**Request Reference: 16171680**

**Date received: 17 March 2017**

**Date response sent: 11 April 2017**

**1. Please could you provide me with information about the amount of money the council has collected in unreturned change or money recorded as over-vend from car parking meters/machines in 2010/11, 2011/12, 2012/13, 2013/14, 2014/15 and 2015/16.**

|  |  |
| --- | --- |
| **Year** | **Amount of money the council has collected in unreturned change or money recorded as over-vend from car parking meters/machines** |
| **2010/11** | **£103320.70** |
| **2011/12** | **£78600.35** |
| **2012/13** | **£9135.75** |
| **2013/14** | **£42,084.55** |
| **2014/15** | **Not available** |
| **2015/16** | **Not available** |

Please note: these figures are for off street car parks only and the figures do not include any overpayments for on street machines.

2012/13 was considerably lower due to most hourly charges being in £1 incremental rises, i.e £3.00, £4.00 £5.00 etc.

Although the Council does also hold information relating to on street parking machines, from our preliminary assessment we have identified that the information you are seeking is not held in a format that allows this information to be made available without a third party supplier writing a specific report to obtain the information. It is estimated that to comply with your request would therefore exceed the appropriate costs limit.

The appropriate limit is specified in regulations and for local government is set at £450 which represents the estimated cost of spending eighteen hours in determining whether the Council holds the information, locating, retrieving and extracting it.  In this case, we estimate that it would take in excess of 18 hours for this process to be completed.

Where the appropriate limit is reached, the Council is not required to provide information in response to a complaint.

**2. Could you also provide me with the total number of car parking meters/machines the council was responsible for and the number equipped to take non-cash forms of payment (e.g. card or mobile app) in each of those years (2010/11, 2011/12, 2012/13, 2013/14, 2014/15 and 2015/16). For example, with the second part if a council car park has three payment machines but drivers can pay through an app for the car park as a whole, that would be three payment machines with non-cash forms of payment**

There are up to 204 machines. We are unable to provide a breakdown of how many for each year.

With regards to the facility for paying by non-cash means, All pay and display car parks offered the pay by mobile facility since June 2013 (107) and on pay and display machines on street have offered the pay by mobile facility since the summer of 2016 (97).