

58987 RingGo System Issues and PCN Outcomes

Please provide the following, covering the period 1 January 2023 to the present (01/12/2025):

The number of complaints received by the Council relating to problems with the RingGo app (including payment failures, delayed error messages, or system errors).

There have been six complaints, consisting of four frontline/first-stage complaints and two investigation/second-stage complaints, which have been made citing either payment failures, delayed error messages, or system errors during the period in question.

The number of PCNs cancelled by the Council where RingGo issues were cited by the motorist as part of their representation.

229 PCNs have been cancelled in view of confirmed RingGo system faults since 1 January 2023. Whilst RingGo issues may have been cited in other representations, they would not have been relevant to the cancellation.

Any records, logs, incident reports, or correspondence indicating RingGo outages, faults, or service disruptions known to the Council during this period.

Please refer to the attached document which contains copies of all RingGo service notifications sent to the Council by the RingGo service provider.

Any internal reports or assessments relating to the reliability or performance of the RingGo payment platform.

The reliability of the system is measured through Key Performance Indicators, which form part of the Council's Decriminalised Parking Enforcement contract. Details of our contractor's performance against these KPIs is confidential and commercially sensitive, however, we can confirm that the indicator for system availability has consistently been met or exceeded since it was included in the contract.