READING BOROUGH COUNCIL

REPORT BY EXECUTIVE DIRECTOR FOR ECONOMIC GROWTH & NEIGHBOURHOOD SERVICES

TO:	TRAFFIC MANAGEMENT SUB-COMMITTEE		
DATE:	14 SEPTEMBER 2022	**AGENDA ITEM:**	
TITLE:	DIGITAL PARKING PERMITS		
LEAD COUNCILLOR:	TONY PAGE	**PORTFOLIO:**	CLIMATE STRATEGY AND TRANSPORT
SERVICE:	PARKING SERVICES	**WARDS:**	CAVERSHAM
LEAD OFFICER:	HELEN TAVERNER	**TEL:**	
JOB TITLE:	PARKING SERVICES MANAGER	**E-MAIL:**	

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1 To report on the findings of the statutory consultation carried out between 4th August 2022 to 25th August 2022 on the proposed amendment to the Lower Caversham Traffic Regulation Order and to seek approval for Officers to undertake a pilot project which will enable the issue of Digital Permits which will not need to be displayed in vehicles.

1.2 This pilot project will include Residents and Visitor parking permits within the chosen area of Lower Caversham – Zone 02R including the new ward boundaries.

1.3 The recommendations within this report have been shared with Ward Councillors and an opportunity provided for their comment within this report.

1.4 Appendix 1: Feedback received to the statutory consultation.

2. RECOMMENDED ACTION

2.1 That the Sub-Committee notes the consultation feedback (Appendix 1).

2.2 The Sub-Committee agrees to implement the proposed pilot project and therefore authorise the Assistant Director of Legal and Democratic Services to make the Traffic Regulation Order.

2.3 That respondents to the statutory consultations be informed of the decisions of the Sub-Committee accordingly, following publication of the agreed minutes of the meeting.

2.4 That no public inquiry be held into the proposal.

3.   POLICY CONTEXT

3.1   The provision of parking restrictions and associated criteria is specified within existing Traffic Management Policies and Standards.

3.2   The Digital Parking Permits Pilot Project also complements the Council's Local Transport Plan, Climate Emergency Strategy and Health and Wellbeing Strategy by addressing local parking issues that can impact on traffic flow, perceived safety and accessibility. The resulting improvements can help us to understand our offer to our residents, act on their feedback and rollout a more efficient service borough wide to further improve customer satisfaction

4.   THE PROPOSAL

4.1   Background

4.2   The Digital Parking Permits Pilot Project, which is part of the Customer Excellence Programme, will deliver a pilot in order that a boroughwide rollout of digital permits can be considered by Members.

4.3   This project is in line with our commitment to a self-service digital first approach, reduction in manual and paper processes, improved customer experience and delivering the savings associated with the Customer Experience Programme.

4.4   Digital permits work where the permit allocated to the vehicle is known within the parking management systems, specifically the enforcement system. Consequently, no physical permit is required resulting in a more efficient service for residents and reduced service cost through savings from printing and postage. Residents gain where paperless permits are issued instantly without a delay or break in cover due to delivery of a physical permit. It was also found that most local authorities offer greater flexibility in the use of visitor permits where they can be purchased by session rather than defined by a day or part of a day.

4.5   Shared experiences of digital permits suggest resident and visitor satisfaction is far greater when compared to a paper-based permit. From an enforcement perspective paperless permits are not compromised by the physical disc falling off the window of the vehicle or visitor scratch cards being used incorrectly. This, in-turn, reduces complaints and improves the reputational image of the Council by its residents.

4.6   There are 19 residents parking zones including almost 16,000 households and 12,000 parking spaces. In order to park in a permit bay, a permit must be displayed in the windscreen. There are two types of permits produced:

- Annual physical permits – resident, business, carer etc (round discs)
- Scratchcard permits – Visitors, Temporary, Landlord/Tradesperson

4.7   Residents can apply for permits online. They need to create an account and must have an e-mail address to do so. They are required to upload proof of address and vehicle before a permit can be issued. There are no changes to this as part of the pilot.

4.8   A Resident can apply offline by requesting an application form by ringing the Council. The Permit team will create an offline permit account in PermitSmarti on their behalf.

4.9   Offline customers without an e-mail address will not be able to have digital visitor permits, in this instance provision has been made for them to still receive physical permit books. This means that they will not be able to draw down in hours it will remain as half day units, with an AM permit being valid from 8am-2pm and a PM permit valid from 2pm until 10am the following morning.

4.10   During the period October 2021 to April 2022 in the area of Lower Caversham (Zone 02R) 451 resident permits were issued and 5 were offline and out of 582 residents visitors permits 14 were offline.

4.11   **Current Position**

4.12   Digital permits work where the permit allocated to the vehicle is known within the parking management systems particularly the enforcement system consequently, no physical permit is required.

