
CAR PARK TICKET ISSUING MACHINES

1 PURPOSE OF REPORT

- 1.1 Members to consider the type of ticket issuing machine for the Council's Pay and Display car parks and to determine the ticket style.

2 INTRODUCTION

- 2.1 The new tariff for Council car parks was agreed on 8 February and includes a 'minimum stay' introductory band of two hours
- 2.2 Experience has shown that where long introductory bands exist there has been some evidence of ticket swapping amongst motorists with consequential loss of income. In order to avoid this happening the Council have decided to include £34,000 in its 2000/01 Capital Programme for the upgrade of ticket issuing machines.

3 MACHINE TYPE

- 3.1 All existing ticket issuing machines are manufactured by Metric Ltd. This same company produces a machine which has a numeric keypad and which requires the motorist to key in the numeric part of the vehicle registration number, so linking an individual ticket to the vehicle for which it was purchased. Any unexpired time on a parking ticket could not be passed on to another motorist as the vehicle registration numbers would not correspond and Parking Patrol Officers would check vehicles for this as it would be an offence under the revised Order.
- 3.2 Replacement machines of the type described above would be able to fit directly on to existing pedestals and existing coin boxes could be used.

4 TICKET TYPE

- 4.1 Since 1992/3 the Council has participated in a trader refund scheme whereby part or all of a parking fee is refunded by a trader against the purchase of goods to a certain value. Although the Council was instrumental in introducing the scheme, its management was later transferred to the Chambers of Trade. The Council's only involvement is the provision of a ticket which is capable of providing evidence of parking. Initially this was via a two-part ticket but latterly a detachable "REFUND" portion has been introduced.
- 4.2 If the new style machines are purchased then other ticketing options would need to be explored as the existing ticket style would not fit the new machines.

4.3 Those traders participating in the refund scheme have dwindled in recent years and when last surveyed in January 2000, only nine traders were displaying the "REFUND" logo in their windows. Seven were in Rayleigh, two in Hockley and none in Rochford. The continuation of the scheme needs to be examined in the light of the cost of ticket production.

4.4 Machine ticket capacity varies with the type of ticket used. The four options are illustrated below.

4.4.1 Plain ticket, single print

This is the cheapest type of ticket to produce. It carries no sticky back and needs to be displayed face up on the dashboard of the vehicle to which it relates. This option would provide maximum capacity for each machine.

4.4.2 Sticky back ticket, single print

Similar to (4.4.1) above but with a peel-off sticky back so that the ticket can be adhered to the windscreen. This option would about halve the machine capacity.

4.4.3 Plain ticket, double print

Similar to (4.4.1) above but with a second ticket printed with appropriate narrative to facilitate a trader refund. This option would about halve machine capacity and halve printer life.

4.4.4 Sticky back ticket, double print

Similar to (4.4.2) above but with a second ticket printed to facilitate trader refund. This option would give about one-quarter machine capacity and halve the printer life.

4.5 Members will need to consider the merits of continuing with tickets capable of sustaining the Trader Refund Scheme and viewed against reduction of machine printer life and ticket costs illustrated below.

5 REPLACEMENT PROGRAMME

5.1 The Council is in the final years of a programme to install a second ticket issuing machine in all single machine car parks. Members felt the installation of a second machine would enhance customer care and help to preserve income in case of machine failure.

Machines are installed as follows:

The Approach, Rayleigh	2
Back Lane, Rochford	3
Bellingham Lane, Rayleigh	2
Castle Road, Rayleigh	2
The Market, Rayleigh	1
Southend Road, Hockley	1
Websters Way, Rayleigh	<u>5</u>
TOTAL NUMBER OF MACHINES	<u>16</u>

- 5.2 The installation of a second machine in The Market car park was planned for 2000/01 and the programme would have been completed in 2001/02 with a second machine in Southend Road, Hockley. This programme has now been placed on hold.
- 5.3 The Head of Service will make a short presentation at the Sub-Committee Meeting to illustrate the functioning, ticket capacity and potential ticket wastage under some configurations.

6 CRIME AND DISORDER IMPLICATIONS

- 6.1 None of any significance as a result of this report but, generally, patrolled car parks are considered to be safer and less crime targeted than those without regular patrols.

7 FINANCIAL IMPLICATIONS

- 7.1 The replacement of the existing 16 ticket issuing machines with dual hopper keypad type machines will be £44,720 (16 @ £2,795). In addition new vinyl overlays will be required for all backboards to show the new tariff structure, the total cost of which is £500.
- 7.2 Should the Council wish to complete its machine upgrade programme and 'double up' on single machine car parks then two additional machines would be required as costed below:-

	£
2 Keypad dual hopper machines	5,590
2 Pedestal stands, cradles and coinboxes	780
Civil engineering works	1,000
	7,370

- 7.3 The figure for each machine illustrated above is different from that reported to Transportation and Environmental Services Committee on

18 November 1999 as the machines quoted for at that time (£2,200) were for single hopper, single printer units which we now find would not be best suited to Rochford's high volume of ticket sales.

7.4 There is a possibility that the existing machines could be sold to another local authority in which case they could raise around £50 per machine.

7.5 The choice of ticket type would have an impact on the revenue budget depending upon the option chosen from above. The Council has around 1.2 million visitors to its car parks each year. The costed options are given below:-

7.5.1 Plain ticket, single print

1.2 million @ £4.00 per 1000 = £4,800

7.5.2 Sticky back ticket, single print

1.2 million @ £5.87 per 1000 = £7,044

7.5.3 Plain ticket, double print

2.4 million @ £4.00 per 1000 = £9,600

7.5.4 Sticky back ticket, double print

2.4 million @ £5.87 per 1000 = £14,088

7.5.5 The agreed revenue budget for 2000/01 includes ticket purchase estimate of £6,800.

8 LEGAL IMPLICATIONS

8.1 The tariff change and any change in ticket issuing method would need to be reflected in a change to the District of Rochford (Off Street Parking Places) Order. This would also give an opportunity for the Council to include management arrangements for the Civic Suite car park agreed some years ago

A change to the Order would normally take around 10 weeks to execute.

9 CONCLUSIONS

9.1 Members will need to evaluate the merits of continuing with the existing Trader Refund Scheme or to consider some other form of control so that the scheme might continue in its limited form.

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- 9.2 Dependent upon the continuation, or otherwise, of the scheme, a style of ticket and number of issuing machines will need to be determined. Clearly the capital allocation will be insufficient to purchase all 16 machines, but a start can be made in this programme with the purchase of 11 machines.

10 RECOMMENDATION

It is proposed that the Sub-Committee **RESOLVES:**

- (1) to determine whether the Trader Refund Scheme continues in its existing form
- (2) the style of parking ticket to be used for the most economic and efficient use of resources
- (3) the number of ticket issuing machines to be purchased and their locations.
- (4) that the Head of Service be authorised to dispose of the existing machines at the best price possible by negotiation or tender.
(HRHM)

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Background Papers:

None

For further information please contact Steve Clarkson on (01702) 546366