

[Redacted]

From: [Redacted]
Sent: 15 September 2017 07:30
To: [Redacted]
Cc: [Redacted]
Subject: FW: Next Car Park going live

FYI

From: [Redacted] [mailto:[Redacted]@paybyphone.com]
Sent: 14 September 2017 15:35
To: [Redacted]
Cc: [Redacted]
Subject: RE: Next Car Park going live

Hi [Redacted]

I'm glad the launch was positive, the PR traction that your team achieved was really great and I am sure added to the uptake yesterday and today.

This is great feedback, thank you so much for taking time to let us know and for your appreciation of the team. We'll feed the SMS charge information back to our developers and look to address the information about this in future app updates. Maybe we can also run some tweets about managing customers settings via the app.

Many thanks

[Redacted]

 [Redacted] Head of Client Account Management [Redacted] | paybyphone.co.uk

From: [Redacted] [mailto:[Redacted]@gov.je]
Sent: 14 September 2017 13:55
To: [Redacted] <[Redacted]@gov.je>; [Redacted] <[Redacted]@paybyphone.com>; [Redacted] <[Redacted]@paybyphone.com>; [Redacted] <[Redacted]@paybyphone.com>
Cc: [Redacted] <[Redacted]@paybyphone.com>
Subject: RE: Next Car Park going live

Hi All,

Great to see this project finally going live and [Redacted] and I are pleased to say the interaction we had with the public yesterday and this morning was very positive and all the site work we did in the previous week, installing banners/signs and being on site during the rush hours to hand out visual guides on how to download the APP, as well as all the social media interaction, appears to have helped, 17% of our customers (93 people) made payments by their mobile and I believe this will only increase over the coming weeks.

I would like to take this opportunity to thanks all the team at PBP and while this has been a longer journey than expected I think both sides have learnt a lot from this process and hopefully some of our quirky requirements have added products to your portfolio that you can offer to other clients in the future.

While feedback has been mostly positive the slight spoil has been the social media reaction to the SMS charges, not the amount, but the fact they are switched on as a default, listening and engaging with our customers they accept

the reasoning behind the SMS reminder being switch on but do not accept the SMS receipt charge as these are also sent free by email. Social negativity can become a big issued so may I please ask you to consider the SMS receipt default.

Shortly we will discuss dates for the full car park roll out and I look forward to meeting you all very soon

Kind Regards

[REDACTED]
Manager Parking Control
Sand Street, St Helier
JE2 3QF
Tel 01534 [REDACTED]
Fax 01534 448667
Email : [REDACTED]@gov.je



From: [REDACTED]
Sent: 14 September 2017 09:35
To: [REDACTED] <[REDACTED]@paybyphone.com>; [REDACTED] <[REDACTED]@paybyphone.com>; [REDACTED]@paybyphone.com
Cc: [REDACTED] <[REDACTED]@gov.je>
Subject: Next Car Park going live
Importance: High

Morning [REDACTED]

We are going to make Pier Road Car Park live on Monday week – 25 September following our successful launch at Green Street this week.

As with Green Street we will be on site in advance of this date to meet and discuss the changes with our clients to get them prepared for launch day. During our Green Street preparations we have used virtually all the cards previously supplied so will need further supplies of these as quickly as possible please. Can you please confirm how quickly these can be delivered to us?

Many thanks

[REDACTED]

Assistant Manager – Parking Control

Department for Infrastructure | Car Park Administration Office | Sand Street | St Helier | JERSEY JE2 3QF Tel +44 1534 | w. www.gov.je

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