4.13   In summary the changes proposed will mean that:

- Permits are not printed and posted (residents and resident visitor permits).
- Scheme no longer requires a permit to be displayed in the vehicle (residents and resident visitor permits).
- Each household will be entitled to purchase in blocks of hours not books, also known as scratchcards (resident visitor permits).
- Residents are not asked to allow up to 14 days for these permits to be issued.

4.14   Procurement of a new Parking Services contract may lead to a change of supplier within the next 12 months. If Digital Permits were to go live boroughwide prior to this, a transition plan from the existing system would need to be in place and this will form part of any full rollout plan.

4.15   **Proposal**

4.16   Appendix 1 includes all of the feedback received to this consultation. The Sub-Committee is asked to consider this feedback and decide whether the pilot project can be implemented.

4.17   **Analysis of the consultation feedback**

4.18   There are 19 residents parking zones including almost 16,000 households and 12,000 parking spaces. During the consultation period we have received 75 returns via the Council's website (the 'Consultation Hub'). We also received 5 emails which have been responded to.

4.19   The Police are a statutory consultee and have been directly notified. The Traffic Management Officer from the Hampshire Constabulary & Thames Valley Police Joint Operations Unit confirmed there are no concerns from them.

4.20   From the consultation hub responses 39 supported the idea of Digital Permits, 11 neither objected nor supported and 25 objected.

4.21 The analysis has shown us that the main reasons for objecting are:

- Concerns about IT access and literacy – During the period October 2021 to April 2022 we issued only 19 offline permits for residents and visitor permits which is just below 2% of permits issued. There would be no change for these customers who would be able to contact the Resident Permit Team to apply/renew a resident offline (paper) permit.

- Perceived lack of enforcement action -   To mitigate this we will maintain the level of enforcement officers patrolling the area during the pilot. Should digital permits be rolled out borough wide we have the opportunity to introduce improved enforcement methods. In addition we currently have a web page that allows residents to report suspected illegally parked vehicles.

- Data concerns – These seemed to be about visitor parking registration numbers and GDPR issues such as who would have access to these. To mitigate we will add this to the list of Frequently Asked Questions (FAQ's) explaining that in terms of the visitor permits the resident will be entering the vehicle registration number, it is used for enforcement only and it is the vehicle details that are captured, no analysis would be carried out on individuals using this information.

4.22 From the consultation 39 responses supported the implementation of a pilot project, 31 responses of these said it was a good idea and/or an easier system. 5 responses supported but gave no reason for the support. General feedback acknowledged that Residents would not be subject to postal delays, paperless permits are better for the environment and the resident did not have to worry about the paper permit falling off resulting in enforcement action.

4.23 From the 75 responses there were 19 that included a question, the answers to these questions could be found in the Frequently Asked Questions or via our web page. From 29th July until 30th August 2022 we received 681 visits to our web page.

4.24 Should the pilot go ahead these are the actions we will take to alleviate the concerns of our residents:

- Maintain enforcement activity in the pilot area
- Highlight the enforcement request page
- Increase communications in and outside of the pilot area before and during go live
- Targeted communications such leaflet drops and a social media presence
- Update the FAQs to reflect the feedback

During the pilot we will ensure we gather additional feedback such as residents feedback regarding ease of use and benefits of the pilot. We will bring the results back to TMSC in 2023 along with a high level business case for a proposed borough wide rollout of digital permits for all permit types.

4.25 Other Options Considered

4.26 None.

5. CONTRIBUTION TO STRATEGIC AIMS

5.1 This proposal contributes to the Council's Corporate Plan Themes, as set out below:

5.2 The parking strategy, procurement of civil enforcement services and changes to resident permit parking sits within the wider context of the Reading Transport Strategy 2036. Parking management and civil enforcement activities supports a number of strategic aims within the Reading Transport Strategy and Reading's Corporate Plan.

5.3 **Inclusive Economy** - Parking management of the town centre and local centres support the local economy. As a part of a contract review it was established a number of local authorities have embraced paperless or digital parking permits and many more are considering the advantages a digital permit system offers. As a part of our review into the future parking service the opportunity has been taken to explore what digital permits offers Reading residents. During the pilot any of our offline customers without an e-mail address will not be able to have digital visitor permits, in this instance provision has been made for them to still receive physical permit books. A boroughwide rollout would need to ensure we create an equitable permit provision for offline residents.

5.4 **Healthy Environment** - Parking management has a positive impact on the public realm creating a safe and accessible environment for residents, workers and visitors. Parking management is part of the wider management of the road network which contributes to safety, protecting vulnerable users and encouraging walking and cycling.

