

Report of the Assistant Director – Legal & Governance

**Implementation of Recommendations from Residents' Priority Parking
Scheme Scrutiny review – Cover Report**

Summary

1. This report provides Members with their first update on the implementation of the approved recommendations arising from the scrutiny review into York's Residents' Priority Parking Scheme.

Background

2. At a meeting of the former Economy and Place Policy Development Committee in June 2018m Members considered a proposal made by Cllr D'Agorne to review City of York's Residents' Parking Priority Scheme. This request was subsequently agreed by the Committee and at a meeting in November 2018 the Committee endorsed the following remit:

Aim:

To understand York's Residents' Parking Priority Scheme (ResPark) and identify efficiency savings that can be made, to both lower costs and make the scheme work better for residents.

Objectives:

- i. To examine different or simplified processes that can be used, e.g. the use of new technology;
- ii. To consider the size and extent of York's ResPark zones and whether there would be value in increasing the size of some zones;

- iii. To investigate best practice and different resident parking models in use elsewhere.

Consultation

3. Over a series of meetings the Task Group consulted with residents during an informal public meeting, canvassed other residents for their views. Members considered the findings of a residents' parking poll on the York Press website and best practices from elsewhere. They also met with the Assistant Director for Transport, Highways and Environment, the Head of Parking Services, Network Management and Parking and Customer Services.

Review Progress

4. The information gathered led to the Committee agreeing the recommendations detailed in Annex 1, which were endorsed by the Economy and Place Policy Development Committee at its meeting in March 2019 and by Executive later that same month.
5. In late November 2019 Executive considered a Parking Update Report (Annex 2) in response to the review recommendations. The report sought approval to progress options for implementing changes to help address issues identified in the scrutiny review.
6. At the meeting Executive agreed to:

- i) Note the progress of streamlining the process of extension of existing residents parking zones

Reason: to speed the process of implementation residents' parking schemes in line with the scrutiny reports recommendations

- ii) Request officers implement options to allow residents to either purchase shorter term permits or develop pay-monthly options.

Reason: to help customers to spread the costs of permits in line with the scrutiny reports recommendations.

- iii) Note the progress of recruiting additional staff to process applications for new residents parking zones.

Reason: to speed the process of implementation of residents parking schemes in line with the scrutiny review recommendations.

- iv) Note the procurement of a new parking system that will introduce online self-service for customers to become the principle channel for online application and payment for parking permits and visitor vouchers, same day online payment for parking tickets, and to automate the requirement for evidence.

Reason: to improve the customer experience in line with the scrutiny review recommendations.

- v) Executive are asked to approve the council implementing paperless virtual parking permits starting with resident parking permits, season tickets and visitor permits and rolling out across all permits in time. This will be supported by a compliant checking system to allow residents to see if a vehicle is authorised to park in a resident parking zone. Each implementation will be subject to a separate decision session of the Executive Member.

Reason: to improve efficiency of the parking service in line with the scrutiny review recommendations.

- vi) Executive are asked to approve a move towards cashless parking by agreeing to:
 - A. The roll out of the Pay by App/Phone Service to on street parking machines to allow customers to pay for their parking by phone.
 - B. In line with corporate policy agree that cash will no longer be accepted in council offices for parking permits and all penalty charge notice (PCN) cash payments to be made through an external service, the same service operates for Council Tax and the resident does not pay more for this service.
 - C. To agree to the pilot of providing a cashless system in Marygate car park, given most people now use card. This will be subject to the integration of permits (e.g. Minster Badge and Season tickets) into the Pay on Exit technology.
 - D. To report back to the Executive Member for Transport in a year's time with a view to rolling out cashless parking across the parking estate.

Reason: *To positively respond to the March 2019 parking scrutiny report and its recommendations around efficiency.*

Options

7. Members may choose to sign off any individual recommendation where implementation has now been completed and can:
 - a. Request further updates and the attendance of the relevant officer at a further meeting to clarify any outstanding recommendations
 - b. Agree no further updates are required.

Analysis

8. There is no analysis in this report.

Council Plan

9. This report supports several priorities in the Council Plan 2019/23, including Getting around Sustainably and an Open and Effective Council.

Implications

10. There are no known Financial, Human Resources, Equalities, Legal, ICT or other implications associated with the recommendation in this report. Implications arising from the scrutiny review are detailed in the Final Report.

Risk Management

11. In compliance with the Council's risk management strategy, there are no known risks associated with this report. Risks associated with the review recommendations are included in the Final Report.

Conclusions

12. There are no conclusions in this report.

Recommendations

13. Members are asked to note the content of this report and:

- 1) Sign off the review recommendations that have been fully implemented
- 2) Agree whether a further update is required in 6 months' time

Reason: To raise awareness of those recommendations which are still to be fully implemented.

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Wards Affected:

All

For further information please contact the author of the report

Background Papers:

Review Final Report

<http://modgov.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13561>

Annexes

Annex 1 – Update of Implementation of Review Recommendations

Annex 2 – Executive Report