

Committee:	FULL COUNCIL
Date:	13 June 2022
Agenda Item	13

To consider the use of Mipermit

During the process of upgrading its car park machines and methods of payment, Halstead Town Council decided to move from coin only to coin, card or phone payments.

Paying by phone is done through a phone app, Mipermit.

About MiPermit

MiPermit enable car park operators to accept electronic payments for Pay & Display car parking, residents and visitor permits, and season tickets. Each electronic permit is digital, meaning that you do not need to display anything in your vehicle. You simply pay and go.

How can we make parking easier for you?

Pay & Display Parking

- You no longer need to carry the correct coins to pay for your parking. Simply pay via text message, telephone, smartphone app or online.
 - No need to worry about correctly displaying the Pay & Display ticket. Enforcement officers can check you have paid by searching our system for your vehicle registration number.
 - Can't return to your vehicle before your time runs out? Extend your parking quickly and easily by text message, telephone, smartphone app or online.
 - Do you need a VAT receipt for business parking? You can download a VAT receipt online, the day after your parking expires.
 - You can pay your parking up to 7 days in advance. Just turn up at the car park and go about your day. You can cancel future parking if you're not going to need it.
-

Residents & Visitors Permits

- You can buy your permits online at any time of day, 24 hours a day, and use them straight away.
 - No costly permits to display in your vehicles which can be lost.
 - Update which vehicle your permits cover online, at any time.
 - Renew your permits online and avoid waiting for a new one to arrive in the post.
-

Season Tickets

- You can buy season tickets online at any time of day, 24 hours a day, and use them straight away.
- No costly permits to display in your vehicles which can be lost.
- Update which vehicle your season ticket covers online, at any time.
- Renew your season tickets online and avoid waiting for a new one to arrive in the post.

HTC

So far HTC is using Mipermit purely for payment by phone in the pay and display car parks. The option exists to reduce the administration work in the office, by inviting permit holders to renew their permits online through the portal.

This is in general a good idea, but the permits issued by HTC are not all of the same type or at the same price, and all are currently allocated to particular registrations, and there is a waiting list.

1. Permits for Chapel Street carpark(15) - £180 for 6 months
2. Permits for Butler Road (20), Hedingham Road(20) and Rosemary Lane(16) - £150 for 6 months

For these permits it may be possible to renew the permits on the portal if they are registered against a particular registration plate. If a permit holder changes their car, they would have to bring proof of ownership to the office, and the office would have to change the registration on the portal. The set-up has also to make it impossible for anyone else to buy a permit on the portal. Chipside have said that this is possible.

3. Permits in Butler Road/Rosemary Lane which are given to businesses such as the dentists and accountants. In these cases, the permits are not allocated to particular registrations, but the business has a number of permits given to different members of staff on different days. Using the portal system, the business would have to register each car every day to show who has been given the permit.

4. Permits in Chapel Street car park include 10 free permits given to Sainsburys. Again, there a number of permits given to different members of staff depending on the days they are working. This would again necessitate the supermarket allocating the permits online at the beginning of the working day.
5. Permits in Chapel Street also include 10 permits for the post office - £50 per year each, and allocated to different members of staff according to their work rota.
6. In Weavers Court, there is the commercial area, residents' parking, the permit area and the main car park. Here there are 25 staff permits, again not allocated to particular registration numbers, 17 residents' permits, and 28 business permits. For these, the East of England Coop receives payment, but HTC does not take any money. HTC issues the permits.

In view of the complexity of the parking situation, and the fact that some residents may be unused to using or unable to use digital technology, after long discussions in the office, it is felt that the portal system would be unworkable.

Recommendation: that HTC does not go down the route of payment through the portal for car park permits.



Sarah Greateorex
Town Clerk