

Please provide the following information for dates between May 2008 and May 2013.

1. The Total Number of Council-enforced On-Street Parking Meters in Blackburn Town Centre (for Example, on Richmond Terrace.... Simmons Street.... etc).

There are currently 74 parking machines within Blackburn town centre. Historically there have been between 70 and 80 machines in the town centre, unfortunately due to redevelopment of the area over the past few years this number varies throughout the time period specified.

2. The Frequency and Cost of Maintenance/Servicing of Council-enforced On-Street Parking Meters in Blackburn Town Centre.

Each machine is serviced annually and regular maintenance checks are carried out monthly.

3. Is there a set annual budget for this procedure? / no budget?

Yes

4. If any then what is the annual budget set aside for this procedure? (detail any difference between streets/locations).

Annual Budget is set at £94,700 for all Pay & Display Machines across the borough.

Details of the Maintenance/Servicing of a Parking Meter.

1. Is the Maintenance/Servicing/Testing of Parking Meters a 'Scheduled Task' or a 'Random Task' or only done 'as and when' a fault is reported?

Servicing – annually

Maintenance – Monthly

Testing – daily (at a minimum, basic functions may be tested hourly)

All the above carried out when a fault is reported via call centre or email.

2. What steps are taken to 'pass' a scheduled Service of a Parking Meter? List the steps taken. What is the 'permitted tolerance' to allow/pass a Parking Meter to work as it should be (to remain in order)?

Request for information needs to be sent to our P&D machine provide ZEAG.

3. When is a Parking Meter considered 'in order'? (Give examples).

A machine is considered 'in order' if all component parts are fully functional and the machine can issue P&D tickets for a fee.

4. When is a Parking Meter considered 'out of order'? (Give examples).

A machine is considered 'in order' if any component parts fail and the machine cannot issue P&D tickets.

5. Who/which Party(ies) is responsible for the Maintenance of these Parking Meters?

ZEAG

6. Are Parking Meter Displays and Signs/Notices checked as part of these tests? (What is involved?)

Information regarding parking machine displays needs to be sent to our P&D machine provider ZEAG.

Signs and notices are checked daily and as and when a Civil Enforcement Officer is passing.

7. What checks/tests (if any) are carried out using actual Coins displayed? (Please detail all possible outcomes and frequency of these tests if any).

Machines are tested a minimum of once daily using a 'test coin'.

FAULT-REPORTING AND RECORDING:

1. Please can you provide the number of and details of occurrences/incidences of Faults reported by members of the public in relation to the Parking Meters as specified above. Please provide this in a suitable format. I am not requesting personal details of members of the public as this would be inappropriate.

See attached - FOI 25356- machine faults.pdf

2. Please detail/list the number of Telephone Lines made available for members of the public for Fault-reporting.

0845 608 5589

3. Please detail/list at what times/days the members of the public can contact to report any faults regarding a Parking Meter.

Mon-Fri – 8:45am – 5pm

4. Please detail the number of staff dealing specifically with Fault-reporting incidences at all of the times/days as mentioned above.

12 call centre operatives available