

UCLH PHASE 4 PARKING AND DROP OFF MANAGEMENT PLAN

116338

FINAL



Change List

VER.	DATE	STATUS	REVIEWED	APPROVED
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1 Introduction

Sweco have been appointed by UCLH to produce the Parking and Drop off Management Plan (PMP) to discharge the associated planning condition, relating to the approved Phase 4 Proton Beam Therapy (PBT) Facility and associated NHS facilities (planning reference number 2013/8192/P), which was approved in September 2014.

The condition defines the Parking and Drop Off Management Plan as: a plan setting out management requirements for the effective and safe operation of the Passenger Transport Services and visitor drop-off to and from the Development and Parking and Drop off Area so as to minimise as far as reasonably practicable impacts on the operation of the highway network traffic movement and on street parking in the vicinity of the Property.

This PMP focuses on the proposed strategy for parking and passenger drop off at the site as well as the proposed strategy for issuing dispensation passes to disabled patients.

This Parking and Drop Off Management Plan covers the following areas:

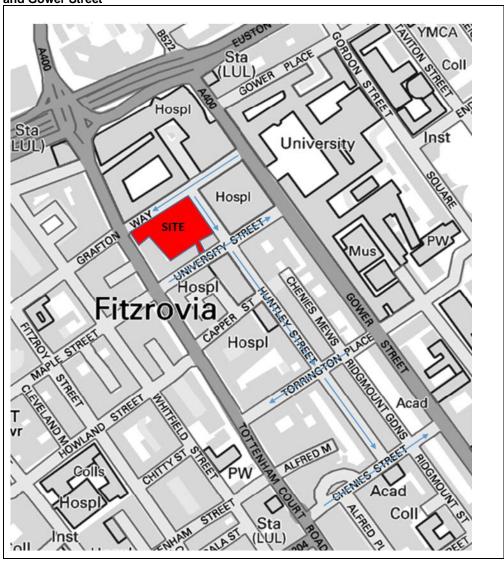
- Section 2 shows the site location and West End Project proposals.
- Section 3 explains the current PTS and blue badge management strategy throughout the UCLH Estate.
- Section 4 sets out how the proposed parking and drop off area is to be allocated and managed;
- · Section 5 provides the conclusions.

2 Background

2.1 Introduction

This section describes the site operation and assesses the latest West End Project proposals. **Figure 2.1** shows the site location with the proposed one way restrictions on local roads once UCLH Phase 4 is complete.

Figure 2.1 Site Location and Future One Way Restrictions between Tottenham Court Road and Gower Street





2.2 West End Project Proposals

LB Camden are currently developing plans for the introduction of a number of public highway and public realm enhancements within proximity of the UCLH Estate, which form part of the West End Project (WEP).

Construction works are currently being undertaken on Gower Street to introduce two-way working throughout and the Euston Road slip contraflow bus lane will become an all traffic route.

Construction works are currently being undertaken on Tottenham Court Road to become two-way but with restricted access on certain sections to just buses, taxis and bicycles.

Grafton Way would remain one-way westbound. It is recommended this road is wide enough to allow an ambulance on call to pass any vehicles held at the proposed traffic lights at the Tottenham Court Road / Grafton Road junction.

Huntley Street is proposed to operate one way southbound. Footways on Huntley Street's western footway, north of University Street, would be widened whilst retaining sufficient carriageway width for one-way traffic and access into the proposed UCLH Phase 4 service yard.

Appendix A displays the latest West End Project Proposals for Tottenham Court Road and Grafton Way.

Table 2.1 shows the current proposed change in on-street parking provision as proposed by the WEP team, in the vicinity of Phase 4.

Table 2.1: Net Change Parking Provision on Key Roads Surrounding Phase 4

Street	Net Change Single Yellow Line Space (1 space = 6m)	Net Change Blue Badge Bay	Net Change P&D Bay	Net Change Patient Transport Service (PTS) Bay
Capper Street	0	+2	0	0
Chenies Mews	0	0	0	0
Grafton Way	0	+3	+15	0
Huntley Street (between University Street and Torrington Place)	-4	0	+2	+2
University Street	-5	+1	+5	0
Total	-9	+6	+22	+2

Table 2.1 shows the WEP proposals are likely to result in a loss of 9 single yellow line spaces in the vicinity of Phase 4. However, 6 additional blue badge bays are planned on street, as well as 22 extra pay and display spaces, all of which can be used by blue badge holders.

3 Existing UCLH Parking and PTS Management

3.1 Introduction

This section explains the current car parking and PTS drop off / pick up strategy which is operational throughout the UCLH local campus (UCLH Cancer Centre, Mortimer Market, Phase 5 and the Elizabeth Garratt Anderson wing). In addition, the current strategy in providing disabled patients with dispensation permits is explained.

