



17 September 2018

## FREEDOM OF INFORMATION REQUEST – 1108/18

Dear Sir/Madam

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

Request / Response:

Under the Freedom of Information Act 2000 I would like to request some information relating to the enforcement of parking restrictions, specifically penalty charge notices.

1. I would like to request the raw data set of parking tickets issued in the name of the council within the last two year period (01 August 2016 till now) broken down by:

- Date
- Time
- Location
- Narrative of infraction
- Current status of case
- Next status of case
- Transaction details (i.e. date, time and method of payments made)

Regarding part 1. ideally I would like the location unit to be 'street' but if this is not practical then under your section 16 duty to advise and assist I would expect you to contact me to discuss how you record this geospatial data so that I may narrow my request in a way that works for both of us.

Answer: In order to determine this, an officer would have to manually inspect records to determine whether it fell within the scope of your request and if so, extract the relevant data. Given the number of records involved, we believe it to be a reasonable estimate that to comply with your request would exceed the appropriate cost limit of £450. This figure is set out in Regulations and is equivalent to one person working more than 18 hours to determine whether we hold the information, and to locate and extract the information.

Under section 12 of the Freedom of Information Act the Authority is not obliged to comply with your request and we will not be processing your request further.

2. I would also like to request any information regarding how many of these parking tickets were appealed against by the driver and the percentage of these appeals, which were accepted and the parking ticket fine lifted.

Answer: In order to determine this, an officer would have to manually inspect records to determine whether it fell within the scope of your request and if so, extract the relevant data. Given the number of records involved, we believe it to be a reasonable estimate that to comply with your request would exceed the appropriate cost limit of £450. This figure is set out in Regulations and is equivalent to one person working more than 18 hours to determine whether we hold the information, and to locate and extract the information.

Under section 12 of the Freedom of Information Act the Authority is not obliged to comply with your request and we will not be processing your request further.

3. As a supplementary, under section 16, I would also ask that you provide some detail about the recording processes of this parking information. E.g. what software is used? What data fields are recorded? What other data sets it links to, etc.

Answer: Rutland County Council uses Imperial's Parking Gateway to record this parking information.

The following data fields are recorded:

- Name
- Address
- PCN number
- Date / time of issue
- First seen time
- Contravention code
- Location
- Service Trigger / Current state / Progression / next event / days remaining
- Photographic evidence
- VRM
- Make
- Colour
- Payment details
- CEO comments
- Notes
- DVLA provided details / Correspondence provided details including email addresses
- Correspondence in / out and comments with time / date and who logged
- History with time / date and who logged
- Class of vehicle and other flags (i.e diplomatic, foreign)
- System description and GPS of location
- CEO number and name
- Valve positions.

No other data sets are linked.

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