

Parking Permit Consultation Findings

Consultation Method

- An awareness campaign in the cash office with all parking permit applicants visiting the cash office.
- 4,500 letters sent to all residential parking permit holders, business permit holders and market traders
- A letter sent to a range of other organisations, including:
 - DIAL.
 - Rainbow Savers (Credit Union)
 - AgeUK
 - Citizen's Advice Bureau (CAB)
 - MIND
 - Carers Trust
 - Peterborough Council for Voluntary Services (PCVS)
 - Healthwatch
 - Pensioners Association
 - Peterborough Dementia Action Alliance.
- A communication sent to all ward councillors.
- A message publicised on the council's intranet to raise awareness for staff occasional permits.
- A letter sent to the trade unions.
- The council publicised the consultation on the council website. In addition, the PCVS published awareness of the consultation in its newsletter which has a reach of over 500 organisations.

Consultation Findings (as at 1 September 2017)

- Only one organisation has responded to the consultation; CAB responded positively to the consultation, and noted that the thought of elderly people having to scan in complex supporting documentation is somewhat scary, why can't the council pay to access DVLA data to make the online application process as easy as possible?
- 263 people responded to the online survey; the online survey was divided into two questions
- The first question asked - **do you agree with the proposal to change the application, payment and activation of parking permits from a paper-based system to an online process?**
 - Only 40.3% of respondents agreed with this question. However, of the remaining respondents, only 15.2% made comments for a preference of no change to the current parking permit process. The remaining respondents either did not make a comment, raised comments over the existing parking permit policy and scheme operation, use of digital or asked for clarity on the proposed scheme. The table below summarises the responses into themes. In total 157 people responded 'no' and 106 responded 'yes'. The table below summarises the 'no' comments and how many people made that particular comment. The table below summarises the responses into themes.

	Business owner	Resident	Staff	Grand Total	%
Clarity on proposed scheme (how the e-permits system would work, particularly around visitor permits , small businesses and tradesmen)	10	31	2	43	16.3%
Digital (ability to be able to access the internet and security of making payments online)		14	1	15	5.7%
Digital / Clarity of proposed scheme (as above)		14	4	18	6.8%
More expensive (expectation that the permit cost would be increasing changes to the scratchcards or challenge why they should pay)	1	1		2	0.8%
No comment		22	3	25	9.5%
Preference for no change (prefers face to face contact, the existing process works and concerns over invasion of privacy)	4	27	9	40	15.2%
Visible permit / more abuse (concerns around cars		14		14	5.3%

parking without a valid permit)					
TOTAL No	15	123	19	157	59.7%
Yes	2	74	30	106	40.3%
Grand Total	17	197	49	263	100.0%

- The second question asked - **do you agree with scratch card proposed change?**
 - Of the 263 responses received to date, 21.7% agreed to this proposal, with a further 22.1% citing it was not applicable to them. Only 5.3% had a preference for no change but 28% felt this would be more expensive. In total 148 people responded 'no', 58 responded 'not applicable' and 57 responded 'yes'. The table below summarises the 'no' comments and how many people made that particular comment.

	Business owner	Resident	Staff	Grand Total	%
Clarity on proposed scheme (how the e-permits system would work, particularly around visitor permits , small businesses and tradesmen)	3	27	4	34	12.9%
Digital / clarity on proposed scheme (as above and ability to be able to access the internet and security of making payments online)		8		8	3.0%
More expensive (expectation that the permit cost would be increasing changes to the scratchcards or challenge why they should pay)	8	56	11	75	28.5%
No comment	1	14	2	17	6.5%
Preference for no change (prefers face to face contact, the existing process works and concerns over invasion of privacy)	2	11	1	14	5.3%
TOTAL No	14	116	18	148	56.2%
Not applicable (the question was not applicable to the respondent)	2	35	21	58	22.1%
Yes	1	46	10	57	21.7%

Grand Total	17	197	49	263	100.0%
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- The council also received 27 letters, phone calls and emails from individuals and groups, including Hankey Street Resident Association and Manor House Street Residents. The majority of these individuals and groups were concerned about how the proposed virtual system would work, specifically for visitors, and how it would reduce the current abuse of the permit system. Many of those that contacted the council were concerned that the proposed system would have a negative impact on the parking situation in the restricted parking zones.

Consultation Questions and Responses

Online Survey Responses

Please let us know if you are answering this survey as a resident, a business owner or a member of staff?	Do you agree with the proposal to change the application, payment and activation of parking permits from a paper-based system to an online process?	If No, why not? (maximum 500 characters)	Do you agree with scratch card proposed change?	If No, why not? (maximum 500 characters)	Q1. Categorisation	Q2. Categorisation	Cabinet Response
Resident	Yes				Yes	Yes	n/a
Resident	No		Not applicable		No comment	Not applicable	n/a

Business owner	No	You have doubled the price of scratchcards, put up business permits by 50% and increased other permits. Yet this scheme, along with the other schemes are only set to save £100,000. As you are saving by doing this, just after such high increases, you are actually just taxing areas which have been forced to have resident parking. The LEAST you should do if this is implemented is to reduce the costs to residents	No	The LEAST you should do if this is implemented is to reduce the costs to residents, especially the new e-scratch card scheme which will increase the cost, yet again, of having visitors come to see us.	More expensive	More expensive	This consultation does not consider changes to the current cost of permits. The proposed saving is in relation to the implementation of the Payment Strategy and potential closure of the cash office.
Resident	No	Paying bills like council tax or applying for benefits may work online, but where paper is ESSENTIAL, such as for parking permits, then you really, really need a payment office. We understand why you want to close Bayard place, but why can't a small payment office be left at the town hall for parking permits? It is only once a year we need to do them, not a big ask for any of us, but expecting EVERYONE to use the internet to get them is unworkable.	No	So I am meant to go online everytime someone drops in for a cuppa and tell you their car reg? Who are you - Big Brother. Who I have at my address is my business.	Preference for no change	Clarity on proposed scheme	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be

							compliant with data protection and privacy laws.
Resident	No	In the Cabinet Report Payment Strategy 2017-2021 you go on and on about other ways to pay such as touch tone phones and "banks, payzones and Post Offices) yet none of these options are available for the parking e-permit scheme. Paying bills like council tax or applying for benefits may work online, but where paper is ESSENTIAL, such as for parking permits, then you really, really need a payment office.	No	BIG BROTHER - why should you know exactly who is visiting me all the time !!!! BIG BROTHER will not work !!!	Preference for no change	Clarity on proposed scheme	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy laws.
Resident	Yes		Yes		Yes	Yes	n/a

Resident	Yes		Not applicable	I didn't say no, I said not applicable	Yes	Not applicable	n/a
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Yes		Yes	Yes	n/a
Resident	No	<p>When you go to get a permit you are meeting people and getting out of the house. This will also reduce employment of those in the cash offices. It's nice to see a face behind the counter and interact with others. Doing everything online is what is making this country obesity rate increase. The people of this country need to exercise and go to places like this instead of sitting behind an ipad, phone and laptop. This is where the government is failing.</p>	No	This is the government way of making money out of people with not a lot of money!	Preference for no change	More expensive	<p>We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.</p>
Resident	Yes		Yes		Yes	Yes	n/a
Resident	No		Not answered		No comment	Not applicable	n/a

<p>Resident</p>	<p>No</p>	<p>I don't understand how this will work - particularly with regards to visitors permits. How will you identify which car has my visitor permit attached to it. Also you are excluding a large proportion for people who have no digital access.</p>	<p>No</p>	<p>This is totally penalising people who have visitors! At the moment you can have a visitor permit for a year - now you have to pay daily! What about people who need carers coming in more than once a day?</p>	<p>Digital / Clarity on proposed scheme</p>	<p>Clarity on proposed scheme</p>	<p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.</p> <p>The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be</p>
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							compliant with data protection and privacy laws.
Resident	No		Not answered		No comment	Not applicable	n/a
Resident	Yes		Yes		Yes	Yes	n/a

Resident	No	The system needs to replicate the annual visitor pass (currently £25 per annum) as - if not - a system of £1 each time means that someone visited each day would need to pay £365 and this will seriously hurt the old/infirm/poor and anyone else who will be hit by this.	No	I am happy enough to pay (it gives me a say over the system) but only one visitor a day and no annual visitor pass!! This also assumes access to internet all the time. OK increase it to £1 but allow multiple visitors and have an annual visitor pass so that frequent visitors and possible (you can double the cost if you must but please make it possible).	Clarity on proposed scheme	Digital / Clarity on proposed scheme	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.
Resident	No	how would virtual visitors permits work? existing system works fine? can't find any information re: virtual visitors permits	No	too expensive. annual visitor permits are cost effective	Clarity on proposed scheme	Clarity on proposed scheme	The proposed scheme will still allow annual visitor permits and daily permits to be purchased in accordance with the current parking permit. It is intended that the visitor permit will operate in a similar way to the resident permit whereby the car registration(s) will be registered against the permit.
Resident	Yes		Yes		Yes	Yes	n/a
Resident	No	do not use any banking details online.prefer the personal touch at the payment office.Any reason this still cannot be available thus giving people the choice.I know of many people who do not like online systems	No	inconvenient	Preference for no change	Preference for no change	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services,

							however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy.
Resident	No		Not answered		No comment	Not applicable	n/a

<p>Resident</p>	<p>No</p>	<p>Do not use mobile devices or internet. Lack of clarity over how the visitor permit system will work and how I can use it.</p>	<p>No</p>	<p>Because I might have two people visiting me to monitor my health and provide me with health related support on the same day</p>	<p>Digital / Clarity on proposed scheme</p>	<p>Digital / Clarity on proposed scheme</p>	<p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.</p> <p>The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be</p>
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							<p>compliant with data protection and privacy laws.</p> <p>It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer should contact the council to discuss the situation and arrive at a solution that works for the customer</p>
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Resident	Yes		No	it will cost more and less flexible	Yes	More expensive	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Not applicable	I have purchased a visitor pass and do not use scratch cards	Yes	Not applicable	Your comment has been noted
Staff	Yes		No	it works out expensive	Yes	More expensive	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. However, it is proposed that the scratch card replacement will cost £1 per day per vehicle. This is more than the current £1 per visitor scratch card which can then be placed in one or more vehicles during the day.
Resident	No		Not answered		No comment	Not applicable	n/a
Resident	Yes		No	If you need health visits or carers who visit multiple times in a day you would have to pay out quite a sum of money over a year! Not always the same carer and vehicle visiting and if you do not have or cannot use technology how would you be able to advise or update!	Yes	Digital / Clarity on proposed scheme	It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor

							permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer should contact the council to discuss the situation and arrive at a solution that works for the customer
Resident	No	at the moment we can tell if someone parking in our street is showing a permit or more importantly a visitors permit. Should these be virtual how would be know? This is especially important since we only occasionally get visits from parking wardens and the scheme is not policed very much.	No	Because you are doubling the price without any promises to check the system is used properly or policed. What do we pay our council tax for? we get charged extra for parking, for brown bins and now you want to increase even further. Try cutting the silly amount that you pay councillors for attending meetings instead	Clarity on proposed scheme	More expensive	Your comment is noted. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should you see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk . The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.

