

Parking Section, PO Box 74924, London, E17 0UG

Response sent via achieve *Ask for:* Lorraine Maynard
Our Ref: FOI248728927
Your Ref: FOI248728927
Email: Lorraine.Maynard@walthamforest.gov.uk
Direct line: 020 8496 3000

Date: 24 September 2020

Dear Jane Williams,

Freedom of Information Request

Thank you for your request for information received by the Council. In your request you asked for the following information:

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)

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

- a). The total number of Off Street pay and display parking transactions/tickets sold (all payment methods)
- b). The total number of On Street pay and display parking transactions/tickets sold (all payment methods)
- c). Total Off Street pay and display income (cash, credit/debit card, pay by phone)
- d). Total On Street pay and display income (cash, credit/debit card, pay by phone)
- e). Total number of Off Street pay and display parking transactions/tickets sold via a pay by phone provider
- f). Total number of On Street pay and display parking transactions/tickers sold via a pay by phone provider
- g). Total Off Street pay and display income processed via a pay by phone provider
- h). Total On Street pay and display income processed via a pay by phone provider

2. In relation to the Council's current pay by phone parking provider, can you tell me:

a). What is the contract expiry date for your pay by phone parking provider, including any extension periods.

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

c). What is the current contract value, annualised over the period 01/04/2020 – 31/03/2020.

In response, I can confirm that the London Borough of Waltham Forest (LBWF) does hold the requested information and can advise you as follows:

1. For the period 01/04/2019 to 31/03/2020:

a). The total number of Off Street pay and display parking transactions/tickets sold (all payment methods) was 368,936.

b). The total number of On Street pay and display parking transactions/tickets sold (all payment methods) was 260,813.

c). Total Off Street pay and display income (cash, credit/debit card, pay by phone) was £670,478.62.

d). Total On Street pay and display income (cash, credit/debit card, pay by phone) was £444,794.93.

e). Total number of Off Street pay and display parking transactions/tickets sold via a pay by phone provider was 152,097.

f). Total number of On Street pay and display parking transactions/tickets sold via a pay by phone provider was 246,181.

g). Total Off Street pay and display income processed via a pay by phone provider was £345,089.42.

h). Total On Street pay and display income processed via a pay by phone provider was £421,146.88.

2. In relation to the Council's current pay by phone parking provider:

a). The contract expiry date for our pay by phone parking provider, including any extension periods is 31/12/2025 with extensions at 31/12/2027 and 31/12/2029.

b). The current notice period required in order for the Council to exit this contract is not available at this time.

c). For this part of your request I am presuming that the date you required is for 01/04/2020 to 31/03/2021. The current contract value annualised over this period is classified as commercially sensitive therefore the information requested in this part of your request will not be provided.

I trust that the above satisfies your enquiry. If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Under the Freedom of Information Act 2000, you have the right to complain about the Council's response to your request for information. If you wish to pursue such a complaint, please do so within 28 days from the date of this letter and ask for a review of the Council's decision.

Please write to: The Information Officer, Learning from Complaints Team, Room 104, Waltham Forest Town Hall, Walthamstow E17 4JF, or email information.officer@walthamforest.gov.uk. Please mark your request clearly as "Request for Review".

If after receiving a response to the review, you remain dissatisfied with the Council's response, you have the right to complain to the Information Commissioner. Further information can be obtained via the Information Commissioner's helpline 0303 123 1113 or their website at:

http://www.ico.gov.uk/complaints/freedom_of_information.aspx

Yours sincerely

L Maynard

Lorraine Maynard
Senior Contract and Customer Enquiries Manager
Highways & Traffic Management
Resident Services