

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
HEAD OF TECHNICAL SERVICES	OPERATIONAL MANAGEMENT COMMITTEE	14 MARCH 2023	9
STANNER BANK CAR PARK BARRIER UPDATE			

PUBLIC ITEM

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

<p>SUMMARY OF INFORMATION</p> <p>The following is an update on the operation of Stanner Bank Car Park barrier system.</p>
--

<p>SOURCE OF INFORMATION</p> <p>Car Park barrier system reports and duty officer notes.</p>
--

<p>WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE?</p> <p>At the Operational Management Committee of 15th March 2022 It was RESOLVED:</p> <ol style="list-style-type: none"> 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. To instruct officers to address the out of hours staffing issue.
--

<p>FURTHER INFORMATION</p> <p>Contact - Andrew Loynd, Technical Support Manager, 01253 658 527</p>

Background

- 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.
- 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, [a report](#) on 8th November for the period 22nd August to 23rd October 2022 [and another report](#) on 17th January for the period 24th October 2022 to 2nd January 2023. This report details information for the period 3rd January to 26th February.

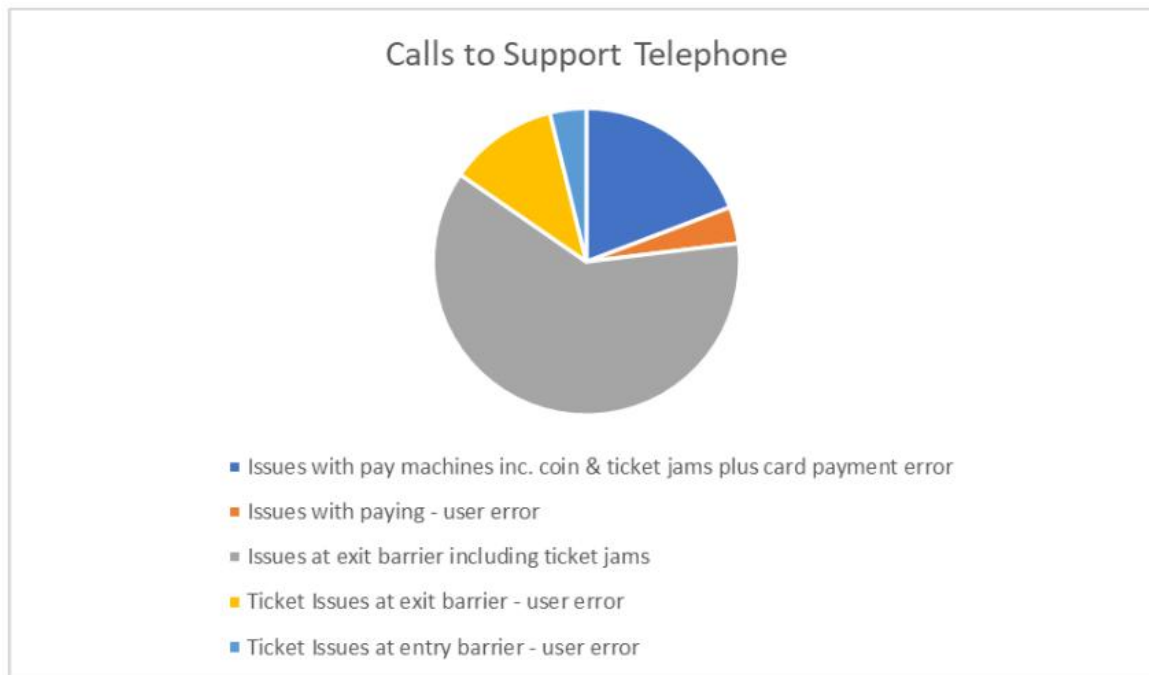
Performance

4. From 3rd January to 26th February 2023 26 calls were received by the barrier system support telephone relating to 13 separate issues. Of the 26 calls 6 were during normal office hours, 1 during weekday evenings and 19 during weekends.
5. A summary of the reasons for the 26 calls is set out in table 1 and image 1. Most calls were related to two instances over two separate weekends whereby there were ticket jams at the exit barrier which the phone operator and temporary enforcement officer were unable to rectify at the time leading to the barrier being raised until the Monday. On one of these occasions the entry barrier had to be raised resulting in no income received with an estimated loss of income of £80. Several other instances occurred where the customer had paid for their parking but the exit barrier didn't accept the ticket so the operator remotely raised the barrier.

Table 1

Reason for Call	Number of Calls
Issues with Pay Machines inc. coin & ticket jams plus card payment error	5
Issues with paying - user error	1
Issues at exit barrier including ticket jams	16
Ticket Issues at exit barrier – user error	3
Ticket Issues at entry barrier – user error	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.

Operational costs

Merchant banking fees January to February - £33

Finances

8. A breakdown of the income, approximate loss of income and costs of operating the barrier system from 3rd January to 26th February 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 3 rd January to 26 th February 2023 from 1,968 paying customers	£2,517 (at machine); £2,097 (minus VAT)
Approximate loss of income	£99 (at machine); £82 (minus VAT)
Operational costs	£33
Cover – 8 weekends at £75 each	£600

Cumulative Finances

9. At the committee’s request update reports on the operation of the Stanner Bank barrier system have been provided at each meeting showing the income and costs for that period. The cumulative figures for income, losses and costs between 23rd March 2022 and 26th February 2023 are set out in table 3.

Table 3

Income 23 rd March 2022 to 26 th February 2023 from 17,295 paying customers	£30,365 (at machine); £25,304 (minus VAT)
Approximate loss of income	£1,446 (at machine); £1,205 (minus VAT)
Operational costs	£9,934
Cover – 48 weekends and 10 bank holidays at £75 each	£4,350

10. Over the 11 months that have been reported, income to the Council has been £25,304 with total costs of £14,284.
11. During this period there was one significant issue with the barrier system where the electricians kept tripping and required the barriers to be raised for an extended period with the cost to repair of £500 and a loss of income of £1,000. In comparison, during 2021/22 damage to the barrier arms on two separate occasions cost approximately £1,500 to repair on each occasion and resulted in the system being out of order for lengthy periods, losing income of between £2,000 to £3,000 on each occasion.