Report sponsor: Director of Planning, Transportation and Engineering
Report author: Head of Traffic and Transportation

Derby City Council

Residential Permit Parking in Derby

Purpose

1.1 This report provides information on permit parking schemes and an update on the implementation of 'virtual' electronic residents permits. This follows the January 2019 meeting where the Board resolved to support the continued use of schemes and requested an update on the plans for improvement through the introduction of electronic systems.

Recommendation

2.1 To support the continued use of residents parking schemes and the greater flexibility delivered through personal management of electronic permits.

Reason(s)

3.1 January 2019 Board meeting supported the use of residents parking schemes and this report sets out the additional benefits secured with electronic systems.

Supporting information

4.1 Permit parking schemes provide targeted management of parking in certain locations and are an important tool to help the Council maintain the free flow of traffic. Most schemes develop from initial complaints from residents and/or businesses, where local people struggle to park close to a place they need to access. This can be caused by sustained indiscriminate or dangerous parking. Parking issues can be found in many areas of the city but are often particularly acute in the immediate surroundings of a large building or cluster of services - local examples might be the city centre, the football ground, the Royal Derby Hospital and larger district centres.

4.2 The introduction of permit parking, along with enforcement, will have an immediate and demonstrable effect, often entirely removing the issues. The schemes have delivered relief for many residents and businesses and they are a powerful tool. Their introduction, however, does need to be weighed against the potential for displacement of the parking behaviour to other areas, simply recreating the same issues elsewhere.

4.3 If a scheme is proposed, there is a threshold for the proportion of residents that must respond to consultation on its introduction. A majority of residents must accept the proposal. As the schemes generally involve both charging residents and their acceptance of some restrictions, for example on visitors, then the Council's current approach is to work with local people to find a generally acceptable solution, rather than impose change.

4.4 Since the initial implementation of schemes some general principles and guidelines have been developed, which recognise that places differ according to the locations and the demands of residents. Whilst there are similarities in the basis of the schemes, each one is a response to local context and concerns. Overwhelmingly resident schemes have been welcomed. Although one area that can be sensitive when implementing schemes, has been visitor permits.

4.5 The introduction of new technology through the MiPermit system, has modernised the whole of parking services. The 'Virtual Permit' system was launched in October 2019. The customer group is approximately 4,000. The take up rate is currently just over 70% of residents. Approximately 2,000 visitor permits are used every day. As part of promoting use and creating a smooth transition, residents have been offered 13 month permits for the price of 12 months, when they switch. Anyone converting from paper permits within year are also offered an extension.

4.6 The implementation of 'virtual permits' has brought significant positive improvement:
- greater flexibility for residents to manage their own permit requirements
- removed the need to purchase physical tickets and reduced calls and visits to the Council House
- addressed previous issues with visitor permits
- enabled the introduction of a key worker parking scheme in response to the first Covid-19 lockdown

4.7 The Council website has been updated to provide the information and links to the MiPermit system. It is simple to negotiate and has been welcomed by users, because it allows for self-management and is adaptable to meet individual needs. The virtual permit system is being integrated into the Council's, 'One Front Door' project. The introduction of virtual permits has helped reduce the amount of paper used, as less paper permits and paper visitor permits are being issued, and reduced postage costs. These improvements contribute to the Council's savings overall.

4.8 The MiPermit system has allowed greater control to tackling visitor permit issues including misuse and resale which was a problem with the old paper permits. It can identify properties where there is unusual usage of visitor permits. This data can be accessed within minutes and actions taken to investigate and, if necessary, restrict access to virtual visitor permits, this was not achievable previously.

4.9 The lockdown scheme has continued to operate from March and 1,046 virtual permits have been issued to key workers, the majority are NHS staff. Our ability to do this means that Derby has been able to respond quickly and to avoid the misuse that other Local Authorities have experienced using paper permits.

4.10 The new system has also given us the ability to tackle other situations that we know are important to residents, which the old system could not. This includes offering a new range of visitor permits for general visitors, carers, trades people, etc. This puts power in the hands of residents who have direct control of the management of permits. We know these schemes are operating successfully as the number of Penalty Charge Notices issued has been falling since the scheme was launched.

4.11 The pandemic has had an impact on where developments have been targeted, for example we have been able to offer reduced tariffs to encourage visitors back to the city centre following the end of the first lockdown, which would have required a temporary order to be drawn up and issued in the past. Over the coming months however, additional permit functions will be added. This will allow residents who have off street parking to obtain 20 day per year permits for use with their personal vehicle. This will mean that when their driveway is occupied, for example, by skips and building materials, residents can park on the street. This has been raised by citizens and Councillors but had been impossible to manage under the old system.

Public/stakeholder engagement

5.1 Information relating to complaints, issues and frustrations with the old schemes have been used to inform the virtual permit system and will continue to be used for further developments. It is important to recognise that where residents have accepted the implementation of a scheme, then they are generally popular. The principle has always been that the schemes need to support the residents and continue to be viewed by them as effective and worth the annual cost.

Other options

6.1 No other options are considered in relation to this report.

Financial and value for money issues

7.1 None arising from this report.

Legal implications

8.1 None arising from this report.

Climate implications

9.1 Well implemented schemes support the smooth flow of traffic which is beneficial for air quality.

Other significant implications

10.1 None arising from this report.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal	N/A	
Finance	N/A	
Service Director(s):	Verna Bayliss, Director of Planning, Transport and Engineering	07 January 2021
Report sponsor	As above	
Other(s)		

Background papers:	None	
List of appendices:	None	