

58278 RingGo app - Location 12335

On the date of issuance of my PCN, I had never parked in this location before so, being a compliance professional, I took screenshots of everything for my records. See attached the screenshot of the RingGo app on the date in question - as you can see 12335 did not even show up as 'nearby'. You state you have requested RingGo to update the app to show the correct location. My questions to you on this matter:

Why was the RingGo app incorrect?

It appears that a location pin should have been added to the RingGo app but was not; this has since been rectified. All drivers should check on-street parking signage, which is in place at the location in question, to locate the correct ticket machine for where they have parked (which will display the relevant RingGo location code).

How long has the RingGo app been incorrect?

As the RingGo app is not operated by the Council, we have no control over this.

How long has the council been aware of the RingGo app being incorrect?

The Council became aware following a complaint in August 2025.

Why was this not identified sooner and remedied? Why did it take a resident being issued with a PCN and challenging that PCN to result in the council fixing an error? Why does the council not have in place compliance monitoring procedures to ensure such errors do not arise?

As above, the Council responded to any issues with the app as soon as they were reported. Parking signage has legal status while the RingGo app does not. As the parking signage in place at the location was accurate, there was no remedy required.

I have conducted my own investigations. It is quite evident that the location I was parked in used to be 12336. This conclusion is reached given that: (i) the app is incorrect and (ii) the ticket machine at 12335 has the '6' scratched out and a '5' placed on top of it. My questions to you on this matter:

When did the location change from 12336 to 12335? Answer should be provided in DD/MM/YY. Why was this change made?

What steps were taken subsequent to this change to ensure drivers were not misled and were sufficiently appraised of this change?

Did the council communicate this change to RingGo? If so, provide an answer in DD/MM/YY.

Why did the council not publish a notice on the public notices portal regarding this change? Did the council publish any notice of this change? Provide a link or pdf copies of such notices.

We have not identified any recorded information that demonstrates that the RingGo location code has changed. Although we appreciate why you believe there may have been a change, the missing app pin was an error and a scratched number on a ticket machine is not evidence of a change. It should be noted that the Council would not scratch out a number on a ticket machine when making an official parking location change.