

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
HEAD OF TECHNICAL SERVICES	OPERATIONAL MANAGEMENT COMMITTEE	17 JANUARY 2023	8
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

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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 [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. [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. [A further report](#) was viewed by the committee on 6th September 2022 for the period 30th May to 21st August 2022 and [another report](#) on 8th November for the period 22nd August to 23rd October 2022. This report provides details for the period 24th October 2022 to 2nd January 2023.

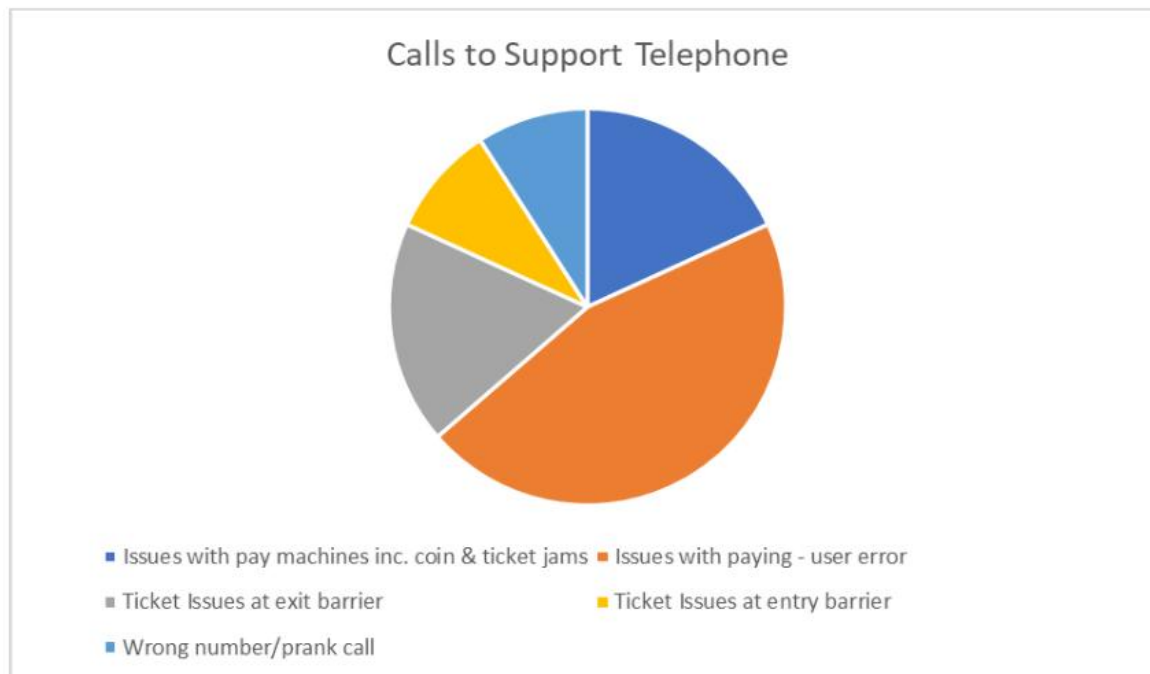
Performance

4. From 24th October 2022 to 2nd January 2023 12 calls were received by the barrier system support telephone relating to 12 separate issues. Of the 12 calls 6 were during normal office hours, 1 during weekday evenings and 5 during weekends/bank holidays.
5. A summary of the reasons for the 12 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 not putting in enough money to cover their stay or checking for rejected coins) or due to issues with the machine (eg ticket or coin jams). There have also been a few instances of tickets becoming jammed at exit and entry barriers which appear to be related to the weather as they can get damp in the rain.

Table 1

Reason for Call	Number of Calls
Issues with Pay Machines inc. coin & ticket jams	2
Issues with paying - user error	5
Ticket Issues at exit barrier	3
Ticket Issues at entry barrier	1
Wrong number/prank call	1

Image 1



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. No significant issue has occurred since the last report.

Operational costs

9. Restock of tickets - £653
 Merchant banking fees November to December - £52
 Purchase of keys - £8

Finances

10. A breakdown of the income, approximate loss of income and costs of operating the barrier system from 24th October 2022 to 2nd January 2023 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 24 th October 2022 to 2 nd January 2023 from 1,946 paying customers	£2,505 (at machine); £1,708 (minus VAT)
Approximate loss of income	£10 (at machine); £8 (minus VAT)
Operational costs	£713
Cover – 10 weekends and 3 bank holidays at £75 each	£975