

# HAMPSHIRE COUNTY COUNCIL

## Decision Record

<b>Decision Maker:</b>	<b>Head of Highways (Traffic &amp; Safety)</b>
<b>Date:</b>	8 March 2024
<b>Title:</b>	RingGo Convenience Fee model change
<b>Report From:</b>	John Sorrell, Parking Services Team Manager

**Contact name:** John Sorrell

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### 1. **The decision:**

- 1.1 That the Head of Highways approves passing on the convenience fee associated with using the RingGo parking app to the end user.

### 2. **Reason(s) for the decision:**

- 2.1. The County Council offers a range of payment options for pay and display parking. The Authority currently absorbs the convenience fee of 20p per transaction that RingGo charge for the use of their app, meaning that the County Council does not receive the full tariff payable for parking. This reduces income required to offset costs incurred in operating the parking service. A decision is sought to pass on this convenience fee to the customer who benefits from using the app, such that the County Council receives the full tariff payable for parking.

### 3. **Other options considered and rejected:**

- 3.1. It would be possible to continue to absorb the RingGo convenience fee. This is rejected as it will reduce the County Council's ability to ensure that the parking service operates on a full cost recovery basis.
- 3.2. It would be possible to pass on the convenience fee plus an additional charge to help meet all the costs associated with the RingGo service charged to the County Council. This is rejected at this time as it could disproportionately increase the charge to the customer for short stay parking in some locations. It will be kept under review as an option for future consideration.

### 4. **Conflicts of interest:**

4.1 Conflicts of interest declared by the decision-maker:

5. **Dispensation granted by the Conduct Advisory Panel: none.**

6. **Reason(s) for the matter being dealt with if urgent: not applicable.**

7. **Statement from the Decision Maker:**

**Approved by:**

*Adrian Gray*

**Date:**

**8 March 2024**

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**Head of Highways (Traffic & Safety)**  
**Adrian Gray**

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### Purpose of this Report

1. The purpose of this report is to seek approval to pass on the convenience fee associated with the RingGo app such that the County Council receives the full tariff payable for parking, helping ensure that the parking service operates on a full cost recovery basis.

### Recommendation(s)

2. That Head of Highways (Traffic & Safety) Universal Services approves passing on the convenience fee associated with using the RingGo parking app to the end user.

### Executive Summary

3. This report seeks approval to pass on the RingGo convenience fee (currently 20p per transaction), to the customer. This means a change in both off-street and on street locations where we currently use RingGo as a payment method.
4. This will include all future RingGo sites across the county.
5. The County Council is also exploring the National Parking Platform [National Parking Platform · \(npp-uk.org\)](https://www.npp-uk.org) This platform allows the user to use their preferred parking app at any location. This open market model passes on the convenience fee to the end user. By opting to pass on the convenience fee with RingGo now this will allow seamless transition in terms of payment to this open market model.

### Contextual Information

6. At his Decision Day on 20 March 2022, the Executive Member for Highways Operations approved the termination of current district/borough council agency arrangements for Traffic Management and for Civil Parking Enforcement, with alternative arrangements for a traffic management and civil parking enforcement service put in place to provide a consistent countywide service in accordance with County Council policy objectives.
7. At his earlier Decision Day on 29 October 2018, Executive Member for Environment and Transport approved the principle of future parking controls being implemented on a full cost recovery basis. The passing on of the convenience fee across the county will help to achieve the full cost recovery objective.
8. The RingGo account manager for the Hampshire County Council contract has advised that the majority of their clients nationwide pass on the convenience fee to the end user. Within the local Hampshire region, a number of district council currently pass on a convenience fee to the end user (see table).

