

Appendix 1

Number	Date Received	Resident or visitor	Feedback	Support or Object
1	14/02/2023 08:13	resident or visitor in the trial area	I absolutely hate this. Your comms on this have been abysmal. I don't want to be part of a trial without being asked to participate - surely you should be offering this to people with an incentive not imposing it upon them without their agreement. I like having the reminder of the physical permit as to when it expires. I like having the physical permit to guard against a mistake by an enforcement officer. I like having physical visitor permits to reassure my guests they are covered and it clear for all to see. Not everything in the world has to be digital and there are some things that really shouldn't be. This isn't better and i will be voting against any potential future councillors that endorse this madness.	Object
2	26/01/2023 16:42	resident or visitor in the trial area	It took a long time to book my visitor in as it was very difficult to find link to book in visitors.	Comment
3	26/01/2023 15:18	resident or visitor in the trial area	In the Duration section, when selecting "At a future time" the parking date automatically changes to the next day. It would be quite easy to book the parking slot on the wrong day.	Comment
4	24/01/2023 02:33	resident or visitor in the trial area	Awful digital system - a disaster - my daughters have agency carers - (personal assistants) always changing staff - I used to be able to leave a book out for the carer now the RBC system means I have to log them in. And I am not always at home. Carer might unexpectedly arrive with a car. I do not agree with the permit system anyway - the consultation for that was effectively a fait accompli- RBC didn't get what they wanted the first time so they came back again for a second go. Residents living on streets such as Briants Ave had to give in as they would be unable to park in the zone. It wouldn't feel so bad if the council addressed concerns properly -like not putting in a crossing at the awful junction between south view Ave - Briants Ave and Donkin hill. But unfortunately the councillors are not/have not listened to these concerns.	Object
5	21/01/2023 18:42	resident or visitor in the trial area	I disagree with the use of digital parking permits for a number of reasons. Firstly it is completely reliant on the website. If there is a problem with the website/internet connection or the resident cannot access this for one reason or another - the visitor cannot park. Secondly, the argument that the scratch tickets	Object

			<p>are time consuming is not valid. It is far easier to scratch off the date and write a number plate compared to logging in and scrolling through various questions. Thirdly, the fact that digital visitor permits can be used hourly versus the am/pm only option of the scratch tickets is solely down to the choice of the design of the paper scratch permits and not a purely digital invention. Finally, for those who are not tech savvy or prefer physical permits, they will be forced to do something that they have not asked for or face missing out on having visitors due to the risk of parking fines. I believe it to be preferable to keep the physical paper form of visitor permits for those residents who prefer this system.</p> <p>Regards, xxxxxx xxxxx</p>	
6	17/01/2023 12:29	resident or visitor in the trial area	<p>I have previously submitted feedback about the permit scheme but have some additional feedback after running into further difficulty. I have now moved out and we are having work done to the property. We are having tradespeople visit and I don't know when exactly they will be there and I don't know their registration numbers so it is very difficult for me to use the digital permit system. If I had paper permits I could leave them at the house for tradespeople to fill in themselves as required</p>	Comment
7	16/01/2023 12:49	resident or visitor in the trial area	<p>A friend of mine, xxxx xxxx, is staying at my hose while I am away and she is getting her house fixed. Her car is a white Land Rover Reg: XXXXXX Despite having booked a digital session from 8am - 8pm on Sat 14th Jan (screen grab of booked sessions available on request) using the digital permit RBRDVV203, she was given a parking ticket for a supposed parking infringement at 09:19. I have also spoken to a member of the parking team at Reading council who also confirmed that I had indeed booked a digital permit for that time period. I would have thought that, given this is a trial period for the digital screen your enforcement officers might consider being a little more careful before issuing tickets. This incident was very upsetting for my friend as she is currently haemorrhaging money on trying to get her home fixed and so the thought of a £70 fine... I insist that you rescind the ticket forthwith. XXXX</p>	Comment (Note PCN was cancelled)
8	21/12/2022 21:41	resident or visitor in the trial area	<p>The only positive things about the digital permits is that you can book time by the hour and it's easier to get a new car. But I am really not keen on the system for various reasons. Firstly, I am not always at home when my mum or in laws come to</p>	Support & Object

