

FOI number: **HBC_FOI_20210168**
Date FOI Received: **20/03/2021**
Department: **Parking Services**
Title: **Parking Charges & Parking App: 01/01/19 – 31/03/20**
Description: **Parking Charges & Parking App: 01/01/19 – 31/03/20**

Request: (As Redacted sent by requestor)

Where the council is responsible for On-Street and Off-Street pay and display car parking (excluding Off-Street pay-on-foot and pay-on-exit car parks, permits, season tickets, PCN and other income);

For the period 01/04/2019 to 31/03/2020, please could you tell me:

- * The total number of pay and display parking tickets or transactions sold (all payment methods)
- * The total pay and display income (Cash, Credit/Debit card, Mobile App)
- * Total number of pay and display parking tickets or transactions sold via a Mobile App parking payment provider
- * Total pay and display income processed via a Mobile App parking payment provider

Finally, in relation to the Council's current Mobile App parking payment provider, could you tell me:

- * What is the contract expiry date for your Mobile App parking payment provider, and are there any extension periods?
- * What is the current notice period required in order for the Council to exit this contract?
- * What is the current contract value, annualised over the period 01/04/2019 – 31/03/2020?

Response: (Response as Redacted sent by service)

1. Hertsmere Borough Council is unable to provide this data as our ticket machines are not backed up by a back office system.
2. Total pay and display income was £1,214,885.
3. The total number of transactions sold via a Mobile App parking payment provider were 199,853.
4. The total pay and display income processed via a Mobile App parking payment provider was £495,269.
5. The contract expiry date for your Mobile App parking payment provider is September 2022.
6. The current notice period required in order for the Council to exit this contract is 90 days.
7. The current contract value, annualised over the period 01/04/2019 – 31/03/2020 was £32,821.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services

Hertsmere Borough Council | Civic Offices | Elstree Way | Borehamwood | Herts | WD6
1WA
t: 020 8207 2277