5.5 Illegal parking can compromise safety or result in difficulties for residents and businesses. Many parking issues can create delays or accessibility obstructions for users of the network such as pedestrians, cyclists, domestic vehicles, delivery vehicles, emergency services and public transport.

5.6 Our parking permit scheme prioritises parking for residents, businesses and their visitors. Parking is limited to permit holders within these controlled parking zones. This helps to prevent commuter parking and makes it easier to find a parking space close to your address. Any vehicles parked in contravention of the rules of the highway may be issued a Penalty Charge Notice (PCN). The pilot aims to build on our current offer specifically around visitor permits.

5.7 **Thriving Communities** - Good parking management ensures homes, business and leisure are accessible. Parking schemes such as resident permit parking and specific restrictions such as disabled parking contribute positively to our community.

5.8 Full details of the Council's **Corporate Plan** are available on the website and include information on the projects which will deliver these priorities.

5.9 This proposal contributes to the TEAM Reading Values, as set out below:

5.10 **Together** – The Digital Parking Permit Pilot Project will seek to improve resident and visitor satisfaction by moving from a paper-based permit scheme for resident permits and resident's visitors permits within Lower Caversham for the

period of the pilot. By conducting a pilot will enable us to work together with our residents and gain valuable feedback. In addition, RBC will work together with our suppliers to ensure the visitor permit software is fit for purpose and fully meets the needs of our residents.

5.11 **Efficiency** – Reduce significantly or stop printed permits supporting our climate change emergency agenda and in addition making financial savings due to the reduction in the cost of postage during the pilot.

5.12 **Ambitious** – Aligned to the Customer Experience Strategy we aim to be responsive to the fast-changing environment of digital and what our customers expect as their customer experience.

5.13 **Make a Difference** – Design and implement digital services to ensure that everyone who interacts with the Council has a better day as a result.

6.   ENVIRONMENTAL AND CLIMATE IMPLICATIONS

6.1   A climate impact assessment has been completed which suggests that the Digital Parking Permit Project will have a net low positive impact on the Climate Impact Assessment Carbon Emissions: there will be a minimal amount of energy used in creating the notices in the form of energy used to print and computer usage. Therefore, a provisional rating of Net Low Positive has been awarded for Energy Use. Use of Transport has been awarded Low Negative: where possible Officers will use council owned electric vehicles for the installation of notices, if applicable. It is not believed that this project will have any effect on creating Heatwaves/Drought/Flooding/High winds or storms, so the rating of Nil has been achieved.

6.2   We always try and use local contractors/suppliers hence the reason for giving a Nil rating for Disruption to Supply Chains. Overall, however, the short-lived and minimal negative impact for the implementation of the pilot is expected to be more than mitigated by the long-term benefits of replacing paper permits with a digital process specifically if the pilot is a success and can be rolled out to all zones for all of our parking permit types.

7.   COMMUNITY ENGAGEMENT AND INFORMATION

7.1   A statutory consultation was carried out from 4th August 2022 to 25th August 2022. Notices of intention were advertised in the local printed newspaper and erected on lamp columns within the affected area. The Police are a statutory consultee and were directly notified. The consultation was also hosted on the Council's website (the 'Consultation Hub'), where details and plans are available. There was also a presence on social media to raise awareness of the consultation. In addition, we published frequently asked questions on our web page.

7.2   Policy Committee and Traffic Management Sub-Committee are public meetings. The agendas, reports, meeting minutes and recordings of the meetings are available to view from the Council's website.

8. EQUALITY IMPACT ASSESSMENT

8.1 Under the Equality Act 2010, Section 149, a public authority must, in the exercise of its functions, have due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;

- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

8.2 We have assessed as to whether an Equality Impact Assessment (EIA) is relevant for the pilot and whether the pilot could have a differential impact on: racial groups; gender; people with disabilities; people of a particular sexual orientation; people due to their age; people due to their religious belief; and the Armed Forces community. We have concluded that an Equality Impact Assessment is not relevant for the pilot because it is not deemed to be discriminatory to persons with protected characteristics. However, as a result of the statutory consultation and feedback from the pilot, we will be able to identify any negative equality impacts and mitigate those before rolling out digital permits boroughwide.

9. LEGAL IMPLICATIONS

9.1 The Order for the pilot scheme will be made in accordance with the Road Traffic Regulation Act 1984 as amended and the procedure laid down by Local Authorities Traffic Orders (Procedure) (England and Wales) Regulations 1996.

9.2 The effects of which is to allow the issue of digital residents parking permits and residents visitors parking permits.

10. FINANCIAL IMPLICATIONS

10.1 The cost of developing and implementing the pilot is minimal. The software changes that are required to accommodate the resident's visitor parking permits will be approximately £2700.00 and there have been costs associated with the statutory consultation and additional communications, not exceeding £1000.00. There will be a cost for additional communications prior to the pilot going live and this is anticipated to be circa £2000.00. The budget has been allocated by the service area from existing revenue funding streams. There are no capital implications for the pilot.

