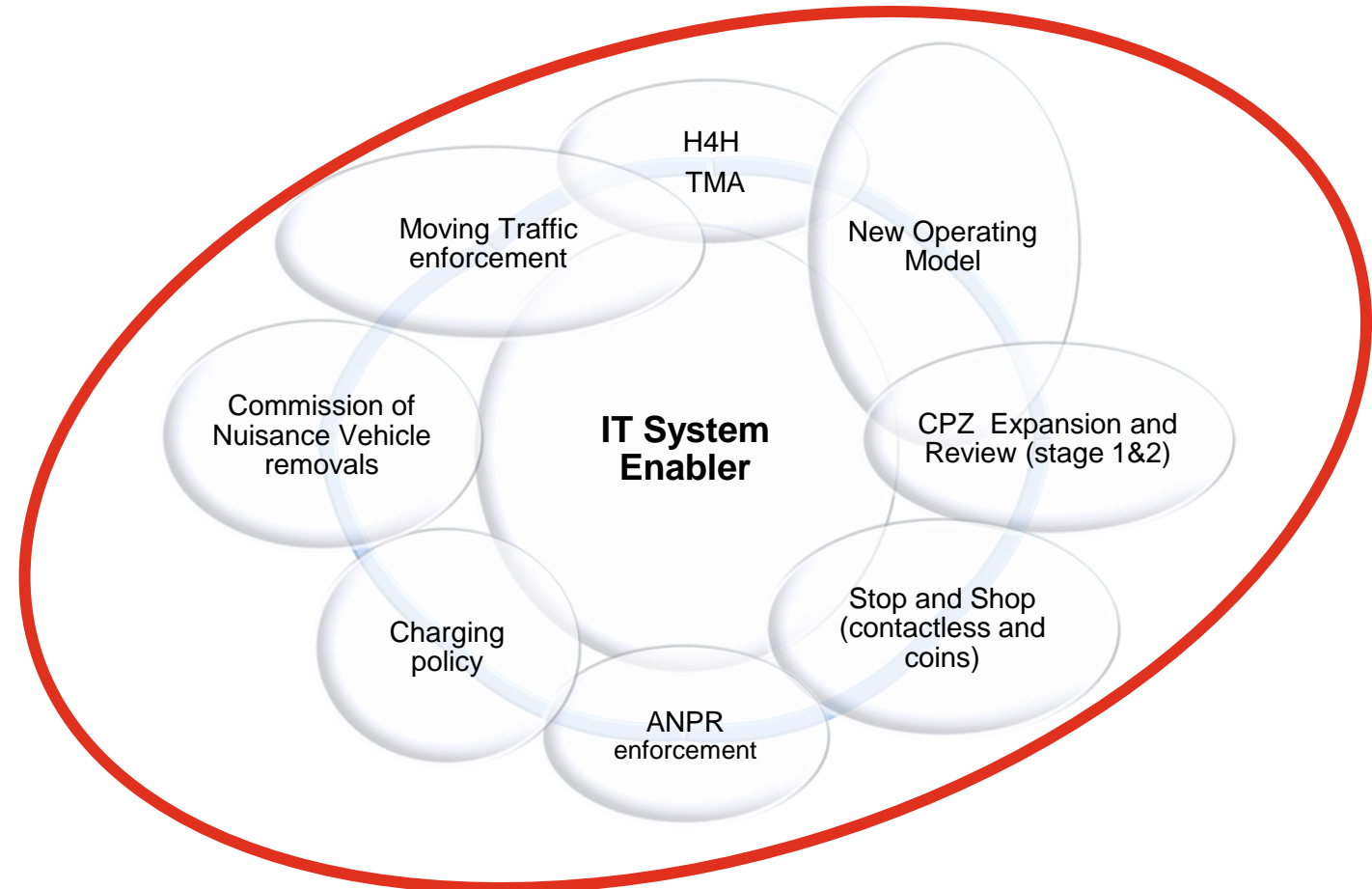


## Parking Management Information System (PMIS)

Update for Environment and Community Safety Scrutiny Panel

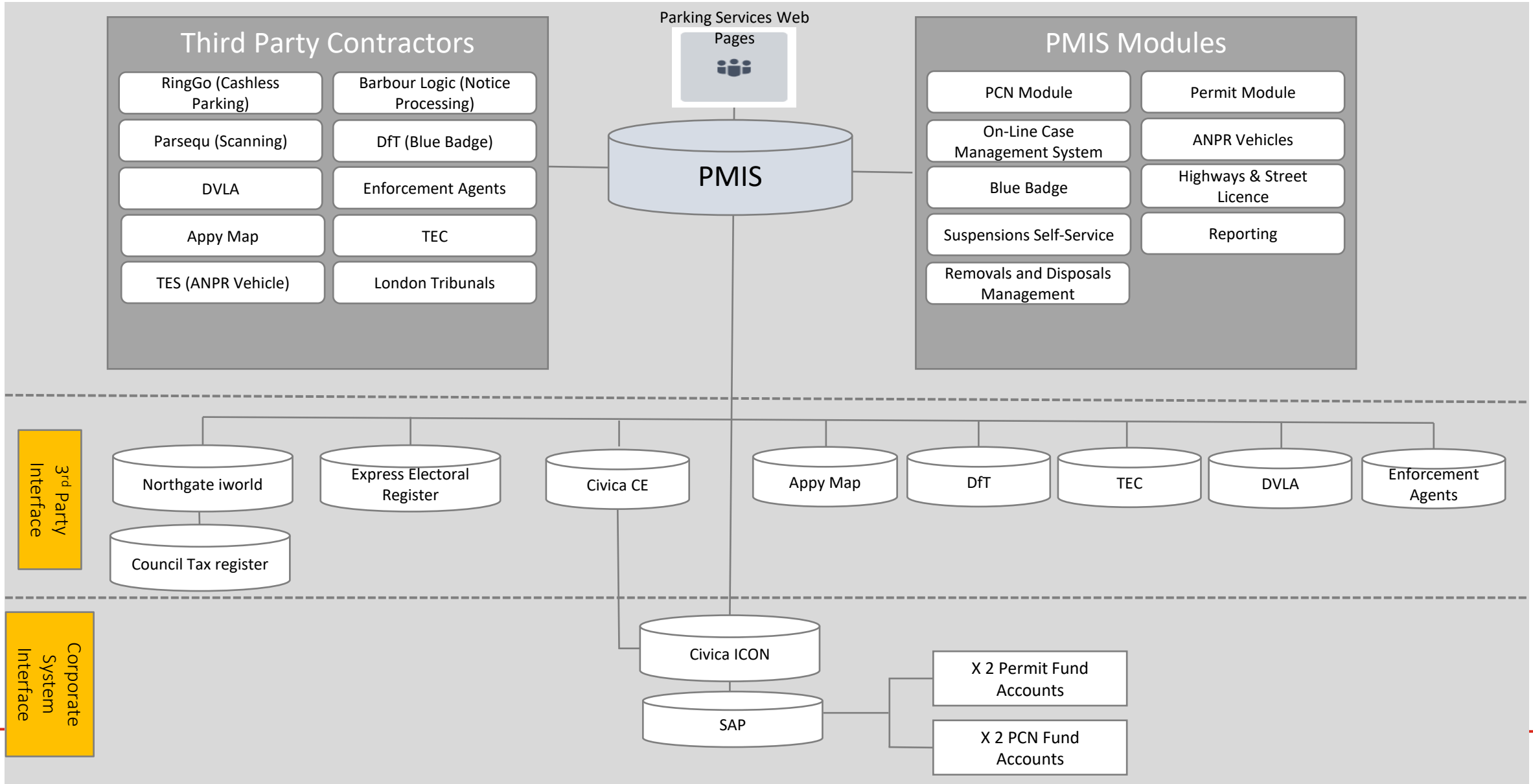
- The PMIS is pivotal to running the service and underpins all parking activities and parking income – an annual parking income budget of £26m. PMIS will unlock new ways of working which will improve the use of resources and drive out further income. PMIS is the enabler to achieve parking strategy MTFs savings and deliver back office efficiencies.
- Developed a bespoke, innovative and complex service specification that will ensure the new parking system is sustainable for the next ten years.
- A dedicated PMIS specialist project team (led by Parking and Digital Services) has been selected to work with the new IT supplier, WSP, stakeholders and partners to design, develop, configure, test and roll out a new Parking Management Information System.



The new system will deliver:

- End to end self-service, with automatic validation, of permits applications or other similar services i.e. suspensions & dispensations.
- Back-up support services for those who cannot self-serve.
- Electronic permits – no printing or use of paper
- An effective work flow management system aiding efficiency in back office processing and in the handling of 56,000 (annual) statutory representations and appeals.
- ANPR-enabled mobile enforcement applications, with real-time parking information and compliance checking, which will also support the use of ANPR enabled cars / bikes, reducing reliance on foot patrols. Those applications will also provide robust data, supporting an intelligence-led enforcement offer.
- Improve communications with frontline enforcement staff, enabling remote briefings as well as access to Council (intranet) information that is currently available to all office-based staff. It will improve efficiency by allowing access to electronic rosters, as well as annual leave booking etc.
- Flexibility and ability to develop and automatically apply complex charging models – permits and short-stay parking.

