



Our ref: FOI 26/37

3 July 2026

Dear [REDACTED]

Thank you for your request of 9 June 2026 in which you asked the following:

Under the provisions of the Freedom of Information Act 2000, I am writing to request information regarding the operational status, maintenance logs, and transaction error records for the Pay & Display parking terminals located at the Regent Park Outer Circle between The Running Track and The Central Mosque.

Specifically, I request the following information:

- 1. The total number of recorded payment transaction failures, card reader timeout errors, or "Card Reader Unavailable" status alerts for all ticket machines located in the above area between 1/1/2026 and 1/6/2026, broken down by hour if available.**
- 2. The network uptime logs and cellular/GPRS connectivity reports for these specific machines for the 48-hour period spanning 29 May 2026 to 31 May 2026.**
- 3. Copies of any maintenance reports, fault logs, or service requests submitted to or by your enforcement contractor (NSL) regarding malfunctioning card readers or localized payment network drops on the Outer Circle for this area for the period 1/1/2026 to 1/6/2026.**
- 4. The total number of informal challenges or formal representations received by your department or your contractor regarding malfunctioning ticket machines on the Outer Circle for the period 1/1/2026 to 1/6/2026.**

Please find our response below

Clarification

The Outer Circle is within The Regent's Park. We manage the road on behalf of the Crown Estate Paving Commission (aka CEPC); as a part of that duty, we run the pay and display parking contract which is delivered for us by NSL.

NSL are not subject to the Freedom of Information Act but are willing to help on this occasion.



THE
ROYAL
PARKS

Visitor Support received two contractual related complaints that relate to ticket machines in Regents Park and Primrose Hill. The complaints do not specify exactly where. In both cases, we responded with our template that directs the complainant to contact NSL.

Please see separate document (Reply 01) for full response from NSL Marston and attachment (Attachment 01)

I hope this information satisfies your request.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original email, quoting the reference at the top of the page and should be addressed to:

Records Manager
The Royal Parks
The Old Police House
Hyde Park
London
W2 2UH

Email records@royalparks.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision, quoting the reference at the top of the page. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Records Manager | records@royalparks.org.uk

www.royalparks.org.uk | The Old Police House | Hyde Park | London | W2 2UH