11. Value for Money (VFM)

11.1 All aspects of the pilot will be delivered using Reading Borough Council's own resources and existing contractors. This includes the drafting of the Traffic Regulation Order.

11.2 The project provides value for money, investing in the extra software module for resident's visitors parking permits and implementing a pilot, it will help us

to determine whether digital permits boroughwide for all permit types is feasible based on data gathered during the consultation and the pilot. The additional software module would not have to be purchased again in order to rollout the digital option across all zones.

12.   Risk Assessment.

12.1   The primary risk with the digital parking permits pilot project is any deferral of a decision regarding the implementation of the pilot would mean that financial savings resulting from a full rollout of digital permits across the borough and including all permit types would take longer to achieve.

13.   BACKGROUND PAPERS

13.1   None

Appendix 1

	Do you support or object to the proposal?	Please provide your comments, support or objections to the proposals, together with the grounds on which they are made, here - Comments	Submitted Date
1	Support	I have a company car that I have to change once a year and waiting for a paper permit to come through for the new registration costs me more as I have to order a temporary permit or use my visitor allowance when I'm waiting	2022-08-04 12:07:49
2	Support	This is clearly a good idea, but would there be an option for those not computer literate etc?	2022-08-04 12:33:12
3	Support	This would make life so much easier and mean that you could pay for the relevant period rather than the am/pm permits. It also reduces the risk of user error (ie scratching the wrong day).	2022-08-04 15:19:55
4	Support	If it works then it'll be better than current system. Having to wait for paper permits in the post is a hassle & with so much to keep up with ordering in advance just doesn't happen	2022-08-04 17:45:22
5	Support	1. Quicker to process so better for the buyer 2. Assume that the savings in expensive paper, postage and admin resource really add up. 3. Hourly visitor parking is ultra sensible as long as the hourly charge is reasonable. 4. Better flexibility and short term response / purchase	2022-08-04 17:49:21
6	Support	Support going paperless and making the effort to reduce carbon footprint	2022-08-04 22:14:42
7	Support	Think it's a fantastic idea at leat you won't have to worry about ordering a visitors permit book	2022-08-05 00:18:54
8	Support	If this is to replace parking meters with cashless machines I am totally against it. Trying to use these machines is a time consuming nightmare or impossible especially for elderly people who do not have smart mobile phones. I am fairly high tech savvy bit find it a pain. I've seen first hand with the Council car park in Richfield Avenue that the scheme does not work for most people. it does not help when there are so many different car parking companies to which you have to sign up to depending on which car park one uses - and more annoying if you just want to use a car park for a one off visit. For example the council car park in Chester Street uses a different company to manage the car park to the one it uses at Richfield Avenue. If this scheme relates to `permits` (season tickets) then I have no objection.	2022-08-05 10:09:06

9	Support	Seems fine as long as provision is made for people who don't have computer access Also - to preserve visibility for residents - have a website where residents can enter a car reg and zone and check if that car has a permit (similar to the existing GOV MOT/tax/insurance check websites)	2022-08-11 10:28:01
10	Support		2022-08-12 16:28:57
11	Support	Provided that it is not going to cost us as residents any more, in fact as there is less manual processing, as you have stated it will / should make it quicker and more efficient , maybe this will allow for a reduction in the cost.Visitor permits usable by the hours, does this mean a pool of hours will be provided free of charge as currently available, but we would then log a vehicle registration against it for a set period of hours, which would then reduce our pool of hours accordingly ?	2022-08-13 14:26:10
12	Support		2022-08-15 17:09:00
13	Support	I support the decision, however, l feel for the older generation who don't have computers & what happens to the tickets we already have??	2022-08-15 17:29:00
14	Support	Will there be a reduction in cost due to lack of admin and printing costs ? How will visitors permits work ? Set hours still ?	2022-08-15 17:48:29
15	Support	Hourly visitor permits would be far less wasteful and would enable visitors to arrive whilst residents are out, e.g. to meet at a local restaurant rather than meeting at home first.	2022-08-15 19:41:24
16	Support	I think this is a great idea to save time on waiting for permits. Previously I've had to wait over 2 weeks for my permit to come through which meant I had nowhere to park.	2022-08-15 20:11:41
17	Support	There needs to be an arrangement for when this system fails (let's acknowledge now that there will be glitches) that residents don't wind up getting ticketed.	2022-08-15 20:55:15
18	Support	Makes sense	2022-08-15 21:12:36
19	Support	Hopefully quicker parking tickets for the cars that disregard the permits as well as over staying their time and parking on the corners	2022-08-16 07:22:58
20	Support	It sounds like a great idea. The flexibility for visitors will be very effective. There may have to be some consideration as to how many digital visitor permits a resident can have, and if the physical permits would still be valid as I know there are a number of elderly residents who may not be as technically savvy as is required	2022-08-16 08:21:29
21	Support	Better for the residents and better for the environment	2022-08-16 09:34:12

