

Barry Nigel
request-723035-d8da94b3@whatdotheyknow.com

24 February 2021

Our reference: OPS/PBM/TR/FOI/17417

Your reference:

If you need this information in another format or language, please contact the sender.

Dear Mr Nigel,

Freedom of Information act request

Thank you for your Freedom of Information request. Please see below for the information requested.

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 01/04/2018 to 31/03/2019, please could you tell me:

1. The total number of pay and display parking tickets or transactions sold (all payment methods)

In 2018/19 there were:

- 986,307 PayByPhone transactions (this includes any extensions to a parking session)
- 199,282 card transactions on our Check in Check Out system
- We are unable to confirm the number of coin transactions as we didn't hold the information across the board in 2018/19

2. The total pay and display income (Cash, Credit/Debit card, Mobile App)

All income figures below are net (VAT removed where VAT is applicable):

- £4,104,704 from PayByPhone transactions
- £760,081 from Check in Check out transactions
- £5,650,291 from coin transactions

3. Total number of pay and display parking tickets or transactions sold via a Mobile App parking payment provider

Please refer to the answer to question 1.

4. Total pay and display income processed via a Mobile App parking payment provider

Please refer to the answer to question 2.

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

5. What is the contract expiry date for your Mobile App parking payment provider, including any extension periods?

The current contract for the provision of payment for parking sessions by mobile phone runs from 01 June 2019 to 31 May 2022, with an option to extend for up to 2 further periods of 12 months.

6. What is the current notice period required in order for the Council to exit this contract?

The contract is for the initial fixed period stated; however the Council reserves the right to terminate the contract at will, in whole or in part, at any time with or without notice.

7. What is the current contract value, annualised over the period 01/04/2018 – 31/03/2019?

The current contract was not in place for the annual year 01/04/18 to 31/03/19 as it commenced June 2019. The annual value of the current contract is approximately £4,437.40 per annum as there are no transaction costs applied.

If you are unhappy with our response to your request, you can ask for an internal review of our decision. Please send details of your request for review to the following address:

Information Governance Coordinator
Newcastle City Council
Room 308
Civic Centre
Newcastle upon Tyne
NE1 8QH
Telephone: 0191 277 7666
E-mail: freedomofinformation@newcastle.gov.uk

If you are still unhappy with how we have handled your request following our internal review, you can complain to the Information Commissioner. Contact details are as follows:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
E-mail: mail@ico.gsi.gov.uk

Please note that the Information Commissioner will not usually consider a complaint until the Council's internal review process has been exhausted.

Yours faithfully

A handwritten signature in cursive script that reads "Trina Rogerson".

Mrs Trina Rogerson
Parking Services Support Officer