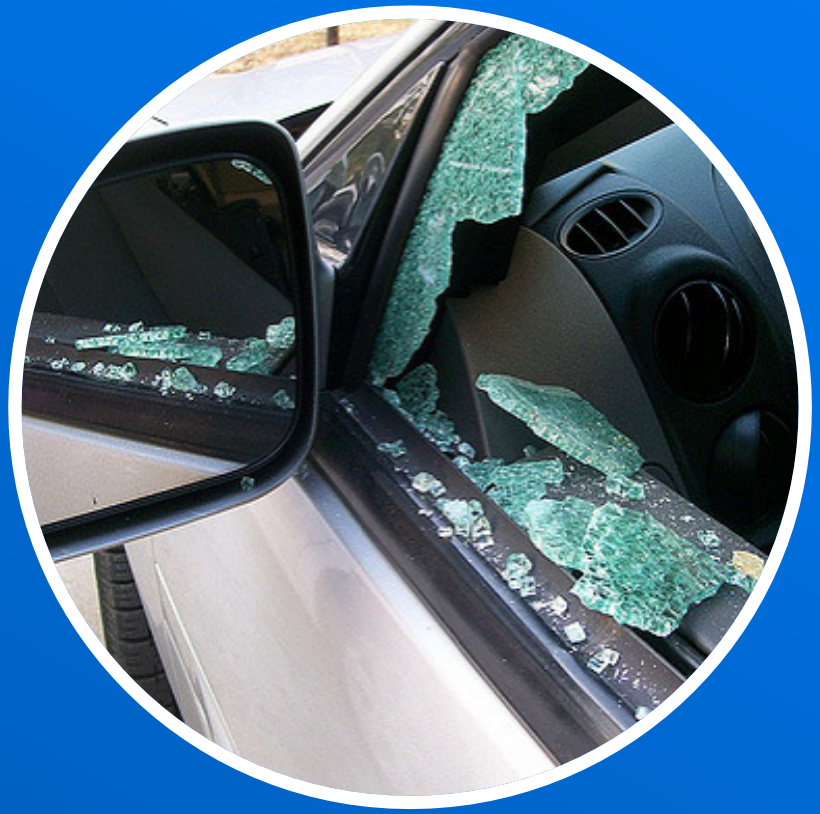
METROPOLITAN POLICE

DM UK
DISABLED MOTORING UK

fuelService

But Why? What's wrong with the card?

- **60%** of **thefts** from motor vehicles are **blue badge** thefts*
- Blue badge thefts have **quadrupled** in last 5 years**
- Targets **vulnerable** people with disabilities
  - Loss of independence
  - Repair Costs/Insurance Excess Payment
  - Increase in insurance premiums



Would you leave £6000** on your dashboard?