22	Support	My mother is not into tech and can't afford it has no internet or smart phone so she needs her paper based ones to enable her to manage- I fully support tech option but do remember it does not fit down and you need to provide them with the right service too	2022-08-16 09:52:59
23	Support	Do not remove the paper visitor passes completely. They should still be offered alongside the digital scheme for those who are not able to use the internet easily.	2022-08-16 14:35:26
24	Support	I support the flexibility...however I do have concern about the IT being used	2022-08-16 16:37:09
25	Support	Think it will be great, save a lot of paper, easier and faster.	2022-08-16 18:35:33
26	Support	Easier to renew and more practical	2022-08-16 19:03:54
27	Support	Sounds like a good idea to me as my permit is continually falling off in the heat	2022-08-17 09:31:20
28	Support		2022-08-18 13:51:23
29	Support	If we have to continue to pay to park on the road where we live then I would support digital form of permits as long as system for visitors is simple to use. This should mean the cost goes down for 2nd car as same amount of work involved and pressing buttons!	2022-08-18 18:39:29
30	Support	A digital permit would be great as it is hard to get hold a paper one. Since everything's gone online it's hard to speak to anyone to get a permit. I live on REDACTED and we struggle with parking so I've received parking tickets a few times and having a digital permit would be a huge help	2022-08-18 22:24:04
31	Support	I rent in REDACTED so had to pay for an emergency pass when I moved in. This will avoid this and also presumably make the process easier when I change my car in the next few months	2022-08-18 23:56:57
32	Support	Should allow quicker further inforcement of parking violations.	2022-08-19 13:31:45
33	Support	I support this idea hoping that this allows to return to no fee parking permits for residents.	2022-08-21 11:36:54
34	Support	I'd prefer to not have a permit permanently affixed to my windscreen. I also suspect that I have seen a small amount of parking fraud - with people parking pretending to have a valid permit - and I believe this scheme would reduce that problem.	2022-08-22 00:37:56
35	Support	Easier to enforce Better for visitor parking	2022-08-23 09:04:18
36	Support	Sounds as if it would be a more instant service, keeping up with technical advances and an improvement in the current system	2022-08-23 09:32:22

37	Support	Fully support - much quicker and less environmental impact (no printed permits or plastic). The only query might be how residents themselves might be able to tell if a car has been abandoned and has no permit. I assume there will be some sort of contact point for this. With the visitor's permits, will these be available only on an ad hoc basis by the hour via e.g. an online app, or will it be as it is now with a pre-set free quantity (currently in booklet form)? If the latter, how will this work?	2022-08-23 17:14:45
38	Support	Support the move to digital permits has it has advantages for ease of renewal etc. Concerns about rogue parking and how this will be managed as cars will not longer be displaying permits so harder to report issues	2022-08-23 18:42:17
39	Support	Would like to know more details on hourly use of permits. How many free visitor permits would be issued per year. Presumably the equivalent to two books at present?	2022-08-23 20:03:28
40	Object	For permanent resident permits I think digital works well. For visitors I don't want to be going online to sort a permit while an impromptu visitor guards their car. Keep them paper to give us flexibility in how we use them. Also keep them as half a day permits not hourly, visitors do not always stay for a specific length of time.Parking enforcement should work on checking areas close to parks they never do. Also areas like Southampton Street and whiteley Street where people park dangerously in the cycle lane	2022-08-04 12:19:21
41	Object	Having visible parking permits in cars make it easy for residents to see which cars are being parked illegally in their streets In East Reading this is a daily and nightly occurrence with no monitoring and ticketing by traffic wardens - they are rarely seen on our streets. When I see a car parked near my house with no permit, I put a polite note on the car advising that they are parked in permit holders area only. Digital permits would be a huge step backwards in the huge problem of parking in Reading. Unless of course, you are going to employ 30 more traffic wardens working 24 hours a day to monitor it properly ??	2022-08-04 13:02:39

