

## **Parking@Hart Smart card**

### **(The smart card to get)**

**Hart's Smart card is a rechargeable card that can be used to pay for a parking ticket in any District Council car park or anywhere on-street where charges are made.**

With the introduction of new ticket machines in all our car parks we want to offer a variety of ways to purchase a ticket. These include:

**Cash** (the good old fashioned way) "Have you got the right change"?

**Smart card (the right way to do it, think smart, think Hart) leave it in the car knowing its not your bank card and you can ring us to hot list should it go missing.**

**The card offers the following benefits:**

- You don't need to carry cash around to pay for parking
- You can recharge the card with any amount you want. Maximum of £500 for private use or £1,000 for commercial use. So you can budget for your parking by crediting the card for (say) a month's parking
- You can use a credit or debit card to recharge the smart card at the Civic offices, in Harlington Way Fleet, or online at [www.hart.gov.uk](http://www.hart.gov.uk) and follow the prompts for on line payments, or by telephone to the parking section on (01252) 625991
- Your unused credit on the card is safe. If you lose your card we can block it from further use and transfer the unused balance onto a replacement card
- Businesses and charities can buy the cards for their staff to use. This can reduce petty cash claims and general administration
- New concessionary travel cards being introduced for all those over 60 will be compatible with our smart card system. It will therefore be possible to credit your concessionary travel card to pay for parking and so save the need for two cards.

**What is the advantage of a smart card over cash or a parking permit?**

It is no fun asking strangers for change or going into a shop and being refused change or asked to make a purchase you don't really want. Nor is it fun keeping an eye on young children or the elderly while routing through belongings to find change, or listening to the tut-tut ting of impatient people behind you, or having a purse or wallet open in full view. It is even less fun having to pay a penalty charge for taking a chance because you didn't have change or the right combination of coins to buy a ticket. Having a smart card, even with a small credit balance to use in emergencies, removes these traditional parking problems.

Unlike a permit, the smart card can be used in any Hart District Council car park at any time. Permits are normally limited to a single car park or area, a single vehicle or person, and need to be used continuously to get the best value from them. With a smart card you pay only for the parking time of your choice at the location (Hart District Council car parks only) of your choice.

### **How does the card work - is it difficult?**

Every ticket machine in our car parks and on-street parking area where charges are made in Hart will have a card slot. You simply push the card in the slot, and by following the instructions select the required parking charge you need to gain a ticket. As soon as the ticket comes out you can pull the smart card from the slot and that's it - no rejected coins or jammed coins. You can buy a ticket even if the cash side of the machine has broken down so you won't have to call us to avoid getting a penalty charge.

### **How do I obtain a card (or cards)?**

The full address details for Parking Services are shown on the web site or an application form can be collected from reception at the Civic Offices in Harlington Way, Fleet.

We also hope to give customers the ability to buy a new card online so we can send it to you. We must send the card to you by registered post or courier as it is of value.

### **What do they cost?**

All smart cards will have a standard administration set up fee of £2.50. We sell the card with a minimum parking credit of £20 (but you can have any value above £20, up to £500 for private use and £1,000 for businesses).

### **How do I top up my card?**

The cards can be topped up at any time - you don't need to wait until your credit runs out. You can top it up to a maximum £500 for individuals and £1,000 for businesses. Simply call in to the Council offices or log on to the web or phone us and we can take your top up payment and credit your card for use.

This credit information will be passed to every ticket machine so the next time you use your card it will add any credit processed to the card.

### **What is the best amount to put on my card?**

As guidance, think about how much you spend each month or each year on parking and how much you feel comfortable paying 'up-front' for the convenience of the Smart card. Also think about how often you want to visit our offices or go online to top up your card. For example, people on a monthly salary who face daily parking charges may choose to top up their card

monthly so they can budget for regular outgoings. People who only park occasionally and for weekly shopping trips might just put £30 on the card, which might last six months. Businesses probably won't want to be bothered with too many recharges so they might put a whole year of parking charges on the card in one go.

### **What about lost cards?**

All of our ticket machines 'talk' to a central computer that records every card transaction. If you lose your card we can 'tell' the ticket machines to block your card if it continues to be used. We will know from the information provided by our machines how much parking credit was on your card at the time it was lost and we will transfer the money to a new card provided we are successful in blocking the old card

We will ask you to buy a new card so that we can transfer the unused balance from the lost card. This means you will have to pay £2.50 for a replacement card and we will then add the balance from the lost card to this. We do this because we want to encourage people to take care of their cards - the more 'lost' and 'thrown away' cards there are, the more difficult it is to manage the facility, and we don't want to end up withdrawing or reducing the flexibility of our new ticket machines because a few people keep losing or throwing away their cards.

**Please note that we can only transfer the unused credit on a lost card from the date we are told about the loss. We will not consider backdated claims against lost cards.**

### **What information do you keep about me if I buy a card?**

When you buy a card we ask you for your name, address and telephone number. You don't have to provide this if you don't want to. But if you lose your card and you have not given us this information we won't be able to contact you if it's found and we may not be able to transfer the card balance. This is because we must confirm that the true owner has lost the card, and wants to transfer the balance. We cannot simply block any card claimed to be lost and then transfer its balance to a person who says it belongs to them.

We will only use your personal information to manage the smartcard facility. This information is password protected and only available to parking management staff.

**The cards themselves carry no personal data.**

## **How long do the smart cards last?**

A typical life is at least five years if the card is not damaged. There is minimal wear in putting the card into the ticket machine, so as long as the 'chip' is not damaged, the card should last for several years in continuous use.

Like most credit and debit cards, a little care will go a long way to avoiding 'card reject' problems:

- Don't bend the card or use it as a tool to prise off lids or turn screws and so on
- Be careful with 'poppers' that secure purses and wallets - these can dent the chip and render the card useless
- If the card or the ticket machine is wet it will probably work OK, but just wipe the card gently if you experience a card problem
- Try to keep the card clean
- Don't scratch the surface of the card - if the tracks on the chip get broken the card will be useless
- Don't place the card near strong magnetic fields such as on car speakers - a chip card is better than the old magnetic stripe cards, but it's best not to take chances

Please note that we will only transfer the unused balance on a damaged card if we can check the serial number of the card from the chip or from the printing on the card - if both are unreadable we may not be able to identify the card.

We also may refuse to transfer an unused balance where a person repeatedly damages the card or repeatedly fails to take due care and attention over its condition or its security.

## **Can the smart cards be used in other Council's or private car parks outside of Hart?**

**No. Please do not try to use the card in the machines of other car park operators as the card reader may take the credit off the card or corrupt the 'chip'.**

## **Any other questions?**

**If you have any other questions please feel free to contact us on: (01252) 625990.**