



Reference: FOI3747

**Request:**

Under the Freedom of Information Act 2000, I would be grateful if you could let me know many Penalty Charge Notices (PCNs) have been issued to vehicles where the registered keeper is resident within a parking permit scheme area, specifically the WBx zones around Whitley Bay.

**Information not held. The current parking permit database is not linked to the Notice Processing software, so it is not possible to determine whether a resident eligible for a parking permit has received a penalty charge notice whilst parked in the streets involved in the permit zone.**

If possible, I would also like to know the number of instances where the vehicle that the PCN was issued for was also a permit holder and/or the number of appeals received to a PCN where the registered keeper already held a permit for the zone the contravention occurred in.

**Information not held. As above**

For these requests, I would be grateful to know the data from April 2019 to March 2020, and April 2020 to March 2021.

Furthermore, are you able to say if there has been any formal planning or discussions about moving away from physical permits toward a digital system of recording vehicle details that are registered to particular zones.

**The Authority will be introducing a new parking permit management software system in Summer 2021 that will include the provision of Virtual Permits for all permit types that are specific to a vehicle registration. All permits that are transferrable i.e. do not contain a specific vehicle registration, will initially remain paper permits until the Council can evaluate the effectiveness of the first phase of the Virtual Permit solution. The new software is currently being tested and the Authority's Parking Manager will be writing to all properties eligible for a parking permit with further details once testing is completed and the Authority have a definitive 'go live' date.**

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