

Information gathered by Cllr Fenton

As part of the work of the informal Task Group set up to examine resident parking, Cllr Fenton met staff from the Parking and Customer Services teams to gather information on the operation of the current ResPark scheme from a customer perspective. His findings include:

- There is comprehensive information available online about the council's ResPark scheme, at <https://www.york.gov.uk/ResPark>
- If you move into a property that is in a ResPark area, and would like to apply for a permit, you need to download a PDF form from the website and complete it by hand. You can send it to City of York Council by post with a cheque or credit/debit card details, or call into West Offices in person with your form and pay by cheque or card.
- There are different forms for different permits. For example if you want a household permit and an additional permit, you have to complete multiple forms.
- Household permits are not vehicle-specific (unless one of the discount categories applies), but additional permits are.
- There are discounts for small cars (e.g. Smart cars) or low emission vehicles.
- You can buy a permit for 3, 6, 9 or 12 months. CYC will send you a letter 6 weeks before your permit expires inviting you to renew by post or by coming into West Offices.
- When you purchase a household permit, you'll receive an authorisation card, which enables you to buy permits for visitors to use. Visitor permits come in books of 5, each book costs £6.25. You can buy a maximum of 6 books per calendar month and 40 books in a year. To buy visitor permits you can either come to West Offices with your authorisation card and payment or apply by post enclosing your authorisation card, details of how many books you require, and your payment.

- If you don't have a car, but would like visitor permits, you need to obtain an authorisation card in order to apply for visitor permits.
- Large developments in ResPark areas (e.g. a large block of flats built on the site of a former pub) are not included in the ResPark scheme.
- In the Customer Contact Centre there are usually 2 or 3 members of staff dedicated to Parking Services.
- CYC only has 17 licences for the 'Parking Gateway' software it uses, so this limits the number of staff who can work on ResPark matters. Apparently the software licence expires in October 2019, so it is to be hoped that a new Oracle-based system will be up and running before then.