3.2 PTS Vehicle Management Strategy

In the borough of Camden, single yellow lines reflect the restrictions laid out in the Controlled Parking Zones (CPZ). The UCLH Estate and Phase 4 site falls into zone CA-E which restricts parking between 0830 and 1830 Monday to Saturday. PTS vehicles are exempt from these parking regulations when picking up or dropping off patients for 40 minutes.

The 'Patient Transport Service Impact Plan, Feb 2019' was submitted as part of planning conditions contained within the S106 agreement for the 'Phase 5, Former Royal Ear Hospital and Former Student Union Building Capper Street / Huntley Street, London WC1E 6AP', Planning Reference 2015/1281/P. The Patient Transport Service Impact Plan sets out how PTS vehicles will be managed throughout the UCLH estate once the Royal Nose Throat and Ear Hospital is vacated.

All UCLH PTS vehicles are now operated by G4S under contract. The contract removes the right for PTS vehicles to be parked on UCLH premises overnight. PTS vehicles are driven home by the majority of drivers at the end of the working day.

The revised PTS strategy identifies an exclusion zone around the UCLH estate where PTS drivers will not be able to park for longer than necessary while not picking up or dropping off patients. **Figure 3.1** shows the waiting and parking strategy for PTS vehicles.

The exclusion zone would be effective by providing clear instruction and alternatives for the UCLH fleet and by having terms written into the contractor's contracts. There are electronic means of monitoring compliance of this exclusion zone by UCLH already built into all vehicles, if necessary.

As per the UCLH Phase 5 planning approval, the introduction of UCLH Phase 5 provides 2 new PTS spaces on the western side of Huntley Street, immediately south of Capper Street. The West End Project proposals do not reduce the amount of PTS provision within the UCLH Estate.

The anticipated change as a result of the PTS strategy should see less parking on streets within and immediately surrounding the UCLH Estate.



3.3 Existing Visitor / Non Blue Badge Parking Management

If visitors or non-blue badge patients currently choose to drive to the UCLH campus, then they can currently make use of local pay and display parking provision, or long term parking in nearby off-street car parks. Figure 3.7 of The UCLH Phase 4 Transport Assessment (TA) identified 8 existing off-street car parks located within 800m of the site, which offer an alternative, longer term option for car parking. These include Bernard Street Car Park, Buckleby House (Laxton Place), Clipstone Street Car Park, George Mews Car Park, London Euston, Regents Park, Royal National (Bedford Way), and Worburn Place.

In addition, the West End Project Proposals are for 22 extra pay and display bays around the vicinity of the Phase 4 site.

3.4 Existing UCLH Parking Dispensation

Blue Badge parking on local roads around the UCLH Estate is subject to London Borough of Camden (LBC) and UCLH traffic management and parking rules, as the Estate is located within the Green Badge Zone.

Within this zone, Blue badge holders can park in blue badge bays for free. Blue badge holders have to pay to park within a P&D bay, but have a one hour grace period when returning to their vehicles.

The special parking dispensation notice scheme set up between UCLH and LB Camden allows patients who both hold a valid Blue Badge and are attending either an outpatient appointment, day case appointment, diagnostic appointment, radiotherapy or emergency department appointment, to be issued a dispensation.

The parking dispensation allows blue badge holders to park for free on single yellow lines (without loading restrictions) along designated streets surrounding the site for an agreed period of time. The streets where blue badge dispensation holders can park on single yellow lines (if no loading loading restrictions are present) are as follows:

- Capper Street
- Gordon Square
- Grafton Way
- · University Street
- Whitfield Street
- · Chenies Mews
- Gordon Street
- Huntley Street
- · Warren Street

Blue badge dispensation holders are also able to park within selected off-street locations within the UCLH Estate for free for an agreed period of time, the discretion of the parking attendants. These spaces are first come first served and cannot be pre-booked. These areas include the Main UCH and EGA wing, where there are 10 bays and Maple House, where there are also 10 bays.

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Parking dispensation notices are issued for 4 different time periods. These are as follows:

- **5 hours (half day):** for single appointments with the validity period beginning from the time of arrival, or 30 minutes before appointment time if issued in advance;
- **6 hours:** for Emergency Department attendances with the validity period beginning from the time of arrival (discretion can be used to extend this as appropriate);
- Full day: for patients with multiple appointments or tests on one day, or a full days treatment; and
- **5 working days:** for patients that have at least 3 appointments in 5 working days.

Trained UCLH staff members, UCLH security and parking contractors are the only staff who can issue dispensation notices. These staff either work within the permit distribution team, or are located at building receptions / UCLH blue badge car parks.