# A Complex System Architecture



## Programme Timetable

### Phase 1 Enforcement - Go Live 6<sup>th</sup> April

- New handheld devices
- New printers
- Updated Parking PCN web pages
- Make a challenge using Online Case Management System (Ticket Viewer)
- Pay by phone, online or at the car pound
- Back office staff can respond to challenges and questions from motorists

### Phase 2 Permits Go Live -2<sup>nd</sup> August

- RingGo Go-Live - 26<sup>th</sup> April
- Removals - 11<sup>th</sup> May
- CCTV - 27<sup>th</sup> June
- Permits Go-Live - 2<sup>nd</sup> August
- Blue Badge Case Management System - 12<sup>th</sup> August

### Phase 3 Go Live - November

- Suspension
- Skip licencing
- Automatic number plate recognition vehicle

\* *Review pre-project close*

## Key Dependencies

- Go-Live dates subject to the parking system provider meeting development deadlines
- Parking system passing the Council's user acceptance testing (UAT)

## Additional Workstreams

- Communications Strategy
- Change Management Strategy
  - Training and information for staff

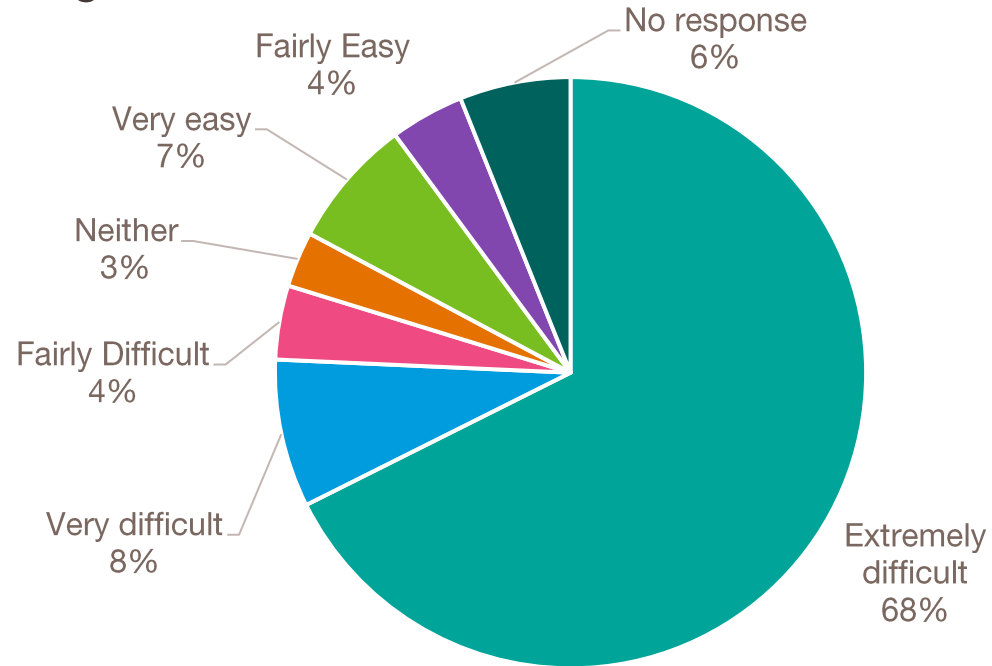
# Work completed to date

ITEM	AREA
1	Parking UX/Accessibility/Design
2	Parking web pages (80+ pages) reviewed <ul style="list-style-type: none"> <li>• PCN Video</li> <li>• Permit</li> <li>• Visitor Voucher</li> </ul>
3	Civica Icon Payment Interface <ul style="list-style-type: none"> <li>• PCNs</li> <li>• Permits</li> <li>• 25 Financial Processes Reviewed and Updated</li> </ul>
4	Disaster Recover and Business Continuity Plan
5	Service Desk Management Procedure
6	Training material for 78 CEOs and 20 back office staff / Customer Service <ul style="list-style-type: none"> <li>• H&amp;S assessment completed</li> <li>• Covid-19 assessment completed</li> <li>• Training schedule in place</li> </ul>
7	<ul style="list-style-type: none"> <li>• DPIA Completed with SMEs and subject to approval by the Council's Information Governance Officer</li> </ul>
8	Electoral Roll Data Sharing Agreement has now been provided by Counsel, supporting the Council's intention to share personal data between Parking Services and the Electoral Roll team.
9	New CCTV locations to improve recovery rate
10	Updating all parking-related documentation including all Notice Processing documentation (CCTV and on-street).
11	Finalised communications documents for go-live including letters to permit holder, and publicity material for switch from PBP to RingGo.

