

**From:** [REDACTED] @cornwall.gov.uk  
**Subject:** RE: JustPark wallet  
**Date:** 5 February 2024 at 09:14  
**To:** Bob Egerton bobegerton@mac.com, [REDACTED]  
[REDACTED]

ZH

Information Classification: CONTROLLED

Good Morning,

The multi-use session has been in place for a number of years, and up to 2023 this product was available for users to use for as little as £0.97 a day in some car parks. This product allowed motorists to bulk buy "parking Sessions" for a minimum upfront payment of £25 for a specific named car park and was aimed at residents who regularly uses the same car park, each time you used the service a session would be deducted from your total. Unfortunately this method was clunky and resulted in some users having left over sessions due to the new pricing structure.

During the Parking tariff review in 2023 the multi-use sessions were standardised in line with the Zone model and the prices are now, as you have quoted

Zone A - £2.50  
Zone B - £2.00  
Zone C - £1.75

And therefore were increased in the majority of car parks, these prices have been available since May 31<sup>st</sup> 2023 when the new parking Order was implemented. Whilst the 2023 parking order proposal was originally £5.00, £3.00 and £2.75 during the consultation, following feedback the prices were amended in consultation with the Portfolio holder for Transport and the Strategic Director for transport. The decision papers are available online under "Individual decisions"

The JustPark Wallet option that was consulted on in the latest updated Parking Order consultation (December 2024) proposed the following changes

- Minimum up front payment increased to £50
- Available in most car parks – not one specified car park
- Monetary value instead of Sessions (enabling users to use the full range of zone tariffs)
- No change to the current tariffs

The wallet will be fully available from 1<sup>st</sup> April and all current users of JustPark Multi-Use sessions will be converted over to the wallet.

In terms of the 30% of parking transactions being by JustPark, this is correct however a large proportion of this is Just park users using the standard App and paying the advertised prices rather than using the JustPark wallet option.

I hope this information has helped and while I understand your concerns parking are committed to ensuring that all residents of Cornwall have an option that suits their needs in terms of parking and travel options. Particularly disabled or vulnerable motorists or those from low income families travelling daily to work that have no other option than to use their vehicle for travel.

Please do come back to me if I can be of any further assistance.

Kind Regards