Parking dispensations are no longer issued to inpatients.

The 'Blue Badge Permit Dispensation Management Plan, Jan 2019', submitted as part of the UCLH Phase 5 planning approval, demonstrated that a similar number of dispensations were issued each month throughout 2018. UCLH have confirmed that approx. 90% of all dispensation permits issued are for a maximum stay of 5 hours. Approx. 5% of all dispensation permits issued are for a 6 hour stay (most of which are out of hours Emergency Department dispensations). Approx. 2.5% are for a full day and a further approx.2.5% are for 5 days.

3.5 Parking Dispensation Scheme Success

UCLH have invested heavily in the following measures to improve the management of dispensation parking in and around the UCLH Estate:

- A new role has been set up for a Parking and Transport Operations Manager for the UCLH Estate;
- The new "UCLH Parking and Traffic Management Policy" document went live in November 2016 and has been updated in July 2019. This document sets out the policy of how UCLH manage, operate and monitor parking, traffic management and associated procedures. It covers the management of dispensation parking, traffic management, communications between all concerned parties (including LB Camden), complains procedures and monitoring;
- A new booklet was created by UCLH in 2018 and updated in September 2019 named "Parking for Blue Badge Holders, Parking in and around the hospital, LB Camden and UCLH Traffic Management and Parking Rules', which has improved the amount of available information available for blue badge holders. This information is also available online for those accessing the UCLH Estate for an appointment;

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- New leaflets were created for each individual outpatient building, notifying blue badge holders of the location of existing blue badge parking bays and single yellow line provision;
- Changes have been made to reduce the permissible length of stay for parking dispensations;
- Inpatients are no longer issued permits. This reduces the average length of stay for dispensation holders;
- Dispensations are only given to essential user patients who would not otherwise be able to access their appointment:
- Changes have been made as to who can issue the dispensation passes, which
 provides better control and management over the number of permits issued;
- All used dispensation permit books are kept by UCLH and are stored for 6 months before being destroyed by confidential waste. LB Camden have confirmed they no longer require the used books.
- Dispensations can now be obtained in advance by post or email. Therefore, it is
 no longer necessary for staff issuing the permits to see the blue badge. Instead,
 the blue badge serial number, date of issue and issuing authority, vehicle
 registration number are requested. This avoids the need for patients to park
 illegally and show their blue badge prior to receiving a dispensation (as was
 common place in 2015 /16).

The measures as identified above have largely been very successful. Staff within the UCLH Dispensation Management Team are keen to continue this process which has become established and efficient.

Dispensation permits are issued both at the reception of UCLH facilities and within the dispensation management team. They are also issued via the existing advance methods, such as online or via the post. Dispensation holders are able to park either in an existing or new blue badge disabled parking bay or on the designated yellow line within the dispensation parking zone.

It should be noted that only essential users are issued with a dispensation.

4 Phase 4 Parking Strategy

4.1 Development Overview

The approved UCLH Phase 4 development will comprise of a below ground Proton Beam Therapy centre and an above ground 165 bed inpatient hospital at the old Rosenheim Building and Odeon site. In addition to the inpatient hospital, the above ground proposals include an eight theatre day-case outpatient facility and a small area (approximately 175 sqm GIA) of ground floor retail fronting Tottenham Court Road, which will be independent of the health related land uses.

The new Phase 4 facility is currently being constructed and intended to be operational in October 2020. As it will be both an inpatient and outpatient facility, it will be operational 24 hours a day, 7 days a week. Outpatient treatments will be daytime only.

Vehicle parking for the UCLH Phase 4 facilities are to be within the northern boundary of side of the site, accessed off Grafton Way. Owing to the one way westbound operation of Grafton Way, all vehicles entering the parking area will arrive from the east and exit west. The parking area contains 4 patient transport service vehicle (PTS) spaces, 5 disabled parking spaces and 1 drop off/ collection bay. **Drawing 116338-TP-402-01** shows the layout.

Rising barriers will be incorporated in the mouth of the entrance into parking area which will be in force out of hours only to prevent unauthorised use of the bays over night or at weekends.

The area will be operational 24/7 to allow emergency vehicle access.

Phase 4 hospital related servicing is planned to take place on the south eastern side of the site via a dedicated service yard located within the red line boundary. A separate Servicing Management Plan has been created for this scheme.

4.2 Proposed Patient Operation

The Phase 4 site will accommodate inpatient and outpatient facilities. Therefore, each of the facilities on site will generate a different patient lengths of stay. The operation of each of the facilities is explained below.

Day Case

The Day Case facility operates in a similar way to an outpatient facility where there will be 3 sessions a day and a maximum of 32 patients arriving at the start of each session. The allocated session start times are 0800hrs, 1300hrs and 1700hrs. Each session will last 3 hours.