<p>Resident</p>	<p>No</p>	<p>Just because 9 years ago you decided it would be a good idea to go digital is not a good reason to force this type of thing through now. Things have changed in the last 9 years. Payments are NOT as secure as you think - there have been lots of scares about payment fraud and lots of people are scared to pay online. And not as many people are online all the time as was predicted even a few years ago. It is pretty obvious this is more about saving money than giving your voters more choice.</p>	<p>No</p>	<p>On my birthday my family come to visit, my house is small so they come in dribs and drabs. One or Two scratch cards will do for the whole day and my whole family can come and see me. With this new way it will cost a fortune - they may not come - or if they do they won't be able to afford presents :-(</p>	<p>Preference for no change</p>	<p>More expensive</p>	<p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.</p> <p>The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be</p>
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							compliant with data protection and privacy.
Resident	No	The paper permit gives a clear visual indication to all residents - it is obvious if anyone is parked who should not be. Traffic wardens very rarely enter our street. If this is implemented, will the cost be reduced, because the Council's overheads will decrease?	Yes		Visible permit/more abuse	Yes	Your comment is noted. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should you see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk . The proposed scheme will replicate the

							current permit system enabling residents to purchase all permit types online.
Resident	No	Because the system is abused now with non displaying of permit, and cars parked on double yellow lines, and footpaths outside of traffic wardens hours. You will not know who is a resident any longer or visitor. It will be a free for all.	Yes		Visible permit/more abuse	Yes	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk .
Resident	Yes		No	We need one visitor permit per year as we have a large family coming from all over England £1 a day visitor permit will be a hassle plus more expenditure. We do not mind the online system but the visitor permit should be the same a yearly one	Yes	Clarity on proposed scheme	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.

Resident	No	how do I get a visitor permit	No	because I dont know how many visitors I will be having	Clarity on proposed scheme	Clarity on proposed scheme	Application for all permits will be available to purchase online via the council's website. The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.
Resident	Yes		Yes		Yes	Yes	n/a
Resident	No	If you don't need to display a permit more people will take the risk and residents will bear the brunt of having to deal with people parking illegally in their areas. It's hard enough at the moment to get parked on my street and becoming worse all the time, with all and sundry taking advantage of very few wardens. Who actually thinks of these ideas? obviously someone who does NOT have to deal with this issue on a daily basis!	Not applicable	I am happy to use the system as it is	Visible permit/more abuse	Not applicable	Your comment is noted. The enforcement officers will continue to visit affected streets to ensure cars have the relevant permit to park. Should you see an increase in cars parking in the restricted parking zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk . The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.
Resident	No	no one will know who is a resident! There are very few enforcement officers patrolling and it will become open to abuse..	Yes		Visible permit/more abuse	Yes	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones

							then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk
Resident	No	How can u expect visitors to visit when it could be a drop by visit or if you normally have 3-4 regular visitors a week surely this will work out a lot more expensive when currently they can share a pass	No	It's going to work out twice as expensive as it currently does	More expensive	More expensive	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Yes		Yes	Yes	n/a
Resident	No	Nothing explains how I can obtain scratchcards for my visitors	Yes		Clarity on proposed scheme	Yes	It is proposed that the current scratchcards will be replaced with daily visitor permits. Residents will be able to purchase these permits via the council's website.
Resident	No	When a car which does not belong to the owner of a property is parked outside that property how will your wardens know if the property owner wishes the car to be there or it is an interloper? Unless interlopers can be identified and moved on there is no point in buying a visitor parking permit.	No	At present I can buy a paper visitor parking permit for £19 per annum. The scratch card system if it is to be the only visitor parking permit is far too expensive costing potentially scores of pounds per year.	Visible permit/more abuse	More expensive	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in

							cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk.
Resident	No	much easier as it is at a moment	No	i have family members coming in and staying very often. It will cost too much for me	Preference for no change	More expensive	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.
Resident	No		Not answered		No comment	Not applicable	n/a

Resident	No	I am 91 and do not have internet access. I am completing this with the help of my niece. I have lived in Kent Rd for 58 years and have had a paper permit for visitors since they were introduced.	No	i currently only have one carer but have other visitors and due to my age anticipate I may need more than one carer per day in the future.	Digital	Clarity on proposed scheme	<p>The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy.</p> <p>It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer should contact the council to</p>
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							discuss the situation and arrive at a solution that works for the customer
Resident	No	No on line system .	No	Leave as it is . Going to cost to much.	Preference for no change	More expensive	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.

Resident	No	I am very happy to move the application process to online but the vehicles need a visible permit to enable non wardens to check if illegal parking is taking place. If we don't have this we cannot know if the system is being policed at all. The council then just take our money and don't provide the service. If the online system allowed self printing (preferably a round permit that fits an old tax disc holder) then the system could be online and the passes on paper thus satisfying all.	No	As with previous response - what we need is a physical permit so that we know who has paid.	Visible permit/more abuse	Preference for no change	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk .
Resident	Yes		Yes		Yes	Yes	n/a
Resident	No	I would like to see which cars parked in my street have the permit to be there. If they are not displaying a permit, how can I see that?	Yes		Visible permit/more abuse	Yes	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please the council on 747474 or email parking.enforcement@peterborough.gov.uk . The proposed scheme will replicate the current permit system enabling residents to purchase all permit

							types online.
Resident	Yes		Yes		Yes	Yes	n/a
Resident	No		Not answered		No comment	Not applicable	n/a
Business owner	No	I teach music from my home. Have done for the past 24 years. I have between 4 and 8 vehicles arriving every day. How will your new scheme work for me. I do not think it will. currently I have 2 physical parking permits which works perfectly. This system needs to be retained for small home run self employed businesses such as mine.	No	Too expensive.	Clarity on proposed scheme	More expensive	The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.
Business owner	No	I visit Alma rd mosque most days, this will really mess with my parking. and many others too. this is a very bad idea.	No	I will not be made to pay to park. no way.	Clarity on proposed scheme	More expensive	Visitors to a mosque should adhere to the current parking restrictions in the local area. In certain areas, there is unrestricted parking between 12:00-14:30 on a Friday.

<p>Business owner</p>	<p>No</p>	<p>Not efficient for my customers</p>	<p>No</p>	<p>see last answer</p>	<p>Clarity on proposed scheme</p>	<p>Clarity on proposed scheme</p>	<p>It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking</p>
<p>Business owner</p>	<p>No</p>	<p>Just keep it how it is you idiots, if you can't see how this complicates things for visitors or business patrons parking you should not hold the position you do. Try using these funds to clean up the city streets that are full of litter and junk. Pathetic</p>	<p>No</p>	<p>As above</p>	<p>Preference for no change</p>	<p>Preference for no change</p>	<p>We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.</p>

Business owner	No	I run a business from my home	No		Clarity on proposed scheme	No comment	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Business owner	No	It cannot work for a small business with customers coming for service, it will create huge stresses with time management.	No	For a small business this could be 10% of profits gone!	Clarity on proposed scheme	Clarity on proposed scheme	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require

							<p>permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.</p>
Business owner	No	<p>it makes it a logistical nightmare for multiple customers that need parking access. Please re think this right away.</p>	No	extortionate!	Clarity on proposed scheme	More expensive	<p>It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.</p>

Business owner	No	I work and visit many customers in these areas, and would find it complicated and time consuming, costing me or my customer. It doesn't seem correct to change something that has worked for so long to a system that comprises small the elderly, less well of and small businesses	No	As a visitor I am relying on others and can see this will cost me time and money	Preference for no change	More expensive	It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer should contact the council to discuss the situation and arrive at a solution that works for the customer
Business owner	No	While the paperless system has its benefits - presumably for you the biggest is no longer needing manpower checks on vehicles - it makes it a logistical nightmare for multiple customers and clients that need parking access. Please revise immediately.	Not applicable	N/a	Clarity on proposed scheme	Not applicable	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk . The proposed scheme will replicate the current permit system enabling residents to purchase all permit

							types online.
Business owner	No	Totally impractical, present system works fine - invasion of privacy	No	Pay to visit friend/friend? ridiculous	Preference for no change	More expensive	We note your comments. The council is committed to being “digital by default” and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs. The scheme will be compliant with data protection and privacy.
Business owner	No	over complicated and full of flaws	No	Massively overpriced!!!	Clarity on proposed scheme	More expensive	We note your comments. The council is committed to being “digital by default” and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase

							current permit costs. The scheme will be compliant with data protection and privacy.
Business owner	No	It penalises local businesses who rely on parking for their customers. Customers will be unable to park unless they can get online which will take time and potentially cost the business owner money in addition to the cost of permits. Unfair and unfeasible.	No	Businesses have way more than 10 visitors each day - this will cost businesses hundreds per month. Unfair and unfeasible.	Clarity on proposed scheme	More expensive	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.

Business owner	No	The current system seems to work perfectly well for residents and business owners whereby there are permits assigned to each residence or business which are simply swapped from one vehicle, owned by a visitor/customer, on to the next vehicle for the next customer. The concept of	No	I can't see how this proposed system would provide any benefit to anyone involved at all. If you could provide some evidence for just who this might benefit and precisely how I, I would really appreciate it and consider it further.	Preference for no change	Preference for no change	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed scheme will replicate the current permit system. The intention is not to increase the current permit costs, with the exception of the scratch card replacement. The proposed scheme will still allow customers to purchase all current permit types, including annual residential and visitor permits, business permits, season tickets, any street permits, etc in accordance with the current parking permit policy. The intention is to feed all consultation comments into the design of the proposed scheme.
Business owner	No	I teach guitar from home and have between 20 and 30 visitors each week (my guitar students) Since I do not drive myself or own my own car I am entitled to Two visitors permits - These are perfect for my visiting customers. How do you propose to ensure I have a viable permit situation to cover my visiting students Each week ?	No	I teach guitar from home and have between 20 and 30 visitors each week (my guitar students) Since I do not drive myself or own my own car I am entitled to Two visitors permits - These are perfect for my visiting customers. Paying £1 each visitor permit will cost me £30 A week! This sounds like a	Clarity on proposed scheme	Clarity on proposed scheme	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this

				tax on my customers.			policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Business owner	Yes		Not answered		Yes	Not applicable	n/a
Business owner	Yes		Yes		Yes	Yes	n/a
Resident	No	Security of data and physical evidence of permit also how can I manage visitors permit and different cars when permit is virtual?	No	If no wifi or data access you cannot get connected also when a workman comes you do not know what van she/he has Andy so would need Dario's before he could start work- also payment on line not efficient for me	Clarity on proposed scheme	Digital / Clarity on proposed scheme	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system. With regards to workmen, residents should use their annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will

							activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.
Resident	No	I don't know how to use a computer.	Yes		Digital	No comment	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy.

Resident	No	no internet access	No	its expensive	Digital	More expensive	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy.
Resident	No	I struggle to park in my street at the moment anyway, take away the visible permits and more people will think it will be ok to park down my street without permits making it even harder for me to park	No	At the moment the scratchcards can be transferred between cars if i have more than 1 visitor during the day at different times, i will not be able to do this if it is only for 1 car causing me to pay extra for visitors.	Visible permit/more abuse	More expensive	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk .

