

RESIDENT PARKING PERMIT SCHEME

Traffic Management Sub-Committee

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Reading
Borough Council

Working better with you

CIVIL ENFORCEMENT OVERVIEW

- RESIDENTS PARKING PERMIT SCHEME
- PARKING ENFORCEMENT
- BUS LANE ENFORCEMENT
- CAR PARKS

RESIDENTS PARKING PERMIT SCHEME

- Began in 1970s
- Started in Town Centre locations
 - Help residents park close to home
 - Prevent Shoppers
 - Prevent Commuters
- Car ownership levels and travel patterns changed
- Spread from Town Centre
- Current Parking Permit Area covers much wider area
- Specific issues e.g. Craig Avenue for Surgery, patients parking

PARKING ISSUES FOR HOUSEHOLDS

- No off-street Parking i.e. driveway or garage
 - Narrow roads
- Victorian Districts - Terraced Housing
- Limited space on street
- Safety for other road users - Pedestrians, Cyclists
- Kerb side competition:
 - Visitors parking
 - Tradespersons parking
 - Businesses
- Hospital - visitors & patients not wanting to pay in car park, staff parking
- University Area - Student accommodation includes houses of multiple occupations. (6 in terraced home all want a vehicle - where to park?)
 - Multiple Car Households

CURRENT PERMIT SCHEME

- Max Two Resident Permits per household
 - 1st permit charged £30 (since April 2017)
 - 2nd Permit charged £120
- Proof of residency and vehicle ownership required
- Visitor parking permits - 2 books free, 5 charged (£22 per book)
- Each book contains 20 half day permits
 - AM - 8am to 2pm
 - PM - 2pm to 10am (following morning)
- Online application process
- **NECESSARY LIMIT** number of permits
- Other permits are available - Discretionary
- Further information on website:
<http://www.reading.gov.uk/parkingpermits>

PERMITS ISSUED 2017/2018

• TOTAL PERMITS	27,619	
• RESIDENT	8,868	32%
– 1 st Permit	7,440	
– 2 nd Permit	1,428	
• VISITOR	13,483	49%
– Free Books	11,510	
– Charge Books	1,973	
• BUSINESS	25	0.1%
• DISCRETIONARY	5,243	19%

PERMITS ISSUED 2017/2018

Permit Type	Issued	Percentage
Business	25	0.1%
Business Discretionary	16	0.1%
Charity (free)	15	0.1%
Charity (charged)	12	0.04%
Carer	100	0.4%
Doctor	54	0.2%
Health Care Professional	355	1%
Resident Discretionary (1st permit)	221	1%
Resident Discretionary (2nd permit)	62	0.2%
Resident Discretionary (3rd Permit)	17	0.1%
Resident - First Permits	7,440	27%
Resident - Second Permits	1,428	5%
Non-UK Registered Vehicle Permits	2	0.0%
Teacher	67	0.2%
Tradesperson - Annual	95	0.3%
Tradesperson/Landlord - Daily	688	2%
Temporary Permits	2,999	11%
Visitor Books - Free	11,510	42%
Visitor Books - Charged	1,973	7%
Visitor Business	104	0.4%
Visitor Discretionary (free)	270	1%
Visitor Discretionary (charged)	166	1%
GRAND TOTAL	27,619	