Table 6.5 of the Phase 4 TA demonstrated the TP surveys identified 6.48% of patients to the facility would arrive by car. This equates to 6 car trips to the site per day, based on 96



daily patient appointments. However, only 40% of drivers to the site are patients who hold a blue badge. Therefore, on average, only 3 drivers per day would need to be issued with a dispensation pass to use the day case facility.

Proton Beam Therapy

The PBT Facility comprises of four treatment rooms, with patients arriving 30 minutes prior to treatment for consultation and departing 30 minutes after treatment. Treatment lasts one hour and only one patient can use a treatment room at a time. Therefore the turn-around time for the procedure is 2 hours. **Table 6.1** of The Phase 4 TA established 48 patients would access the PBT facility per day. **Table 6.5** of the TA demonstrated the TP surveys identified 6.48% of patients to the PBT would arrive by car. This equates to 3 car trips to the site per day. However, only 40% of drivers to the site are patients who hold a blue badge. Therefore, on average, only 1 disabled driver per day would travel to the site for PBT treatment.

Vehicle swept path analysis detailing that each of the proposed 5 disabled spaces is accessible is indicated in **Drawing 116338-TP-402-02**. This drawing shows that disabled drivers will be able to reverse out of the designated parking bays while PTS vehicles are picking up / dropping off patients.

Inpatient Facility

The inpatient facility is a 165 bed facility that only attracts 7 patient arrivals and 7 departures a day. The average stay for inpatients is 13 days. Following confirmation from UCLH, the TA established the majority of inpatients would be either transferred from the UCH Emergency Department, Macmillan Cancer Centre or arrive via PTS vehicle via other trusts. Therefore, the TA demonstrated that no inpatients would use the disabled parking provision.

However, if blue badge holder inpatients are using the inpatient facility and wish to drive to site, then they will need to park in off street car parks. UCLH no longer offer inpatients parking dispensations. If non-blue badge holder inpatients intended to drive to the site, then they would also make use of the long term parking options in nearby car parks.

Visitors

The TA states that the largest driving demand for the site will come from visitors to the inpatient facility. Table 6.10 of the TA demonstrates that this equates to 29 car trips per day. However, as stated earlier, local on-street parking controls only permit a maximum stay of two hours for visitors not showing a blue badge. Therefore, the TA assumes 50% of visitors who choose to drive to site would make use of the long stay car parking facilities in nearby car parks. Disabled visitors who hold a blue badge and chose to drive to the site will be able to make use of the on-street blue badge disabled parking provision. The TA identified the number of such drivers to be very low.

Due to the privacy of the outpatient operations, visitors would not be permitted to visit patients at the PBT or day case facilities.

Staff

As explained in the UCLH Phase 4 Transport Assessment, virtually all staff will arrive at the site by sustainable modes. Those staff wishing to drive to the site would make use of available parking at either 250 Euston Road or Maple House car park, or alternative provision.



4.3 Proposed Disabled Parking Bays

As explained in paragraphs 5.19 and 5.20 of the Phase 4 TA, a total of 5 disabled parking bays are proposed on site. This is in line with LB Camden Development Policies document at the time of planning approval, which stated the provision for new hospitals to be:

- -Staff = 1 space per disabled employee or, 1 space per 200 beds or part thereof;
- -Visitors = 1 space per 50 beds or part thereof.

Based on the proposed accommodation schedule of 165 beds, eight theatres and four PBT treatment rooms, the development is therefore obliged to provide a minimum of five disabled parking spaces.

In addition, paragraph 6.56 of the approved TA states that 10% of all drivers to site are assumed to be disabled drivers, which will be accommodated for within the onsite provision. Table 3.1 below shows the parking accumulation for disabled patients, based on Table 6.13 of the application TA.

Table 3.1: Disabled Parking Accumulation

Time	Disabled Patient – Car Accumulation			
	In	Out	Accumulation	
06:00-07:00	0.0	0.0	0	
07:00-08:00	0.2	0.0	0	
08:00-09:00	0.0	0.0	0	
09:00-10:00	0.1	0.0	0	
10:00-11:00	2.0	0.0	2	
11:00-12:00	1.0	0.0	3	
12:00-13:00	0.1	0.0	3	
13:00-14:00	0.0	0.0	3	
14:00-15:00	0.1	0.1	3	
15:00-16:00	0.1	0.1	3	
16:00-17:00	0.1	0.1	3	
17:00-18:00	0.0	0.1	3	
18:00-19:00	0.0	0.0	3	
19:00-20:00	0.0	2.0	1	
20:00-21:00	0.0	1.0	0	
21:00-22:00	0.0	0.0	0	
22:00-23:00	0.0	0.1	0	
23:00-24:00	0.0	0.1	0	

Table 3.1 above shows there to be a maximum accumulation of 3 disabled patient cars. Therefore the provision of 5 disabled bays is robust.

