseries, or visits to other dependants on the way to school. These journeys should be described in the care responsibility section of the application, but not be part of the journey plan screenshot.

**My journey plan comes up blank and no travel options are shown. What should I do?**

This may happen due to cut-off settings in the journey plan software. Please email carparking@glasgow.ac.uk if this happens and provide your home and work postcode. We will then give you further instructions on what to do in such a case.
Can I apply for a parking permit and participate in the Cycle to Work Scheme?

Those who have a standard parking permit through the Car Parking Scheme are not eligible to participate in Cycle Plus. Occasional use parking permit holders may still be eligible to participate in Cycle Plus should they meet all other eligibility criteria.

I do not have a temporary mobility issue nor am I the holder of a Blue Badge. However, I have a chronic condition which makes alternative travel to car use difficult – how do I reflect this in my application?

In line with recommended practice, anyone who has a long-term medical condition which would limit their ability to use alternative methods of transport should apply for a Blue Badge, thus allowing for an independent and consistent assessment of need to be made. Please find more information on Blue Badge applications here for those based in Glasgow - https://glasgow.gov.uk/index.aspx?articleid=17226. If you are not based in Glasgow, please contact your Local Authority.

Why am I asked for address proofs as the system has pulled out my address details from the Core HR system?

The University reminds employees regularly to update their details in the HR Core system. No evidence is requested by employees regarding their address details for entries into HR Core. Also not everyone updates the details, there may be obsolete addresses in Core. To ensure that home address details are correct we decided to ask for address proofs.

If I am successful with my application for an occasional permit, is there a limit on the parking vouchers I use per month?

There is a limit of 10 parking vouchers per month.

I do not have an agreement on late or early working hours in my contract, but I am required to work outwith normal hours frequently. How do I reflect this in my application?

The application asks for early or late finishes that are part of your contract of employment.

These would exclude early starts or late finishes due to personal preference or verbal line manager agreements. It would include shift work, representative duties for the University at events or similar.

Call outs would not be included as they would not be during normal office hours when the scheme is in operation. No permits are needed to park on the campuses on weekends or after 5 pm.

If you frequently are required to work outwith normal working hours due to external engagement or event participation, please include these details in your explanation in the text box on Business needs.
I work often on weekends. How do I reflect this on my application?

Weekend working does not have any relevance to the permit application, as no permit is required for parking on weekends. Please note, that the scheme is active during the time from Monday till Friday, 8:30 – 17:00. Only vehicles parked on campus during these times are subject to enforcement.

I have uploaded some of my evidence, but still have to upload more. Is this possible?

All evidence should be uploaded in one session, as you will not be able to revisit and edit the application after. If you want to add more information, you would be required to delete the current application and to start a new application.

Can I edit my application?

The application portal does not allow editing of applications. You would be required to delete the current application and to start a new application.

I will move house between application and launch of the scheme. I currently do not hold any address proofs for my new address. How can I apply?

Please email carparking@glasgow.ac.uk explaining your circumstances.

I want to upload evidence on support needs for a disabled person I care for. How can I do this?

Under the Care Responsibility section of the application, you are provided with a textbox to elaborate on the care for dependants and how this relates to your need of parking at the University. Please use the textbox to provide details on why you would need your car to fulfil the care responsibility and the nature of care given.

Is there a pro-rata permit for part time staff?

The current application round, in line with practice to date, only allows applications for standard and occasional permits. Currently there is no permit available for part-time staff that would be paid pro-rata. This may be introduced in future application rounds.

An Equality Impact Assessment has been conducted during the consultation phase for the scheme.

The name on my address proof does not match the name I use at the University. What should I do?

Please email carparking@glasgow.ac.uk with both, the name your records are in and the name you use for your application.
The Lilybank Gardens car park is not among the parking maps on the car parking website. Can University employees still use this car park if they hold a permit?

Yes, this car park is still open for use for University permit holders.

**Can employees of organisations that work closely with the University, but are not on the ‘affiliate’ list apply?**

The scheme only allows applications by employees of the following organisations for affiliate permits:

- Queen Margaret Union
- Glasgow University Union
- Student Representative Council
- CRUK Beatson Institute
- Glasgow University Heritage Retail Limited
- University Nursery