

FOI number: **HBC\_FOI\_2019151**  
Date FOI Received: **15/02/2019**  
Department: **Parking Services**  
Title: **Car parking machine change**  
Description: **Amount of additional revenue raised by ticket machines where change has not been given 2015/16 to 2017/18.**

**Request:** *(As Redacted sent by requestor)*

Please tell us:

1. Is your organisation responsible for collecting car parking charges (whether directly or through a contracted service)?  
If the answer to question 1 is 'No' there is no further requirement to complete the questions.
2. How much revenue, on top of the stated ticket price has been collected by your authority due to the machines not giving change in 2015-2016?
3. How much revenue, on top of the stated ticket price has been collected by your authority due to the machines not giving change in 2016-2017?
4. How much revenue, on top of the stated ticket price has been collected by your authority due to the machines not giving change in 2017-2018?

**Response:** *(Response as Redacted sent by service)*

1. Yes.

If the answer to question 1 is 'No' there is no further requirement to complete the questions.

2. The council is unable to provide this information as we do not hold this data. The ticket machines are not backed up by a back office software system.
3. The council is unable to provide this information as we do not hold this data. The ticket machines are not backed up by a back office software system.
4. The council is unable to provide this information as we do not hold this data. The ticket machines are not backed up by a back office software system.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services