

VicRoads Disability Parking Permit (DPP) Strategic Roadmap program update May 2018

Connecting
our communities





What is this pack about?

- To provide an update on the strategic roadmap and product concepts based on the work done at MAVHACK



What was discussed on May 24?

- Recap: approach and design methodology
 - *explained double diamond design thinking and product design approach*
- Research and learnings
 - *summarised insights of stakeholder groups, challenges and potential benefits*
- Defining the landscape
 - *shared the refined problem statement and the in and out of scope summary*
- Solution concepts
 - *detailed outlines of in and out of scope product concepts, phase 1 and future options*
- Delivering the next steps
 - *outlined next steps for product concept testing and evolution with service design overlay*
- Questions and close
 - *summarised session and captured additional feedback and queries relating to content*



Service problem statement and scope

Problem statement

- We have observed that the current Disability Parking Permit application and issuance process isn't meeting the needs of the community. Currently de-centralised across 79 councils, it is causing frustration and confusion. How might we improve the service such that it is deemed successful based on stakeholder feedback and analysis?

Scope

Phase 1: in scope, immediate focus

- Clarify eligibility criteria, automate and centralise application and issuance process for Disability Parking Permits via electronic form, improve usability, knowledge and understanding across all stakeholder groups through guidance and education

Future options: out of scope

- Broader scope projects including further improving usability and digitisation, enforcement, transferability, etc.

Problems and challenges identified via MAVHACK

Eligibility

How can we reduce user frustration around eligibility, and make access to permits understandable and equitable?

Compliance

How could we foster more integrity in the system and behaviour, to reduce non-compliant usage of disabled parking?

Entitlement

What categories, concessions and restrictions will best meet the needs of Victorians and how do we transition to that future state?

Enforcement

How can we better capture non-compliance, and how might we proactively use that information to minimise non-compliant behaviour?

Transferability - *New*

How might we develop a smart permit system to allow multiple carers to easily transfer the permit at time of parking for/with the permit holder?*

Availability

How might we help permit users find available bays to reduce 'hunting and waiting' behaviour and related incidences of unsafe loading?

Anticipated future benefits of centralisation

Consistent understanding

Improve social equity and understanding of the system for applicants, clinicians and councils by providing consistent education and guidance

Easier application

Better experience for applicants through pre-booked assessments; improve objectivity via better clinician guidance; reduce council touchpoints

Data integrity

Reduce duplicate, expired and fraudulent permits in circulation by improving data quality; utilise data analysis to detect non-compliant behaviour

Business efficiency

Streamline process by reassigning roles and responsibilities; centralise and digitise system; print and distribute from single source