# Improving the Customer Journey

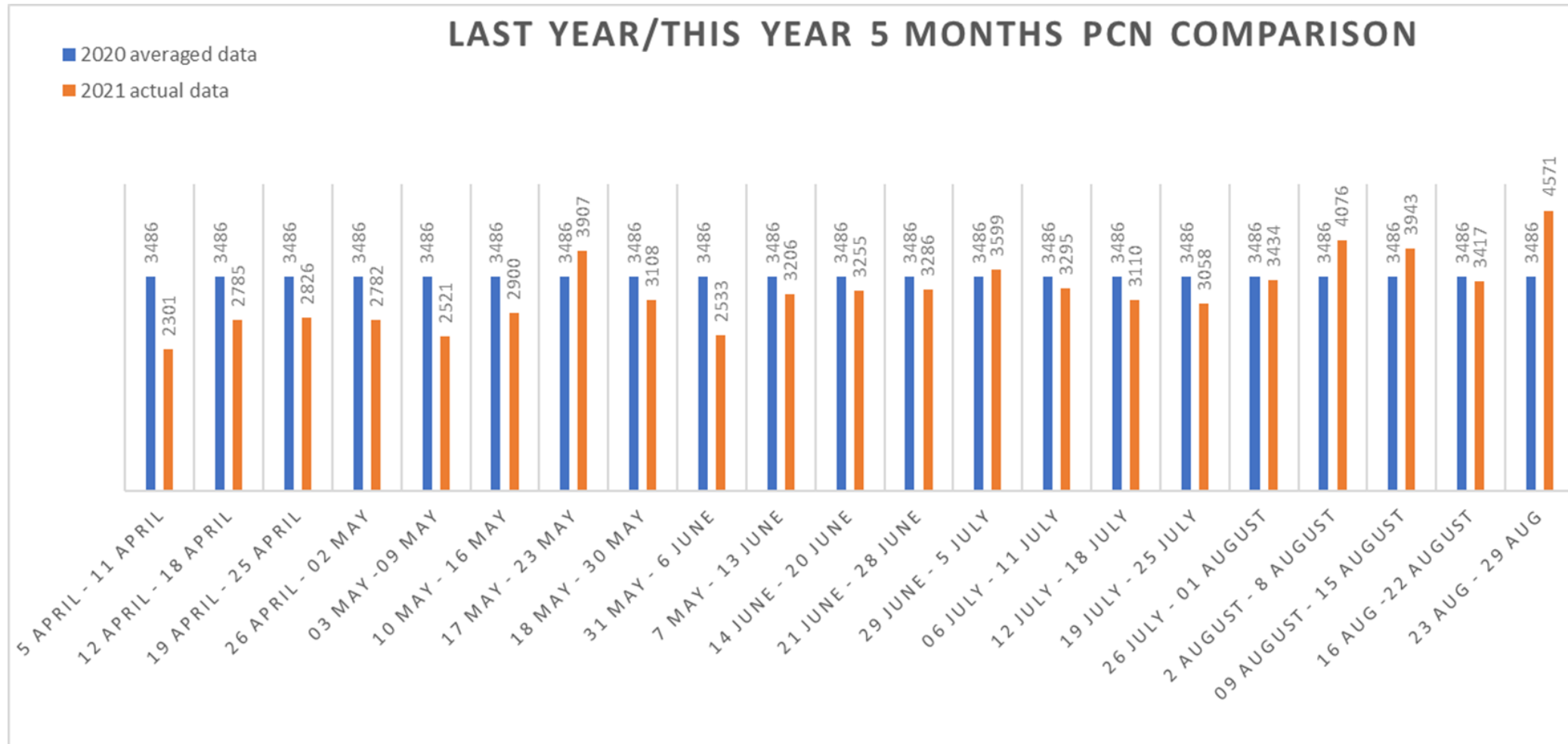
Parking web pages – 6 months service user feedback 2146 records from November 2019 to May 2020

