

The Proposed Parking Permit Scheme

The proposal is to replace the paper based parking permit system administered by the Cash Office with an online system which would enable customers to go online via various devices (e.g. Smartphones (Apple and android), PCs, tablets, laptops, etc) to apply, activate and pay for their permits.

It is proposed that the online scheme will replicate the current permit system enabling residents to purchase all current permit types, including: residential permits; visitor permits; season tickets; any street permits; market trader permits; business permits; occasional staff permits; and a virtual replacement for the daily visitor scratch card.

The proposal is that there will be a four step process to apply for a permit:

1. Create an account, including a username and password, and/or log onto the online parking system.
2. Select the required permit type, complete the application form and upload any required documentation - these can be scanned or photographed and then uploaded to the parking system for verification.
3. Pay for the permit or permits. The system will advise customers that if they purchase any permits fraudulently, their payment will be retained and the permit deactivated. If there are any genuine mistakes, then the officer verifying the documentation will contact the customer and correct the issue. This will mean that customers do not have to wait for their permits to be verified by the council.
4. The application and documentation, if required, will then be verified by a council officer.

Once the permit has been purchased, it can then be activated with a required vehicle registration. If the resident wishes to change the active vehicle on a permit, they will need to log into the system, select the permit type and either select or type in the vehicle's registration which they want to be active on that permit.

The proposed online system will replicate the current system, where possible. The council will implement a home business permit which could be used by various business, e.g. home tutoring, counselling, etc that operate from their home in the Restricted Parking Zone.

The current permit types which will be included in the proposed scheme are further defined below and if there are any changes to the current system, these will be summarised.

Residential, Business, Any Street and Market Trader Permits

- customers can purchase an annual or six month permit.
- customers can add up to four vehicles to a permit - e.g. for residential permits, each vehicle must be registered to that address.
- document upload required at application - e.g for residential permits, two documents are required: the V5 for each vehicle added to the permit and two proofs of address, e.g. a utility bill, bank statement, tenancy letter, etc.
- With regards to residential and business permits, depending on the street, customers may be able to purchase more than one permit - to a maximum of three per address.
- customers will have the ability to activate a permit at any time - only one vehicle can be active at any one time per permit.

- customer will have the ability to change a vehicle on a permit at any time, but will require proof that the vehicle is registered to that address - e.g. a V5 will need to be uploaded. Currently, there is a charge for changing vehicles on a permit, but this will be at no cost using the proposed online system.

Visitor Permit

- customers can purchase an annual or six month permit.
- customers can add as many vehicles as they like to the permit - the vehicles do not need to be registered to that address.
- document upload required at application: at least two documents are required: proof of address only, e.g. a utility bill, bank statement, tenancy letter, etc.
- only one visitor permit per address unless required - more than one visitor permit can be authorised by Regulatory Services, but only under certain circumstances.
- customers will have the ability to add, change and activate a vehicle on a permit at any time - only one vehicle can be active at any one time per permit.

Daily Visitor Permit - the visitor scratch card replacement

- document upload required at application: at least two documents are required: proof of address only, e.g. a utility bill, bank statement, tenancy letter, etc.
- customers can purchase ten daily permits for £10 and add these to their account.
- customers can purchase and activate a vehicle on a permit at any time; one permit one vehicle. It is proposed that the Daily Visitor Permit will be costed at £1 per day per vehicle, compared to the current scratch card which is costed at £1 per day per permit, which can then be placed into numerous vehicles throughout the day.

Season Ticket

- customers can purchase a weekly, monthly, quarterly and/or annual permit for daytime or evening parking.
- customers can add up to four vehicles to a permit.
- customers will have the ability activate a permit at any time.
- customer will have the ability to change a vehicle on a permit at any time - only one vehicle can be active at any one time per permit.
- Currently, there is a charge for changing vehicles on a permit, but this will be at no cost using the proposed online system.

Staff Occasional Ticket

- staff can purchase ten daily permits.
- staff will have the ability activate a permit at any time - only one vehicle can be active at any one time per permit per day.

It is proposed that in exceptional circumstances - to be defined - the council will operate a postal permit service issuing physical permits.