*London Borough of Tower Hamlets Figures 2017

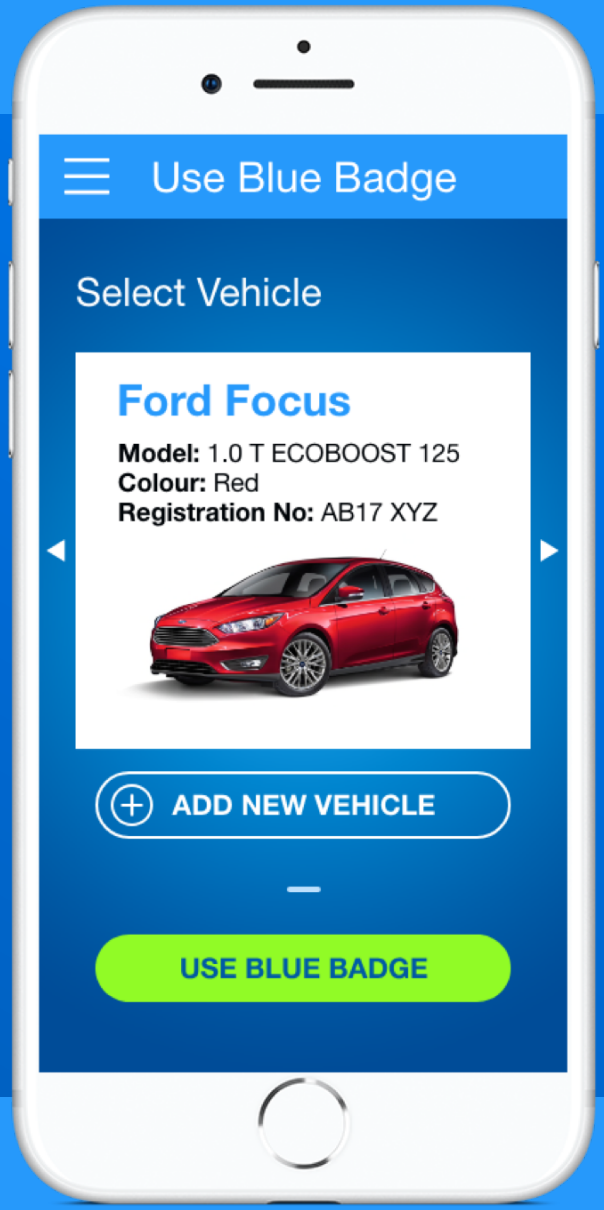
**Local Government Association estimates a badge could be worth at least £6,000 a year in saved parking fees

What do disabled drivers think?

- Current badge is too big
  - Great for display in the window
  - Poor for carrying about
- Often left at home or another car
  - Not having the badge is a problem for independence
- Forgot to put the badge in the window
  - When you have mobility problems, having to go back can be a challenge

So just use your phone!

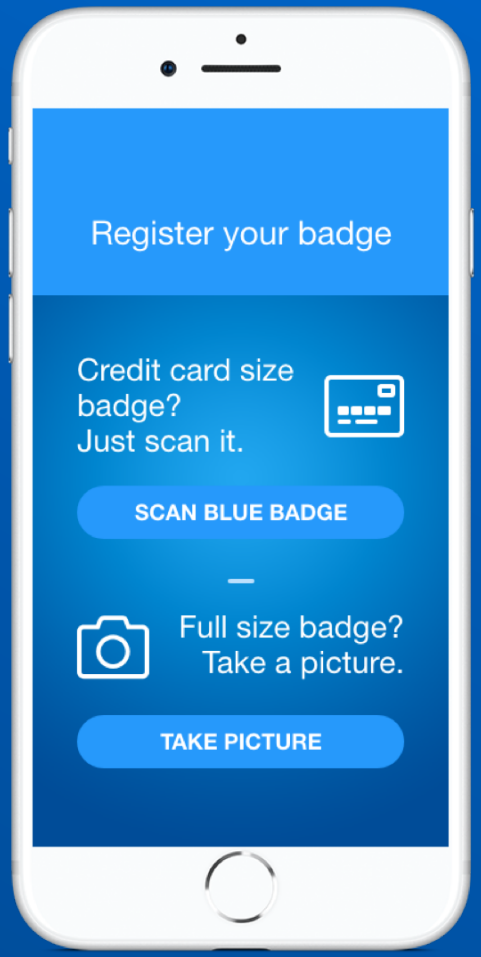
- Nothing valuable left in the car
  - Nothing for anyone to steal
- Always have it with you
  - Not left at home or other car
- It’s in your pocket
  - Not another big thing to carry
  - Especially with the amount of other things disabled people need to carry/remember



