

Removal of ANPR payment system from Trinity Square

Cabinet Member Decision Report

Date	16 March 2023
Report Author	Penny Button Director of Neighbourhoods
Portfolio Holder	Cllr David Saunders, Cabinet Member for Finance
Status	For Decision
Classification:	Unrestricted
Key Decision	No
Ward:	Cliftonville West

Executive Summary:

The automatic number plate recognition system at Trinity Square car park has been subject to various acts of vandalism and system failures which have resulted in reduced accessibility to the public. The system is not currently fit for purpose.

Recommendation(s):

That recommendation 3.2 to revert Trinity Square Car Park back pay and display is adopted.

Corporate Implications

Financial and Value for Money

Whilst there is no direct cost to reverting back to a pay and display system there is a loss of income if the current situation continues. Staff time is lost trying to resolve over payments and the income generated by this car park has decreased due to issues with ANPR payment.

Income across the Charged Car Parks is forecast to be circa 100k below budget in 23/23 and this shortfall can be partially attributed to these ongoing issues in Trinity Square. At this point in time it would seem sensible to halt this pilot scheme until an infrastructure exists that can support ANPR.

Legal

The Thanet District Council Off Street Parking Order 2022, covers Trinity Square car park and the proposals in this paper do not require any change to this order.

Risk Management

Identify

If we do not address this poor performing car park there is a risk of:

- Reduced public confidence in TDC
- Reduction in customer satisfaction
- Reduction in income.
- Increase in poor parking practices including non payment.

Evaluate

All identified risks can be mitigated

Control and Mitigate

Removal of ANPR will mitigate all risks identified above.

Corporate

Reverting back to a pay and display car park will provide better customer service as well as value for money due to being able to ensure users pay for their sessions and making payment easier for users.

Equality Act 2010 & Public Sector Equality Duty

Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

Protected characteristics: age, sex, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.

This report relates to the following aim of the equality duty: -

- To eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act.
- To advance equality of opportunity between people who share a protected characteristic and people who do not share it
- To foster good relations between people who share a protected characteristic and people who do not share it.

This report treats all equally and ensures that no one is discriminated against.

Corporate Priorities

This report relates to the following corporate priorities: -

- *Growth*
- *Environment*
- *Communities*

1.0 Introduction and Background

- 1.1 The existing system was installed as a pilot scheme approximately 5 years ago. Automatic number plate recognition (ANPR) systems require a different response system to traditional pay and display systems, it needs to be much quicker as people can be 'stuck' in the car park. This response was not planned into the pilot scheme.
- 1.2 The system has been subjected to a number of incidents of vandalism which have resulted in the barriers having to be repaired and replaced. When the barriers are broken, which they currently are, vehicle registrations can not be read and people are charged incorrectly or not at all for their parking.

2.0 The Current Situation

- 2.1 The car park remains popular although the user experience is frustrating, people either aren't charged as the vehicle registration plates aren't picked up by the cameras or are over charged as the vehicle registration isn't picked up and combines two visits.
- 2.2 The providers advise that the site needs greater instant support including a response to the intercom which isn't something that was ever provided as well as staff training in software and hardware, improved barriers and work on the exit management system.
- 2.3 ANPR car parks are extremely successful as a whole because they allow ease of payment and reduce the likelihood of non payment of parking fees.
- 2.4 The option of installing ANPR across those suitable car parks in Thanet is something that needs to be looked into but in the meantime the issue of the non functioning ANPR in Trinity Square needs to be addressed.
- 2.5 The ANPR provider has advised that they can configure the current payment kiosk to operate as a pay and display machine and the cameras can be covered until they are able to revert back to ANPR.
- 2.6 The machine configuration means that it would be a 'ticketless' car park so users can pay at the machine or via RingGo by inputting their vehicle registration plate and making payment, these systems can integrate with the Civil Enforcement Officers handheld devices which means we are able to enforce non payment. Something we aren't currently able to do.

3.0 Options

- 3.1 Do nothing - keep the car park in a non functioning state.
- 3.2 Revert the car park back to pay and display car park.

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Corporate Consultation

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