4.4 Proposed Dispensation Pass Mitigation

The five disabled parking bays on site will be signed and designated for disabled outpatients at Phase 4 only, to aid their mobility to / from the site. If the onsite disabled parking bays were for generic blue badge use, they could be used by any driver

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UCLH PHASE 4 PARKING AND DROP OFF MANAGEMENT PLAN



displaying a blue badge – shoppers, visitors, residents etc. This would prevent essential disabled patents at Phase 4 parking on site.

To ensure this is the case, a parking dispensation and additional Phase 4 specific permit will be allocated at reception which will permit the disabled patient to park onsite. It is anticipated these Phase 4 specific dispensations can be applied for by post / online.

The Phase 4 specific parking dispensations would not permit parking any longer than 1 day (12 hours) at the site. In addition the day case and PBT facilities are only operational during daytime. Therefore there will not be a need for disabled patients to park overnight.

In the unlikely event that all onsite bays are full, then the disabled patient would be advised to make use of the available off-street parking within the UCLH Estate. In the highly unlikely event that they would be unable to park at these locations, they would then use their dispensation to park on-street. Without a dispensation permit, these patients would have no means of last resort to park so would miss their appointment.

Regarding enforcement, if parking is repeatedly abused by a patient who does not hold valid permits at the site, then enforcement will be implemented. Regular reviews will be undertaken by the estate team to ensure parking is not abused.

With this strategy in place, it is expected that there would be no overspill of parking onto local roads from Phase 4. Furthermore, no long term parking would occur.

4.5 Proposed PTS Bays

Section 6 of the approved Phase 4 TA explains the analysis used to calculate PTS trip generation at the site. The analysis is based on existing patient modal split surveys at the UCLH campus and the expected patient arrival / departure profile at the site. Paragraph 6.55 of the TA concludes 'assuming a 20 minute arrival/departure set down period, this amounts to 3 PTS vehicles needing to be accommodated at any one time'. Therefore 4 PTS bays are provided on site in the unlikely event that a fourth PTS vehicle arrives when 3 spaces are taken.

Key to the success of the Phase 4 parking area is for PTS vehicles to not stay on site for longer than is necessary. The PTS strategy as explained in Section 3.2 of this PMP will be adopted.

4.6 Proposed Patient Drop-Off/Pick Up Bay

The development proposals include a single private drop-off / pick up car space, arranged in perpendicular fashion, which will allow chaperones to unload and load patients. The Phase 4 TA identified that this is believed to be a reasonable provision given the envisaged daily patient turnaround generated by the scale of development, with any overspill accommodated within the circulation aisle.

To prevent overstay in the drop-off / pick up bay, a maximum stay of 20 minutes is advised. The maximum length of stay for the drop off bay (20 minutes) can be imposed 24 hours a day.



If parking within the drop off bay is repeatedly abused by the same offender, then enforcement will be implemented by UCLH Estate management.

Vehicle swept path analysis detailing that each of these spaces is accessible using an appropriate design vehicle is indicated in **Drawing 116338-TP-402-02.**

4.7 Taxi Management

In terms of taxi drop-off, given this requires a very short time for loading/unloading, it is likely to occur within the main circulation aisle of the dedicated drop-off facility.

The Phase 4 TA demonstrated that approximately 30 taxi drop offs and pick-ups are expected at the site over a whole day. The peak taxi activity is expected to occur between 1000-1100 and 1900-2000, where 13 taxi trips are expected per hour. This equates to a drop off / pick up every 5 minutes.

Taxis would also be able to drop off / pick up patients at legal locations on local roads, if required.

4.8 Management of Car Park

The facilities management provider for security services at Phase 4 will be employed by UCLH to monitor parking within the Phase 4 site, in a same way as UCLH currently monitors car parking on private land within its campus. This will ensure that:

- Only disabled blue badge holder patients arriving at the Phase 4 site would be permitted to use the proposed on-site disabled parking provision. A valid Phase 4 parking dispensation notice is required as well as the blue badge. The disabled parking bays will be signed as such.
- The drop off / pick up bay is not used as a parking space. A 20 minute maximum stay should be implemented. In addition it must be observed that loading / unloading of a passenger is taking place. Warnings will be issued to any vehicle parking for longer than the allotted time and dispensation passes may be refused in future.
- Taxis do not block the circulation aisle while dropping off / picking up patients and that they drop off / collect patients in an advanced location, preventing blocking of the entrance. Furthermore, to ensure taxis do not wait for longer than expected within the circulation aisle.
- PTS vehicles will wait for the minimal time possible on dropping off and collecting patients, as per the PTS strategy.

