

CABINET – THURSDAY, 13 JULY 2017

Written Question from Mr. Dave Miller of Cowes to Cllr Ian Ward – Cabinet Member for Infrastructure and Transport

QUESTION

‘The council’s new Parking Machines (possibly related to changes to accept new £1 coins) have been charging for non-chargeable hours, printing tickets with incorrect expiry times, and have erroneous signs saying “Charges apply at all times”.

In the absence of a responses to the questions asked to Parking Services in May (e.g. how it happened and when would it be resolved for the benefit of businesses, residents and visitors), and without even acknowledgement from the responsible member to my email in June, could he now offer a full explanation of the persisting problem?’

RESPONSE

‘I am aware that these are issues which have been previously raised with the council. I can report that as a result of the previous query, the discrepancy between the tariff boards and parking has been resolved. The labels at Quay Road car park were removed on 19th May and all other labels have now also been removed.

Charges apply for all vehicles 0800-1800 (10 chargeable hours) except HGVs/Coaches when the tariff applies all hours. New software has been introduced and we worked on revising the software on affected machines so that from the 13th June they are properly recording timings. In the short term, the Civil Enforcement Officers were aware of the issues mentioned and made allowances for these issues. If tickets were issued erroneously we have cancelled them.

If there are continuing issues with machines, then please let us know the location of the machine and we will rectify any problems.’