

1. Introduction

- 1.1 At the Transportation Sub-Committee Members requested information concerning the phase introduction of the new charging structure and ticket -issuing machines together with details about the age of existing machines. Although the Head of Service gave brief outline of his proposals the following sets these out in more detail.

2. Machine Upgrade and New Charges

- 2.1 The Sub-Committee and Transportation and Environmental Services Committee agreed the optimum number of ticket- issuing to be purchased should be 14 and that they be financed from a combination of capital allocation and a virement from the machine maintenance budget.
- 2.2 The purchase of 14 machines secures a replacement for all existing machines other than those at The Approach Car Park, Rayleigh, which only vends day tickets and would not necessarily suffer from ticket swapping.
- 2.3 In order that motorists are not confused by a change in tariff and machine type at the same time, it is proposed that the machines be charged in advance of any change in tariff. In this way, the machines can have the new tariff pre-programmed to be introduced on the designated day. This ought to be between one and three weeks after the introduction of the new machines.
- 2.4 As a customer care initiative, patrol officers and other staff could be stationed in each car park to be on hand to provide assistance to motorists who might have difficulties in using the new machines. Handbills could also be printed to advertise the changes.

3. SCHEDULE OF EXISTING MACHINES

- 3.1 At earlier meetings, concern has been expressed about the relatively new machines which will become redundant on the purchase of the new machines. The manufacturers life expectancy of a machine given the level of ticket sales in Rochford, is around seven years. The age of existing machines is given on the Schedule attached.

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