



CUSTOMER SURVEY HELPS KEEP PARKSAFE No. 1

As part of an extensive refurbishment programme Parksafes Systems Ltd is gathering feedback from their customers to ensure that the car park in Bold Lane in Derby continues to offer the ultimate parking experience in Derby.

Customers are being asked for their opinions and feedback via verbal and postal questionnaires and Parksafes hope this will provide them with valuable advice on how to improve their service and offering. All completed questionnaires will be entered into a monthly prize draw and customers also get the chance to win a month's free parking!

The survey marks the start of an extensive refurbishment and development programme which will commence in March for an intensive 24 week period and be completed at the end of August. The improvement work will include wider parking bays, modernised toilet facilities with baby changing facilities, customer rest area, a brand new cutting edge security system, state-of-the-art 'smart card' tickets, innovative new payment machines (with video communications link to control room), helpful 'free-bay' indicators to guide customers to empty parking spaces, new control room and subtle background music.

Mr Kenneth Wigley, Chairman of Parksafes said: "We are very proud of the service we offer at Parksafes and customer satisfaction is of paramount importance to us. Parksafes has operated the Bold Lane car park completely crime-free for the past 11 years and built a world-wide reputation for safety and customer comfort. The survey will give us valuable insight and help us to continue to offer a premier parking experience."

Dated: 22nd March 2010