1.12 TRANSPORT AND TRAVEL

**Role** – To ensure smooth traffic flows, a safe and secure transport network and the provision of a choice of sustainable forms of travel to and from the University; thus improving safety, minimising carbon emissions and congestion.

<table>
<thead>
<tr>
<th>Traffic management</th>
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<tbody>
<tr>
<td><strong>Indicative standard</strong></td>
<td>To develop a traffic management plan which will increase peak capacity and smooth traffic flows when there is an expected high increase of traffic on campus.</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>When an event requires multiple car park closures on central campus at Canterbury or the closure of more than 100 bays at Medway or if requested by a Local Planning Authority.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>The Travel Plan Coordinator will work with the Head of Security to develop the traffic management plan. The Transport Team will notify permit holders if sufficient notice has been given.</td>
</tr>
<tr>
<td><strong>Customer responsibility</strong></td>
<td>To ensure that the Transport Team have acknowledged parking or car park closure request 1 month prior to date of event. Costs may be charged if Traffic Marshalls or new traffic direction signage is required.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Cycle facilities</th>
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</thead>
<tbody>
<tr>
<td><strong>Indicative standard</strong></td>
<td>To provide and maintain a range of cycle facilities to encourage cycling.</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>Annual Audit.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>Facilities include showers, lockers, security and cycle parking.</td>
</tr>
<tr>
<td><strong>Customer responsibility</strong></td>
<td>To park bicycles in designated cycle spaces.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Cycle safety</th>
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<tbody>
<tr>
<td><strong>Indicative standard</strong></td>
<td>Provide Dr Bike events to check over staff and student bikes and advertise where maintenance courses etc. are available.</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>2015/16 Dr Bike is provided at Canterbury campus every week. Medway annual.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>Medway campus once a year as we have trialled for 3 years without success.</td>
</tr>
<tr>
<td><strong>Customer responsibility</strong></td>
<td>To ensure their bike is well maintained, lights &amp; bell are on the bike and wear reflective clothing where possible.</td>
</tr>
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<table>
<thead>
<tr>
<th>Travel plans</th>
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</thead>
<tbody>
<tr>
<td><strong>Indicative standard</strong></td>
<td>To review the Travel Plan and coordinate the actions.</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>Annual.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Customer responsibility</strong></td>
<td>It is the responsibility of all staff, students and other key stakeholders to actively reduce dependence on travel by car, by encouraging greater use of car-sharing, public transport, walking and cycling. To complete the Travel Plan survey and provide feedback.</td>
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</tr>
<tr>
<td><strong>Communications</strong></td>
<td>To provide transport information and regular updates that will assist staff and students to understand what is available to assist them with travelling sustainably.</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>All Transport Information will be given to staff and students through the website <a href="http://www.kent.ac.uk/transport">www.kent.ac.uk/transport</a>. Any useful updates may be publicised using the appropriate medium. These include emails, social media, the transport blog, bicycle user group forum or in collaboration with Corporate Communications.</td>
</tr>
<tr>
<td><strong>Customer responsibility</strong></td>
<td>To provide updates to the Transport Team <a href="mailto:transport@kent.ac.uk">transport@kent.ac.uk</a>.</td>
</tr>
<tr>
<td><strong>Bus ticket price</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Indicative standard</strong></td>
<td>To work with local bus companies to provide affordable travel for students and staff.</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>Annual.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>The university works in partnership with local bus companies. A subsidy is given to the bus companies towards the provision of discounted tickets for students. The local bus company offers staff discount as part of the partnership.</td>
</tr>
<tr>
<td><strong>Customer responsibility</strong></td>
<td>To ensure that the ticket is valid for the person using the service and displays their KentOne card or a Kent Union ID card to the driver.</td>
</tr>
<tr>
<td><strong>Bus network</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Indicative standard</strong></td>
<td>On a regular basis throughout the day, refer to timetables for services.</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>Popular locations are recognised as locations where large populations of students live as well as links to other transport networks.</td>
</tr>
<tr>
<td></td>
<td>• Canterbury Bus Station, Stagecoach Uni 1, Uni 2, 26a, Triangle, 36</td>
</tr>
<tr>
<td></td>
<td>• Canterbury West and East train stations, Stagecoach, Uni 2, 36</td>
</tr>
<tr>
<td></td>
<td>• Vauxhall road Stagecoach 26a</td>
</tr>
<tr>
<td></td>
<td>• Hales Place. Stagecoach Uni 2</td>
</tr>
<tr>
<td></td>
<td>• Medway Chatham bus station, Arriva 116 &amp; 191</td>
</tr>
<tr>
<td></td>
<td>• Gillingham and Chatham train stations, Arriva 116 &amp; 191</td>
</tr>
<tr>
<td></td>
<td>• Hempstead Valley Arriva 116</td>
</tr>
<tr>
<td></td>
<td>• Liberty Quays. Arriva 191</td>
</tr>
<tr>
<td></td>
<td>• London National Express</td>
</tr>
<tr>
<td><strong>Customer responsibility</strong></td>
<td>To inform the Transport Team if there are issues with the local bus service. If a particular bus service is being referred to then the date, time and number of the bus is required for further investigation.</td>
</tr>
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</table>
### Inter campus service