4.9 General Maintenance

General management of the car park will be overseen by the facilities management provider at Phase 4. The car parking areas shall be maintained and kept clean from dirt and debris. The car park shall be suitably lit at all operational times.



4.10 Travel Plan Incorporation

A travel plan survey will be conducted at the end of the 1st, 3rd and 5th year after occupation of Phase 4. The survey will record the following information:

- The car parking activity on site.
- · The mode of travel to site.
- The times of site parking / drop off arrivals / departures.
- · The dispensation allowance.
- · The length of stay of vehicles.
- · The set down / pick up location of parking.
- The purpose of the trip and department being visited.

Subsequent targets in terms of trip reduction, time of arrivals, mode shift will be based on the results of this survey and set out in the site's Travel Plan update.



5 Summary and Conclusions

Vehicle parking for the Phase 4 hospital facilities are proposed to be within the red line boundary of the site, on the northern side of the site. Access is gained off the southern side of Grafton Way. The parking area contains 4 PTS vehicle spaces, 5 disabled spaces and 1 drop off/ collection bay. Taxi drop offs and pickups will occur within the circulation aisle.

Only Phase 4 dispensation pass holders can use the disabled parking provision on site. The longest stay should be 1 day and this will only be issued to disabled patients who have 2 or more appointments on the same day.

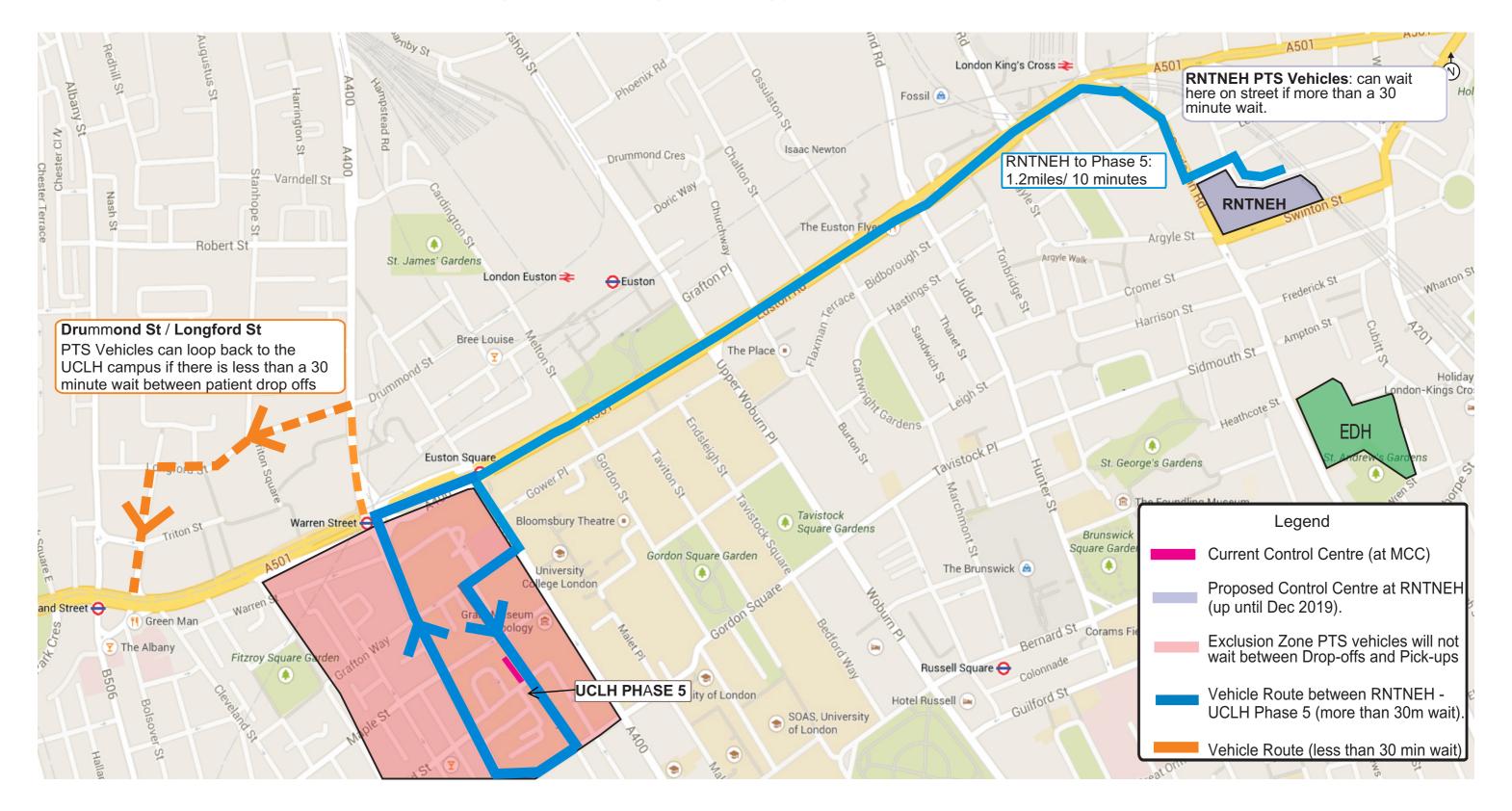
PTS vehicles will stop for the minimal amount of time when dropping off or picking up patients. The PTS strategy will be adopted. Alternative locations have been identified as layovers for PTS vehicles as part of the wider PTS pick up and drop off strategy.

