

Date	Time	Issue	Response	Time taken to resolve	Loss of income
23/03/2022	14:41	lady who is a carer entered the CP and the lady who she cares for had shoved the ticket into the CD player in the car and she could not get it back out	Asked her to call me back when she was leaving and I would raise the exit barrier for them, they had not stayed longer than the 10 minute free period		
23/03/2022	19:15	Ticket swallowed at exit barrier	raised barrier		
23/03/2022	19:22	Ticket jammed at exit barrier	Raised and disabled exit barrier.	Midday the following day	About £8
24/03/2022	18:11	Lost ticket so asking how to pay	Advised to obtain a lost ticket from payment machine		
25/03/2022	17:12	Customer couldn't pay at SB1 using card	Suggested to go to SB2		
25/03/2022	17:14	Customer couldn't pay at SB2 using card	Advised to go to exit - raised barrier, as it appears cards not taken at either machine. Unable to resolve until tomorrow for CEO to reset system.	Midday the following day	Up to £30
26/03/2022	13:06	put ticket into SB2. Couldn't pay and ticket not returned	advised to go to exit and raised barrier. rang CEO to investigate as possible ticket jam	Half an hour	About £10
26/03/2022	13:24	ticket not returned by SB2	advised to go to exit and raised barrier		
26/03/2022	13:29	ticket not returned by SB2	advised to go to exit and raised barrier		
26/03/2022	13:33	ticket not returned by SB2	advised to go to exit and raised barrier. CEO arrived to resolve		
26/03/2022	15:04	ticket machine wasn't saying how much is owed	only been on car park for 5 minutes. Advised to leave		
27/03/2022	11:30	ticket machine not letting pay	only been on car park for 10 minutes. Advised to leave.		
30/03/2022	11:01	SB2 had taken money but not returned ticket	I asked the customer to check the reject tray and he advised that no money had been returned. I let customer out at the exit barrier.		
31/03/2022	12:58	Customer advised they'd just purchased a resident permit but couldn't see how to get out of the car park	Advised permit not valid on this car park but that in future they could use it on St Paul's Av		

01/04/2022	13:28	Customer advised that SB2 was not accepting coins, I advised to use SB1 however customer was unhappy about this because he said he has been trying for so long that the time will have clocked over from 1 hour stay to 2 hour stay and he did not have enough cash on him.	To save aggravating customer anymore than he already was I raised the exit barrier and let him off. I was currently pulled over at the side of the road to answer the call as I was doing some emergency meter reads at the time so was very busy at time of call.		about £2
01/04/2022	15:46				
02/04/2022	14:05	lady said she put ticket in SB2 but the screen did not prompt payment and won't return ticket	advised to drive down to barrier and will raise for her once there. sent CEO to investigate		£2
02/04/2022	14:15	Gentleman advised he put his ticket in SB2, paid with card but machine will not return ticket	advised to drive to exit barrier and will raise barrier, customer stayed on the phone until they reached barrier. CEO is on his way to investigate		£2
09/04/2022	12:01	Customer rang to query why he had been issued with a PCN for not displaying ticket. Another customer was there with the same situation	Advised I couldn't comment on the PCN until it could be reviewed on the system. Advised to contest using details on rear of PCN. Apologised that there may have been an error as the enforcement officer is new. Subsequently contacted CEO to advise not to issue for non-display on this car park.		
09/04/2022	17:21	Payment machine not taking payment	Person had been on car park for only 10 minutes. Advised to leave		
10/04/2022	14:15	Card payments not working on SB1	Asked whether they'd tried other machine. They said they would ring back if didn't work. Checked system and card payments received before and after at both machines. Customer didn't call back.		
11/04/2022	16:15	SB1 not taking coin payment. Another person was there who also lost money/couldn't pay	Raised barrier to let out. Instructed CEO to investigate		about £4
12/04/2022	20:35	Exit barrier wouldn't raise after putting in ticket	Found exit is offline. raised entry and advised to go out through there. Following day CEO investigated and found electrics kept tripping. Issue reported for further investigation	9 days	loss approx. £908
13/04/2022	15:56	ticket not returned after paying by card	told to leave as barrier is raised		