Resident	No	We have a lot of people park in our street without permits already. This will make it worse as we will not even know if they are supposed to be there or not. I don't mind paying online, like council tax, but there has to be something that people put in their cars to prove they have paid. This will cause more problems for us who voted you in.	No	This will infringe my privacy. Who do you think you are - big brother? I don't have my computer on all the time so can't tell you every time someone visits. And why should I? It will also be abused as traffic cops are not down here at all. Let alone the extra expense.	Visible permit/more abuse	Clarity on proposed scheme	Your comment is noted. The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk . The scheme will be compliant with data protection and privacy laws
Resident	No	Perhaps I should have said yes as it will make me more money by being able to make fraudulent permits easier to do.	No	How are we supposed to tell you when my cousin pops in for a drink. Are we supposed to say 'you can't come in till I go to the library to get online and tell the council you are visiting me.' This one is too ludicrous for words. Utter madness !	Visible permit/more abuse	Digital / Clarity on proposed scheme	Your comment is noted. Verification checks on vehicles will still be undertaken. The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. Visitor permits can be activated before the visitor visits.

Resident	No	nothing beats face to face service and older residents are not able to access online facilities	No	if 2 visitors turn up on same day it would cost more money and we pay enough council tax	Preference for no change	More expensive	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.
Resident	No	It is only once a year so it is not that big a deal, I would rather have a permit in my car so there is no mistake I am covered !!	No	I often have several visitors a day, one at a time, so they can all use the one scratch card. This will cost me a fortune if I have to pay for every single visitor !!	Clarity on proposed scheme	More expensive	Your comment is noted. You will be able to check on the system that you have a valid permit. The proposed scheme will still allow annual visitor permits and daily permits to be purchased in accordance with the current parking permit. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor.

<p>Resident</p>	<p>No</p>	<p>it will not stop abuse, it will increase it as residents will not be able to tell who has a permit and who does not.</p>	<p>No</p>	<p>The cost is higher and not what they were designed for. Why should it matter if 2 different cars what to use the same scratch card on the same day? They are both visiting me. This will quadruple the cost.</p>	<p>Visible permit/more abuse</p>	<p>More expensive</p>	<p>The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk. The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.</p>
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<p>Resident</p>	<p>No</p>	<p>People with no web, may be visited by health-care staff 4 x a day different registrations each visit how do they reg each one and at what cost. One scratch/residential card could be used in several cars over 24 hours. Universal visitors permit is this being done a away with ? Parking permits has not reduced illegal parking, so how's this an improvement</p>	<p>No</p>	<p>As previous comments we are paying for one visitors spot what if the family all call on the same day at different times ((eg elderly care/monitoring)) (How's that helping reducing social isolation in an aging population) well donc peterboro cc "Money making scheme comes to mind" how do we get rid of residential parking</p>	<p>Digital / Clarity on proposed scheme</p>	<p>More expensive</p>	<p>The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy.</p> <p>It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer should contact the council to</p>
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							discuss the situation and arrive at a solution that works for the customer
Resident	No	It's unfair	No	Unfair	Clarity on proposed scheme	Clarity on proposed scheme	The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.

Resident	No	Giving a visitor the visitor permit now takes just a few seconds. It would take several minutes to get laptop out, go online, make payment etc.	Not applicable	We do not have scratch cards but permits that last a year	Clarity on proposed scheme	Not applicable	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy.
Resident	No	Not everyone has access to a computer, has the internet or is able to process this application online.	No	the current system works fine	Digital	No comment	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital

							methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy.
Resident	No	not everyone has access to internet	Yes		Digital	Yes	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy.

Resident	No	I think it is ridiculous that you have to pay to park outside your own home or a family member or friend. Older people who do not have access to the internet will also struggle.	No	It is wrong that you have to pay to park on residential streets. It would be better if you were to charge £1 per day than per car at least.	Digital / Clarity on proposed scheme	More expensive	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy. The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.
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Resident	No	I think it is ridiculous that you have to pay to park outside your own residence or a family members.or friends. Older people who may not have a internet will also struggle.	No		Digital	No comment	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy. The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.
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Resident	No	I visit Alma Road once a week for guitar lessons as do many, many others. The idea of having to log each any every one of us who visits the street on a weekly basis is ludicrous and to charge £1 for every visitor would make my teachers business unviable. Surely there is a better solution for small business owners? This is the kind of thing that punishes small businesses - the current system works. please, please don't change it.	No	As mentioned previously, for small businesses having multiple visitors daily this is a huge financial burden. Not acceptable.	Preference for no change	More expensive	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Resident	No		Not answered		No comment	Not applicable	n/a

Resident	No	I am completing this on behalf of my aunt who is 91 and doesn't have internet access.she has lived here for 60 years	No		Digital	No comment	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy. The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.
Resident	No		Not answered		No comment	Not applicable	n/a
Resident	No	Don't believe the proposed changes will be effective within residential areas	No		Preference for no change	No comment	We note your comments

Resident	No	Good afternoon, I teach Violin and Viola to children from my home. I have up to 10 different vehicles arriving each day! At the moment I have a visitors permit pass which works perfectly. This current system Must remain for small home businesses such as mine.	No	Pay to park? I already pay road tax council tax and a mortgage. gross profiteering	Preference for no change	More expensive	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Resident	No	There are dozens of small businesses such as tutors who have frequent visitors all day, usually they hand their passes to each car as they come and go, it seems impractical to have to log every car online during each day	No	Houses with frequently changing cars such as tutors will pay much more	Clarity on proposed scheme	Clarity on proposed scheme	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require

							permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Resident	No	As of this moment I am a student for a local guitar teacher who is also the guitarist for my local band, due to this new online parking permit, this is going to take impact on him as has many over students in the local music community, the fact that this may have to cost him £1 for every student that parks their car is an outrage due to how many students he has per day, plus our band has 1 - 3 gigs most weekends so this will be a struggle whenever we load in for a gig, please pass this on	No	Our guitarist/guitar teacher has two parking permits, one for students, and another for loading band equipment or for visitors, because of this new parking permit this is going to cost our guitarist more dude to the amount of students he has a per day, please pass this on	Clarity on proposed scheme	Clarity on proposed scheme	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.

Resident	No	Myself and many friends worship at the Mosque on Waterloo Road. How the hell are we now going to be able to park with this new scheme? This smacks of discrimination. I shall be raising this issue as a matter of urgency at our next meeting of Imams on Monday.	No	Pay to park each day? No!	Clarity on proposed scheme	More expensive	Visitors to a mosque should adhere to the current parking restrictions in the local area. In certain areas, there is unrestricted parking between 12:00-14:30 on a Friday.
Resident	No	You do not explain how as residents we will be able to check if a vehicle has permission to park. Currently we tend to see the wardens if we report vehicles. It can be months between visits.	Yes		Visible permit/more abuse	Yes	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk .

Resident	No	i prefer a face to face transaction as easier.	No	this will entail even more cost for the areas which have parking permits and its already unfair	preference for no change	More expensive	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy. The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.
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Resident	No	Will be awful for anyone with visiting friends or family and especially business owners. A lot of people will also have no internet connection such as the elderly.	No		Digital / Clarity on proposed scheme	No comment	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy. The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.
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Resident	No	It is more complicated and frustrating.	Not applicable	N/A	Preference for no change	Not applicable	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy. The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.
Resident	No	Hello there, I visit Alma Road Mosque 4 times every week. how do you plan to cater for me and my fellow muslims who visit there many time each week? this plan is not practical	No	I will not pay money to pray.	Clarity on proposed scheme	More expensive	The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online. Visitors to a mosque should adhere to the current parking restrictions in the local area. In certain areas, there is unrestricted parking between

							12:00-14:30 on a Friday.
Resident	No	Because you have failed to describe how this system is meant to work. For instance, you say that you will be able to change the vehicle registered to a permit but that seems exactly at odds with tightening up how visitor permits are used. Not only is this an appalling consultation but I have never seen such a badly set up form.	No	As with the rest of the parking scheme, this has nothing to do with convenience or proper control of parking but all to do with extracting as much money from the public.	Clarity on proposed scheme	More expensive	The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.
Resident	No	These proposed changes seem utterly counter-productive as the people most likely to be negatively impacted are the visitors or residents, many of whom are elderly and would not be able to do anything online so would not be able to visit or receive visitors who may be caring for them. I struggle to understand how this new system could help at all.	No	This would mean that visitors are each charged £1 per visit instead of the resident having a physical permit which could be passed to other visitors. I fail to see how that could ever benefit any resident or visitor and would only deter visitors and raise more money for the council? I would appreciate an explanation as to who this change would benefit?	Digital / Clarity on proposed scheme	More expensive	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a

							Customer Engagement Strategy. The scheme will be compliant with data protection and privacy. The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards.
Resident	No	What is the name of the person who constructed this survey ? You sent out your letter in English only what percentage of the residents have access to the internet ? It's 78% The other 22% are mostly poor, foreign and elderly who may require lots of carer visits from family and friends. Are you willing to oppress & intimidate with technology this group of people? You have failed to add the most important person and that is the visitor that this affects.	No	Paying to park in front of my own home? are you for real ??	Digital / Clarity on proposed scheme	More expensive	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy. The proposed

							<p>scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. The current policy and application forms are all written in English</p>
Resident	No		Not answered		No comment	No comment	n/a

Resident	No	<p>1.I like to pay cash.2.how will it be possible to know if someone is correctly parked if no permits are visible ??and how will wardens be able to tell who's a visitor? Without a hard copy of permits. I get a lot of unauthorized parking due to shop and schools in my area!would prefer hard copy of all valid permits for these problems .</p>	No	<p>The price has risen ..was only £5.00 with one visitor permit per household.what happens if (has happened to me) when car is smashed by another car and resident has hire vehicle for 3 weeks whilst other car in for repair?? I would have to pay £1.00 per day when I live own my property.!!</p>	Preference for no change	More expensive	<p>The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The proposed scheme will still allow residents, business, annual visitor permits and daily permits to be purchased in accordance with the current parking permit policy. The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk.</p> <p>Under the proposed scheme, if you change vehicle, the resident can update this online for no additional cost but subject to verification procedures.</p>
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Resident	No	It would seem absurd to expect each visitor to a local business to register online (should they have access to the internet; not always a given, even in 2017) each and every time they wish to visit said business. What is wrong with the current system?	No	That would just appear to be a money grabbing exercise	Preference for no change	More expensive	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online. This consultation does not propose changes to the current permit prices.
Resident	No	An e-permit system will lose the possibility of a local resident informing on an illegally parked car.	Not applicable	not applicable	Visible permit/more abuse	Not applicable	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk .
Resident	No	In my opinion the assertion that "The technology will also enable the enforcement officers to cover more streets..." is erroneous. HOW? The officer still has to physically visit each and every car, how will this system speed his visits?	Not applicable	not applicable	Clarity on proposed scheme	Not applicable	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant

							permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk.
Resident	No		Not answered		No comment	No comment	n/a
Resident	No	I live at an address with NO NUMBER, it has a name. Current paper based system does NOT ALLOW entry without a number, so the only way your operators can issue my permit is by a work-around, adding an erroneous number into my address. If current system translates directly to new system likely I won't be able to buy/pay/activate permit. So, complete waste of time. Never mind stress to me not knowing for sure that I won't have to pay parking fines issued through no fault of my own.	No	SAME REASON AS BEFORE - I wont be allowed to enter my address. It dont have a number in it.	Preference for no change	preference for no change	Your comment is noted. In exceptional circumstances the council will operate a postal permit service issuing physical permits, however, we would look to provide a solution through the car parking system.