42	Object	I like the idea in principle but can see problems 1. How do residents know if a parked car is local / has an issued permit without anything visible (we have prems where il live with this now!) – will this be an available on-line check for residents? (as it is with car tax) 2. I can see it will require more frequent patrols to cover the above problems as I can see it taking longer to check each car – and: 3. Currently the local warden rides slowly along on a moped checking the permits, will a handheld device allow this? 4. What happens about visitors / permits – do they stay as is?	2022-08-04 13:11:36
43	Object	a system which will only work with daily and higher profile patrols in all areas using this permit system At present this is not the case.....	2022-08-04 14:19:11
44	Object	Currently enforcement officers only seem to visit **REDACTED** if residents report a non-resident vehicle. For example a car was parked here in July for 4 weeks and no tickets were issued for the first two weeks and then only issued when reported by residents.Under the new system residents will not know the status of a vehicle hence will not be able to report non-permit parking.Perhaps this is why digital schemes reduce complaints?	2022-08-05 10:55:55

45	Object	We live in **REDACTED** where parking restrictions apply for Permit holders betwen 9 am - 5.30 pm Monday to Friday or 2 hours, no return within 2 hours. I would strongly oppose any changes to these current restrictions. If we have a visitor popping in for an hour, I do not wish to upload their details onto your digital system. My objections are therefore as follows: 1. I would seek reassurance that the 2 hour unrestricted parking continues as is (how would this apply to **REDACTED** School drop off?). 2. Why do you require this digital information on all visitors? This is an invasion of my privacy as you will have information on who and when are visiting each home in Caversham. Do you really need this information and how does this comply to GDPR? 3. Yet again, a money saving scheme resulting in less administration at RBC (no need to issue permits) but of course greater risk of being caught for a fine. 4. Until the parking permits were introduced, we lived here without restriction and now it costs us in excess of £200 to park our 2 cars outside of our house and do not wish to incur yet further disruption. 5. How does this arrangement work for residents who do not possess a smart phone or have access to a computer? These measures discriminate against these people as they do not have any other choice. I know digital parking systems apply in other car parks but people do have the choice to use them or not (they don't if its outside of their house).	2022-08-05 15:10:15
46	Object		2022-08-12 09:32:20
47	Object	This is a bad idea, as it ultimately makes the council less accountable. As a resident, if I find parking becomes difficult, but no cars have physical permits displayed, I have no way of knowing that the council are actually doing their job and ticketing non-permitted cars. I have to take it on trust. This is a very easy way for the council to reduce warden patrols, and thus make parking for residents, far more difficult, as it removes any visibility that the system is being policed.	2022-08-13 15:50:53

	Object	Resident and visitor digital permits - I object as this excludes all those without easy access to phone/digital services. This is becoming the norm for RBC and may save money but excludes many in particular the most disadvantaged e.g. elderly, visually impaired, those without IT skills or resources. Please provide information about how a trial could support these groups?Resident permits - if change to digital there is no way for other residents to know and if necessary report an illegally parked vehicle. Unless there are regular warden patrols (multiple times a day) this cannot be effectively policed. If it takes up to 14 days to issue a permit I suggest this process could be reviewed or streamlined instead.Visitor passses: The proposal is completely inaccessible to anyone without phone/IT connection and skills. It is much simpler/quicker/less stressful to scratch and display a card than spend ages trying to digitally book parking. I have direct experience of this in another borough and it may sound simple but the system does not recognise a spoken number plate on multiple occasions e.g. similar sounding letters, or trying to find and remember the closest location ID code. I spent at least 15 mins trying to do this, wasting time, phone bill and battery life.What will happen with my existing paper permits - will I be able to continue to use these until their stated expiry date e.g 2024? Otherwise I lose the value of these which is unfair, and in particular to anyone who purchased additional permits. If you want to promote the "benefit" of only having to add visitor parking for a couple of hours at a time rather than a full half day, you could easily amend future paper permits to allow this.. I find it unhelpful and rather sly that you promote as an advantage something that you could have done anyway with paper permits. There was considerable opposition to the introduction of the extended 02R zone (North of Gosbrook Road) and a lot of the stated reason of the impact of rail and town parking has abated since changed work patterns since the pandemic but we continue to have the zone. I am surprised therefore that we have to be the trial zone and I would think it far better to trial this elsewhere. In particular as 02R has different rules within the zone (north & south of Gosbrook) so it is already confusing without introducing a trial.	2022-08-15 15:49:43
48			
49	Object	Traffic wardens rarely seen to enforce the existing paper permits. What will be different with the digital system to identity dodgers of the system	2022-08-15 18:35:04

