



City of Westminster

Ellen Louise

E-mail to:

request-510755-
xxxxxxx@xxxxxxxxxxxxxxx.xxx

Parking Services
Westminster City Council
5 Strand
London
WC2N 5HR

Our ref: 8015933

Date: 14/09/2018

Dear E Louise

Freedom of Information Act 2000

Thank you for your recent request to the Council; you asked to be provided with the following information:

1. What software do you use for Parking Enforcement (PCN issue and processing) and when does the current contract end?
2. What system do you use for cashless (pay by phone) parking and when does the current contract end?
3. What software do you use for Fixed Penalty Notice enforcement (FPN issue and processing) and when does the current contract end?
4. What software do you use to issue parking permits and season tickets and when does the contract end?

In response, I can advise as follows:

1. The software used for PCN issue and processing is provided by Conduent. Contact expiry date 31/10/2020.
2. RingGo Cashless parking solution. Software provided by Cobalt Telephone Technologies. Contract expiry date 31/10/2020.

Parkright App. Passport. Contract expiry date 31/10/2020.

Appy Parking, One Click Parking Trail. Temporary Contract subject to a three-month notice, currently December 2018; although, this may be extended.

3. N/A. Parking Services do not issue Fixed Penalty Notices for Parking enforcement.
4. RingGo. Software for permit administration provided by Cobalt Telephone Technologies. Contract expiry date 03/10/2020.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Information Management Team
5 Strand
London
WC2N 5HR
xxxx@xxxxxxxxxxx.xxx.xx

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

Further information is also available from the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113 or 01625 54 57 45
Fax: 01625 524510
Web: www.ico.org.uk

Yours sincerely

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Westminster City Council