Resident	No	This new system will have a huge impact on those who run small businesses from home that require people to visit their houses (I.e places of business) on a daily basis. Private tutors can have up to 10 visitors a day many of whom will require a parking pass (which the tutor purchases from PCC) the virtual system will be impractical and unmanageable for these small businesses.	No	A potential huge cost of up to £10 a day for those who run a business from home	Clarity on proposed scheme	More expensive	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Resident	No	small business will suffer	No	residence with visitors passes will loose out and many old people with visitation relations will also loose out	Clarity on proposed scheme	More expensive	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require

							permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Resident	No	If you have to park somewhere in a hurry and have not access to the Internet.	Yes		Digital	Yes	This should not be an issue with residents permits. However, with visitor permits, it will be possible to activate the permit in advance of the visit.
Resident	No	Invasion of privacy.	No	Why should I pay for people to visit	Preference for no change	More expensive	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs. The scheme will be compliant with data protection and privacy laws.

Resident	No	I don't have internet or special phone	No	I live here! We have a right to free parking! Increase fines for those that don't!!!!	Digital	More expensive	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed change is to replicate the current permit system and not to increase current permit costs.
Resident	No	I am an 86 yr old pensioner with no internet access or ability to get to the hubs (answered by my son on my behalf)	No	I have a permit my visitors use at random times. I cannot pre empt when they arrive to pre book slots	Digital	Clarity on proposed scheme	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will

							be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed change is to replicate the current permit system and not to increase current permit costs.
Resident	No	You sent me a letter suggesting this new proposed Scheme. You are lucky I can read/speak English, most of my neighbours in New England cannot. How do you even expect to communicate your proposed scheme if many many people cannot even read your letter properly ?In Millfield there are over 30 different languages spoken, English being in a distinct minority.	No	How much ??????!!	Preference for no change	More expensive	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy. The scheme will be compliant with data protection and privacy. The proposed scheme will still allow customers to purchase an annual visitor permit and daily

							visitor permits; the proposed replacement to the current visitor scratchcards. The current policy and application forms are all written in English
Resident	No		Not answered		No comment	Not applicable	n/a
Resident	No	If you're a small business, you don't have time to go on line every hour to change registration details. You won't make it that simple to change details and internet traffic will be high on your site because you have to have it on all the time which will cause your site to malfunction, also if your internet goes down by natural causes a lot more people will get parking tickets.	No	No good if you have multiple of clients during the day. the expense is too much money.	Digital / Clarity on proposed scheme	More expensive	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on

							street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Resident	No	leave the existing system alone. Have you got nothing better to do - This is strangling small businesses.	No	far too costly.	Preference for no change	More expensive	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.

Resident	No	Will negatively impact small business	Not answered		Clarity on proposed scheme	Not applicable	<p>It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.</p>
Resident	No	It will cause issues for small business owners who run their business from home and have numerous visitors daily, the paper permits so	No		Clarity on proposed scheme	No comment	<p>It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require</p>

							permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Resident	No	I'm not actually a resident but my brother in law is. He lives in Millfield and has special needs. He struggles enough with the paper system. If it went to an online system he would have no idea what to do as he doesn't even know how to switch a computer on let alone use one. You really haven't considered local businesses either and how it will effect them. Ridiculous idea that I'm sure makes things easier for PCC without considering the impact on normal folk.	No	Again, you're not considering those that cannot use online systems either because of age or other special needs.	Preference for no change	Preference for no change	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed change is to replicate the current permit system and not to increase current permit costs.

Resident	No	Will affect small businesses	No	Will affect small businesses	Clarity on proposed scheme	Clarity on proposed scheme	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Resident	No	Completely impractical. Registering vehicles to a property may sound great in theory but for those who run a business from home, how are they meant to record every customer that visits? Current system is efficient and robust.	No	See previous answer.	Clarity on proposed scheme	Clarity on proposed scheme	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require

							<p>permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.</p>
Resident	No	Why change a system we are happy with for you to make more money out of it.	No	The cost to my family and friends to come and See Me.	Preference for no change	More expensive	<p>The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.</p>

Resident	No	as well as the impracticalities I don't like the idea of an online log for anyone that records who visits your property. massive invasion of privacy in my opinion	No	Massively over priced. I already pay road tax and council tax - this is essentially yet another tax for the privilege of parking in front of my own house. Outrageous!	Preference for no change	More expensive	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs. The scheme will be compliant with data protection and privacy laws.
Resident	No	It is inconvenient and time consuming and visitors to the area will be put off by this system which is basically a way of taxing people further not to mention the invasion of privacy as you will be able to log the comings and goings of private persons.	No	Same reasons as previously stated	Preference for no change	Preference for no change	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs. The scheme will be compliant with data protection and privacy laws.

Resident	No	This is a waste of time money and red tape. The current system works. What happens to elderly residents who have no means of getting online?	No	Unnecessary.	Digital / Clarity on proposed scheme	No comment	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.
Resident	No	This will In no way be any benefit for small businesses that work from home who have many clients who come to their premises on a daily basis	No	This is not cost effective for a small business	Clarity on proposed scheme	More expensive	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning

							service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Resident	No	This is a major inconvenience for all businesses and residents, how dramatically time consuming and what if certain visitors clients etc do not have internet connection??	Not applicable	Awkward and not clear	Digital / Clarity on proposed scheme	Not applicable	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.

Resident	No	<p>I work from home. I have up to 8 different vehicles arriving each day, currently the 2 visitors passes I have work exceedingly well. A virtual system of having to log in a bunch of different registration plates every single day would be both impractical and a real headache, the efficiency of which is dubious at best.</p> <p>Many others in my neighbourhood feel the same. Keep the old system.</p>	No	Way too costly !!!	Clarity on proposed scheme	More expensive	<p>It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.</p>
Resident	No		Not answered		No comment	Not applicable	n/a

Resident	No	Penalises the elderly who do not use technology and no idea how scratch cards would happen	No	With a large family who want to visit it is very expensive when only one card for each vehicle not per time	Digital / Clarity on proposed scheme	More expensive	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.
Resident	No	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt	Not applicable		Preference for no change	Not applicable	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises

		in culpa qui officia deserunt mollit anim id est laborum.					that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.
Resident	No	not enough information as to the proposal of the visitors permit. The visitors permit cost the same as the residents parking permit so why can it not be used as frequent with the attached address.	No	it seem like an expensive way to have visitors if a visitor came round daily that would result in an increase of 18 times the rate and is totally unacceptable	Clarity on proposed scheme	More expensive	The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.
Resident	No	This discriminates against people who have limited mobility and no IT skills. Why will you not issue an individual payment card to each household which would enable me to make payments for parking, brown bins, council tax etc? NAME REDACTED	No	again this is unfair as i cannot activate without online access and would not know the reg number of the repair man's vehicle. telephone access much easier as long as staff answer the phones without being 8th in the queue	Digital / Clarity on proposed scheme	Digital / Clarity on proposed scheme	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital

							methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.
Resident	No	I received my letter yesterday regarding my visitors parking permit and possible instructions re future permits. How would I be expected to know the registration numbers of vehicles that visit me especially when it may be tradesmen? This seems very unfair if you don't have internet access and have limited mobility and do not have anybody to help with these things.	No	This is not acceptable as I cannot use a computer to activate a daily parking permit, will not know the reg number of a tradesman vehicle in advance to organise this and it will not be possible to ring and organise on the day as you never answer your phones, except after a 30 min wait on the general 747474 line	Digital / Clarity on proposed scheme	Digital / Clarity on proposed scheme	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.

Resident	No		Yes		No comment	Yes	n/a
Resident	No	I don't fully understand how this will affect visitors to my property	No	Because we currently pay an annual fee of £19, this would increase significantly under this proposal and we are pensioners with limited financial resources	Clarity on proposed scheme	Clarity on proposed scheme	The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.
Resident	No	Too complicated. Especially when dealing with visitors to the house at different times with different registrations.	No	If it is a virtual system where do the visitors permits come from. Will they need to be printed off or do you have to register the vehicle on line. This would take time to do. What about people who are visually impaired who have visitors?	Clarity on proposed scheme	Clarity on proposed scheme	The council is committed to being "digital by default", however in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online, and will not require permits to be printed off, but there will be a requirement to register the visitor car registration on the day of visit.

Resident	No	Open to fraud online	Yes		Digital	Yes	There will remain a verification process undertaken by the council in application process for the permit.
Resident	No	I do not own a car or other motor vehicle but I do have numerous family members who visit for periods of no more than 5 hours once a week. How do I register them or any other casual visitor as yet unknown ?	No	I am a responsible citizen, I do not flout the visitor permit system but I object to the massive price rise of a £1 a visit.	Clarity on proposed scheme	More expensive	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.
Resident	No	I don't have access to the internet at home and only very limited access at the library. No mention is made either of visitors parking permits as I don't own a car	No	How the bloody hell should I know when I need a visitor parking permit - let alone then cycling a mile to a library that is probably shut - utter crap	Digital / Clarity on proposed scheme	Clarity on proposed scheme	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital

							methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.
Resident	No	A lot of residents cannot use a computer, therefore the proposition is rather redundant as most residents can't access this.	No	As visitors come and go from the residence, activating another car without putting a scratchcard in the car which is active but being unused will be costing more money than simply putting the scratch card into the other car	Digital	More expensive	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.