	Object	Many London Boroughs and other councils have used this and regularly get onto various news and consumer affairs programmes, for their DISCRIMINATION especially for the elderly or housebound with limited access to computers or see no need to update and learn a new computer system they may not be able to use for much more than months,. Just because the council deem what equipment of computers or types of phones they use or have to then buy to use the service. This is most often seen where a couple has a computer but only one of the partners uses the computer who then dies, or goes into care or leaves for other reasons meaning the remaining partner has no idea what to do or what the passwords etc are.Many people who have carers (even family as carers) are often expected to have the online account for their property, but visitors must use that account and not a guest account. It can become a more isolating "benefit" to the council assuming all people have the latest computer and all can use it. Making it difficult for those in these situations and their carers or visitors to use such systems.Having for more thant 5 years and currently assisting or being main contact for relatives with living at home with disabilities and in some cases never had a computer or smart phone. Currently I am supporting (in another town) my father who has been dagnosed with Alzheimers and is still living at home, but cannot NOW use a computer for visitor permits situations and many other things. My mother his main carer has too many support things to do to learn even more computer stuff than is absolutely necessary. Whilst he is in another town I am sure there are many similar situations with elderly and many other categoires of vulnerable people in all age groups.Like MANY online only schemes they can become part of Coercive Control mechanisms as most of these expect one person only to be the named holder for any address, causing control to be exerted over other houehold members, by stopping visitors when they are not around and similar issues.This also means yet another dumb online account username and password and no doubt MFA to have to remember, as Reading cannot do one account for ALL services. Yes this is possible even with contracted out services but is beyond scope of your IT and contracts methods.	2022-08-16 04:14:48
50			

51	Object	Many people don't have smart phones -,are they going to be able to have printed copies? I have a smart phone but with the increasing trend of councils and other bodies using electronics, I'm finding is difficult to trace documents whereas I can at least have an ABC printed file which is easy to use. I don't have a laptop.	2022-08-16 07:42:33
52	Object	I would prefer to continue with the existing system of displaying permits. The current system works very well, I have never experienced any delays with getting either resident or visitor permits. They are easy to use and clear for everyone to see.	2022-08-16 09:14:58
53	Object	REDACTED is not currently a permit zone, and all houses have parking bays off the tarmaced areas. I'm therefore opposed to REDACTED being added to the digital scheme as we're not currently in a permit area.	2022-08-16 19:24:08
54	Object	I don't support this who could afford this it's ridiculous the whole country is having money problems an you want to charge people extortionate money to park where they live my family won't be able to visit	2022-08-16 21:40:47
55	Object	Living in an area where parking is at a premium (and is permit parking), it makes it easy for residents to identify cars with permits at the moment - digital ones won't be so easy to spot and we rarely see traffic wardens (they would need to be patrolling roads 24/7). As with visitor permits, why can't we go back to the old system where they are valid for a day? PLEASE DON'T DO HOURLY VISITOR PERMITS - at the moment there is 2 hours of "free" parking before permits are required and many people stay for more than an hour if visiting - for example if I have someone come to visit, they are often overnight - does that mean I have to book however many hours they will be here for even though they might not know what time they will be leaving??	2022-08-17 16:32:05
56	Object		2022-08-17 21:00:34
57	Object	The existing parking permit scheme is fine though I was not in favour of having parking restrictions on my road anyway. Having a digital scheme means residents will not know whether vehicles belong to residents or not. Maybe a good thing. Also do the current paper permits for visitors still stand valid?	2022-08-21 20:32:11

| 58 | Object | The system appears to rely on the property occupants using a computer to register visitors but not everyone has access to a computer or the patience to start up their machine then work their way through the RBC website.   Why I wonder does this Feedback require my e-mail address at least twice?

The end of REDACTED does not appear to be checked very often as it is very frequently blocked by multiple visitors without permits. | 2022-08-22 11:02:23 |
|----|--------|---|---|
| 59 | Object | Not everyone has access to digital technology - I have been fined for not paying in a car park where you could only pay by phone and I didn't have a smart phone - and I object to having to buy a smart phone just to do something new that works quite well at the moment. Also this has not been publicised, I have had nothing through the door explaining it, I was alerted to it and read a piece of paper on a lamppost! This is not how you contact people. I tried reading the instructions for digital tickets and got so confused I gave up - I am quite happy with paper tickets I can see, I have to buy more books a year as I have visitors. It is wrong I think to pay to park outside your own house and this is even more to worry about. There are a lot of older people like me living round here and we just cannot deal with new technology. | 2022-08-22 11:26:25 |
| 60 | Object | Paper parking permits are visible evidence to everybody (including residents) as to whether a car is allowed to park in a particular road. Digital permits can only be seen when checked by a traffic warden. But we rarely ever see a traffic warden around here. So a Digital permits scheme would be an open invitation to park without a permit with an improved chance of 'getting away with it'.

