

58109 RingGo

RingGo's website says that their normal business model is for them to be instructed by the Council as to the parking fee levels. I would like to understand whether it was the Council or RingGo that proposed the 30-minute increments. If it was RingGo, then I would like to understand whether the justification for doing so was technological (ie 30-minute increments were the only programmable unit for the system that they used) or financial (ie 30 minute increments would result in more revenue/profit for RingGo and/or the Council).

The RingGo system has been in use in Edinburgh for 15 years; the increments have not changed within this time. 30-minute increments are considered to contribute to the simplicity and user friendliness of the system.

Does the Council not hold the details of RingGo's tender submissions?

The Council does not hold this information.

The RingGo system has been in use in Edinburgh for 15 years; the increments have not changed within this time. Can you tell me whether the increments have been reviewed by the Council during that time?

The time increments available have not been reviewed and are considered to contribute to the simplicity and user friendliness of the system. There are no current plans to review the increments.

I would like to understand whether the Council has reviewed this and, if not, whether the Council intends to do so.

As above.

How has the Council satisfied itself that there is no need to change the increments?

The system is the most popular method of parking payment in Edinburgh, with more than 200,000 unique repeat users, and accounted for around 90% of pay and display parking payments in the past financial year. The Council and the RingGo system provider review all comments and complaints received in relation to the system; however, it has been in place for 15 years and no need for a change to the available time increments has been identified or sufficiently evidenced.

What efforts have the Council made to check whether there is evidence of a need to change?

As above.

What evidence do you typically require?

The Council would consider any evidence presented.

Would a public petition be sufficient evidence and, if so, what would be the numerical threshold of people requesting a change at which you would consider this issue more seriously?

Please visit our website for information regarding [petitions](#). It should be noted that those who wish to purchase parking time in smaller increments (than the 30-minute increments available through the RingGo system) can do so by using a ticket machine. Off-street

parking and public transport also offer alternatives to those who do not wish to pay via the RingGo system or ticket machines.