Resident	No		Not answered		No comment	Not applicable	n/a
Resident	No	I have no confidence that an electronic system will work	No	System as described does not cope with more than one visitor per day except by an additional cost	Preference for no change	Clarity on proposed scheme	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy. The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.
Resident	No	Old people do not have the knowledge of using the internet. The cash office also deals with post. You DO NOT have to visit as your letter wrongly says for political reasons.	Not applicable	I do not have visitor permits	Digital	Not applicable	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when

							implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy.
Resident	No	The only amendment I would suggest is that you can apply for the permits online & print them off yourself. The only issue I have is making the journey to the council office to make payments.	No	visitors do not normally stay for 24 hour periods, by changing this it only benefits the council not the resident. Again these could be purchased online but posted out to the resident or collected at a local post office/ shop.	Clarity on proposed scheme	Clarity on proposed scheme	We note your comment. The physical permit is produced by specialist printer software to minimise fraud so there is no opportunity to allow the customer to print directly. The proposed scheme will still allow annual visitor permits and daily permits to be purchased in accordance with the current parking permit policy. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor.
Resident	No		Not answered		No comment	Not applicable	n/a

<p>Resident</p>	<p>No</p>	<p>I might agree if i could see how it works. I.e. How do residents know if cars parked in their area have a permit as some don't always. How could a resident report that. How does a virtual visitors and scratch card work?</p>	<p>No</p>	<p>It will cost me more some times as I can get subsequent visitors</p>	<p>Visible permit/more abuse</p>	<p>More expensive</p>	<p>The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park. Should customers see an increase in cars parking in these zones then please contact the council on 747474 or email parking.enforcement@peterborough.gov.uk.</p> <p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.</p>
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Resident	No	Crucial information is missing from the late letter received. The way i read it every time a visitor requires parking you require those details to be entered on to your system by the resident at the time of the visit. The convenience of paying is nothing to the demand for online reporting of each visit at the time of the visit. There are security issues of what to do with visitors whilst the administration is undertaken. The Council's website is not the speediest system	No	That is an increase in the charge of 100% if used for 2 vehicles	Clarity on proposed scheme	More expensive	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.
Resident	No	Hello, I work from my home on Dogsthorpe Road, and have 20+ visitors each week. How do you propose my visitors permit pass will work with your new proposed scheme:I do not drive or own my own car so have always been granted 2 visitors permits. This needs to continue.	No	I need a Visitors Permit that will enable me to have 20-30 people to park near my house each week. Currently I have one physical permit for that purpose. this works very well.	Clarity on proposed scheme	Clarity on proposed scheme	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project

							team is looking into establishing a new permit type for small businesses run from a home.
Resident	No	I work from home and require 20 -30 visitors each week, all use my current visitors permit for their cars. How do you propose to cover this for Me with your new system ??	No	I have between 4 and 8 visitors daily that require a visitors permit pass for their car. Your new scheme will cost me a fortune! and will essentially be another tax upon my business	Clarity on proposed scheme	More expensive	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.

Resident	No	prefer to visit office face to face	No	too many to list here	Preference for no change	Preference for no change	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy.
Resident	No		Not answered		No comment	Not applicable	n/a
Resident	No		Not answered		No comment	Not applicable	n/a
Resident	No		Not answered		No comment	Not applicable	n/a
Resident	No		Not answered		No comment	Not applicable	n/a

Resident	No	Consideration should be made to respect the fact that not everyone chooses to have either a 'smartphone', home, laptop or mobile device of some sort to pay these charges - particularly the elderly and infirm (blind/disabled/handicapped etc.,) Consider these before changes are considered on any alterations to any service.	No	As earlier response	Digital	Digital / Clarity on proposed scheme	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy.
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Not applicable	Never use them	Yes	Not applicable	n/a
Resident	Yes		No	Online purchase of visitor permits is not workable. One visitor permit costs £19 per year and can be used many times. I can have several visitors a day for short periods e.g. 30 minutes. I use visitor permit and scratchcard if more than one. It's impractical to register each visitor car online for short visits. I favour retaining a paper system for visitors. It will be	Yes	Preference for no change	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one

				unfair to increase the cost of scratchcards by doubling it to £1 per day. Visitors often only come for a short time.			time, then daily visitor permits will need to be purchased and activated online for the additional visitors.
Resident	Yes		No	It is double the cost of existing scratch cards	Yes	More expensive	We note your comment. The consultation does not propose any changes to the current permit price.
Resident	Yes		No	Because you may get two lots of visits in one day and why be so restrictive	Yes	More expensive	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.
Resident	Yes		Yes		Yes	Yes	n/a

Resident	Yes		No	My daughters visit on a daily basis, a scratch card is far easier and quicker to use, when they arrive, sometimes they only stay for 30-60 mins, having to log on and activate a visitors card will be a inconvenience	Yes	Preference for no change	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.
Resident	Yes		Not answered		Yes	Not applicable	n/a
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		No	Often have more than one visitor especially during weekends or people visiting at different times during the day. The proposal means I can't transfer the visitor permit to any other visitor or have more than one active. How is this fair on residents?	Yes	Clarity on proposed scheme	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and

							activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor.
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		No	If I have to pay £1 to allow a visitors car to be parked outside my house due to parking restrictions, why can't the temporary parking ticket be transferable? This seems more of a rational approach to be made.	Yes	Clarity on proposed scheme	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor.
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Yes		Yes	Yes	n/a

Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		No	So it's not convenient, costs way more as it is not transferable to one car leaving and another visitor parking within that 24hr period. Why £1 when currently it's 50p per car for 24hrs. This will cause more cars just to park and not pay!	Yes	More expensive	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor.
Resident	Yes		No	Too much error for misunderstanding	Yes	Preference for no change	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and

							activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor.
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		No	It will be impossible to receive multiple visitors over the day, unlike now.	Yes	Clarity on proposed scheme	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor.
Resident	Yes		No		Yes	No comment	n/a

Resident	Yes		No		Yes	No comment	n/a
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		No	If one has more visitors i.e. Tradesmen etc £1 each is excessive	Yes	More expensive	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor.
Resident	Yes		Yes	m	Yes	Yes	n/a
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Yes		Yes	Yes	n/a

Resident	Yes		No	Can't use on more than one car	Yes	Clarity on proposed scheme	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor.
Resident	Yes		No	you should be able to use the permit on more cars	Yes	Clarity on proposed scheme	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the

							additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Annual permits can be registered for up to four cars
Resident	Yes		No		Yes	No comment	n/a
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		No	Different visitors during the day at different times why should we line the councils pockets even more?	Yes	More expensive	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Annual

							permits can be registered for up to four cars
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		No	Will work out prohibitively expensive if you have several visitors in a day - also not practical for visitors staying for a short period of time	Yes	More expensive	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Annual permits can be registered for up to four cars

Resident	Yes		Not applicable	like the idea but this system really needs to be on an app. this will make it easier to operate	Yes	Not applicable	We note your comment. It is intended to allow easy access to the parking system
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Not answered		Yes	Not applicable	n/a
Resident	Yes		No	it is double the cost, less flexible and involves the person (i.e. me) in more transactions which could be very inconvenient given the particular circumstances and especially if more visitors come in a day to do different work or there is more than one vehicle involved, increase the cost if more than one visitor a day being unable to transfer the ticket - what about the visitors who come on regular days in the week for which there is presently a visitors' ticket for the car at no extra cost?	Yes	More expensive	It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Health visitors and carers should be using the Restricted Parking Permit
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		No	Happy with the current scratch card system	Yes	Preference for no change	We note your comment
Resident	Yes		No		Yes	No comment	n/a

Resident	Yes		No	This could prove expensive if you have several visitors during the day.	Yes	More expensive	<p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Annual permits can be registered for up to four cars.</p> <p>It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer</p>
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								should contact the council to discuss the situation and arrive at a solution that works for the customer.
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Resident	Yes		No	A visitor scratchcard should be used for more than 1 vehicle within the 24 hour period. It is for visitor(s) only	Yes	More expensive	<p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Annual permits can be registered for up to four cars.</p> <p>It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer</p>
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							<p>should contact the council to discuss the situation and arrive at a solution that works for the customer.</p>
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Resident	Yes		No	<p>The visitor permit allows for any visitor to come to us, at a cost of £25 while the this method you pay £1 a day which becomes very costly, for parking outside our houses</p>	Yes	More expensive	<p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Annual permits can be registered for up to four cars.</p> <p>It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer</p>
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							<p>should contact the council to discuss the situation and arrive at a solution that works for the customer.</p>
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Resident	Yes		No	it should be valid for 24 hours no matter how many visitors use it.	Yes	More expensive	<p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Annual permits can be registered for up to four cars.</p> <p>It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer</p>
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							should contact the council to discuss the situation and arrive at a solution that works for the customer.
Resident	Yes		Not applicable	I ticked not applicable as I don't purchase these and don't have any particular opinion	Yes	Not applicable	n/a
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Yes		Yes	Yes	n/a

<p>Resident</p>	<p>Yes</p>		<p>No</p>	<p>Why limit the permit to one vehicle? It's mean, stingy and unnecessary. What difference does it make to anyone if I use one scratch off in a visitor's car for 2 hours and then the same scratch off for another 2 in another car? You're still getting your fee for 24 hours worth of parking</p>	<p>Yes</p>	<p>More expensive</p>	<p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Annual permits can be registered for up to four cars.</p> <p>It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer</p>
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								should contact the council to discuss the situation and arrive at a solution that works for the customer.
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<p>Resident</p>	<p>Yes</p>		<p>No</p>	<p>It feels like a money making exercise, it's bad enough having to pay just to have friends and family visit but this could make it more expensive</p>	<p>Yes</p>	<p>More expensive</p>	<p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Annual permits can be registered for up to four cars.</p> <p>It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer</p>
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							should contact the council to discuss the situation and arrive at a solution that works for the customer.
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Yes		Yes	Yes	n/a
Resident	Yes		Yes		Yes	Yes	n/a

Resident	Yes		No	Currently I can use the same pass in one day for two visitors. Would a £1 pass allow this too?	Yes	Clarity on proposed scheme	<p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Annual permits can be registered for up to four cars.</p> <p>It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer</p>
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							<p>should contact the council to discuss the situation and arrive at a solution that works for the customer.</p>
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Resident	Yes		No	we currently pay £25 a year for a resident parking permit, we have regular visitors so it's going to cost us over £300.	Yes	Clarity on proposed scheme	<p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Annual permits can be registered for up to four cars.</p> <p>It is recommended that health visitors and agency carers should purchase themselves an Any Street Permit to conduct their business in the Restricted Parking Zone (RPZ). If the carers are family and/or friends, then they should use the customer's annual visitor permit. If more than one carer attends the customer at the same time, then a daily visitor permit will also need to be activated. However, if the carers are not from an agency, then the customer or carer</p>
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							should contact the council to discuss the situation and arrive at a solution that works for the customer.
Resident	No	Current system is fine. Ridiculous palaver for busy businesses in the area and and an invasion of privacy to boot. Please think again and drop the proposal. Thanks.	No	See previous answer	Preference for no change	Preference for no change	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs. The

							scheme will be compliant with data protection and privacy laws.
Resident	No		Not answered		No comment	Not applicable	n/a
Resident	No		Not answered		No comment	Not applicable	n/a
Staff	No	This will ruin small business who depend of several visitors per week some who are not able to access online services	Yes		Digital	No comment	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.

Staff	No	It works perfectly well as it is and I would have to consider alternative arrangements if implemented which would affect the business I use.	No	The charge does not benefit the user only the central body. Am I to be charged for walking on authority pavements somewhere down the line?	Preference for no change	More expensive	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.
Staff	No	I work at the Mosque on the corner of Victoria park. how on earth do you propose to enforce these ludicrous parking ideas when We have over 600 people visit us on a monday wednesday and fridays: our Muslim worshippers park all down Alma Road and Waterloo road for up to an hour or more 3 times a week. How are you going to monitor this without Trouble	No	I already pay road tax council tax and house rent. I will not endorse this unfair overpriced extra charge to park near my own area.	Clarity on proposed scheme	More expensive	The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online. Visitors to a mosque should adhere to the current parking restrictions in the local area. In certain areas, there is unrestricted parking between 12:00-14:30 on a Friday.
Staff	No	Totally over complicating something that already works fine, I regularly park for my 1hr lesson on Milfield court as I have done for over a year with no issue so it's not a congestion thing all the time displaying my visitor pass! Sounds like another attempt to stealth tax the working!	No	Same reason as before!	Preference for no change	More expensive	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.

