

10.4 E-PERMITS IMPLEMENTATION PROGRESS REPORT

Attachments: Nil

RECOMMENDATION:

That Council NOTES the progress in the implementation of the E-Permit system.

PURPOSE OF REPORT:

To provide an update to Council on the progress of the implementation of the e-permits system.

BACKGROUND:

At the Ordinary Council Meeting of 23 March 2021, Council requested Administration to provide a monthly report on the progress of the implementation system.

This report has been prepared to address that request.

DETAILS:

Since the e-permit system went live on 2 November 2020, there has been a total of 3,268 residents who have created an account and are utilising the new system. This number consists of current permit holders and new residents. Of the current permit holders who were notified of the new system, approximately 76% have created an e-permits account.

There are 930 current permit holders who have not yet created an account despite two letters sent, an email and some have also been contacted by telephone. These residents have not made any contact with the City and so it appears that many of these existing permit holders either no longer live in Vincent or no longer require permits (e.g. have sufficient off street parking).

Telephone calls to current permit holders who have not yet registered will continue with the hope that they can be contacted to ascertain if they no longer reside within the City, or if they are experiencing any difficulty in accessing the system. From the 1st of April, Rangers began informal enforcement by issuing a caution to residents displaying paper permits. This approach did not occur over the Easter break period. The process does not attract a parking fine and the intention is to encourage eligible residents to make contact with the City or to register. To date there have been a total number of 42 cautions issued, which resulted in 12 accounts created and/or vehicle registrations activated.

CONSULTATION/ADVERTISING:

Two letters and an email have been sent to all current paper permit holders who have not registered for e-permits. Phone calls have also been made and will continue.

LEGAL/POLICY:

The City has run a security assessment against the e-permits system based on the Australian Cyber Security Centre framework, including confirmation of various security arrangements by the software vendor. The City is satisfied with data security controls that are in place for the e-permits system.

The City also reviewed the e-permits system against the Australian Privacy Principles. The Principles helped the City review how it intended to collect and use personally identifiable information for e-permits. The City has identified several opportunities to improve its management of the information captured by e-Permits and is working on its own policies and also with the software vendor on suitable changes.

The City's *Register of delegations, authorisations and appointments* identifies which users within Administration have access to the e-permits database. Any additional requests for access to this information must be authorised by the CEO directly. No other external authorities have access to the e-permits database, nor is there any intention to make this data available to any external authority.

RISK MANAGEMENT IMPLICATIONS

Low: It is low risk for Council to have the e-permits system implemented. There are a small number of residents who have ongoing concerns about the use of this technology for the City's residential parking permit system. Administration is working with these residents to address these concerns.

STRATEGIC IMPLICATIONS:

This is in keeping with the City's *Strategic Community Plan 2018-2028*:

Enhanced Environment

We have minimised our impact on the environment.

Innovative and Accountable

Our resources and assets are planned and managed in an efficient and sustainable manner.

SUSTAINABILITY IMPLICATIONS:

This is in keeping with the following key sustainability outcomes of the *City's Sustainable Environment Strategy 2019-2024*.

Waste Reduction

The replacement of approximately 10,000 paper permits with e-permits is a more sustainable option.

PUBLIC HEALTH IMPLICATIONS:

This is not in keeping with any of the priority health outcomes of the City's *Public Health Plan 2020-2025*.

FINANCIAL/BUDGET IMPLICATIONS:

The e-permits system will result in an estimated financial saving of \$6,200 per annum.

E-permits also provides a more efficient and reliable system for enforcement of the residential parking permit policy to ensure only those residents entitled to the permits are using them.