

# Paper Petition Details

## Montem Leisure Centre Car Parking - Time Limit and Penalty Charges for Members

We the members of Montem Leisure Centre and the mentioned names below would like to state that UK Car Park Management have been causing stress and victimisation for the members at Montem Centre with its three hours free parking limit or a hefty penalty and its compulsory entry of car registration into its Terminal within the Montem Leisure Centre.

The Current time limit is not sufficient for a member to avail the full services and should be doubled and existing fully paid member should not be making a manual data entry of their car registration on a daily basis (ANPR) Automatic Number Plate Recognition linked to our membership should be used.

We would like the Council to investigate this and to take action as we refuse to pay these high penalty just to use these leisure services where the Council values residents first and is promoting a healthy community for better health and the way UK-CPM at Montem Leisure Centre is operating is contrary to the above.

If this matter is not dealt with by the Council as soon as possible we will be looking at cancelling our memberships and also escalating the issue further to the Media.

**This petition was received on 24<sup>th</sup> September, 2018.**

**This petition was passed to the Service Lead - Building Management on 25<sup>th</sup> September, 2018.**

**This petition was responded to by the Customer & Business Support Manager on 12<sup>th</sup> October, 2018.**

### Final Results

<b>Number of Signatures</b>	<b>271</b>
-----------------------------	------------

### Council Response

I am writing to you with regards to the petition which has been submitted on 24th September where a request has been made for the three hours free parking limit to be doubled. It was also requested that existing fully paid members of the leisure centre should not be making a manual data entry of their car registration on a daily basis.

The ANPR system was introduced to alleviate problems with unauthorised vehicles being parked at Montem Car Park and ensure a better parking facility for its visitors. Prior to introducing this system the leisure centre was consulted in relation to their member's usage of the car park whilst using the leisure facilities. Following receipt of the petition we have contacted the leisure provider who confirmed that 3 hours free parking is sufficient for most of their members. Therefore we would like to advice that should any leisure member need to park longer in the Montem Car Park whilst using the leisure facilities, they should inform the receptionist at the centre who will accommodate their request and the few that do stay longer are always accommodated with a longer parking provision.

With regards to the suggestion that the system should not require leisure centre members to manually enter the car registration information, unfortunately it would not be economical to invest in upgrading or changing the system at this present time, as Montem Leisure Centre will close when the new leisure centre opens early next year.

We can confirm that since the introduction of this system the oversubscription due to non leisure & SBC members parking in our facilities, there has been significant improvements.

Whilst I understand your frustration I can only apologise for the inconvenience caused, we are continuously working to provide a safe, secure and appropriate environment for the benefit of all service users. I would also like to take this opportunity to let you know that we will pass on your feedback to the relevant parties to discuss the requirements for increasing the 3 hour limit so that this can be taken into account when a different system is installed in the new leisure centre.