

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
HEAD OF TECHNICAL SERVICES	OPERATIONAL MANAGEMENT COMMITTEE	8 NOVEMBER 2022	7
STANNER BANK CAR PARK BARRIER UPDATE			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

The following is an update on the operation of Stanner Bank Car Park barrier system.

SOURCE OF INFORMATION

Car Park barrier system reports and duty officer notes.

WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?

At the Operational Management Committee of 15th March 2022 It was RESOLVED:

1. To retain the Stanner Bank Car Park barrier system and for the committee to receive quarterly reports detailing the number of call outs including out of hours, reason for calls, time taken to resolve and any cost attached.
2. To instruct officers to address the out of hours staffing issue.

FURTHER INFORMATION

Contact - Andrew Loynd, Technical Support Manager, 01253 658 527

Background

1. An [information item](#) was presented to the Operational Management Committee on 11th January 2022 outlining the background to installing the current barrier control system, ongoing issues related to operating it and an outline of income versus expenditure on the car park since the barrier has been in operation. The Car Park Working group met to review this information, along with other car parking issues, in January and February 2022.
2. The working group concluded that any benefits of the operation of the barrier system were outweighed by negative issues. As part of the [e/MeetingsCalendar/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1262/Committee/16/SelectedTab/Documents/Default.aspx](https://www.fylde.gov.uk/e/MeetingsCalendar/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/1262/Committee/16/SelectedTab/Documents/Default.aspx) " [Car Park Working Group Outcomes report](#) alternative ways of operating Stanner Bank Car Park were presented to the Operational Management Committee on 15th March 2022. During the meeting the committee decided to retain the barrier system and requested quarterly update reports and that an out of

hours rota be established. No additional revenue funding has been allocated to cover any additional costs.

3.

JKcaeAi5tUFL1DTL2UE4zNRBcoShgo=yWxspm%2bYUiiRBlaRe6cKYPfB7gojQOI0%2bwr46NPCEkxzZeSoWrgoew%3d%3d&rUzwrPf%2bZ3zd4E7Ikn8Lyw%3d%3d=pwRE6AGJFLDNlh225F5QMaQWCtPHwdhUfCZ%2fLUQzgA2uL5jNRG4jdQ%3d%3d&mCTIbCubSFfXsDGW9IXnlg%3d%3d=hFflUdN3100%3d&kCx1AnS9%2fpWZQ40DXFvdEw%3d%3d=hFflUdN3100%3d&uJovDxwdjMPoYv%2bAJvYtyA%3d%3d=ctNJJf55vVA%3d&FgPIIEJYlotS%2bYGoBi5oIA%3d%3d=NHdURQburHA%3d&d9Qjj0ag1Pd993jsyOJqFvmyB7X0CSQK=ct

NJJf55vVA%3d&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJJf55vVA%3d&WGewmoAfeNQ16B2MHuCPMRKZMwaG1PaO=ctNJJf55vVA%3d" [An update report](#) was supplied to the committee on 15th June 2022 which outlined the performance, costs and income for the period from 23rd March to 29th May 2022. Shgo=c%2fVV4lmhA5dUGYvX%2fudyLujUaJcrg8NVIVMjab1NfpU9q%2f00Sym%2f6A%3d%3d&rUzwrPf%2bZ3zd4E7Ikn8Lyw%3d%3d=pwRE6AGJFLDNlh225F5QMaQWCtPHwdhUfCZ%2fLUQzgA2uL5jNRG4jdQ%3d%3d&mCTIbCubSFfXsDGW9IXnlg%3d%3d=hFflUdN3100%3d&kCx1AnS9%2fpWZQ40DXFvdEw%3d%3d=hFflUdN3100%3d&uJovDxwdjMPoYv%2bAJvYtyA%3d%3d=ctNJJf55vVA%3d&FgPIIEJYlotS%2bYGoBi5oIA%3d%3d=NHdURQburHA%3d&d9Qjj0ag1Pd993jsyOJqFvmyB7X0CSQK=ctNJJf55vVA%3d&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJJf55vVA%3d&WGewmoAfeNQ16B2MHuCPMRKZMwaG1PaO=ctNJJf55vVA%3d" [A further report](#) was viewed by the committee on 6th September 2022 for the period 30th May to 21st August 2022. The following sets out the same information from 22nd August to 23rd October 2022.

