

FOI REF:	14584
RESPONSE SENT:	04/09/2024

Request:

Information concerning challenges and outcomes to Penalty Charging Notices issued in Winchester Car Parks linked to the Ringo App since its introduction in November 2020.

1. I specifically want to the number of challenges where individuals have paid for car parking on the Ringo app but paid for it in wrong location.
2. I want the number of such challenges and the outcomes to those challenges (ie Appeal rejected v's Appeal accepted and penalty waived).
3. Furthermore I want a subset of this list to include the number of challenges where the challenge arose because the App Interface starts with the same preface for two different car parking locations. For example Tower Street - Multi Story Car Park/Tower street on street car parking, similar for Colebrook Street and all other Winchester Car parks where there is a preface with two or more actual different locations (Again no of challenges and outcomes)..

Response:

1. The detail requested is not able to be provided without a manual review of each applicable PCN case as the reason for challenge is not recorded. To provide you with the information requested would require an officer to search, open and review each case to establish ground of challenge and record/compile for a response. Section 12 of the Freedom of Information Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for local authorities is set at £450. This represents the estimated cost of one person spending 18 hours in determination. We estimate that it would take us in excess of 18 hours to determine the information as requested and therefore we are unable to assist you with the extent of this request.

2. As detailed in our response to the first part of your request we are unable to provide this information as reason for challenge is not recorded nor is reason for rejection of challenge identifiable without a manual review of each case.

We are able to provide, as cancellation reasons are recorded, that between 01/11/2020 and 06/08/2024:

1030 PCNs were cancelled where users had paid for parking via the RingGo app but paid for the wrong location

3. As detailed in our response to the first part of your request we are unable to provide this information as reason for challenge is not recorded nor is reason for rejection of challenge identifiable without a manual review of each case.

