

Transport Strategy Briefing – 19th February 2016

Parking Shop

As part of the authority's proposals to move more customer engagement to online channels and the movement of Environment & Economy staff away from Speedwell House, consideration has been given to the future of the Parking Shop currently based at Speedwell House.

The Parking Shop primarily provides a face to face opportunity for customers to purchase parking permits for the controlled parking zones within Oxford, but also provides an opportunity for customers to pay PCN's or ask questions about parking within the City.

It is recognised that much of this activity can be undertaken online and over the last few months officers have developed an online form for residents to utilise which has received positive feedback. At this stage it has not been possible to implement online payment facilities but negotiations are taking place with Hampshire County Council IBC team to provide this functionality and it is hoped that this can go live from April and whilst still available access to alternative channels of contact would be less prominently advertised.

Parking regulations would seem to indicate that cash should remain as a method of payment of PCN's and as such the opportunity to continue to allow this facility through alternative sites (i.e. libraries who currently handle similar provision for concessionary bus passes and blue badges for the authority) is being explored. Notwithstanding this other authorities have already gone down a fully online route.

At present it is intended that E&E staff will move from Speedwell House between April and July, however at present it is not intended to dispose of Speedwell House and as such the Parking Shop could continue to be available beyond this point. It is therefore proposed to trial the current arrangements to test the robustness of this alternative arrangement with a view to closing the Parking Shop completely when cash payment alternatives are fully embedded.

Steve Smith – February 2016