Interview I

1. Do you think the digitization of processes/application processes in municipalities is important and do you consider it to make work easier?

Answer options: 1-5

Answer: 5, Errors are avoided by avoiding media discontinuities. Time is saved. Forms no longer have to be typed in. Archiving is made easier.

1. Can you briefly explain to me the process/procedure for issuing a craftsmen's parking permit in your municipality?

Answer: The process essentially involves the following steps:

* 1. Application (new application/renewal only with customer number/license plate change for existing vehicles/loss notification)
  2. Examination by the clerk
  3. Exhibition (printed parking sticker, which must be displayed visibly in the car)
     1. The sticker can be issued for 1-3 years
     2. The sticker can be issued for 1-4 vehicles, but is only valid for the vehicle in which it has been visibly displayed in the windshield.
     3. When the parking sticker is sent, a fee notice is also sent.
  4. If the applicant agrees, queries can be clarified by email/telephone or the rejection can be communicated. Example: the managing director applies for a parking permit for his vehicle, which is not a craftsman's vehicle.

When using the craftsmen's parking permit, the proof of place of work must be carried with you: Where and what do I work today and how can I be reached? In the event that the car is in the way and the craftsman needs to be contacted.

In addition to the process of applying, checking and issuing the parking permit, the software used has other extensive functions: It is possible for clerks to see which companies have parking permits and when they expire. It is also possible to track whether a company has paid its fees.

There are some convenience features in the application form, such as the fact that the applicant can scan a QR code in the application with his smartphone and then upload pictures of the vehicle, vehicle registration document, etc. with his smartphone while continuing to fill out the application on the computer.

In the application portal, it is possible to log in with Elster as an applicant.

1. What data/documents are requested when applying for a craftsman parking permit?

Answer:

* 1. Name Applicant
  2. Contact details
  3. Vehicle data (multiple vehicles, managing director vehicle is rejected)
     1. Mark
     2. Weight
     3. Purpose/Activities (Delivery/What Will Be Delivered?)
     4. Registration Certificate Part I
  4. Business registration
  5. Confirmation of the Chamber of Industry and Commerce
  6. Photos of the vehicle + trunk + tools (optional)
     1. Can be uploaded via QR code via mobile phone

1. Do you use standard software? Do you use an in-house development? What were the reasons?

Answers:

* 1. Standard
  2. In-house development
  3. PDF/non-digitized

Answer: A form on a form server is used for the application, which sends the application to the administration by e-mail.

For application processing, the application sent by e-mail is then imported into the traffic management system procedure of EDV - Dr. Haller & Co. GmbH and processed there. The system offers various functions beyond the craftsman parking permit (e.g. disability card). In addition to the craftsman parking permit, numerous other functions are offered and used in relation to traffic law tasks. In addition, the software offers other functions such as an overview of all issued parking permits.

1. Is the digital craftsman parking permit a work simplification? If so, to what extent?

Answer options: 1-5

Answer: 5, The paper process is superseded, even if not all functions work 100% yet. This will be fixed in the near future.

The digital process makes home office possible.

In addition, there is a checkout interface to track whether the fees have been paid.

1. Has your process/procedure for issuing a craftsman parking permit changed after digitization? (Other steps/different order/other data)

Answer options: 1-5

Answer: 1, The process did not need to be adjusted.

1. What improvements have been made?

Answer options: 1-5

Answer: 4, There was a slight improvement. The processing is easier. Fewer mistakes happen.

1. If you are using standard software, to what extent did it need to be adapted (input fields/additional other steps)?

Answer options: 1-5

Answer: 5, The interviewee emphasized that he is very satisfied with the standard software, as it allows everything to be tailored to the requirements of the municipality. In particular, fields and queries could be customized.

1. To what extent does the software used meet your expectations of end-to-end process digitization or are there aspects that can still be expanded?

Answer options: 1-5

Response: 5

1. Are there any features you'd like to have that your software doesn't offer? And if so, which ones (e.g. QR code to check the validity of the craftsmen's parking permit)?

Answer options: 1-5

Answer: 4 There are functions that the interviewee wants. These include, for example, the aforementioned QR code, which reveals whether the parking permit is valid when scanned. However, the interviewee points out that the control/field service would then have to be equipped with appropriate scanners. In addition, the interviewee would like to see a basic connection of the control/field service to the system so that feedback from the control/field service to the office clerks is possible, for example to be able to report if craftsmen misuse the parking permit or exploit the system, so that a corresponding note can be taken into account when examining the application the next time the application is made. Basically, however, the interviewee points out that the wishes addressed are associated with a lot of effort.

At this point in the interview, a demo of our prototype for a craftsman parking permit application is presented, including an explanation of the concepts for adapting the process.

1. Would the presented software be useful for you if it was tailored to you using only the presented concepts (data collection, exchange of the implementation of steps)?

Answer: The interviewee emphasizes that due to the security policy of the surveyed municipality, it is not allowed for an external system (form server) to send data to an internal system/internal network.

Provided that the safety guidelines are followed, the interviewee confirms that our prototype could be tailored to the requirements of the surveyed municipality with the help of the concepts presented.

1. The prototype seems easy to learn and intuitive?

Answer options: 1-5

Response: 4

1. Do you know of any other municipalities where the craftsmen's parking permit is used in one way or another?

Answer: The interviewee explains that other municipalities are not yet as far along as the municipality surveyed.

1. Do you know of other municipal processes/application processes where there are differences between the municipalities? If so, which ones and what are the differences?

Answer: While the application processes for parking permits for social services or exemptions for workshop vehicles in pedestrian zones/no-parking zones are implemented differently in different municipalities, similar to the craftsmen's parking permit, the application for the disabled parking permit, for example, is uniformly regulated throughout the EU.

1. In your opinion, could the concept of the presented software for the craftsmen's parking permit be transferred to other municipal processes/application processes (including justification)?

Answer: The interviewee has no knowledge of this.

Interviewees:

|  |  |
| --- | --- |
| Professional experience in this field (overall) | 15 years (36) |
| Job Description (Department) | Road Traffic Authority |
| Sex | Male |
| Number of inhabitants of the municipality | >=100,000 |