

## **Car Parking – Various Items**

### **Environment, Item 5**

#### **Appendix B1: Change-Giving in Pay and Display Machines**

##### **Introduction**

Officers carried out research on change-giving machines and received this response from our preferred provider - Cale BriParc.

From time to time, customers enquire about change-giving Pay & Display machines. At this time, Cale BriParc does not offer change-giving Pay & Display machines. It is not because of technological limitations that Cale BriParc does not do so - for many years we have supplied Pay on Foot systems with a change-giving facility and it would be possible for Cale BriParc to develop a machine that issues change.

The reason for our decision is because of market demand. Many customers consider change-giving and we have discussed the matter with clients and here are the most common reasons why they choose not to purchase change giving machines -

##### **Appeals**

If customers present themselves at a machine in order to purchase a ticket and the machine shows a message indicating that there is no change available, does the customer have to purchase a ticket? The Parking Order may be changed to say that that they do. It has been suggested that this would open a grey area and would undoubtedly lead to an increase in appeals and complaints.

The other question is what to do if the full change cannot be given. For example if the tariff was 90p for the first hour. The change facility may be in 10p, 20p and 50p denominations. What should happen if the machine runs out of 10 pence coins? There is an argument that suggests that the machine should display no change available and then the above situation will apply.

##### **Additional Work and Operational Expense**

It is possible to supply cascade change giving systems. These systems replenish the change content and send the additional money to the cash box. It may be the case that attendants are required to visit a machine and top up all or some of the change hoppers.

The question arises as to whether or not this is a cash collection or attendant function. There is also the issue of staff security. If this function is to be undertaken by attendants, would they need a vehicle with the same levels of security as a cash collection vehicle? Can the attendants operate alone?

Unless the machines are networked, it may be necessary to implement additional patrols to inspect the machines. These inspections may be necessary on a pre-charging hours basis.

##### **Audit Trails**

The audit information would be more involved than with a conventional machine. For complete reconciliation to take place, it would be necessary to have not only the cash box information but any increase or decrease in the value of coins in the hoppers.

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This data would be a requirement of any change giving facility but the cash collection/audit department(s) would have additional work.

#### **Staff Security**

Attackers would be aware that there was cash located in the machine section. Attendants would therefore be at a greater risk of attack.

#### **Additional Maintenance Costs**

The additional equipment would require extra maintenance and servicing.

#### **Storage of Change**

Where will the change be located?

#### **Reduction in Income**

There will be no overpayment collected. Would this fact lead to an increase in fees to compensate for the loss of overpayment and for the additional work/expense incurred in the operation of the machines.

#### **Alternatives**

There are a number of suppliers and operators of change giving machines. Some clients have chosen to install these machines. They are nearly always located in a very secure location, which is usually securely locked during the part of the day when the area is quiet and/or out of changing periods. The unit will feature its own audit trail and can be operated independently from the Pay and Display machines.