



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL



## Cabinet

7 March 2023

Report of Councillor Robert Reid,  
Housing and Property

# Car Parking Cashless Payments

### Report Author

Richard Wyles, Chief Finance Officer

 [r.wyles@southkesteven.gov.uk](mailto:r.wyles@southkesteven.gov.uk)

### Purpose of Report

This report recommends the award of a contract to a cashless payment provider for a pay by app offer at the Council's Pay and Display car parks.

### Recommendations

#### That Cabinet:

1. Approves the cashless parking solution (pay by app) to RingGo Ltd with effect from 1 April 2023 for a three-year period (with an option to extend by a further 2 years).

### Decision Information

Is this a Key Decision?	No
Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Growth and our economy High performing Council
Which wards are impacted?	All wards in Grantham and Stamford

## 1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

### ***Finance and Procurement***

- 1.1 There will be some minor financial implications with respect to the set-up costs of this service. These costs will be met from existing budgets. Thereafter the transaction costs will be met by the customer using the service.

Completed by: Richard Wyles, Chief Finance Officer

### ***Legal and Governance***

- 1.2 The necessary processes have been followed in accordance with the Council's Contract Procedure Rules.

Completed by: Graham Watts, Assistant Director of Governance and Monitoring Officer

## 2. Background to the Report

- 2.1 The Council has recently successfully implemented a card and contactless car parking payment option in its pay and display car parks across the District. This initiative is designed to enable motorists to park at Council car parks with the convenience of no longer requiring cash or being restricted on the car parking period. The migration over to the software supplier who is supporting the card payment solution has required a review of the current pay by app solution and this has concluded that the current offer is no longer fit for purpose.

Attention has now turned to introducing a new pay by app solution to complement the card payment solution. A procurement ESPO Framework has been identified

which features a range of cashless payment providers. After further analysis and a comparison of transaction fees, functionality and additional customer features, RingGo Ltd (company number 03151938) has emerged as the preferred provider. The key features of the proposals are:

- allow car park users to book on their mobile device without visiting the car park machine
- pay for and extend their parking session via mobile phone (calling or texting to a dedicated number)
- Reminder functionality
- transaction charge of only 4p per transaction
- ability to save 'favourites' for ease of parking
- download and save receipts

The pay by app supplier's systems can provide real time data available to the Council for the enforcement of parking regulations in compliance with the Traffic Management Act 2004 (TMA) 2014 legislation.

As the further alternatives to pay for parking moves further away from a cash only option there will be the opportunity to reduce the cash collection and processing costs which will offset the transaction costs to the Council.

Following approval of the implementation of this new payment offer an implementation plan will be agreed with the supplier together with a go live date.

### **3. Key Considerations**

- 3.1 This proposal is an enhancement to the car parking payment options for users of the Council's pay and display car parks.

### **4. Other Options Considered**

- 4.1 Other options could include not recommending a pay by app solution. It is recognised that users of the Council's car parks welcome this function as it is convenient and offers the greatest flexibility.

### **5. Reasons for the Recommendations**

- 5.1 The reasons for the recommendation are set out in the report.