

FOI Ref
9237

Response sent
21 Jun 2021

(CCC) Parking Fees

Following a dreadful experience at Grafton car park I would like to submit a freedom of information request re Cambridge Grafton car park in relation to how many incidents of service users being charged 'lost ticket' fees through faulty ticket machines or otherwise, where service users have been charged these fees and have not been reimbursed by the council and how many challenges, both successful and unsuccessful there have been

Response:

Thank you for your request for information above, which we have dealt with under the terms of the Freedom of Information Act 2000.

I hope the following will answer your query:

Data from Grafton East and West car parks has been examined from 1st July 2020 to 21st July 2021.

Grafton East car park

- Total of 857 lost tickets were issued, representing 0.39% of the 217,060-car park uses during this period
- 3 customers wrote in regarding their lost ticket charges, of which 2 were refunded as they had found their original car park ticket

Grafton West car park

- Total of 607 lost tickets were issued, representing 0.31% of the 195,721-car park uses during this period
- 3 customers wrote in regarding their lost ticket charges, of which 0 were refunded as the original car park tickets could not be found

No machines were found to be faulty at the time that lost tickets were produced

We aim to provide a high-quality service to you and hope that you are satisfied with this response. If you have any further questions, please do not hesitate to contact us.

Further queries on this matter should be directed to foi@cambridge.gov.uk