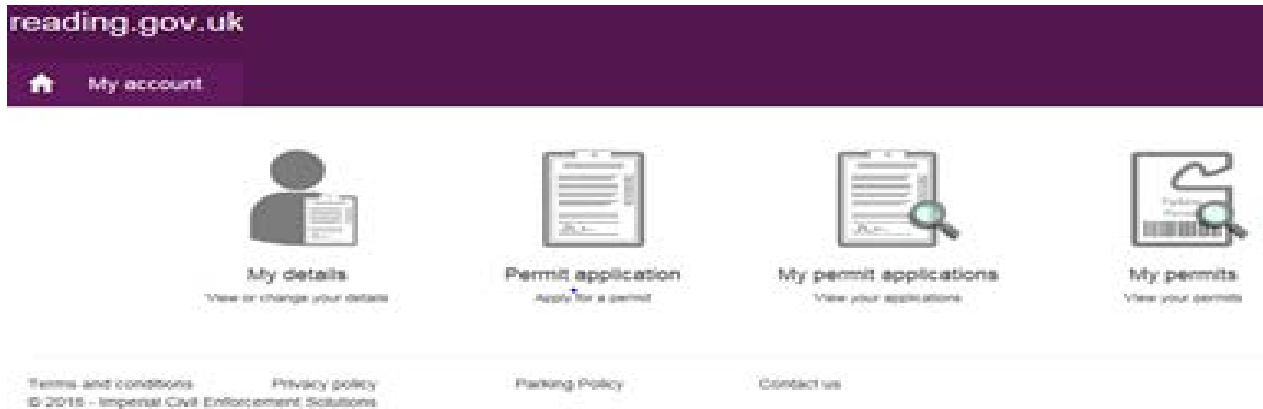
IMPROVEMENTS SINCE APRIL 2017

- A new permit application process to allow residents to manage their parking permit needs more easily online - **COMPLETED**
- The introduction of more flexible visitor permit renewal system until the new online system is introduced - **COMPLETED**
- Increased parking attendance presence in permit zones **COMPLETED**
- A new tool to report illegal vehicle parking - **COMPLETED**
- Improved enforcement of existing permit zones including quicker detection of illegally parked vehicles by upgrading the enforcement (CCTV) vehicle.- **IN PROCESS**
- Possible online booking of visitor permits by session rather than AM/PM - **FUTURE**

ONLINE APPLICATION PROCESS

- New System introduced November 2017
- Residents register account
- Apply for Residents & Visitor Permits
 - Easy
 - Quick
 - Apply for other permits
- Upload Proofs
- Make payment
- Application process time - 7 days (down from 28 days)

MY ACCOUNT



- My Details - contact details
- Permit Application - Apply for new permits
- My Permit Application - Previous/Saved/Awaiting review Applications
- My Permits - permits issued (renew permits)

RESIDENT PERMITS

- Since November 2017 (6 months)
 - 4,508 Resident Permits (32%)
 - 6,738 Visitor Permits (books) (47%)
 - 14,297 Total Permits

Permit Type	No. Issued	% of Grand Total
Business	12	0.1%
Business Visitor	16	0.1%
Resident	4,508	32%
Resident (Offline)	88	1%
Visitor	6,738	47%
Visitor (Offline)	597	4%
TOTAL	11,959	84%

GRAND TOTAL	14,297
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DISCRETIONARY PERMITS

- Discretionary Permits issued since November 2017:

Discretionary Permits	No. Issued	% of Grand Total
Business	4	0.03%
Business Visitor	41	0.3%
Carer	41	0.3%
Carer (Offline)	19	0.1%
Charity	11	0.1%
Charity (Visitor)	34	0.2%
Foreign	1	0.0%
Healthcare Professional	138	1%
Landlord	5	0.03%
Medical Professional	24	0.2%
Resident	124	1%
Teacher	41	0.3%
Temporary	1,613	11%
Tradesperson	45	0.3%
Visitor	197	1%
TOTAL	2,338	16%
GRAND TOTAL	14,297	

OFFLINE APPLICATION PROCESS

- Residents unable to apply online - postal applications
- Since November 2017
 - 88 Resident Permits (1%)
 - 597 Visitor Permits (books) (4%)
 - 19 Carer permits (0.1%)
- Overall
 - **Online** **95%**
 - **Offline** **5%**

IMPROVED ENFORCEMENT & ENFORCEMENT REQUESTS

- Civil Enforcement Officers patrol Reading in beats which cover all areas in the borough of Reading
- Review of patrols
- Increased number of patrols
- Online reporting of illegally parked vehicles
<http://www.reading.gov.uk/parking>
- Requests for enforcements but there is no guarantee of immediate action