For by far the biggest majority of residents, the current scheme works well - why change it for a less visible scheme. | 2022-08-23 09:17:25 |

61	Object	I have checked out the information re visitor permits now and for trial. Lower Caversham has flexible parking mon-fri daytime on many streets. Flexible for parking without permits or fuss so 2 hours is covered without permits. For the trial all visitors required to be booked on line. 24/7. Added inconvenience to what we have now. I would not be happy to attempt to book on line for workmen at my house as unsure what would then happen is parking fine issued . Certainly not explained in detail how to use booking system . I will continue with visitor scratch cards during trial. This trial means the area would be permits only 24/7. The visitor permits hours change to only half value , daytime booking count and overnight ignored. Lots of change just for pilot. Maybe not enough engagement with the area as all these changes could impact on lives . Hopefully lots of feedback from many views for the council to consider before going ahead with new scheme.	2022-08-23 16:10:45
62	Object	I don't think this is a great idea - like me, others, don't have their laptops/computers on all day, and many would be unable to complete a form on their phone (as I find the print too small to complete online via phone).I do think the existing system could be improved - the books of tickets must be quite costly and there should/could be a more simple system. Maybe reusable tickets? I also think finishing the morning pass at 12.00 noon is not user friendly. Often you end up using 2 vouchers when a trades person turns up just before 12 noon.I would not want to have to access a computer when a trades person (or visitor) suddenly turns up.Hopefully, an alternative system can be found.	2022-08-24 07:20:49
63	Object	How will we know if a car is or is not allowed to park outside our house, I think that the council will have a lot of unnecessary e-mails reporting illegally parked cars that are alowed to park. Regarding the visitors permits we can't guarantee what time our visitors arrive, so by the time they have arrived and we've booked them onto the system, in theory a warden could of fined them already. What happens if the internet is down when the visitors are due and I cannot book them onto the system. I also have a friend who has no computer how would she book visitors to her house?	2022-08-24 09:18:15

64	Object	I strongly object to this proposed new digital scheme especially for the visitors permits. As I understand it, every time we have a visitor it would mean my having to go on line and presumably enter their registration number and the length of their visit (how would I be expected to know this). It would be very rude to ask "how long do you intend to stay" ! To be honest I regret ever having joined this parking scheme as it feels like we are being ripped off year on year by your ever increasing price rises and what do we get in return for these extortionate costs to park on the road? not a lot! feeling like we are being used as cash cows.	06/08/2022
65	Neither support nor object	What are you supposed to do if you have no internet access?	2022-08-05 12:23:44
66	Neither support nor object	How will those not digitally savvy use this system? Not everyone is on line all day? Could a manual and digital system run in parallel to get the best of both worlds??	2022-08-09 09:24:18
67	Neither support nor object	Interested to find out more about the general privacy and GDPR implications of this scheme. For example where and how is the data on, I presume, number plates of visitors kept? Who has access to this? Who can request access for it and under what conditions? thank you.	2022-08-04 12:24:05
68	Neither support nor object	Yet again older people or people unable to do things electronically will be penalised	2022-08-04 13:21:07
69	Neither support nor object	Our road is frequently used by people without permits. Residents can currently report this so that parking services can send out a warden to issue tickets. Without a visual permit, residents will be unable to report illegally parked vehicles. Therefore increased patrols will be necessary. It's galling to pay for an expensive permit when the system is ineffectively policed.	2022-08-05 18:30:36
70	Neither support nor object	Could be difficult for landlords who need to get trades people in to service property Will landlords still be able to buy their paper permits.	2022-08-15 19:38:06
71	Neither support nor object	I am unclear whether I would still get some free visitor parking permits This is a vital part of how I feel as I am disabled and need to use them for my career	2022-08-16 09:03:04
72	Neither support nor object	Not enough detail on how elderly without Internet access apply. No detail at all about visitor permits. Try giving more detail if you want useful feedback	2022-08-16 18:39:23

73	Neither support nor object	I am pleased that time will be able to be booked by the hour. It is also good if permits can be changed more quickly for new cars. However I don't agree with how this new system is being implemented. The total number of free visitor hours is being halved (240 hours instead of 480h previously for 40 half days) and instead the overnight time 8pm to 8am does not count in the hours. This makes no sense as the road is most busy overnight when all residents are home. There are plenty of spaces in the day time when many people go to work. I am worried that having unlimited overnight visitors will make it even harder to park in the evening and mean residents having to park really far away (a particular concern for women or those who have to carry young children). There may also be some households who get an extra car if they are able to keep it overnight for free. An idea that would be fairer would be giving 480h free visitor permits but making all times chargeable.	2022-08-17 07:28:09
74	Neither support nor object	My concerns are; if we no longer have a physical permit, will we receive a timely reminder that our permits are due to expire. Having them on our windscreen is a good visual reminder. How will the visitor parking work? Will residents be able to control this as they do with the current card scheme? Or are vehicles able to just park by the hour? There are barely enough spaces as it is.	2022-08-21 10:51:07
75	Neither support nor object	Your consultation document says nothing about those who have cars but no internet! Any ideas?	2022-08-23 13:32:58