			<p>the house and I used to just be able to give them a few vouchers to use. Now they have to call asking for me to do the permit (sometimes I am in a meeting or driving) or I have to give them my login info which I'm really not keen to do. It's also a confusing system. It's ridiculous that there are separate day and night permits with night ones being unlimited. On our road there is always plenty of space in the day but it's completely full at night so this just means there may be more night time visitors and it's harder to park. Also it just makes booking more complicated. My mum often comes at 7:45am to 9 am and I have to book an hour of night time and then an hour of day time. When I book 1hr night time it says valid 7:45 to 8:45 but shouldn't it be 7:45 to 8 when it becomes daytime? Not clearly explained. Would be much simpler just to have 24h permits (with double the current free visitor hours). The other issue is I worry about digital exclusion of people without internet (or even when someone's internet is temporarily broken or phone is dead). Also visitors have to trust that you have done the online permit properly rather than just having a physical permit where they can see clearly.</p>	
9	08/11/2022 18:24	resident or visitor in the trial area	On service for Parking permits not working	Comment
10	02/11/2022 00:23	resident or visitor in the trial area	<p>So far I like what I'm seeing, though the supporting materials make it seem much harder than it is. The system would be even better if visitor permits could be issued via a mobile phone app.</p> <p>My previous feedback about when scratchcards expire: please ignore - I found the info</p>	Support
11	01/11/2022 09:33	resident or visitor in the trial area	My neighbour received an email three days ago explaining that digital parking goes live in Lower Caversham today (01/11/22). I have received a flyer saying it is going live, but not saying when, and that I will receive an email, but to date I have received nothing (despite having an account). Is the trial being phased in for some residents ahead of others?	Comment
12	01/11/2022 09:28	resident or visitor in the trial area	<p>The FAQs for the digital permit system do not address the one question everyone is asking: "Are paper visitor permits still valid?"</p> <p>The FAQs explain that a full book of visitor permits can be exchanged for virtual permits, but what about books that have already been started?</p> <p>PLEASE CIRCULATE A RESPONSE TO THIS QUESTION URGENTLY</p>	Comment

13	01/11/2022 00:35	resident or visitor in the trial area	<p>Presumably there will be a date after which visitor scratchcards will no longer be valid. I couldn't find an implementation date anywhere in the many words here or on the card you sent round.</p> <p>#unhelpful</p>	Comment
14	31/10/2022 11:56	resident or visitor in the trial area	<p>I am a resident of parking zone 02R and have some questions regarding the digital scheme. I read that these comments will not be replied to, but many residents are confused.</p> <p>Our current parking restrictions are Monday to Friday 0900-1730, but others can park for up to two hours. In the digital parking common questions section, the following is stated:</p> <p>"You will need to book your visitor into the system at all times.</p> <p>Under the current scratch card system, the AM scratch card is valid from 8am to 2pm. The PM scratch card is valid from 2pm till 10am.</p> <p>Using the virtual visitor permit system, all vehicles must be booked in. However, hours used for vehicles parked between 8pm and 8am will not be deducted from your balance. The parking sessions for visitors in the evening will be booked through the same method as a day time visitor voucher, but will be called a night time visitor voucher. Note you are only able to get a night time voucher block if you have a valid daytime voucher set available."</p> <p>This is in complete contradiction to our current scheme rules. All visits do not need to display a permit. Visitors can currently park for up to two hours without having to use visitor permits. Likewise, parking overnight from 1730 until 0900 the next day does not require a permit. If rules are changing as part of this digital scheme, then a consultation with residents should have taken place. This, as far as I am aware, has not.</p> <p>I therefore do not understand why all visitor vehicles need to be booked into the system as they can park for up to two hours currently. I also do not understand why all overnight visits also need to be checked in from 8pm-8am (free), when the hours 1730-0900 are unrestricted.</p>	Comment

			Please clarify and adjust the FAQ answers to make sense for residents, in accordance with our current scheme rules. As it stands, we are all confused.	
15	30/10/2022 21:35	resident or visitor in the trial area	How about the visitor scratch book that is partially used, not the "full" one? In the FAQ, it only mentions about the "full" book, not the partial one. Can we use the current scratch book till it is expired? Same as the current resident permit, mine is still valid for more than half year. So, we can just use it till it is expired?	Comment
16	28/10/2022 08:15	resident or visitor in the trial area	With the paper visitor permits, anyone in my household can give a visitor permit to a visitor. With the new digital system, only the person with the login can provide a permit. I would like there to be a way of giving extra logins to the other people in my household so they can issue permits. Otherwise I'll have to share my login details.	Comment
17	03/04/2023 08:38	resident or visitor in the trial area	This system is no good it's too time consuming. Most days the website is frozen and will take at least 10/20 mins to do a voucher sometime will say the following date to which you requested. We have put vouchers on our cars and still proceed to get tickets. Absolutely awful.	Object

Officer Comment

Number	Date created	Feedback
18	09/02/2023	Visitor Permits - daytime and night time permits are too confusing for residents. Needs to be a simple, number of hours offered
19	09/02/2023	Some residents have commented that although they have access to online, it's not them that make the applications (son/daughter) so having a physical visitor permit is better
20	09/02/2023	Night time VP can only be issued to one resident - it doesn't help if the house is a HMO and the second resident has a visitor overnight but can't book them in - as per line one, need to remove night time and simplify
21	09/02/2023	Offering one book of free VP permits does not help the HMO households
22	09/02/2023	The AM/PM visitor permit still provides flexibility for any customers wanting a physical permit
23	13/02/2023	One digital Permit to cover the whole time, not AM or PM
24	13/02/2023	Although residents have access to online, it's not easy for them to book in visitors in if they are not home.
25	13/02/2023	The more elderly residents require paper books as they are unable to work around the internet option

26	02/05/2023	check if problem with e-mail addresses .me and .eu did not receive permits
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