FREEDOM OF INFORMATION REQUEST – 1032/18

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request / Response:

1. What software do you use for Parking Enforcement (PCN issue and processing) and when does the current contract end?

   Answer: Rutland County Council uses Imperial (Rialto for PCN issuing & Parking Gateway for back office), ongoing, already committed to upgrading to Imperial's 3Sixty for back office.

2. What system do you use for cashless (pay by phone) parking and when does the current contract end?

   Answer: Rutland County Council uses RingGo, on an ongoing trial.

3. What software do you use for Fixed Penalty Notice enforcement (FPN issue and processing) and when does the current contract end?

   Answer: Not Applicable as there are no Fixed Penalty Notices.

4. What software do you use to issue parking permits and season tickets and when does the current contract end?

   Answer: Not Applicable as this is done through inhouse admin.

If you are dissatisfied with the handling of your request please contact the Head of Corporate Governance, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700
Yours faithfully

FOI Administrator
Business Support Team
Rutland County Council