

FOI Response Document

**FOI12315**

Thank you for your request under the Freedom of Information Act 2000 about **Parking Meters Cardiff** received on **06/09/2018**:

**Request/Response:**

**Parking FOIs**

**1. How many times the parking meter in Sophia Gardens has been reported as broken in the past 24 months.**

**2. Please confirm the dates for these instances**

**3. Please confirm how many times it has been attempted to be fixed, including dates**

For questions 1 to 3, please see attached spreadsheet ‘FOI12315 – Sophia Gardens Parking Machine Faults,’ which answers these questions and details the type of fault recorded/fixed.

**General**

**1. Please confirm how many reports of broken parking equipment Cardiff has had in the last 12 months.** Answer: 891. Please see attached spreadsheet ‘General Parking Maching Faults,’ which gives monthly detail back to April, 2017.

**2. Please confirm how many of these are actually responded to by a fix and the average time delay**

Cardiff Council do not keep a record of response times. As such, The City of Cardiff Council does not hold this information therefore under Section 17 of the Freedom of Information Act 2000 this acts as a refusal notice.

**3. Please confirm how many times the council responds to the person that complains to confirm it has been actioned.**

Cardiff Council do not currently respond to customers to confirm anything has been actioned.

If you have any queries or concerns, please do not hesitate to contact us.

Please remember to quote the reference number above in any future communications.