

Changing the pay and display machines in CMK

What is a payment terminal?

A payment terminal is the new name for a pay and display machine. The new machines do not require a physical ticket to be displayed in a vehicle.

Why are they changing?

The current machines in CMK are at the end of life and are no longer able to keep up with modern technology and need to be changed across all of CMK. The average life of a pay and display machine is between 8-12 years - we've had them around for over 20 years.

What's the difference?

The new terminals will allow cashless payments via a debit or credit card. All motorists need to do is pop their vehicle details on the machine, select the duration of parking and it will automatically process the payment after the card is inserted. This means there is no need for a physical paper parking ticket to display in their car and motorists need not return to their cars. Cash can be accepted too at most machines.

Can I still have a parking ticket?

Yes – the machine will still print a ticket if you want one, for example, for an expenses claim, but there is no need to display this in your vehicle.

Will there be the same number of payment terminals before?

We will be reducing the number of terminals from the current 240 to 130. Originally there were 330 payment terminals but we have reduced them over time to reflect the increase in cashless payments (payment by phone or app through RingGo). Also, because you enter your vehicle registration you don't need to display a ticket in your vehicle, time taken to walk to and from a machine is halved so there doesn't need to be as many of them.

What payment options are available at the machines?

- Chip and pin entry and contactless.
- Coins, credit and debit cards will be accepted at the majority of the machines.
- Machines on North and South Row will only accept credit and debit cards as most people parking in these areas mainly use employee permits or Ringo as payment. As the machines are modular we can add a coin validator at a later date if we need to.
- Cashless parking via Ringo will still be available.

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Do I need to know my vehicle registration number?

Yes, you will need your vehicle registration number to park. Make sure the right details are entered, if not you risk receiving a penalty charge notice. These details are needed as it means the customer doesn't need to return to their vehicle to display a ticket.

Will you be changing the signs?

Yes, the signs need to be changed to direct motorists to the new machines and also because they will no longer need to state 'display ticket'.

Can I 'tap in and out'?

Yes, there is an available function to do this. But with the increased transaction cost to the council this will not be available straight away. A full business case will be considered at a later date.

How much is it going to cost?

It's costing approximately £1m. Although the capital investment is high, the old machines were at end-of-life and the new machines will be cheaper to maintain. It will improve the customer experience and provide the council much better insights into parking patterns /behaviour.

Can I still park in CMK during the works?

Yes, disruption will be kept to a minimum with just a few spaces closed off at a time to facilitate the installation works. Payment will be required as normal.

