

# INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
HEAD OF TECHNICAL SERVICES	OPERATIONAL MANAGEMENT COMMITTEE	15 JUNE 2022	7
<b>STANNER BANK CAR PARK BARRIER UPDATE</b>			

## 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 15<sup>th</sup> 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 11<sup>th</sup> 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 15<sup>th</sup> 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.

### **Weekend Out of Hours**

3. Following the committee meeting of 15<sup>th</sup> March 2022 senior management instructed officers to establish weekend cover for the out of hours telephone by asking for volunteers from Fylde Council staff with a payment of £75 per weekend and a further £75 per bank holiday. Following the request for volunteers, several Council staff put themselves forward. A rota has been established, procedure notes covering a variety of potential issues prepared and training provided one-to-one each week before each volunteer covered the phone for the first time.

### **Performance**

4. From 23<sup>rd</sup> March to 29<sup>th</sup> May 2022 64 calls have been received. Of these, 15 were during normal office hours, 9 during weekday evenings and 40 during weekends/bank holidays. The record of these calls is set out in Appendix 1. In most cases the situation is resolved at that time by the person responding to the call 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 one/a few customers being let out of the car park without paying.
5. 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 should reduce in time as staff become more experienced in using the system and further training given.
6. On occasion the exit barrier needed to be raised and disabled until a fault could be rectified. The most notable incident was on 12<sup>th</sup> April when the exit barrier wouldn't raise in the evening and remote access to the exit barrier was disabled which indicated that there was an electrical issue with the terminal. At the time the entry barrier was raised remotely to allow vehicles on the car park to leave. The following day, when trying to reset the electrics on the system, the circuit breakers kept tripping. The exit barrier was manually raised and the entry barrier enabled again. The issue required further investigation with the barrier company with a temporary solution developed which resulted in the entry terminal reactivated after 9 days. During this time about 60% of customers paid for their stay at an average of £2 per stay. There was a loss of income of about £908 during this period. The cost for remote callout to advise on how to temporarily repair was £149 with a quoted cost of £465 to replace the damaged part.

### **Operational costs**

7. An additional mobile phone has been obtained at a cost of £160 for weekend volunteers.
8. A stock of tickets has been obtained at a cost of £542

### **Finances**

9. A breakdown of the income, approximate loss of income and costs of operating the barrier system from 23<sup>rd</sup> March to 29<sup>th</sup> May 2022 is set out in the following table. 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.

Income 23 <sup>rd</sup> March to 29 <sup>th</sup> May 2022 from 4,218 paying customers	£7,750 (at machine); £6,459 (minus VAT)
Approximate loss of income	£1,084 (at machine); £903 (minus VAT)
Cost to repair damage	£614
Operational costs	£702
Cover – 9 weekends and 3 bank holidays	£900