

For point number one, attached a transaction summary that shows the number transactions for the machines in the specified area during the requested period, from the 1st of January – 1st June 2026. I have redacted any data relating to credit or debit card numbers. A status of "Timeout during authorisation" normally refers to a network timeout, where either the 4G network signal is unstable, or that the relevant banking server fails to respond and therefore the transaction times out. This is not a fault caused by the card reader and the data appears to show only network timeouts, there are no rejections due to card reader faults that have been recorded.

For point number two, as previously advised, NSL does not hold or manage the commercial relationship for the airtime provider used by TRP, so do not have any network uptime logs and cellular/GPRS connectivity reports and therefore cannot provide these.

For point number three, checked all the machine service logs since the start of the year and there are no reported faults relating to card readers for any of the machines in the area specified in the FOI request.

For point number four, There is a difference between an informal challenge and formal representation. For Local Authority parking under the Traffic Management Act (TMA), an informal challenge is where a customer makes an initial appeal against the issue of a penalty charge and if this is rejected, they can wait until they receive a Notice to Owner and can then submit a formal representation to the Local Authority. In the Royal Parks, the parking legislation is different, as there are specific acts of parliament relating to parking in each park

For the Royal Parks contract, our back-office agents deal with informal challenges and will use the TRP guidelines to ascertain if a penalty charge (or ECN) should stand. If a customer is unhappy with an outcome, they will often write back to the back-office team, who will review a case further if necessary but if a customer is ultimately unhappy with an outcome, they have the right to raise a complaint with TRP. This would be the equivalent of a formal representation under the TMA and as such, NSL don't manage these complaints.

For informal challenges, I have contacted the back-office team about the FOI request and been advised that they are unable to extract the data as requested. The reason for this is that the data held in the system only shows the current status of a case, so for example, if an ECN has been paid, it will show as paid and the case will be closed. Therefore, they cannot simply run a report that provides this information; they have contacted the IT provider and asked if it could be possible, but they are unable to extract specific data that is embedded in a case file, which may vary in format.

There are summary reports relating to incoming correspondence that show there were 252 informal challenges received either by letter or email, relating to ECNs issued in the Outer Circle in the first 6 months of this year. However, the only way of

identifying if an informal challenge was in relation to a malfunctioning machine would be to open every case file individually and check each item of correspondence to manually to identify the reason of the challenge. I estimate that to do this would most likely take over 20 hours of work to achieve.