Performance

- 4. From 22nd August to 23rd October 23 calls were received by the barrier system support telephone relating to 19 separate issues. Of the 23 calls 11 were during normal office hours, 4 during weekday evenings and 8 during weekends/bank holidays.
- 5. A summary of the reasons for the 23 calls is set out in table 1 and image 1. Most calls were related to customers having issues with paying for their stay, either due to apparent errors by the customer (eg placing coins or credit cards in the ticket slot) or due to issues with the machine (eg ticket or coin jams). Since August there have been several instances of coin jams occurring on one machine which, to date, parking services are unsure as to what is causing the issue. In some of the instances attributed to machine error, subsequent checks on system reports indicates that there was user error involved (eg pressing buttons during a card transaction which cancels the process or being unaware coins had dropped through to the reject tray). Situations where advice is given includes directing customers to pay at the alternative payment machine, instructing on how to pay for a lost ticket and to advise customers to leave when no fee is due (eg if they have recently arrived or arrived after 6pm).

Table 1

Reason for Call	Number of Calls
Issues with Pay Machines inc. coin & ticket jams	7
Issues with paying - user error	3
Ticket Issues at entry barrier	2
Other calls requiring action	8
Other calls advice given	1
Wrong number/prank call	2

Image 1

Calls to Support Telephone



- Issues with pay machines inc. coin & ticket jams
- Ticket issues at entry barrier
- Other calls advice given
- Issues with paying - user error
- Other calls requiring action
- Wrong number/prank call

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6. In most cases the issue that caused the call to be made is resolved at that time by the person answering the support telephone or soon after by an enforcement officer visiting site and rectifying any faults, eg ticket/coin jams. In these circumstances there is a small loss of income from customers being let out of the car park without paying.
7. With inexperienced non-parking services staff covering the telephone at weekends, occasional errors have been made where customers have been let out when there has been user error and the customer could have paid. These instances have reduced over time as staff become more experienced in using the system.
8. On one occasion the entry barrier had to be raised on a Saturday. The Civil Enforcement Officer on duty contacted the Technical Support Manager to advise that there was a ticket jam which he couldn't clear or put the barrier back into service. The Technical Support Manager tried to talk through how this could be resolved but a solution wasn't found. The entry barrier had to be raised resulting in no tickets being issued so the exit barrier also had to be raised as well. On the Sunday a different Civil Enforcement Officer was working who, at the request of the Technical Services Manager, investigated again and, through discussion, found a secondary ticket jam in a less accessible location that hadn't been noticed the previous day. The system was subsequently

put back into full working order. This issue resulted in an estimated loss of £100.

Operational costs

9. One clean of machine shelters (out of a scheduled 4 annually) - £30

Merchant banking fees April to October - £444

Finances

10. A breakdown of the income, approximate loss of income and costs of operating the barrier system from 22nd August to 23rd October 2022 is set out in table 2. Income and loss of income is provided for the amounts spent by customers at the payment machines and the amount, once VAT is deducted, that will be received by the Council. Operational costs only include costs above standard costs of operating pay and display car parks (ie excludes costs such as those related to sim cards, cash collections, card transaction fees, etc).

Table 2

Income 22 nd August to 23 rd October 2022 from 3,384 paying customers	£6,280 (at machine); £5,233 (minus VAT)
Approximate loss of income	£102 (at machine); £85 (minus VAT)
Operational costs	£474
Cover – 9 weekends and 2 bank holidays at £75 each	£825