

10.2 E-PERMITS IMPLEMENTATION PROGRESS REPORT

Attachments: Nil

RECOMMENDATION:

That Council

- 1. NOTES the progress in the implementation of the E-Permit system, and**
- 2. AGREES that further monthly progress are no longer required as the implementation process has been completed and the system is now fully operational.**

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.

DETAILS:

Since the e-permit system went live on 2 November 2020, there has been a total of 3,493 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 81% have created an e-permits account.

There are 817 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).

From the 1 April, Rangers began informal enforcement by issuing a caution to residents displaying paper permits. 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 90 cautions issued, which resulted in 25 accounts created and/or vehicle registrations activated.

From the 1 July 2021, Rangers commenced issuing infringement notices for those vehicles without an active e-permit, in line with standard procedure. To date 203 infringements have been issued for the offence of 'Failure to display a valid permit'.

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 identified several opportunities to improve its management of the information captured by e-Permits:

- The City has worked with the software vendor to ensure transactions with personally identifiable information are purged when older than 30 days.
- The City is working to improve its privacy policy, privacy assessment procedures and staff awareness of privacy principles. This is to help embed consideration of privacy requirements to ensure collection of personally identifiable information is necessary to meet a function or service requirement, and if necessary, that it is managed appropriately.

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.

At the Ordinary Council Meeting of the 17 August, Council referred the matter of privacy in relation to the e-permit system to Audit Committee so that further advice could be provided to Council by October 2021.

RISK MANAGEMENT IMPLICATIONS

Low: It is low risk for Council to note this update on the implementation of e-permits.

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 does not contribute to any public health outcomes in 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 provide 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.

COMMENTS:

The e-permits system has been in place for almost one year. The implementation process has been finalised and the system is now fully operational. We recommend that monthly reports are no longer provided to Council as we do not expect any further significant changes to the system or its current use.