

**Okehampton Town Council
Parks Committee Meeting 16th November 2020
Meeting Report**

Date:	9 th November 2020
Name:	Emma James, Town Clerk
Subject:	RingGo – Cashless Payment System

WDBC have recently carried out a Devon wide procurement of the cashless parking provider and their previous supplier, RingGo, was awarded the tender. They have recently entered a further 4 year contract and RingGo will only charge for transactions in South Hams and West Devon once cashless transactions hit 500,000 which means the convenience fee to the customer will no longer apply. From 500,000 transactions there will be a cost of 4p per transaction. RingGo will charge 8p per text message providing the user has opted in to receive this. RingGo have relaunched the service for WDBC and provide all the stickers.

WDBC report that cashless parking is definitely growing since the COVID19 pandemic, in July 2020 compared to July 2019 their cashless transactions were up by 62%.

RingGo retains the ability for the customer to still chose to pay by cash should they wish. There is a 10p per text charge to the customer should they opt to receive reminder text when their session is due to expire.

Costs

There is initially no cost to the customer however, once WDBC exceeds 500,000 RingGo transactions there potential could be a 4p charge to the customer which WDBC may decide to absorb than charge due to the savings achieved on cash collection in their car parks. It is not clear when that level of transactions may be reached, however in 2019/20 WDBC only reached a total of 56,500 transactions.

The only other charges incurred would be banking charges which would be charged to OTC at 2.4%. This would be offset by a reduction in the banking charges for cash, although exactly how this would work out is unknown.

Should the 500,000 limit be reached, the additional 4p charge for each transaction could be absorbed by OTC or transferred to the customer.

How this works is that RingGo pay WDBC the full income per car park and then invoice for the banking charges on a monthly basis.