

## Implementation of Recommendations from Residents' Priority Parking Scheme Scrutiny Review

Recommendation	Implementation December 2019
<p>i. Reviews the current pattern of ResPark zones with a view to rationalising them and identifying the most logical extensions into surrounding streets that suffer from non-resident parking;</p>	<p>In response at the Executive Member Decision Session on the 19<sup>th</sup> September a number of decisions were made to streamline the extension of residents parking. Three different approaches were used:</p> <ul style="list-style-type: none"> <li>• it was agreed in that reviewing the petitions received for residents parking zones that discretion be applied to consult larger areas than had petitioned, although the responses would be considered separately</li> <li>• Combining consultation where appropriate</li> <li>• Extending Existing Zones rather than creating new zones.</li> </ul>
<p>ii. Rationalises parking permits so there is more standardisation on permit length (i.e. the current 3, 6 and 12 month permits) by offering annual or monthly permits.</p>	<p>This reflects some of the customer issues around the varying lengths of time of some permits. Customers are keen to find ways to spread the cost of a permit. Options exist to explore pay monthly options either through shorter permit lengths such as a monthly permit, or direct debit options. Both of these need work to develop so it is suggested to delegate to the Assistant Director of Transport Highways and Environment the agreement of how this will be implemented. Subject to other recommendations the new parking system would automate the administration of this making it much simpler for the council and residents such as automated reminders when a permit is expiring.</p>
<p>iii. Seeks to ensure residents' petitions for new zones are</p>	<p>Through the Supplementary Budget proposals additional resource has been agreed to recruit additional staff into the Transport Team to work</p>

<p>investigated and (if agreed) implemented as soon as possible, aiming for within a year.</p>	<p>on the residents parking projects. The recruitment of the additional staff is now in progress.</p>
<p>iv. Introduces an online self-service for customers to encourage online application and payment for parking permits and visitor vouchers, same day online payment for parking tickets, and to automate the requirement for evidence;</p>	<p>Officers from across the council have come together to specify a new parking back office system. One of the key parts of the specification of this was a much improved customer experience. This is in line with the Local Digital Declaration that York has agreed in order to deliver service transformation through the use of technology.</p> <p>The new parking back office system will provide significantly improved functionality for customers online, in turn providing more clarity and transparency. This is in line with the national Positive Parking Agenda to ensure consistency and a more positive experience with parking.</p> <p>This dovetails with the corporate customer strategy to shift modes of engagement with Council from face to face to online, and is consistent with the majority of customers' desire to perform online transactions. 50% of interactions in the Customer centre at West Offices are Parking services related. The online functionality along with the corporate push for cashless transactions will mean a significant reduction (38% approx.) in footfall in the customer centre.</p>
<p>v. Investigates the transition to a system of virtual permits, initially within a trial zone, to eliminate the need for paper</p>	<p>In the same way that vehicle excise duty has become paperless and is linked to a number plate, it is proposed that residents parking does the same. The Scrutiny Committee heard from other authorities that this transfer had been undertaken successfully through Virtual Permit Projects. This will see the significant reduction and the elimination of</p>

<p>permits through Automatic Number Plate Recognition and better links to DVLA to help enforcement;</p>	<p>paper including paper based permits. Virtual permits are seen as a significant benefit of the project where Members are asked to support the system roll in line with the implementation of the new system later next year.</p> <p>For clarity it is not proposed to use static Automatic Number Plate Recognition for enforcement. A Civil Enforcement Officer will still issue all tickets and be able to use a hand held device to check vehicle authorisation.</p> <p>A trial zone is not really practical as the investment in the infrastructure to make this happen means that a city wide approach needs to be adopted. It is recognised that some permits will be easier than others. It is therefore recommended we start with those that are easier to roll out and provide the most benefit to customers. This includes:-</p> <ul style="list-style-type: none"><li>• All resident parking permits</li><li>• Car park season tickets</li><li>• HMO permits</li></ul> <p>Subject to the success of the roll out other permits will be made virtual in due course.</p> <p>The current policy of the Council is that the first parking permit is not registration number specific. If members wish to maintain that policy there are options for technology to allow residents to switch which vehicle has the permit</p>
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<p>vi. Investigates digital options once virtual permits are in operation that will enable residents to check a registration number so if a vehicle is illegally parked the information is electronically passed to enforcement officers.</p>	<p>One of the challenges of moving to virtual permits is that through the elimination of paper based permits residents will not be able to see if a vehicle is legally parked. Should a decision be made to develop virtual permits we will work with our supplier to develop a replacement for the parking hotline so that a registration number can be reported electronically along with its location and if it is parked illegally it will be passed to the enforcement team.</p> <p>The Council will only launch a virtual permit once a workable solution for those without access to IT has been developed.</p> <p>The Council has a focus through its digital work to address the digital divide and in designing this service will ensure those that do not have access to IT or may lack the skills needed in to transact online are accommodated.</p>
<p>vii. Examines the implications of allowing residents of new properties within existing ResPark zones to purchase a limited number of visitor vouchers.</p>	<p>The current policy position is designed so that new developments within existing residents parking schemes do not add to the parking pressure in the existing zone by preventing the occupiers of new developments from buying residents parking permits or visitor vouchers. Those permitted can purchase a maximum of 6 books per calendar month and 40 books in a year. The request is to consider allowing those occupiers of new developments a limited number of permits for instance to facilitate a plumber. It is recommended that this is considered as part of the parking strategy review to be developed as part of the next review of the Local Transport Plan.</p>