Staff	No	The amount of aggro it will cause just to save a couple of pound to print a ticket is ludicrous!	No		Preference for no change	No comment	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.
Staff	No	It's going to waste to much time for a business where several different cars need to temporarily park	No	It's impractical	Preference for no change	Preference for no change	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.
Staff	No	Attending my music teachers class would be impossible without a reasonable system for 'last-minute' lessons. The proposed system sounds very arduous!	No	Cost for no reason. I've never had an issue being able to park there, why is there now a need for permits?	Clarity on proposed scheme	Clarity on proposed scheme	The proposed scheme will replicate the current permit system enabling residents to purchase all permit types online.
Staff	No	Why should I have to	No	A pound a day	Preference for no change	More expensive	We note your comment

Staff	No	As well as the impracticalities I don't like the idea of an online log for anyone that records who visits your property. Its massive invasion of privacy in my opinion. The impracticalities and agro of this are pretty apparent and it's efficiency is dubious at best. It will affect any small business that depends upon many different vehicles turning up each day as well as people who are elderly and have different carers visiting a number of times each week.	No	Why should I pay to visit family that are affected by this? I pay road tax and I should be allowed to park on the roads I pay for, FOR FREE.	Digital / Clarity on proposed scheme	More expensive	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs. The scheme will be compliant with data protection and privacy laws.
Staff	No	The existing system works perfectly well, is simple to use and monitor, and should remain.	No	The new proposed system is an added cost and complication. Have you got nothing better to do than mess around with the existing system that works well?	Preference for no change	More expensive	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.
Staff	No		Not answered		No comment	Not applicable	n/a

Staff	No	<p>It would be far too difficult for the people who have visitors coming and going every hour. With the physical permit you just hand to the next person. Easy!</p>	Yes		Preference for no change	Yes	<p>The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has therefore developed a Customer Engagement Strategy.</p> <p>The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.</p>
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Staff	No	It's ridiculous and it won't work for many households and businesses. Why change it when you already have a system that works	No	As I,ve already said you already have a system that works, just seem to me like your trying to screw people and businesses over	Preference for no change	More expensive	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.
Staff	No	The paper based system works well and is straightforward and flexible. Not everyone can access online systems and where there are a number of different visitors to one property in a day, it.could.prove complicated and time consuming. There is more chance of forgetting and being issued with a fine. It seems to be an avoidable cost to the people of Peterborough from already scarce resources where there are far higher priorities.	No	In some situations it would prove more expensive.	Digital / Clarity on proposed scheme	More expensive	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.
Staff	No	This put unnecessary administration time into a system that already works, what would happen if a computer system was unavailable for access (it happens) the current system is easy, checks are easy why go to the addition costs	No	Multiple access for small businesses would mean they are being taxed more	Preference for no change	More expensive	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services.

		for this					The proposed change is to replicate the current permit system and not to increase current permit costs.
Staff	No		Yes		No comment	Yes	n/a
Staff	No	as	Not answered		No comment	Not applicable	n/a
Staff	No	noteveryone has access to technology to make payment and this will led to some being fined for not being able to pay - having the booklets of tickets makes it easier to control what you are spending on parking	No	not flexible enough to meet most people's needs	Digital / Clarity on proposed scheme	Clarity on proposed scheme	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. This will enable customers to securely transact and interact with the council for a variety of services. The proposed change is to replicate the current permit system and not to increase current permit costs.
Staff	No	Cost of occasional user permits is deducted from payroll - how will this work online? Not everyone has a high-tech phone, iPad etc; they will be disadvantaged. The paper version is not prone to technical difficulties, poor signal or crashed websites. Online will not make it easier, less likely to forget to display - it is easier to keep paper	No	You do not need to go electronic to accomplish this - just add a box for the reg no as with occasional user. Tech overkill.	Digital / Clarity on proposed scheme	Clarity on proposed scheme	We note your comments. The council is committed to being "digital by default" and to this end has embarked on a programme to make services available online. Staff will still be able to purchase staff parking permits, however, the occasional permit will only be available to purchase direct, and can be activated in advance of parking in the council car parks

		permits in the car than activating daily.					
Staff	Yes		Not applicable	N.A. My comments refer to employee permits only.	Yes	Not applicable	We note your comment
Staff	Yes		Yes		Yes	Yes	n/a
Staff	Yes		Not applicable	I didn't answer no I ticked not applicable	Yes	Not applicable	n/a
Staff	Yes		Not applicable		Yes	Not applicable	n/a
Staff	Yes		Yes		Yes	Yes	n/a
Staff	Yes		No	If residents gets family visits for birthdays and gets 3 only one person can use it	Yes	Clarity on proposed scheme	The proposed scheme will still allow annual visitor permits and daily permits to be purchased in accordance with the current parking permit policy. If visitors are attending concurrently in different cars, then three permits would require activation and this is no different to the existing scheme
Staff	Yes		Not applicable	My answer was not applicable as I don't use these so don't feel it is appropriate I comment either way	Yes	Not applicable	n/a
Staff	Yes		Not applicable	Not applicable	Yes	Not applicable	n/a
Staff	Yes		Not applicable		Yes	Not applicable	n/a

Staff	Yes		Not applicable	£1 to park for a day? really	Yes	Not applicable	We note your comment.
Staff	Yes		Not applicable	not a resident of peterborough	Yes	Not applicable	n/a
Staff	Yes		Not applicable	I do not use scratch cards	Yes	Not applicable	n/a
Staff	Yes		Not applicable	Don't use them - no comment	Yes	Not applicable	n/a
Staff	Yes		Not applicable	There doesn't appear to be anyway on this consultation to comment on the transfer of occasional user permits for employees to a virtual system? That doesn't seem to me to be an effective consultation?	Yes	Not applicable	We note your comment
Staff	Yes		Not applicable	N/A	Yes	Not applicable	n/a
Staff	Yes		Yes		Yes	Yes	n/a
Staff	Yes		Yes		Yes	Yes	n/a
Staff	Yes		No	If the current arrangements allow for a used scratchcard to be transferable on the day (providing guests aren't simultaneous) then this appears to be snaking a potential cost increase onto the resident, which is not the object of the exercise.	Yes	More expensive	The proposed scheme will still allow annual visitor permits and daily permits to be purchased in accordance with the current parking permit policy. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Health visitors and carers should be using the Any Street Permit.
Staff	Yes		Not applicable	NA	Yes	Not applicable	n/a
Staff	Yes		Not applicable	Do not use visitor permits	Yes	Not applicable	n/a

Staff	Yes		Not applicable	The £1.00 per day should be for any car that visits during that day. The proposal means that residents that have five visitors during one day would have to pay £5.00	Yes	Not applicable	The proposed scheme will still allow annual visitor permits and daily permits to be purchased in accordance with the current parking permit policy. It may be cheaper to purchase an annual visitor permit and a daily permit for second visitor. Health visitors and carers should be using the Any Street Permit.
Staff	Yes		Not answered		Yes	Not applicable	n/a
Staff	Yes		Yes		Yes	Yes	n/a
Staff	Yes		Not applicable	Not applicable	Yes	Not applicable	n/a
Staff	Yes		Yes		Yes	Yes	n/a
Staff	Yes		Yes		Yes	Yes	n/a
Staff	Yes		Not applicable	f	Yes	Not applicable	n/a
Staff	Yes		Not applicable	I do not buy the scratch cards so do not have an opinion.As a member of staff,I buy occasional permits the payment is taken from my wages.I agree with changing from physical to virtual permits,there is not enough information on how this actually affects me.Tell us more!	Yes	Not applicable	We note your comment
Staff	Yes		Yes		Yes	Yes	n/a

Phone, letter and email responses (Residents)

Who	By	Question	Categorisation	Response
Resident	Email	What is the legal situation for the vehicles of trades people who might be working on or in my house from time to time	Clarity on proposed scheme	Currently, residents can purchase physical scratch cards which they can give to visitors. In the future, residents will be able to purchase daily parking permits and activate them with the vehicle registration of their visitor. I have been informed that if a visitor does not have a valid permit then they will be issued with a Penalty Charge Notice (PCN). There is currently an observation period to allow someone to park and then go into a property to obtain a permit. The observation period will continue to allow a visitor the time to activate a parking session online.
Resident	Phone	How can I find out if a vehicle has a valid permit?	Visible permit/more abuse	The council is looking at options to introduce a 'checker' service for the proposed virtual scheme and is currently completing a privacy impact assessment to determine if this option can be progressed
Resident	Phone	How will visitors be covered by the e-permit system?	Clarity on proposed scheme	The new virtual e-permit system is still in its design phase and we will be using the responses to the consultation to help configure the system so it meets the majority of residents needs and requirements. The basic system design would allow residents to go online and apply and pay for an annual visitor permit or a daily visitor permit. When these permits have been purchased then the resident would be able to activate the permit when they want by adding or selecting a pre-set vehicle registration. No physical permit will be placed in the vehicle. Only one vehicle can be activate at any one time on an annual visitor permit, but a resident can activate as many daily visitor permits as they wish though there is no guarantee of a place to park.
Resident	Phone	What can we do to stop people from blocking driveways?	Clarity on proposed scheme	People should contact the Police on 101 if their access is blocked, at present this is not a civil offence

Resident	Phone	How will visitors be covered by the e-permit system?	Clarity on proposed scheme	<p>The new virtual e-permit system is still in its design phase and we will be using the responses to the consultation to help configure the system so it meets the majority of residents needs and requirements. The basic system design would allow residents to go online and apply and pay for an annual visitor permit or a daily visitor permit. When these permits have been purchased then the resident would be able to activate the permit when they want by adding or selecting a pre-set vehicle registration. No physical permit will be placed in the vehicle. Only one vehicle can be activate at any one time on an annual visitor permit, but a resident can activate as many daily visitor permits as they wish though there is no guarantee of a place to park.</p>
Resident	Phone	What can we do to stop health staff parking in Alderman's Drive with their Any Street Permits when they are at work in the City Care Centre - the NHS should provide appropriate parking?	Clarity on proposed scheme	<p>This is not the purpose of an any street permits. If this is happening on a regular basis parking.enforcement@peterborough.gov.uk should be contacted and the permit holders will then be contacted</p>
Resident	Phone	How will visitors be covered by the e-permit system? Why is it more expensive using the virtual system?	<p>Clarity on proposed scheme More expensive</p>	<p>The new virtual e-permit system is still in its design phase and we will be using the responses to the consultation to help configure the system so it meets the majority of residents needs and requirements. The basic system design would allow residents to go online and apply and pay for an annual visitor permit or a daily visitor permit. When these permits have been purchased then the resident would be able to activate the permit when they want by adding or selecting a pre-set vehicle registration. No physical permit will be placed in the vehicle. Only one vehicle can be activate at any one time on an annual visitor permit, but a resident can activate as many daily visitor permits as they wish though there is no guarantee of a place to park.</p> <p>The online systems the council has looked at do not allow a user to change a vehicle registration once a daily permit has been activated. Therefore, the scratch card alternative will be costed at £1 per day per vehicle.</p>

