



<b>FOI REF:</b>	14903
<b>RESPONSE SENT:</b>	27/11/2024

## Request and Response (in bold)

I am submitting a formal request under the Freedom of Information Act 2000. I would like to request detailed information on parking within your local authority for the period from April 2023 to March 2024. Please provide responses to the following questions:

1. **On-Street Parking Transactions and Revenue Total Number of On-Street Parking Transactions:**

- Please provide a breakdown of the total number of transactions and ticket sales for on-street parking, including both Pay by Phone and Pay & Display (P&D) Machine transactions

**Response: Responsibility for on-street parking was returned to Hampshire County Council as of the 1<sup>st</sup> October 2023.**

**P&D - Data no longer held  
Phone Parking – 26,909**

- On-Street Pay by phone Transactions: - Please specify the number of on-street parking transactions processed specifically via your Pay By Phone supplier(s).

**Response: 26,609**

- Total On-Street Parking Income (Excluding Permits and PCNs): - Provide the total on-street parking income for the specified period, excluding income from parking permits and Penalty Charge Notices (PCNs).

**Response:**

**P&D - £23,566  
Phone Parking – £76,970**



- On-Street Pay by phone Income: Specify the total income from on-street parking transactions processed via your Pay By Phone supplier(s).

**Response: £76,970**

2. Off-Street Parking Transactions and Revenue Total Number of Off-Street Parking Transactions:

- Please provide the total number of transactions and ticket sales for off-street parking, including both Pay by Phone and Pay & Display (P&D) Machine transactions.

**Response:**

**P&D: 909,794**  
**Phone Parking – 1,572,612**

- Off-Street Pay by phone Transactions: Specify the number of off-street parking transactions processed via your Pay By Phone supplier(s).

**Response: 1,572,612**

- Total Off-Street Parking Income (Including VAT, Excluding Permits and PCNs): Provide the total income for off-street parking, including VAT but excluding income from permits and PCNs.

**Response: £5,932,960.19**

- Off-Street Pay by phone Income: Specify the total income from off-street parking transactions processed via your Pay By Phone supplier(s).

- **Response: £4,100,719**

3. Payment Methods for Parking Transactions List of Payment Methods:

- Please provide a complete list of all payment methods currently offered for parking transactions across both on-street and off-street parking, including but not limited to cash, card, contactless, and mobile app options.

**Response: Cash/Card/Contactless/Phone Parking App**

- Please indicate the name of the supplier for each payment method e.g Metric, Flow bird, IPS etc.

**Response:**

**Cash: Metric/Flowbird/Orbility**

**Card/Contactless: Metric/Flowbird/Orbility**

**Phone Parking App: RingGo**

- Pay by phone Parking: Please provide the name of the 'pay by phone' supplier used by the Council today e.g Ringo, Paybyphone, Just park.

**Response: RingGo**

- Please confirm the current contract expiry for the Council's 'pay by phone' service, including any extension options that are available / unused

**Response: 22<sup>nd</sup> November 2024**

4. Pay on Foot / Pay on Exit Car Parks - Pay on Foot / Pay on Exit Car Park Overview:

- Number of Pay on Foot Car Parks: Confirm the number of car parks within your authority that are equipped with barrier access.

**Response: 2**

- Total Number of Spaces: Specify the total number of parking spaces available within these barrier-accessed car parks.

**Response: 455**

- Pay on Foot / Pay on Exit Car Park Transactions: - Total Transactions: Provide the total number of parking transactions and ticket sales within barrier-accessed car parks.

**Response: 384,343**

- Income from Pay on Foot Car Parks: Specify the total parking income generated solely from barrier-accessed car parks.

**Response: £1,280,731.25 (incl. VAT)**



- Equipment Manufacturer: Identify the manufacturer(s) of the barrier equipment currently installed and in use at these car parks.

**Response: Orbility Limited**

5. Future plans

- Please could you provide a narrative response outlining any significant changes or procurement exercises that are being considered in the 2025/2026 financial year to the Contracts / suppliers mentioned in this request, for example:
  - Pay by phone supplier
  - P&D Machine provision
  - Pay on Foot / Pay on Exit equipment

**Response: None**

- Please could the Council confirm whether they have any plans to join the government's National Parking Platform in the future?

**Response: No plans**

