

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
HEAD OF TECHNICAL SERVICES	OPERATIONAL MANAGEMENT COMMITTEE	6 SEPTEMBER 2022	6
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 <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%2bYUiiRBIaRe6cKYPfB7gojQOI0%2bwr46NPCEkxzZe SoWrgoew%3d%3d&rUzwRPf%2bZ3zd4E7Ikn8Lyw%3d%3d=pwRE6AGJFLDNlh225F5QMaQWCtPHwdh UfCZ%2fLUQzgA2uL5jNRG4jdQ%3d%3d&mCTIbCubSFfXsDGW9IXnlg%3d%3d=hFflUdN3100%3d&kC x1AnS9%2fpWZQ40DXFvdEw%3d%3d=hFflUdN3100%3d&uJovDxwdjMPoYv%2bAJvYtyA%3d%3d=ctN JFf55vVA%3d&FgPIIEJYlotS%2bYGoBi5oIA%3d%3d=NHdURQburHA%3d&d9Qjj0ag1Pd993jsyOJqFvmy B7X0CSQK=ct NJFf55vVA%3d&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJFf55vVA%3d&WGewmoAfeNQ16B2M HuCpMRKZMwaG1PaO=ctNJFf55vVA%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. The following sets out the same information from 30th May to 21st August 2022

Performance

- 4. From 30th May to 21st August 2022 75 calls were received by the barrier system support telephone relating to 56 separate issues. Of the 75 calls 20 were during normal office hours, 9 during weekday evenings and 46 during weekends/bank holidays.
- 5. A summary of the reasons for the 75 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). In some of the instances that have been 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	36
Issues with paying - user error	9
Ticket Issues at barrier	9
Other calls requiring action	6
Other calls advice given	15

Image 1

Calls to Support Telephone



- Issues with Pay Machines inc. coin & ticket jams
- Issues with paying - user error
- Ticket Issues at barrier
- Other calls requiring action
- Other calls advice given

Calls to Support Telephone



- Issues with Pay Machines inc. coin & ticket jams
- Issues with paying - user error
- Ticket Issues at barrier
- Other calls requiring action
- Other calls advice given

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 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 occasion the exit barrier needed to be raised and disabled until a fault could be rectified. The most notable incident was in late afternoon of 4th July, part of the Jubilee Bank Holiday, when a customer reported that neither payment machines were accepting card or coin payments. The person covering the weekend phone accepted the customer's information and, believing that both machines were out of order, raised and disabled the exit barrier. On investigation by the Civil Enforcement Officer the following morning they found no issues with the payment machines, but the exit barrier displayed that it was out of order. As such the exit barrier remained open until 6th July when parking services staff were able to investigate and found no issue; the out of

order message was showing due to the barrier being disabled. As a result of this there was a loss of income of about £60 during this period, though most customers still paid for their parking despite the exit barrier being raised.

9. In addition to the issues that directly impact customers there are some ongoing issues. Payment machine SB2's coin validator has not been working correctly which has meant this machine didn't accept coin payments for some time. A temporary solution has been applied so customers can pay with coins but a new validator is required which has been on order for a few months. Payment Machine SB1 has an issue with its main locking mechanism as a result of standard use which requires a replacement part which is on order. It has been noticed that the exit barrier arm is slightly raised, which is likely to have been caused by the barrier being forced open on occasions, but so far this has not caused the significant damage that resulted in both barriers being out of order for extended periods during 2021.

Operational costs

10. 12 month hosted server and hardware maintenance contract cost £7,155

Finances

11. A breakdown of the income, approximate loss of income and costs of operating the barrier system from 30th May to 21st August 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 30 th May to 21 st August 2022 from 5,779 paying customers	£11,312 (at machine); £9,427 (minus VAT)
Approximate loss of income	£151 (at machine); £126 (minus VAT)
Operational costs	£7,155
Cover – 12 weekends and 2 bank holidays at £75 each	£1,050