

I am analysing the social impact of the digitisation of car parking and would be grateful if you could answer my questions please.

Parking Infrastructure

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| 1. Who is the Parking Manager at the Local Authority? | Julie Middlehurst
Assistant Director – Infrastructure & Regulatory
<i>(Assistant Directors have overall responsibility for service areas)</i> |
| 2. Who is the current supplier of your Pay & Display Machines? | Flowbird |
| 3. How many Pay & Display machines do you currently have? | 40 |
| 4. How many Pay & Display machines accept contactless card payment? | 40 |
| 5. Who is your current supplier of your Enforcement Software (eg Chipside, Imperial, Conduent etc)? | Conduent |
| 6. Have any decisions been made to remove any Parking machines in the next 2 years (2023-2025)? | No |
| 7. Have any decisions been made to replace or upgrade any Parking machines in the next 2 years and do you know how many, if the answer is yes (2023-2025)? | No |

Cashless Parking/Mobile Parking App

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| 8. Do you have a Mobile Parking App? | Yes |
| 9. Who is your current Mobile Parking Supplier/Suppliers? | Paybyphone |
| 10. Which year did you award your current contract/s to your App supplier/s? | April 2021 |
| 11. When is your current Mobile Parking App contract due to expire? | April 2023 (+ 2 (12) month extension periods) |
| 12. Is there a convenience charge to the end user for paying by App? If so, please specify the charge. Parking Revenue/Transactions (Financial Year 2022-2023) | 6 pence |
| 13. What was the Total Parking revenue for the last financial year (2022-2023)? | £1,640,379.00 (please note that this is the overall total for all parking related income) |

14. What was the annual revenue from PCN's issued during that financial year? £671,401.00
15. What was the annual revenue from Pay & Display Machines (2022-2023)? £725,952.50
16. What is the:
- a) Total Coin Revenue and
 - b) Total Card Revenue (2022-2023)?
- Total Coin Revenue - Information is exempt under S31, due to the potential exposure to criminal activity based on the collection of cash. The greater the potential for a disclosure to result in crime, the greater the public interest in maintaining the exemption. The victims of crime can be both organisations and individuals and there is public interest in protecting both from the impact of crime. The yearly total of parking income overall can be found on the published data on Wigan Council Website and the annual revenue including card income has been supplied in this FOI.
17. What was the annual revenue from the cashless Mobile Parking App (2022-2023)? £176,392.30
18. How many transactions were made at the Pay & Display Machines in 2022-2023? 478,880
19. How many transactions were made via the Mobile Parking App in 2022-2023? 124,017
20. How many PCN's were issued in 2022-2023? 13,359