Media Release

For Immediate Release
March 10, 2011

Calgary Parking Authority corrects credit card processing issue
Refunds money to thousands of credit card users

The Calgary Parking Authority (CPA) has identified and resolved an issue with its credit card processing software that began early last week.

Starting March 1, 2011 the software program that transfers credit card information to the Parking Authority's bank was disrupted and resulted in multiple charges to customers who used credit cards to pay for CPA services.

All duplicate transactions have been identified and refunds are being processed directly to customers. All refunds will be finalized during the week of March 14th.

"We sincerely apologize for this inconvenience and the stress it has caused our customers," said Dale Fraser CPA General Manager. "We are processing refunds for all affected customers, and we have put steps in place this week to ensure this situation does not occur in the future."

As many as 23,000 customers were affected by the software issue. To date, the CPA has received 1,135 emails and phone calls from customers regarding this issue.

Customers who have questions or concerns are asked to call the Calgary Parking Authority at 403-537-7000.

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