Client	Convenience Fee	Areas Covered
East Hampshire	20p	Alton, Liphook, Petersfield
Eastleigh BC	20p	Eastleigh
Havant BC	20p	Havant, Waterlooville, Beachlands Hayling Island
New Forest DC	20p	Barton on Sea, Beaulieu, Burley, Calshot, Fordingbridge, Hythe, Keyhaven, Lymington, Milford on Sea, New Milton, Ringwood, Totton
Test Valley BC	20p	Andover, Romsey
Winchester CC	0p Conv Fee but SMS at 20p	Winchester

## Finance

9. It is anticipated that passing on the RingGo convenience fee to the customer will achieve additional income between £10k- £15k per annum based on current usage of the RingGo app. RingGo app usage, as a means for parking payment, is expected to increase over the coming years.
10. Customers will be able to continue to pay by cash (where available) or card if they do not wish to pay for the convenience of using RingGo. The convenience charge only applies to payments made via the Ringo system.
11. As the fee is per transaction, customers will pay a single convenience fee regardless of the duration of stay or parking tariff. This will also apply to free parking sessions when users opt to use the RingGo app, this is similar to how

users may pay additional fees currently for text reminders for start and end of session reminders. However, customers will still have the option to pay via cash or card payment at parking machines with no additional charge.

### **Equalities Impact Assessment**

12. It is considered that the proposal to pass on the convenience fee to the end users of the County Council's on-street chargeable parking areas across the county, will have a neutral impact on all protected groups as existing service delivery would be unaffected meaning the options to pay by cash (where available) or card and not incur these fees, are still available.

### **Climate Change Impact Assessments**

13. Hampshire County Council utilises two decision-making tools to assess the carbon emissions and resilience of its projects and decisions. These tools provide a clear, robust, and transparent way of assessing how projects, policies and initiatives contribute towards the County Council's climate change targets of being carbon neutral and resilient to the impacts of a 2°C temperature rise by 2050. This process ensures that climate change considerations are built into everything the Authority does.

### **Climate Change Adaptation**

14. The climate change tool was not applicable because this report relates to the tariff charged to users of the County Council's on-street chargeable parking schemes only and not to physical infrastructure.

### **Carbon Mitigation**

15. Whilst car park charging can be used to encourage a move to more sustainable transport options, it is felt that this small additional charge for one of the payment options for parking on-street will have a neutral impact on modal shift.

### **Conclusions**

16. This report seeks approval to pass on the convenience fee associated with the RingGo app to the customer such that the County Council receives the full tariff payable for parking, helping ensure that the parking service operates on a full cost recovery basis.

17. It is anticipated that passing on the RingGo convenience fee in this way will achieve additional income between £10k- £15k per annum.

18. Customers not wishing to pay for the convenience of using RingGo will be able to continue to pay by cash (where available) or card.

19. The decision to pass on the convenience fee associated with the RingGo app to the customer will include all existing and future RingGo sites across the county.

**REQUIRED CORPORATE AND LEGAL INFORMATION:**

**Links to the Strategic Plan**

<b>Hampshire maintains strong and sustainable economic growth and prosperity:</b>	yes/no
<b>People in Hampshire live safe, healthy and independent lives:</b>	yes/no
<b>People in Hampshire enjoy a rich and diverse environment:</b>	yes/no
<b>People in Hampshire enjoy being part of strong, inclusive communities:</b>	yes/no
<b>OR</b>	
<b>This proposal does not link to the Strategic Plan but, nevertheless, requires a decision because:</b> This recommendation is about the income that the County Council needs to achieve in relation to on-street chargeable parking to ensure it is operated on a full cost recovery basis.	

**Other Significant Links**

<b>Links to previous Member decisions:</b>	
<u>Title</u>	<u>Date</u>
Executive Member for Environment and Transport T19 Modernisation of the On-Street Parking Service	29 October 2018
Executive Member for Highways Operations Parking - Service Consolidation Efficiencies	10 March 2022
<b>Direct links to specific legislation or Government Directives</b>	
<u>Title</u>	<u>Date</u>
N/A	

**Section 100 D - Local Government Act 1972 - background documents**

**The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)**

Document

Location

None