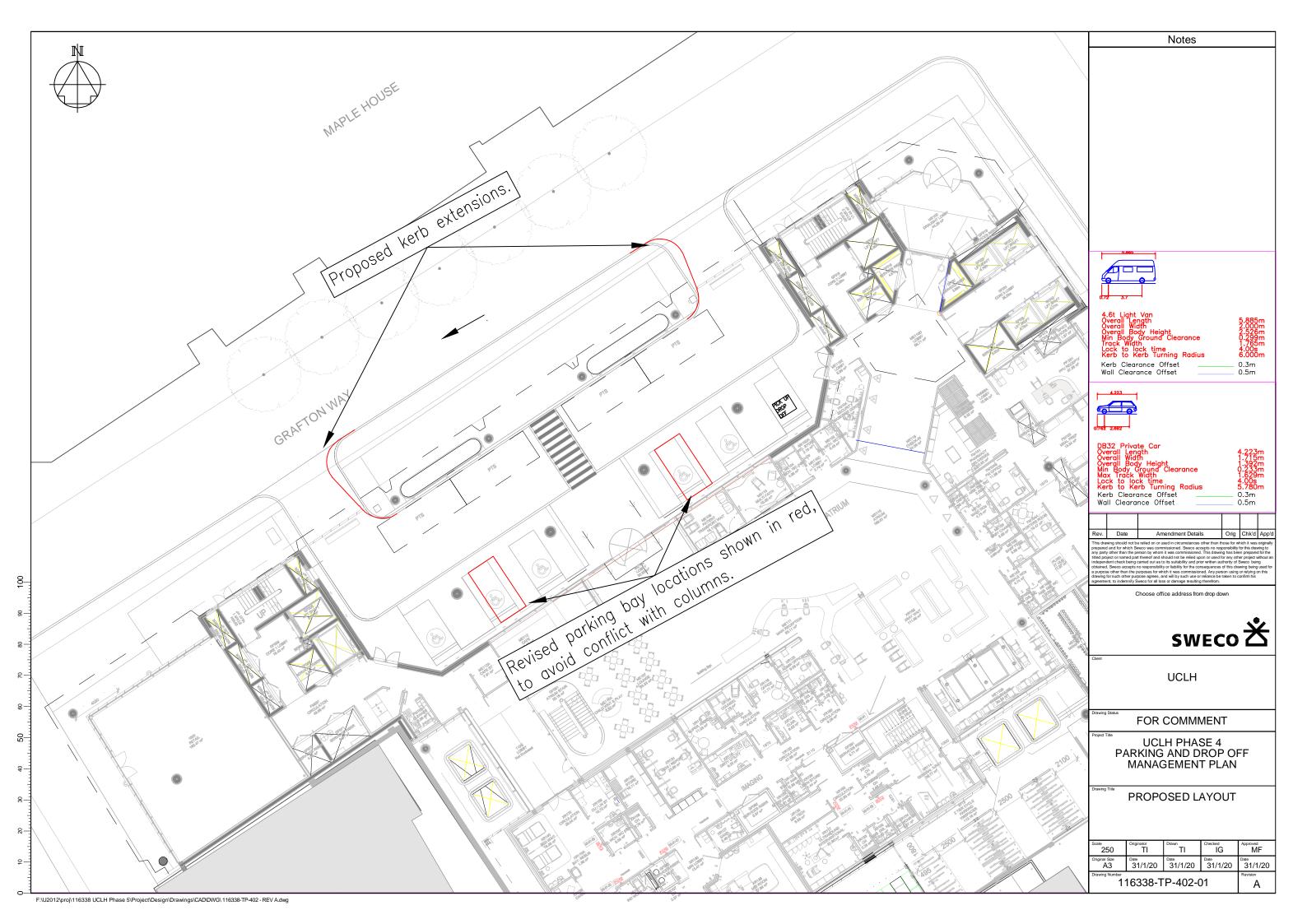
The patient drop-off pick up bay will have a maximum 20 minute stay and it must be observed that a patient is either being dropped off or collected by anyone parking in this bay.