Resident	Phone	Will there be an app for the system?	Clarity on proposed scheme	There will be no app for the proposed online system, but you can save the login screen as a tile on your smart phone or save it as a favorite on your PC. The council will send out instructions on how to set up and use the system if it is approved.
Resident	Phone	How will visitors be able to display their permits?	Clarity on proposed scheme	No physical permit will be placed in a vehicle. The proposed system is virtual.
Resident	Phone	Will there be an app for the system?	Clarity on proposed scheme	There will be no app for the proposed online system, but you can save the login screen as a tile on your smart phone or save it as a favorite on your PC. The council will send out instructions on how to set up and use the system if it is approved.
Resident	Phone	Why restricted character length for online consultation?	Consultation complaint	The consultation was simplified to try and encourage more people to complete the survey. The text was restricted to 500 characters to encourage people to be succinct in their consultation response.
Resident	Phone	Why can't you view the entire comment without having to scroll backwards?	Consultation complaint	Unfortunately, this is how the survey was set up. The council will look at this issue to resolve it for future consultations.
Resident	Phone	Why was the consultation letter posted six days after the consultation started?	Consultation complaint	The consultation letter was posted six days after the consultation started because officers had to wait for Cabinet approval before they could print and envelop the letters. It was determined that the consultation should commence the day after Cabinet as the local media would be discussing the decision. As Cabinet approved a consultation period that extended over a two month period, a six day delay was thought to be acceptable.
Resident	Phone	Why wasn't the price increase mentioned in the letter?	Consultation complaint	On reflection, the price increase should have been set out in the letter, This is a lesson learnt from the consultation.
Resident	Phone	Why weren't there any contact details on the letter or the consultation?	Consultation complaint	The consultation was meant to be entirely online.
Resident	Phone	What can we do to stop health staff parking in Alderman's Drive with their Any Street Permits when they are at work in the City Care Centre -	Clarity on proposed scheme	This is not the purpose of an any street permits. If this is happening on a regular basis parking.enforcement@peterborough.gov.uk should be contacted

		the NHS should provide appropriate parking?		and the permit holders will then be contacted
Resident	Phone	Why was the consultation letter posted six days after the consultation started?	Consultation complaint	The consultation letter was posted six days after the consultation started because officers had to wait for Cabinet approval before they could print and envelop the letters. It was determined that the consultation should commence the day after Cabinet as the local media would be discussing the decision. As Cabinet approved a consultation period that extended over a two month period, a six day delay was thought to be acceptable.
Resident	Phone	Does a virtual system mean that residents no longer have to provide documentation and proof?	Clarity on proposed scheme	The virtual e-permit system will require that residents provide the same documentation and proof as currently. However V5 document and utility bills will need to be scanned and uploaded into the system. A document scanning app can be used from a mobile phone or at local community centres and libraries there will be access to computers and scanners for this purpose.
Resident	Phone	How will visitors be able to display their permits?	Clarity on proposed scheme	No physical permit will be placed in a vehicle. The proposed system is virtual.
Resident	Phone	If you can't go online, how do you access this service?	Clarity on proposed scheme	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy

Resident	Email	How do we provide proof of address and vehicle ownership online?	Clarity on proposed scheme	Same as currently, however V5 document and utility bills will need to be scanned and uploaded into the system. A document scanning app can be used from a mobile phone or at local community centres and libraries there will be access to computers and scanners for this purpose.
Resident	Email	How will the enforcement take place? Will it involve more ANPR camera cars?	Clarity on proposed scheme	Enforcement will be by the Council's team of parking enforcement officers. Their handheld devices will have a live link to the permit system and will look up permit details as they patrol the street.
Resident	Email	Will the existing scratch cards remain valid until their expiry date?	Clarity on proposed scheme	Yes, any scratchcards or permits currently issued and in circulation will be valid until their expiry dates and officers will still make checks for these.
Resident	Email	Do vehicles get a 'grace' period before they are ticketed in Permit areas, like they do on double-yellows?	Clarity on proposed scheme	Yes, a similar observation period is used in resident bays currently to allow someone to park and then go into a property to obtain a permit. The observation period will continue to allow a visitor the time to activate a parking session online.
Resident	Phone	Can blue badge holders park in restricted parking streets and not get a penalty notice?	Clarity on proposed scheme	Blue Badge holders are not exempt from Resident permit holders only restrictions. They may park in any time limited or on street pay and display bay for free for as long as they like or on waiting restrictions such as double or single yellow lines, but NOT in areas set aside for specific users, e.g. busses, taxis, loading, residents. All this info is contained in the book they get with the badge, link to it here which I often find helpful to give to people: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/627038/blue-badge-rights-responsibilities.pdf

Resident	Email	Will the current paper based one be replaced by scratch cards or can you have as at present a visitors permit and a scratch card?	Clarity on proposed scheme	<p>It is proposed that the current physical permits, for both resident and visitors, will be replaced by the e-permit system. This includes the visitor scratch cards. However, it is planned that physical permits will still be available in exceptional circumstances. These exceptional circumstances will be fully defined using the feedback received through the consultation.</p> <p>It is planned that the proposed e-permit system will replicate the current physical permit system the council operates with the exception of visitor scratch cards. All current permit types will be available on the proposed e-permit system at the same cost as they are now. With regards to your child minder, I am guessing they use your annual visitor permit when they park outside your house. Under the proposed e-permit system, your child minder would still be able to use your electronic version of the annual visitors permit priced at the current price of £25 per year. All you would need to do each morning is to go online and make sure that your child minder's vehicle is activated on that permit type. If you have more than one visitor at the same time then you would also need to purchase the electronic replacement of the current visitor scratch card, which will be priced at £1 per day per vehicle. You are not currently limited on the number of visitor scratch cards you can activate per day.</p>
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Resident	Email	How will the virtual visitors permit work?	Clarity on proposed scheme	<p>It is planned that the proposed e-permit system will be accessible via the council's website. The system will allow residents to register, and then apply and pay for their parking permits. All current permit types will be available on the e-permit system. Documents will need to be uploaded when applying for a permit in order that the application can be verified. As you can have more than one vehicle on a permit, the system allows residents to activate the vehicle which is currently parked on the street; residents will need to log into the e-permit system, select the permit and activate the vehicle registration.</p> <p>With the use of a e-permit system, it will not be possible for residents to check if a vehicle has a valid permit. Councillors have also raised this concern and we are looking into a solution.</p>
Resident	Email	How will residents know who is abusing the parking system so that they can report such abuse?	Visible permit/more abuse	<p>The council is looking at options to introduce a 'checker' service for the proposed virtual scheme and is currently completing a privacy impact assessment to determine if this option can be progressed</p>
Resident	Email	How will the virtual visitors permit work?	Clarity on proposed scheme	<p>The new virtual e-permit system is still in its design phase and we will be using the responses to the consultation to help configure the system so it meets the majority of residents needs and requirements. The basic system design would allow residents to go online and apply and pay for an annual visitor permit or a daily visitor permit. When these permits have been purchased then the resident would be able to activate the permit when they want by adding or selecting a pre-set vehicle registration. No physical permit will be placed in the vehicle. Only one vehicle can be activate at any one time on an annual visitor permit, but a resident can activate as many daily visitor permits as they wish though there is no guarantee of a place to park.</p>

Resident	Email	How will the council ensure that this scheme will not have a negative impact on local businesses?	Clarity on proposed scheme	With regards to businesses using visitor permits, I understand that many do use these types permits, but shouldn't. It is also important to note that there are businesses that operate from homes without the correct planning consent. However, I have had discussion with a few music teachers in the Restricted Parking Zone who I have advised should use their annual visitor permits and register the student's vehicle as they arrive. If they have more than one student then they would need to also activate a daily visitor permit for each additional student vehicle. A business permit is also available, but this is only for the use of business employees, if the employee then uses that vehicle for work purposes. The proposed system will not change the current policy.
Resident	Letter	How will the system work particularly with reference to the visitor permit?	Clarity on proposed scheme	The visitor's scratch card will be replaced by a virtual daily permit. Residents will apply and purchase ten daily permits at a time direct from the permit website. This is very similar to any other website where you need to set up an account, including a password. When purchasing a set of ten daily visitor permits, residents will also need to upload documentation proving residence for later verification by the council. Each time a visitor arrives at a property in the Restricted Parking Zone (RPZ), the resident will need to go online to activate a purchased daily permit with the visitor's vehicle registration. If a resident receives more than two visitors at the same time, then they will be able to activate their annual visitor's permit and any number of daily visitor permits. Currently, there is no limit to the number of daily visitor permits that can be purchased and activated, but this will be monitored by the council.
Resident	Letter	The consultation page does not allow users to put over their point	Consultation complaint	The consultation was simplified to try and encourage more people to complete the survey. The text was restricted to 500 characters to encourage people to be succinct in their consultation responses.

Resident	Letter	Are there going to be more regular patrols and enforcement as I believe there will be more abuse in the RPZ areas due to this system?	Clarity on proposed scheme	With regards to the routes and frequency of enforcement patrols, there is no proposal to change the current arrangement. However, it is predicted from the experiences of other councils that have implemented these systems that enforcement officers can cover more streets using these systems. However, for the first year the council will need to enforce a dual system as the physical permits purchased before the virtual system goes live will still be valid. The council will, therefore, continually review its implementation and its impact on the enforcement officer's work to better understand if and how the frequency of patrols can be increased.
Resident	Letter	Consultation didn't work on SMART phone	Consultation complaint	The council will look into this issue to ensure that it is resolved for future consultations.
Resident	Letter	How will the system work?	Clarity on proposed scheme	The visitor's scratch card will be replaced by a virtual daily permit. Residents will apply and purchase ten daily permits at a time direct from the permit website. This is very similar to any other website where you need to set up an account, including a password. When purchasing a set of ten daily visitor permits, residents will also need to upload documentation proving residence for later verification by the council. Each time a visitor arrives at a property in the Restricted Parking Zone (RPZ), the resident will need to go online to activate a purchased daily permit with the visitor's vehicle registration. If a resident receives more than two visitors at the same time, then they will be able to activate their annual visitor's permit and any number of daily visitor permits. Currently, there is no limit to the number of daily visitor permits that can be purchased and activated, but this will be monitored by the council.

Resident	Letter	Wouldn't it be easier to keep paper system as this is easy for residents to use for visitors	Preference for no change	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy
Resident	Email	Small home run business will be hit with additional costs and the agro of updating the system with student reg numbers	Clarity on proposed scheme	It is proposed that the new system will replicate the current system. The only area we know can not be replicated is the visitor scratch card. It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Resident	Email	Dubious that the online system will be better for the public - impracticalities and agro of this are pretty apparent and it's efficiency is dubious at best	Preference for no change	With regards to the use of the system, you are correct that each time a visitor arrives at a property in the RPZ, the resident will need to go online to activate the visitor's vehicle registration. As you can imagine, these systems are used in various local authorities across the country, e.g. Leicester, East Sussex, Ealing, etc and other authorities are currently implementing these systems as they provide the customer with a better and easier way to purchase and activate their permits. This approach also

				aligns with the council's digital strategy that strives to enable residents to self-manage their own accounts.
Resident	Email	The letter informing me of this proposed change was sent by post and only written in English when 22% of residents are mostly poor, foreign nationals or elderly who are likely unable to properly use or understand the internet	Consultation complaint	The council sends all letters out in English and it was decided that the survey would only be available online, but facilities and support would be available at Bayard Place to enable customers to go online and read the consultation and complete the survey.
Resident	Phone	Don't have a PC so can't complete the survey. What do I do?	Digital	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy
Resident	Phone	Teachers who home teach let their students use their visitor permits which is unfair to those that live nearby. What is the council going to do about this?	Visible permit/more abuse	It is proposed that businesses will still be able to apply for a business permit which allows employees of that business to park on the street, if the employee then uses that vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.