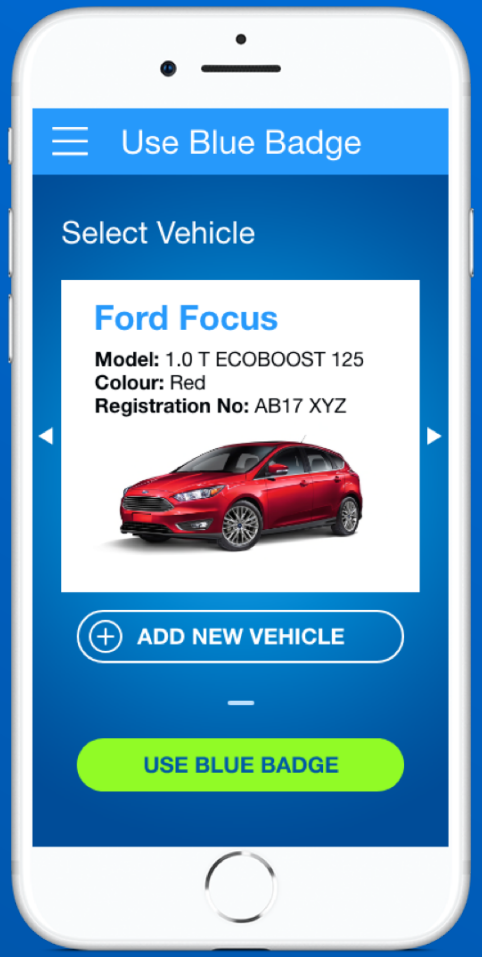
Everything is on your phone today

How it works

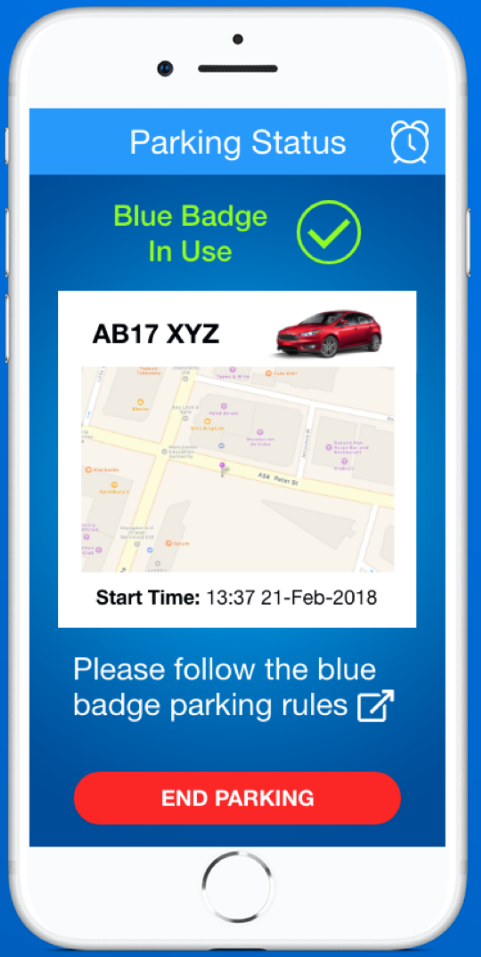
Register your badge



Enter the car you are in



Select use blue badge



What about non-smartphone or app users?

- Not everyone has a smartphone (but they will)
- Older users may not be comfortable using an app
- Interactive Voice System can be used
- Tied to the drivers mobile phone number to authenticate them

“Please say your vehicles registration number”

“A B 1 7 X Y Z”

“Thank you, please call back when you return to your vehicle”

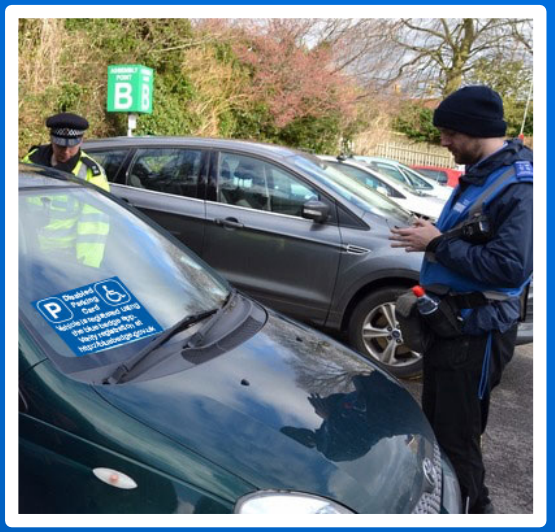
Behind the scenes

- Registering the badge validates it with the Blue Badge Improvement Service.
- Only a single phone can be registered at any time.
- When using the app the badge is recorded as being in-use on the vehicle with the registration number entered.