FUTURE - VIRTUAL PERMITS

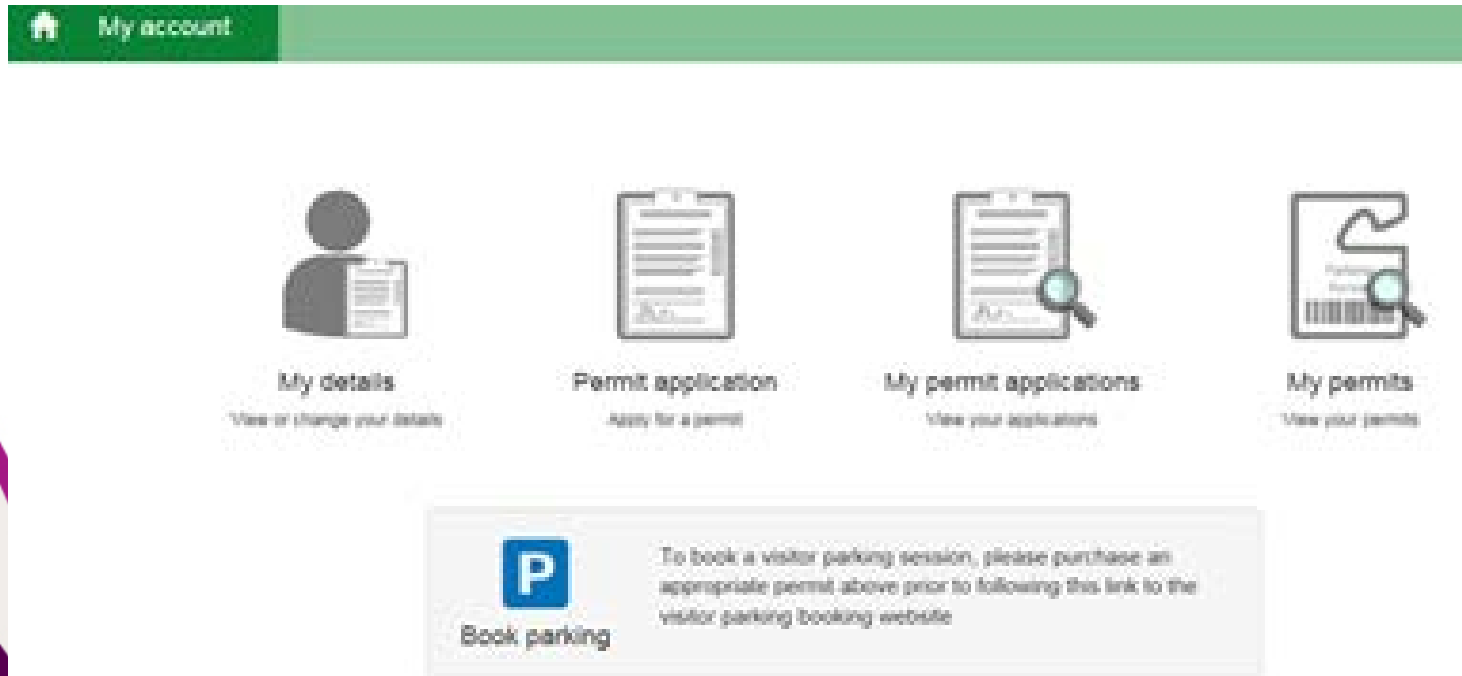
- Advanced software management systems to manage entire process.
- Easier to apply and obtain permits online, providing accurate real-time data to enable CEOs to verify permit validity
- Greater flexibility for residents & instant permitted parking
 - Book in Advance/Today
 - Book multiple vehicles
 - Save vehicle registrations
 - Extend stay
 - Top up
- Eliminates the uncertainty and delay associated with postal applications and processing.

FUTURE - VIRTUAL PERMITS

- Eliminates issues of delay in physical permits being received in the post.
- Eliminates problems with permits falling down/details obscured/incorrect details scratched out
- New Permit technology simplifies the monitoring and enforcement of permits
- Linked with back office software systems - use ANPR to verify compliance and ensure prompt action is taken against vehicles without valid permits

VIRTUAL PERMITS

- Configurable to RBC requirements
- Log into Account – Book Parking



VIRTUAL PERMITS

- Select Vehicle
 - Multiple
 - Saved
- Duration
 - Today
 - Future Date
 - Period - Morning/Afternoon/All day/hourly

Book parking | My visitors | History | ER

Help

We need to know what vehicle your visitor has parked so we don't give it a ticket. If you have visitors who come to park regularly you can save their registration numbers and pick them from a list next time. Just tick the box to tell us to do this. And you need to check they've parked in a street or car park that your permit covers, so please choose one of the parking locations in the list. When you've done this click 'Continue'.

Book parking (step 1 of 3)

33% complete

Vehicles

Park : One vehicle Multiple vehicles

Use a : New registration number Saved registration number

Registration number :

Save this registration number :

Location

Parking location : Ring Road Offices visitor parking

Duration

Start parking : Today On a future date

Your permit allows your visitor to park for a morning, afternoon or all day.

Park for :

VIRTUAL PERMITS

- Confirm details

Book parking (step 2 of 3)

66% complete

This permit has a current balance of 9 sessions.
The booking for V133EGO at Ring Road Offices visitor parking between 08:00 20/06/2018 and 12:00 20/06/2018 will be deducted from this.

Confirm Cancel

- Confirmation Session Booked – CEO Handhelds updated real time

Book parking (step 3 of 3)

100% complete

Your visitor parking session has been booked.

Parking session details

Vehicle registration number :	V133EGO
Location :	Ring Road Offices visitor parking
Parking allowed from :	08:00 20/06/2018
Parking allowed until :	12:00 20/06/2018
Current balance :	8 sessions

Done