Manor House Street Residents	Email	Only 500 characters allowed on the survey	Consultation complaint	The consultation was simplified to try and encourage more people to complete the survey. The text was restricted to 500 characters to encourage people to be succinct in their consultation responses.
Manor House Street Residents	Email	The consultation page does not work on mobile very well	Consultation complaint	The council will look into this issue to ensure that it is resolved for future consultations.
Manor House Street Residents	Email	It is wrong to close the Payment Office and Bayard Place, and this is ALL that this change is about	Clarity on proposed scheme	The council is committed to being “digital by default”, however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy
Manor House Street Residents	Email	If there is no paperwork in the car it will be impossible for anyone to know if a car is parked illegally or not. Especially as many people don't read the signs and only realise the area is permitted because the cars have permits. It will take your Officers longer to check their PDA to see if a car is registered than it does for them to check a permit as they walk past - so the letter sent out is actually misleading	Visible permit/more abuse	The proposed scheme will enable council enforcement officers to scan vehicle registrations as they walk the streets to identify those with and without a valid permit. The enforcement officers will continue to patrol the restricted parking zones to ensure vehicles have the relevant permit to park.
Manor House Street Residents	Email	Is it a done deal? Are we wasting our time?	Clarity on proposed scheme	Cabinet will be making a decision on the system at its meeting on the 25 September 2017. If Cabinet agree to implement the system, I would like to assure you that the responses to the consultation will be used in the design of the proposed permit system.

Manor House Street Residents	Email	Do you know how we can get the final results of the consultation? Will it be FULLY available to the general public?	Consultation complaint	The final results of the consultation will be published at the end of the consultation. The full results will not be available to the public as they include personal information. However, the questions raised will be amalgamated and their answers provided.
Manor House Street Residents	Email	Exactly how many complaints do the council get that people can't get there?	Clarity on proposed scheme	The council has not had any complaints that people can't get to the cash office. However, through the consultation there have been residents that have commented that the proposed system would help them as they don't have the time to go to Bayard and queue for their permits.
Manor House Street Residents	Email	How likely is it these people will want, or be able to, pay for permits online?	Clarity on proposed scheme	The likelihood is quite high with internet access on the rise. Recent Office for National Statistics (ONS) research has shown that internet use has increased year on year, and now 90% of men and 88% of women were recent internet users, up from 89% and 86% in 2016.
Manor House Street Residents	Email	Who is going to do these checks online? How are they going to do these checks online?	Clarity on proposed scheme	The parking team will be undertaking the verification checks. The team will verify the application and the uploaded documents.
Manor House Street Residents	Email	So what happens for those people when they get an unexpected visitor?	Clarity on proposed scheme	Residents will be able to go online and activate the unexpected visitor on their annual visitor permit. If the resident already has a visitor and does not have any daily permits, they will be able to go online and purchase these permits and then activate one for the unexpected visitor.
Manor House Street Residents	Email	Why should the council know exactly who is visiting a private house 24/7?	Clarity on proposed scheme	The council will not know who is visiting a private house only that a vehicle registration has been activated.
Manor House Street Residents	Email	With this way what is stopping someone keep renewing?	Clarity on proposed scheme	The current parking policy for every property in the Restricted Parking Zone (RPZ) will be uploaded to the proposed system. This will mean that a resident will only be able to purchase the permits listed in the parking policy. If they try and purchase further permits, with the exception of daily visitor permits, the system will inform them that further permits can not be purchased. On an annual basis, the system will inform the

				resident that they will need to renew their permits.
Resident	Email	People park in Huntley Grove who don't live here. Without a hard copy in the car I don't see how this issue could be resolved. It would make the problem worse as you wouldn't be able to tell if they had permission to park or not. The wardens couldn't be here all day to check.	Visible permit/more abuse	<p>Thank you for responding to the council's consultation on its proposed introduction of a virtual parking permit system. With regards to your first point, the council's strategy is to move as many of its services as appropriate to a digital channel. However, the council will ensure that customers can pay for its services via a variety of methods to ensure it does not exclude any of its customers. With regards to the proposed system, it is likely that residents will be able to pay via cheques.</p> <p>With regards to the display of a physical permit, the virtual system allows the enforcement officers to scan vehicle registrations to identify those with and without a valid permit. The council would not advocate residents to start policing civil enforcement matters, but is looking at a possible system where residents can check registrations online and report vehicles without a valid permit.</p>
Resident	Email	If someone's car is being mended and they have a hire car, to have to pay £1.00 per day for a visitor permit to park outside your home is not acceptable	Clarity on proposed scheme	The proposed virtual system would allow residents to add additional vehicles to their permits at no cost. Therefore, if a resident did have a hire vehicle then this could be added to the permit and the appropriate documents uploaded as evidence.
Hankey Street Resident and association member	Email	Current and proposed system allow others from the same street who do not reside in the RPZ to obtain a permit so they can park in the RPZ	Visible permit/more abuse	The proposed system will be preloaded with all the properties in the Restricted Parking Zone (RPZ). Therefore, only permits for those properties can be purchased. The system will also be preloaded with the types and number of permits that can be purchased by each property. People from outside the area could try and purchase these permits, but the verification process will identify these individuals.

Hankey Street Resident and association member	Email	Currently residents can challenge people who should not be parked in restricted areas as not everyone is Zone parking	Visible permit/more abuse	The virtual system allows the enforcement officers to scan vehicle registrations to identify those with and without a valid permit. The council would not advocate residents to start policing civil enforcement matters, but is looking at a possible system where residents can check registrations online and report vehicles without a valid permit.
Hankey Street Resident and association member	Email	How do you propose to see the documents that the cash office ask for?	Clarity on proposed scheme	It is proposed that when a customer applies for a permit they will need to upload documents to be verified by the council. It is intended that verification will take place after the permit has been issued but will be revoked if the application is found to be fraudulent. The documents can be scanned or photographed, but must be uploaded with the application.
Hankey Street Resident and association member	Email	Certain areas have Zone parking but our street Hankey/Bamber/Gladstone/Cromwell is restricted to one area and it should remain this way due to the intolerable volume of cars	Clarity on proposed scheme	It is not proposed, as part of this project, to amend any of the restrictions in the RPZ or remove any of the signage. I will discuss your proposal regarding the traffic order with Adam Payton, but this is outside the scope of this project.
Resident	Phone	Small businesses in the area take advantage of parking in resident parking bays. I sometimes can't park outside my house due to students visiting a music teacher in my road. This can't be fair!	Clarity on proposed scheme	Businesses can apply for a business permit which allows employees to park on the street, if the employee then uses the vehicle for work purposes. Visitors to the businesses should use the limited waiting bays provided for their use - this is free parking but only for a limited wait. The proposed system will not change this policy. Home businesses need to check with the planning service if they require permission to run a business from their homes as this may have a negative impact on street parking. In response to the consultation, the project team is looking into establishing a new permit type for small businesses run from a home.
Resident	Phone	How will this impact me parking for prayers at the mosque	Clarity on proposed scheme	Visitors to a mosque should adhere to the current parking restrictions in the local area. In certain areas, there is unrestricted parking between 12:00-14:30 on a Friday.

Resident	Phone	Poor consultation. Not enough explanation of the e-permit system. How will it work for visitors	Clarity on proposed scheme	The proposed scheme will still allow customers to purchase an annual visitor permit and daily visitor permits; the proposed replacement to the current visitor scratchcards. It is intended that customers will go online when a visitor arrives at their property to add the visitor's vehicle registration to their annual visitors permit. This will activate the permit for that specific vehicle. If more than one visitor arrives at a customer's property at any one time, then daily visitor permits will need to be purchased and activated online for the additional visitors.
Resident	Phone	Isn't the system open to abuse. How will people know a car hasn't got a permit?	Visible permit/more abuse	No physical permit will be placed in a vehicle. The proposed system is virtual. The council is looking at options to introduce a 'checker' service for the proposed virtual scheme and is currently completing a privacy impact assessment to determine if this option can be progressed.
Resident	Phone	I haven't got a computer so how will I be able to get my permits in the future?	Digital	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily as others and has, therefore, developed a Customer Engagement Strategy
Resident	Phone	Customer as not got use or access to a computer and wishes to continue to receive her permits in paper form	Digital	The council is committed to being "digital by default", however, in exceptional circumstances the council will operate a postal permit service issuing physical permits. The council will continue to engage and support older, vulnerable and digitally excluded customers to ensure that they can access services and are not disadvantaged by any changes proposed when implementing digital services, however the council recognises that not all of its residents will be able to use these new digital methods as easily

				as others and has, therefore, developed a Customer Engagement Strategy
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Phone, letter and email responses (Staff)

Question	Response
Will I be able to log into the PCC network system and activate a permit?	You will be able to log into the PCC network and activate your parking permit
How long would I have to register it?	Unfortunately, you must register there and then in a car park. There is no observation period except that the enforcement office will check if you are waiting at the ticket machine. If you do not possess a smart phone, you could activate your parking permit at home before you leave for work. It is unlikely that a observation period will be considered for car parks.
Can I use my google calendar as a diary reminder for me to register the use of the permit?	Yes
Will these permits be able to be used in the market car park?	As with the existing scheme for paper occasional permits, there will be no ability to use these in the Market Car Park. However, the project team are looking into possible solutions to this issue.
Can I be a tester for the new system?	Yes - in the Autumn the project team will put an advert on Insite inviting staff to volunteer to test the system
Will staff still be able to obtain occasional user permits for the days they need to bring their car to work?	Yes - staff will be able to purchase the virtual replacement to the staff occasional permits
Will staff still be able to obtain Any Street Permits for parking in residential areas whilst on visits?	Yes - as long as your line manager approves the permit

Does this mean that you have to activate a permit on a daily basis via the online system?	Yes - similar to the physical permit you will have to activate your permit on a daily basis. You will have to go online to activate your permit. This could be done at home, in the car park or at your desk - but there is no observation/grace period except that the enforcement office will check if you are waiting at the ticket machine
How quickly is the system updated when a permit is activated?	The system is updated in real time
Will we still have the option of having the cost of the permit taken from our wages?	It is proposed that staff will no longer be able to purchase occasion permits directly from their wages
If we leave PCC, what happens to any remaining virtual permits?	The current terms and conditions for occasional permits is that they should only be used when parking for work and that the cost is non-refundable. It is not proposed to change these terms and conditions and, therefore, the virtual permits will be cancelled when you leave the council. Staff who are due to leave the council will be advised to consider their purchasing of these permits so they are not adversely affected when they leave the council's employment. This may mean that they purchase tickets directly from the pay and display machines as the approach their leaving date as the discounted virtual permits can only be purchased ten at a time.
Will those of us that do not need our car for work on a regular basis still be able to buy the occasional user permits?	Yes