

58884 RingGo

I would like information on the different services that the company RingGo, registered as RingGo Ltd, which is part of the EasyPark Group. Registered office is at Ground Floor East, Maplewood, Chineham Park, Basingstoke, Hampshire, RG24 8YB. The company's UK registration number is 3151938.

I would like to know how long the Edinburgh Council contract is with RingGo.

Provision of the RingGo cashless parking system is part of the Council's wider Decriminalised Parking Enforcement contract, which will be in place until July 2030, having begun in July this year. Contracts for cashless parking provision are negotiated by our enforcement contractor as part of this Decriminalised Parking Enforcement contract.

The approximate value and tenure of the contract.

Please refer to the response to Q1 above. Further detail of the Decriminalised Parking and Traffic Enforcement Services contract, including the estimated contract value, are published on our Contract Register on our website at:

<https://www.edinburgh.gov.uk/contractregister>

Currently on line 1,330 of 2,281 of the spreadsheet.

In the last 3 years, the number of pay and display tickets issued.

Pay and Display tickets are not issued via the RingGo system.

The number of times the app has been used.

In the three years prior to this request (01/12/2022 to 30/11/2025) a total of 9,229,477 RingGo sessions were purchased.

The number of fines including bus lane infringement charges have been made and successfully collected by RingGo.

The Council does not issue any such notices through the RingGo system.

I would also like to know how much Edinburgh council have profited from parking funds raised via RingGo, including:

How much they have made from vehicle owners who didn't use their entire parking time - as either tracked by the RingGo app or tracked by the cameras operating in car parks monitoring entry and exit.

Information regarding RingGo parking income is available on the Council's website at:

<https://www.edinburgh.gov.uk/parking-tickets/parking-income>

The Council does not hold data regarding parking time that has not been used.

I would like to receive this data in an excel spreadsheet with the data listed by month and for each of the car parks and ticket machines operated by RingGo on behalf of Edinburgh Council.

The Council does not operate off-street car parks and ticket machines are not operated by RingGo.

Additional Comment - This data will support a government white paper addressing the overcharging by RingGo on behalf of Edinburgh Council cause by the lack of functionality to pay parking by the minute resulting in vehicle owners being dramatically overcharged because they are forced to pay in time brackets.

Additional Response - It should be noted that the RingGo 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 on-street 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. Where drivers are dissatisfied with the increments available via the RingGo system, they can pay by cash or card at a ticket machine to select a shorter parking duration if required.