<table>
<thead>
<tr>
<th>Indicative standard</th>
<th>To provide a service which connects Canterbury and Medway campuses for staff business and student travel during term time and has a booking system to provide a guarantee seat.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency</td>
<td>The service operates Monday to Friday on an hourly basis and a 2 hour service in the evening and weekends during term time.</td>
</tr>
<tr>
<td>Note</td>
<td></td>
</tr>
<tr>
<td>Customer responsibility</td>
<td>To report to the Transport Team if there are issues with Campus Shuttle service. If a particular coach is being referred to then the date, time and location is required for further investigation. Will be required to show their KentOne card unless prior permission received from the Transport Team and to confirm the 'terms and conditions' before they can travel. <a href="http://www.kent.ac.uk/estates/files/transport/campus_shuttle_booking_conditions.pdf">www.kent.ac.uk/estates/files/transport/campus_shuttle_booking_conditions.pdf</a></td>
</tr>
</tbody>
</table>

### Car Share database

<table>
<thead>
<tr>
<th>Indicative standard</th>
<th>To provide a database that allows staff and students to find people to car share with on their commute.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency</td>
<td></td>
</tr>
<tr>
<td>Note</td>
<td>The car share database is provided by ‘Liftshare’ and is a collaborative contract with the University of Greenwich, Mid Kent College, University for the Creative Arts and Canterbury Christ Church University. The website is <a href="http://www.5SHARE.co.uk">www.5SHARE.co.uk</a></td>
</tr>
<tr>
<td>Customer responsibility</td>
<td>Be a good car sharer - willing to meet before agreeing to car share with someone and ensure that all details are agreed, such as any payment required or radio stations that you don’t want to listen to. Read the FAQ’s on website before applying.</td>
</tr>
</tbody>
</table>

### Cycle hire

<table>
<thead>
<tr>
<th>Indicative standard</th>
<th>To provide a cheap student cycle hire service.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency</td>
<td>Weekly.</td>
</tr>
<tr>
<td>Note</td>
<td>This service is in partnership with <a href="http://www.CyclingAge.com">www.CyclingAge.com</a>. The bicycles are recycled from abandoned bikes which are left on campus.</td>
</tr>
<tr>
<td>Customer responsibility</td>
<td>To abide by the terms and conditions of the rental agreement and report any bike stolen to Campus Security immediately.</td>
</tr>
</tbody>
</table>

