

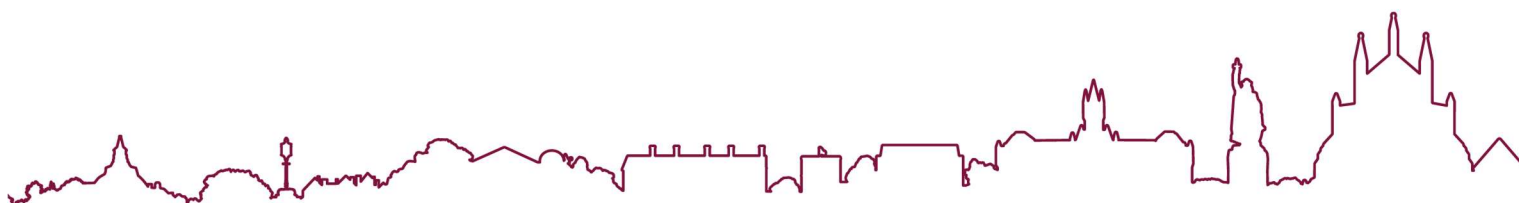
FOI REF:	14274
RESPONSE SENT:	14/05/2024

Request:

- 1) The number of PCNs issued in the 12 months up to and including 19 April 2024 at the Gladstone Street Car Park, Winchester
- 2) The number of those PCNs that were appealed on the grounds of confusion on the RingGo app between the Gladstone Street Car Park and the on-street parking on Station Road
- 3) If the number in 2) above is greater than 0, please supply the number of appeals that were rejected.
- 4) If the number in 3) above is greater than 0, please supply the number that proceeded to Formal Appeal
- 5) If the number in 4) above is greater than 0, please supply the number that were rescinded on Formal Appeal

Additional questions received following initial request.

- 1) In the twelve months up to and including 19 April 2024, how many PCNs that were issued on behalf of Winchester City Council were appealed on the grounds of confusion when using the RingGo app between two different Winchester City Council-operated parking locations?
- 2) If the number in 1) above is greater than 0, please supply the number of appeals that were rejected
- 3) If the number in 2) above is greater than 0, please supply the number that proceeded to Formal Representation
- 4) If the number in 3) above is greater than 0, please supply the number that were rescinded following Formal Representation
- 5) Does the Winchester City Council Parking Services department have written policies governing/guiding how appeals of PCNs should be determined?
- 6) If the answer to 5) above is yes, please supply copies of these policies



Response:

- 1) 905
- 2) 15
- 3) 14 (Note: remaining PCN was paid and closed before rejection)
- 4) 2 (Note: Neither of these were appealed prior to Notice to Owner, only after Notice to Owner)
- 5) 0

Additional questions received following initial request

- 1) Grounds of appeal are not readily identifiable or reportable and can only be established by manual review of each individual PCN challenge. This was able to be achieved within the appropriate 18 hour limit for the single car park listed within your original question but analysis time would go beyond the limit, if required for all PCNs/locations.
- 2) See response to additional question 1
- 3) See response to additional question 1
- 4) See response to additional question 1
- 5) No
- 6) N/A