Customer satisfaction

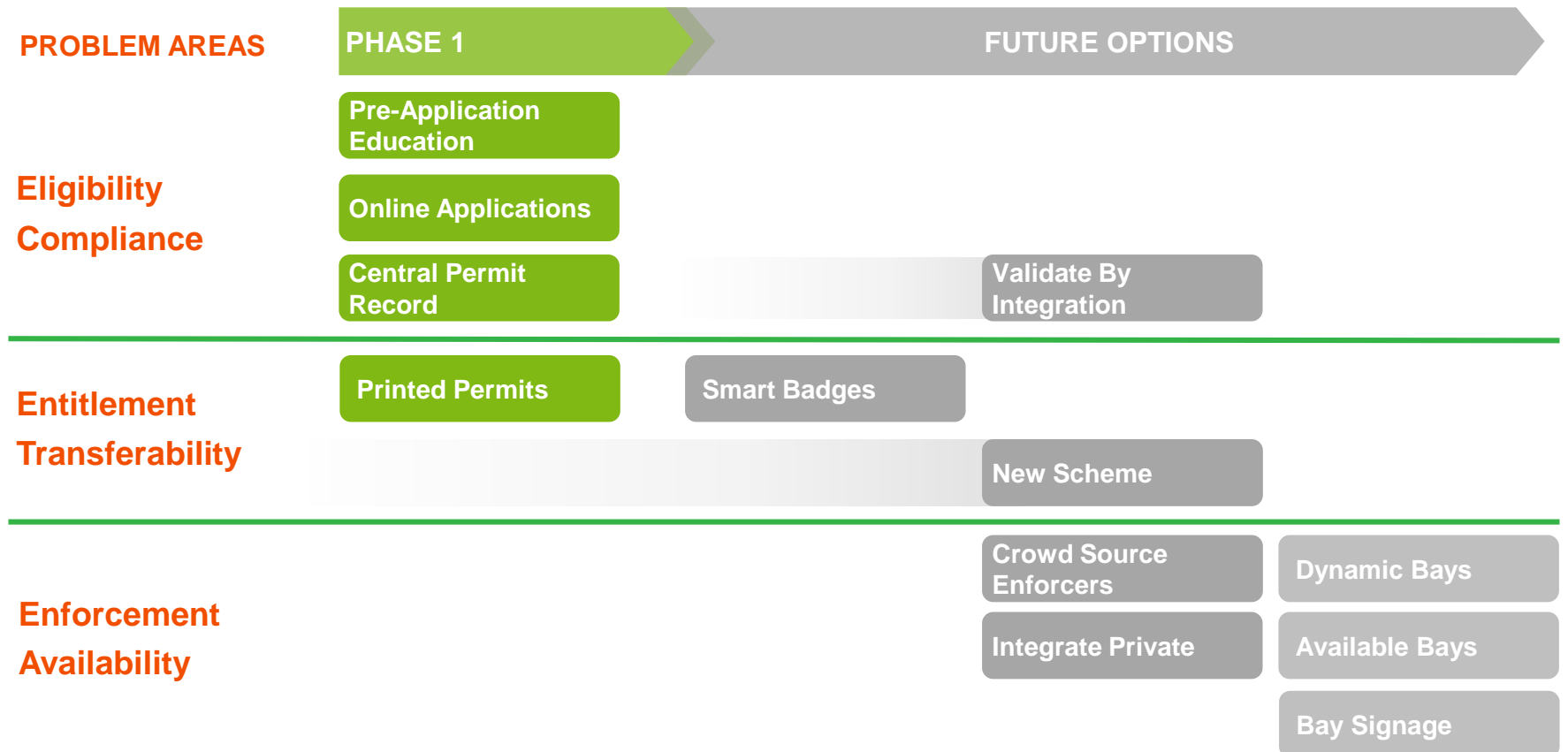
Delight permit holders with streamlined and consistent application process; reduce parking pain through better governance and enforcement

Road safety

Reduce road safety risk by periodically assessing driving fitness for permit eligible licence holders with a long term, chronic medical condition or disability.

Strategic product roadmap

- Creating a standardised, centralised and equitable base platform





Next steps: Service roadmap, developing end-to-end solution

- These next steps will include engaging with relevant stakeholder groups for testing and feedback to allow for iterative improvements
 - **Service Design** for end-to-end solution (encompassing digital and non-digital touchpoints)
 - **Policy review** to ensure consistent and equitable interpretation
 - Identify and design **minimum viable product** for launch
 - Design **prototypes and scenarios** for testing with stakeholders
 - **Test product/service** and user journeys and capture iterative feedback

DPP VicRoads project team



Zoe Dyson
Head of Service Transformation,
VicRoads



Elizabeth Warnock
Stakeholder Engagement Lead -
VicRoads



TBC
Project Manager - Delivery, VicRoads



Sophie Adams
Communications Lead - VicRoads



Juliet Bartels
Project Manager - Policy, VicRoads



Loraine Kiely
Service Designer, VicRoads

 Loraine.Kiely@roads.vic.gov.au

 0407 689 259



Jason Yeoh
Business Analyst, VicRoads

 Jason.Yeoh@roads.vic.gov.au

 03 9811 8351