- Anyone wanting to verify the vehicle is using a blue badge can go to http://bluebadgeapp.org and enter the registration of the car.
  - It will simply say if a blue badge is being used on the car at that time

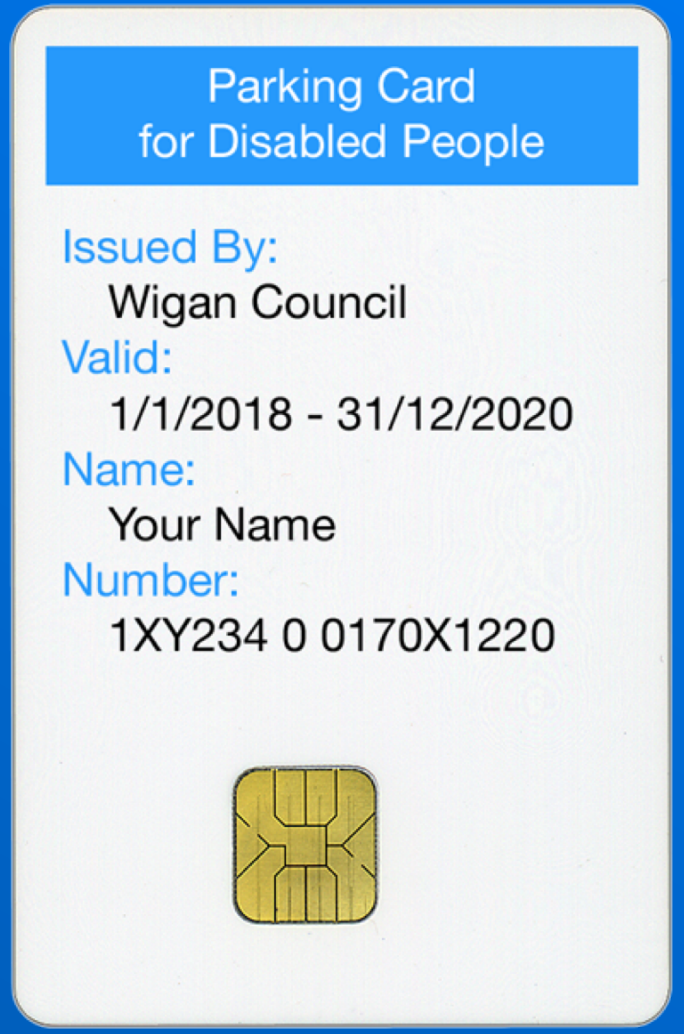
Showing a blue badge

- Let everyone know a blue badge is being used
  - Need to show it's a disabled driver to stop people thinking the parking space is being abused
- Indicate to officials its using the blue badge app
  - and how to verify it
- Blue Badge cards could be foldable or vinyl so they are easily carried
  - or have multiple, as they are only valid when the app has registered their use