### Staff business travel

<table>
<thead>
<tr>
<th>Indicative standard</th>
<th>Work with Central Finance team to promote sustainable modes of transport for business travel.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency</td>
<td>There are incentives to car share and cycle for staff business travel.</td>
</tr>
<tr>
<td>Note</td>
<td></td>
</tr>
<tr>
<td>Customer responsibility</td>
<td>To claim the miles travelled using the Employee Expenses procedure.</td>
</tr>
<tr>
<td>Parking permits</td>
<td></td>
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</tr>
<tr>
<td><strong>Indicative standard</strong></td>
<td>Issue permits in accordance with University Regulations for the Management of Traffic.</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>Monday to Friday 8.30 to 17.00hrs.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>Transport Team administers parking permit allocation &amp; associated charges in accordance with the University Regulations for the Management of Traffic.</td>
</tr>
<tr>
<td><strong>Customer responsibility</strong></td>
<td>Ensure that the permit is displayed, valid for the car park they are parking in and is replaced before the permit has expired.</td>
</tr>
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<table>
<thead>
<tr>
<th>Visitor parking for University business</th>
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<tbody>
<tr>
<td><strong>Indicative standard</strong></td>
<td>Provide a permit for a person visiting the University for business, which will assist the University to operate effectively as an academic institution, in accordance with Regulations for Management of Traffic.</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>Transport Team will provide an e permit within 5 working days of the request being received and agreed.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Customer responsibility</strong></td>
<td>University member of staff must make the request on behalf of the visitor. All communication with the visitor is between the staff member who requested the permit and the visitor, not with the Transport Team. This is with the exception of a regular visitor where a temporary or annual permit is required.</td>
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<table>
<thead>
<tr>
<th>Parking special event</th>
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</thead>
<tbody>
<tr>
<td><strong>Indicative standard</strong></td>
<td>Assist with the provision of parking spaces for events held on University of Kent campuses. <strong>Subject to parking availability.</strong></td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>On request.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>In accordance with agreed requirements at time of application to the Transport Team.</td>
</tr>
<tr>
<td><strong>Customer responsibility</strong></td>
<td>Provide actual number of parking spaces required for each event, not the number of people attending the event. The type of vehicles, the location of where the event is being held and how long parking is required for each vehicle 2 months in advance of the time.</td>
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<table>
<thead>
<tr>
<th>Parking enforcement</th>
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<tbody>
<tr>
<td><strong>Indicative standard</strong></td>
<td>Monitor parking and issue Parking Charge Notices in accordance with University Regulations for the Management of Traffic, British Parking Association Approved Operator Code of Practice.</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>Campus Security will patrol parking areas checking permit validity Monday to Friday 8am to 5pm. All other infringements are valid 24hrs every day.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>Campus Security issues the Charge Notices onto the vehicle and the Transport Team administers the associated procedures following the BPA code of practice requirements.</td>
</tr>
<tr>
<td><strong>Customer responsibility</strong></td>
<td>To display a valid permit Monday to Friday 8am to 5pm and park within a marked bay and report any concerns about signage to Transport Team or Campus Security immediately.</td>
</tr>
</tbody>
</table>
Services not included

- Transport Team cannot reserve parking bays for staff or students.
- Parking enforcement is not operated by the University within screened building works/compounds.
- Transport Team do not book taxis other than for those who are unable to use the Campus Shuttle due to disabled access.
- The University does not manage or maintain Giles Lane as this is a public highway.

Contact points

<table>
<thead>
<tr>
<th>Transport Team</th>
<th><a href="mailto:parking@kent.ac.uk">parking@kent.ac.uk</a></th>
<th><a href="mailto:parkingpanel@kent.ac.uk">parkingpanel@kent.ac.uk</a></th>
<th><a href="mailto:CampusShuttle@kent.ac.uk">CampusShuttle@kent.ac.uk</a></th>
<th><a href="mailto:transport@kent.ac.uk">transport@kent.ac.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking enquiries</td>
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<tr>
<td>Parking Charge Notice appeals</td>
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<tr>
<td>Campus Shuttle enquiries</td>
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<tr>
<td>Transport enquiries</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Campus Security</td>
<td></td>
<td></td>
<td><a href="mailto:security@kent.ac.uk">security@kent.ac.uk</a></td>
<td>01227 (82)3300</td>
</tr>
<tr>
<td>Estates Helpdesk</td>
<td></td>
<td><a href="mailto:Estateshelpdesk@kent.ac.uk">Estateshelpdesk@kent.ac.uk</a></td>
<td></td>
<td>01227 (82)3209</td>
</tr>
<tr>
<td>Medway FM team</td>
<td></td>
<td></td>
<td></td>
<td>01634 (82)8947</td>
</tr>
</tbody>
</table>

Useful links

- www.kent.ac.uk/transport
- @unikent_travel
- University Regulations for the Management of Traffic
- British Parking Association Code of Practice
- Approved Operator Scheme
- Security web page
- Estates Helpdesk
- University Car share scheme
- Parking web page
- Transport Team web page
- Breeam assessment method
- Snow policy
- Health, Safety & Environment Unit
- Canterbury City Council planning
- Medway Council planning
- Kent County Council highways
- Medway Council highways
- National Express
- South Eastern Rail
- Stagecoach Bus Company
- Arriva Bus Company