17/04/2022	14:21	Stanner bank 2 not accepting tickets	advised customer to pay at SB1 - sent CEO down to investigate, found paper jam which has now been resolved.		
22/04/2022	18:21	barcode wasn't scanning	Raised barrier - subsequent investigation showed customer hadn't paid		About £2
23/04/2022	14:51	barcode wasn't scanning	Raised barrier - subsequent investigation showed customer hadn't paid		About £2
23/04/2022	16:58	barcode wasn't scanning	Raised barrier - subsequent investigation showed customer hadn't paid		About £2
23/04/2022	17:21	barcode wasn't scanning	Raised barrier - subsequent investigation showed customer hadn't paid		About £2
24/04/2022	13:02	barcode wasn't scanning	Raised barrier - subsequent investigation showed customer hadn't paid		About £2
24/04/2022	14:45	barcode wasn't scanning	Raised barrier - subsequent investigation showed customer hadn't paid		About £2
24/04/2022	18:12	lost ticket	Advised to purchase a loss ticket from payment machine		
26/04/2022	13:00	Customer put coins in SB2 machine but there is a sign on machine advising it is card payments only. As customers money was not returned, I raised exit barrier for customer.	Raised Exit barrier for customer		
27/04/2022	17:45	Customer couldn't pay by card/couldn't put ticket in machine. Another customer advised their ticket jammed in machine along with a coin	The previous customer had forced a coin in the ticket slot jamming the system. Advised first customer to pay at other machine. Raised barrier for other. Called CEO to attend and clear jam.		
30/04/2022	13:00	Entry barrier out of paper	Had to raise barrier until paper replenished by CEO, reported to CEO and visited car park to resolve - Had to open exit barrier for customers who entered without ticket	1 hour	about £20 for 10 vehicles
30/04/2022		Customer asking to leave after entering while entry barrier raised	Raise barrier		

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30/04/2022		Customer asking to leave after entering while entry barrier raised	Raise barrier		
02/05/2022	17:50	Customer states they paid full amount but ticket would not be accepted	Raised exit barrier. Further investigation found not fully paid.		£0.20
03/05/2022	13:35	Customer states that SB2 was not accepting card payments after repeated attempts, I advised customer to pay at SB1 machine but customer was not happy to do so as he would have been charged for the hour rate instead of the 30 min rate due to messing around trying to pay at SB2 for so long.	As a result I opened the exit barrier for customer.		loss of £1.20
07/05/2022	13.34	Customer said card had been rejected.	Advised to wait a minute and try again		
07/05/2022	16.01	Card payment had been taken but no ticket released.	Raised barrier and reported to CEO		estimate £2.00

08/05/2020	9.04	SB1 would not take card payment (only car on car park)	Raised barrier		£0.60
08/05/2022	16.15	Customer advised that he had tried to pay but now couldn't get out. Said there was a queue of cars behind him and all had experienced same	Disabled barrier and called for CEO to investigate, no CEO available. Subsequent investigation found the person tried to pay at the start of their stay but not at the end so the system was operating correctly	midday the following day	£70.00
08/05/2022	16.46	Customer concerned re ANPR for driving through barrier without inserting ticket.	advised to drive through		
08/05/2022	17.26	SB1 would not take card payment	advised to drive through		
09/05/2022	13:43	customer called to say SB1 would not accept coins and SB2 was card only payments	Raised barrier for customer and went out to machine to investigate found a 20p lodges in coin system. Cleared the jam and machine now working ok		estimate £2.00
09/05/2022	15.08	Customer stated he paid at 1.30pm £2.20 on arrival to the car park but now he is trying to leave at 3.08pm and the exit barrier won't accept his ticket. I advised this is because you don't pay on arrival you pay when you are leaving the car park.	I advised customer how the ticket system works for the future so he does not make this mistake again, raised the barrier for customer.		£2.20
11/05/2022	16:51	Customer advised their ticket had blown away so couldn't pay to get out	Advised where the lost ticket button on the payment machine was.		
12/05/2022	14:26	Customer trying to pay by card at SB1 machine would not accept, customer has no cash on them	advised to drive to exit barrier and i would raise barrier for them		loss of £1.20
12/05/2022	15:02	another customer trying to pay by card at SB1 but machine not accepting card	advised to drive to exit barrier and would let them out. I have contacted CEO to go down and reboot SB1		loss of £1.20
16/05/2022	21:17	Customer advised they had lost ticket	Advised customer that in normal circumstances they would need to pay the lost ticket fee, though as I had seen on the system all those who had been on the car park during the fee-paying period had left I raised the barrier on this occasion.		

21/05/2022	15:40	Customer advised lost ticket	Advised to purchase a new ticket from machine		
22/05/2022	15:49	Customer reported ticket stuck in ticket machine SB2	Advised to press cancel but paper ticket was stuck, asked them to drive to barrier and call me back and I would let them out. Called and left a message for the CEO to call me back	The following morning when CEO was back on duty	£3.40
22/05/2022	16:35	Customer reported paid for ticket at SB2 but no ticket came out	Advised to press cancel but their money didn't come out. They were at the barrier so raised remotely. Called CEO again but no answer and didn't call me back.	The following morning when the CEO was back on duty	£2.20
24/05/2022	20:36	Customer advised their ticket had blown away but had only been on the car park for about 10 minutes	Checked the system and found all those who should have paid had already done so. Advised in normal circumstances they would need to buy a lost ticket but on this occasion I would let out. Raised barrier.		
28/05/2022	14:31	Customer called to say the payment machine wasn't accepting cash (SB2)	Advised to use the other payment machine as Andrew had already informed that the machine wasn't accepting cash		