Physical Badges

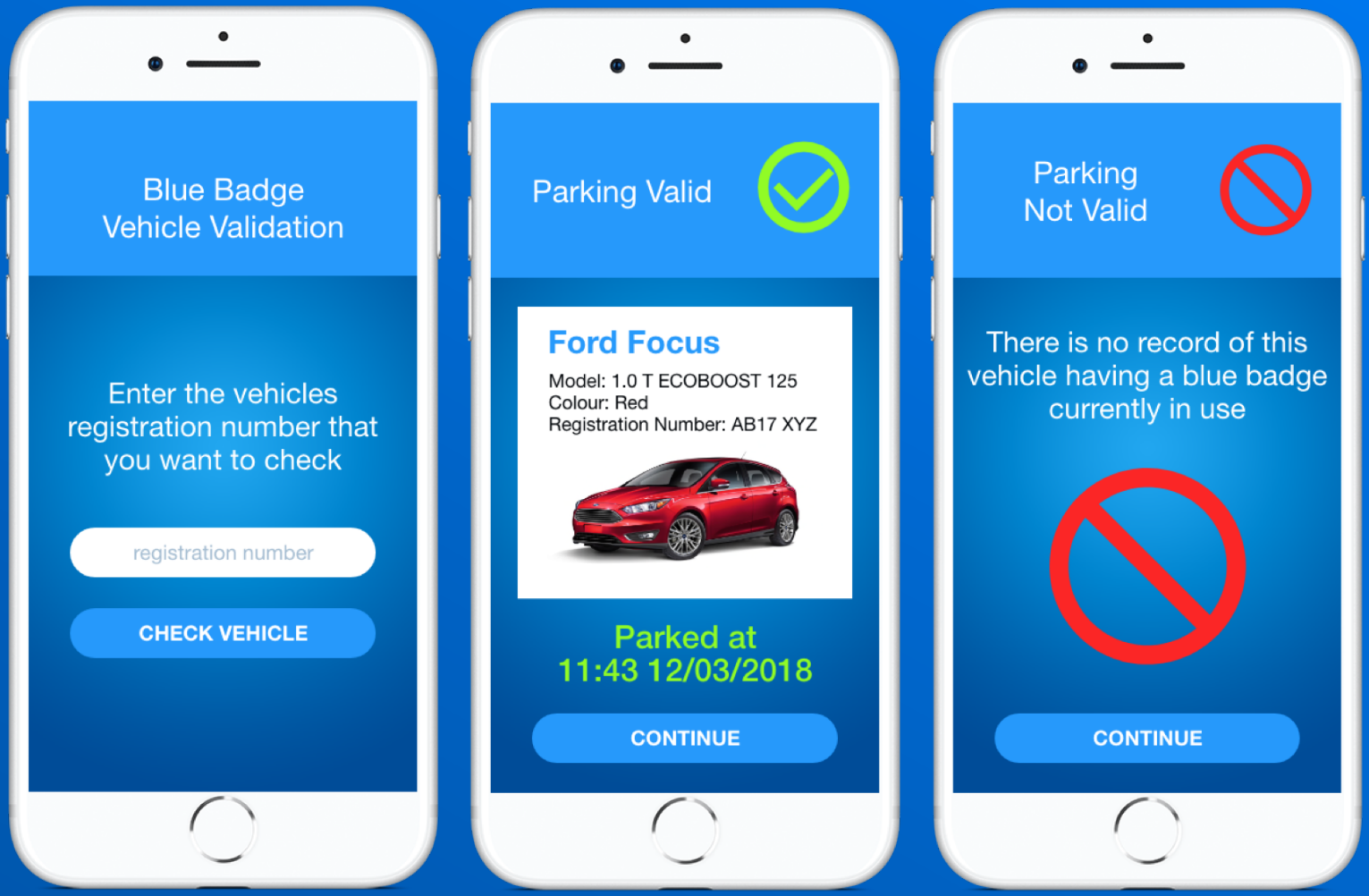
- Instead of the large badge, everyone who wants to use the app could be issued with a smaller credit card sized badge.
- A credit card sized badge wouldn’t need to be displayed, just kept in your purse or wallet.
- The card could have an embedded chip* for easy registration or require scanning every time to defeat double use



