

FREEDOM OF INFORMATION ACT 2000 - Faulty Parking Meters

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

- 1. Can you please provide the number of people that reported a faulty parking meter in Belvoir Street, Leicester, today 4 November 2011?**

5 people reported a faulty meter

- 2. How many of people (as per Q1 above) were issued with a code to display in their windscreen?**

4 people were issued with a code

- 3. How many of people who were given a code to display in their windscreen were issued with a parking ticket?**

One person was issued with a parking ticket

- 4. How many times have people reported faulty parking meters during the period from 1 November 2010 to 31 October 2011 (if this is not available please provide the nearest whole year)?**

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for local government is set at £450. This represents the estimated cost of one person spending more than 18 hours in determining whether the department holds the information, locating, retrieving and extracting the information.

We estimate it will take 78 hours to process your request. This is based on 87 faults reported in one week. To check each case in Parking Gateway for the information requested would take approximately 1.5 hours. Multiplied for the year equates to 78 hours. (52 wks x 1.5hrs = 78 hours)

This is therefore a Refusal Notice under section 17.1 of the Freedom of Information Act, because under the provisions of section 12.1 of the Act, the Council estimates that to comply with your request in its current form will exceed the appropriate limit.

You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including any dates or period of time relevant to the information required. We do have a duty to advise and assist you in refining your request under s16 of the Act so please don't hesitate to contact us if you need help in refining your request.

- 5. How many people (as identified in Q4) were issued with a code to put in their windscreen?**

As above question 4

- 6. How many of the numbers identified in Q5 were issued with a parking ticket (PCN)?**

As above question 4

- 7. How many of the numbers identified in Q6 challenged the issuing of the parking ticket?**

As above question 4

- 8. How many of the numbers identified in Q7 were successful in having the parking ticket cancelled?**

As above question 4

- 9. Do the individual issuing a ticket (PCN) or the company employed by the Council to issue parking tickets get paid by the number of parking tickets issued and get paid more if they issue more?**

Neither the individual CEO issuing the PCNs or the company Vinci Park Services get paid by the number of parking tickets issued or get paid more the more they issue.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Head of Information Governance using the details below.

If you are dissatisfied with the handling of your request please write to:

**Head of Information Governance
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG
e-mail: FOIA@leicester.gov.uk**

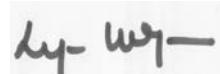
Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to Head of Information Governance before contacting the Commissioner.

Yours sincerely

A handwritten signature in black ink, appearing to read "Lynn Wyeth".

Lynn Wyeth
Head of Information Governance