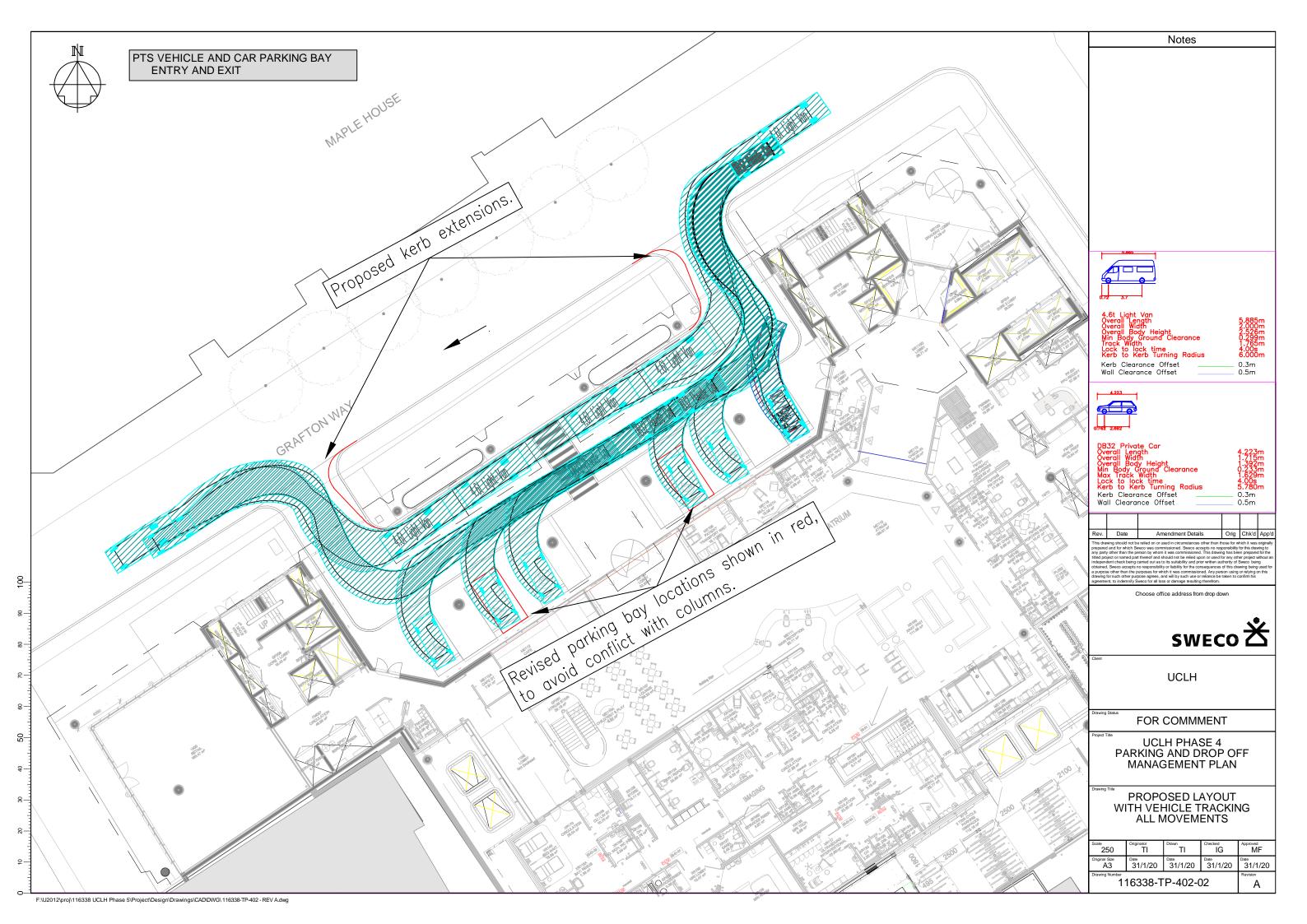
A car park management company will be employed by UCLH to monitor parking within the Phase 4 site, in a same way as UCLH currently monitors car parking within its local campus. A travel plan survey will be conducted at the end of the 1st, 3rd and 5th year after occupation of Phase 4. The survey will identify the level and profile of parking activity on site and the length of stay per user group.

The strategy will alleviate the risk of any overspill of vehicle parking / drop offs onto local streets and successfully contain PTS activity within the site.

Waiting & Parking Strategy for PTS Vehicles









APPENDIX A - WEST END PROJECT PROPOSALS