*NTAG 413 DNA NFC Chip stops cloning

How to deal with enforcement

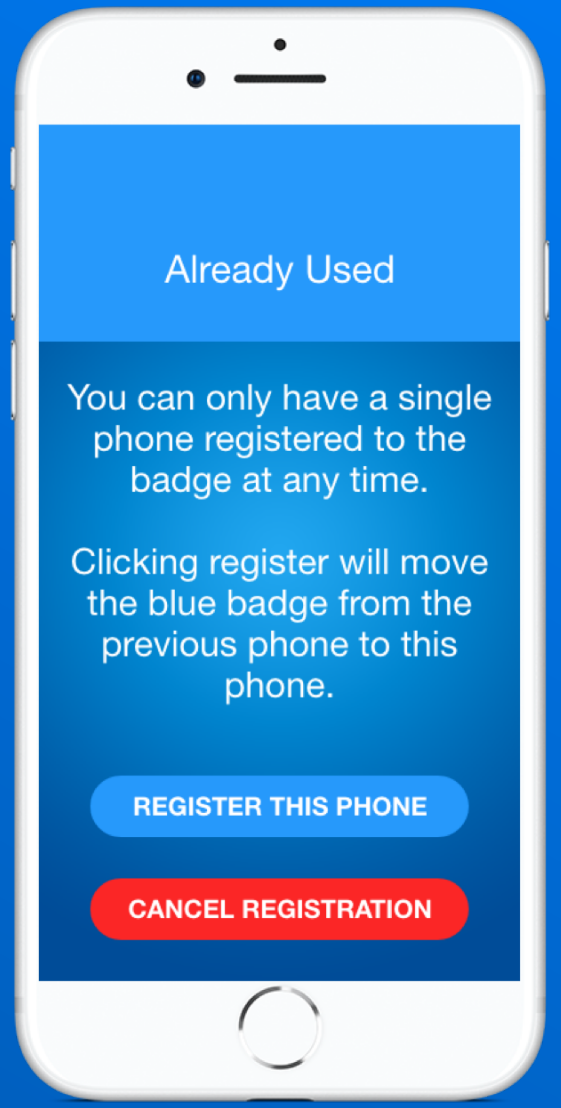
- Web, App or API
  - Could be publically available as all it checks is the registration number and says yes or no
  - Lets private parking companies validate as well as public
  - API allows for easy integration with existing systems



How can you stop multiple use?

- Only allow registration to a single phone at a time
- If someone tries to register to another phone, you can send a text message to the registered phone number to warn or stop it being moved.

- An alternative would be to not use with the existing blue badges and only credit card sized badges with NFC chips.
  - You could ask them to scan the card every time they used it. This would make sure they had the card with them.



Ending the session

- Ask the user to enter the time at the start
- Have a maximum time when its automatically stopped
  - Alert the user before it expires and ask if still needed
- Use GPS to match the parking location and automatically stop at the maximum allowed time
- Automatically end at midnight
- For multi-day parking require the user to specify the location
  - or automatically get from the phone at time of parking

Lots of options depending on policy required

What about European Travel?

- I travel abroad, what do I do then?
  - You should be able to apply for a separate blue badge in a similar format to the existing.
  - It can be marked with “NOT FOR USE IN THE UK” or similar to stop people using it when they return home.
  - This has the disadvantage of requiring people to request another badge, or it could be automatically issued when people get a credit card sized badge.

No network service

- How would this work in areas of poor network coverage, such as underground car parks?
  - The app continues in the background to register the parking so that will send the parking information as soon as connectivity is restored.
  - After 10 minutes if it still hasn’t sent the information it will sound an alarm on the phone to let the user know.
  - The will then be able to press a button to send the request via an SMS text message.