## Parking website ease of use



Extremely difficult / very difficult
Not accessible
Not easy to navigate
Not intuitive; not user-friendly
Can't check status of permit
Not enough time to challenge a PCN-timed out
Link Not working
Not enough instructions trying to challenge a PCN
System not allowing for comment
Difficulties in paying, don't know how to pay
Unclear how to apply
Can't buy a car park season ticket
No link on menu to challenge PCN
Not suitable for people with cognitive, aphasia or mobility issues
Not Ipad friendly, difficult to get files on Ipad.
No acknowledgement of receipt
Difficulty navigating how to pay for a PCN
Website not helpful for those wishing to ask questions

# Number of PCNs issued by CEOs between April and August in 2020 and 2021





## Enforcement data – Taranto

The table below shows the number of informal and formal representations received from motorists between 6<sup>th</sup> April 2021 and 31<sup>st</sup> August 2021.

Month	Number of PCNs issued (Taranto)	Challenges/rep/correspondence received
Apr	8540	1283
May	12851	2836
Jun	13655	3889
Jul	16599	4300
Aug	21122	2785
<b>Grand Total</b>	<b>72767</b>	<b>15093</b>

## PCN recovery rate - Taranto

The table below shows the number of PCNs issued (via Taranto) and the current recovery rate between 6<sup>th</sup> April 2021 and 31<sup>st</sup> August 2021

Month	Cancelled PCN	Open PCN	Paid PCN	Total PCN issued	Recovery Rate
April	1164	2909	4467	8540	60.56%
May	1462	4317	7072	12851	62.10%
June	1343	5191	7121	13655	57.84%
July	1055	7477	8067	16599	51.90%
August	337	13203	7582	21122	36.48%
Grand Total	5361	33097	34309	72767	50.90%

### Note:

- Recovery rates excludes PCNs issued in Civica CE and then paid by customers.
- There is a time lag between PCNs issued and customer paying for PCNs and therefore anticipate recovery rate to increase over the next few months.
- HGV 52(g) PCN issuance - 294 PCNs were issued using contravention 52(g) via Taranto up to 31<sup>st</sup> August 2021

## Number of applications received / issued vs expired

Since going live with Taranto system on 2<sup>nd</sup> August 2021, the table below shows the number of applications that have been issued/and or received (up-to 31<sup>st</sup> August 2021) -v- number of expired permits.

Permit Type	Civica Number of permits expired (August 21)	Civica Number of permits issued	Taranto Number of permits issued/application received
Resident Permit	3968	615	3429
Resident Permit - Event Day Zone	593	403	885
<b>Grand Total</b>	<b>4561</b>	<b>1018</b>	<b>4314</b>

## Permits issued - Taranto

The table below shows the number of different permits issued between 02/08/21 and 31/08/21.

Permit Type	Taranto Number of permit issued
Resident Permit. *	3429
Resident Permit - Event Day Zone. **	885
Resident Blue Badge Holder.	66
Resident Carers.	3
Business Permit - Borough Wide (All Zones)	8
Business Permit - CPZ Specific	26
Car Club (flexible)	1
Doctors Permit	1
Essential Service - All Zones, Vehicle Specific	1
Essential Service - Minister of Religion	1
Essential Service - Teacher	24
Permission to Park	273
Season Ticket - Brunswick Road Car Park, N17	1
Season Ticket - Bury Road Multi-storey Car Park, N22	1
Season Ticket - Stoneleigh Road (A) Car Park, N17	1
Season Ticket - Stoneleigh Road (C) Car Park, N17	1
Season Ticket - Summerland Gardens, N10	1
Season Ticket - Westerfield Road Car Park, N15'	1
<b>Total</b>	<b>4724</b>

\* Resident permit data includes issued and in-progress permits

\*\* Resident Permit – Event Day Zone data includes issued and in-progress permits

## Number of customer applications auto validated and issued - up to 31/08/21

The table below shows the number of applications that have been auto validated and issued by the system:

- 2131 resident permits auto validated – Without back office validation
- 1826 visitor vouchers – mixture of auto-validated and validated by back office staff

Permit Type	Number of permit
.Resident Concessionary Qualification	2
.Resident Permit - Event Day Zone	622
.Resident Permit	2131
.Resident Qualification	1826
Essential Service - Voucher Permit	1
Permission to Park	275
Season Ticket - Brunswick Road Car Park, N17	1
Season Ticket - Bury Road Multi-storey Car Park, N22	1
Season Ticket - Stoneleigh Road (A) Car Park, N17	1
<b>Grand Total</b>	<b>4863</b>