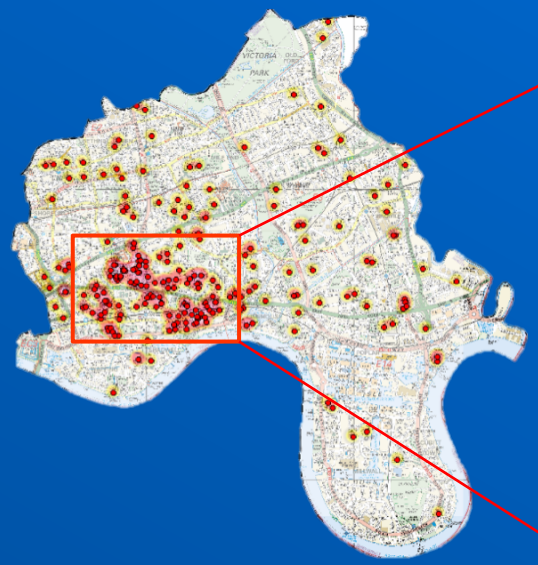
I’m happy and don’t want this

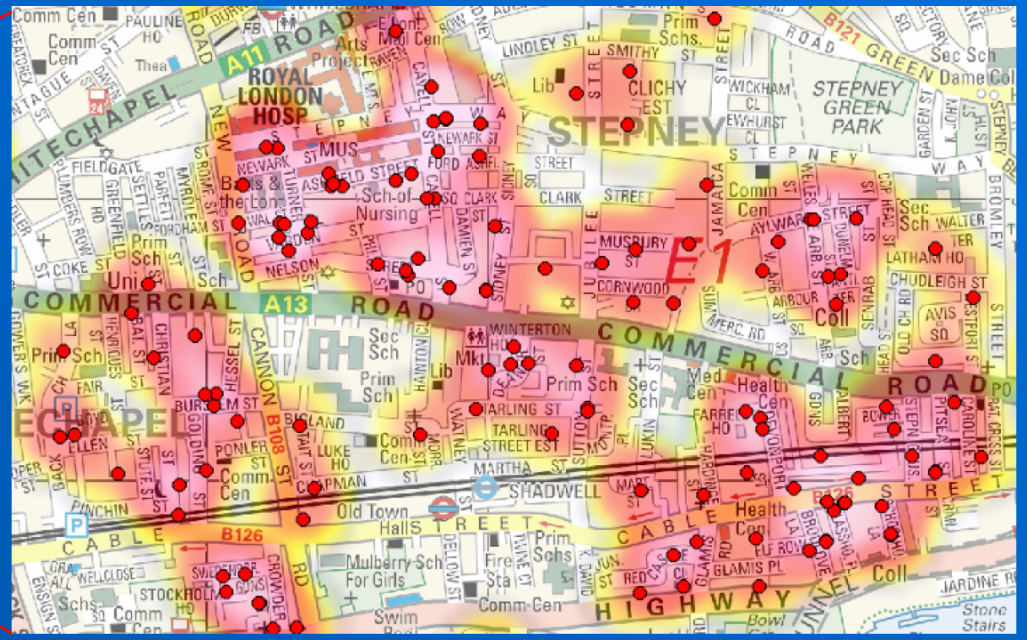
- If you are happy then there is no need to change.
- Just carry on using your existing blue badge.
- Please remember others **do** want this, having a **choice** will **benefit** everyone.

Existing cards and app based can live together

Case Study: London Borough of Tower Hamlets

- 60% of Thefts from motor vehicles (TFMVs) are of blue badges
- 279 Thefts last year





METROPOLITAN POLICE

TOTAL POLICING

NEW SCOTLAND YARD

Take a demonstration

- Online Demo at http://bluebadge.fuelService.org
- Runs in a web browser or on your phone

Useful information

- **Blue badge thefts 'double in a year‘ BBC 2015**
  - http://www.bbc.co.uk/news/uk-34020743
- **'Callous' theft of disabled drivers' blue badges trebles**
  - Sebastian Mann Saturday 20 August 2016 08:11, Evening Standard, https://www.standard.co.uk/news/crime/callous-theft-of-disabled-drivers-blue-badges-trebles-a3325351.html
- **Video - Helen Dolphin** from **People's Parking** recently went out with a Blue Badge Enforcement officer in Norfolk.
  - This is what she found. https://www.facebook.com/Peoplesparking/videos/1890022834360771/
- Blue Badge improvement service: a report on the first year of implementation
  - Published 27 March 2013, Department for Transport
- **After the Crackdown: Was the Blue Badge Improvement Service a Success?**
  - http://www.accessmagazine.co.uk/after-the-crackdown-was-the-blue-badge-improvement-service-a-success/ July 28, 2015
- **Tackling Blue Badge Fraud** - a good practice guide By London Councils
  - https://www.londoncouncils.gov.uk/services/parking-services/parking-and-traffic/parking-information-professionals/tackling-blue-badge
- **Disabled Motoring UK**
  - **https://www.disabledmotoring.org/**

Thank You

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