

## ANPR

With the ever increasing numbers of vehicles using the roads in this country, and the corresponding congestion associated with the issue, more enforcement is becoming necessary both in the 'on street' (public highways and local authority car parks) and 'off street' (unregulated private car parks) environments.

In the off street environment, the main concerns of the private Landlord/Landowner are to:

- a) Protect his property from unwanted trespass.
- b) Ensure that in protecting his property, legitimate users of his facilities are able to park unhindered in his private car park.

There are a number of methods by which this can be enforced, but the newest of these is **Automatic Number Plate Recognition** technology (ANPR).

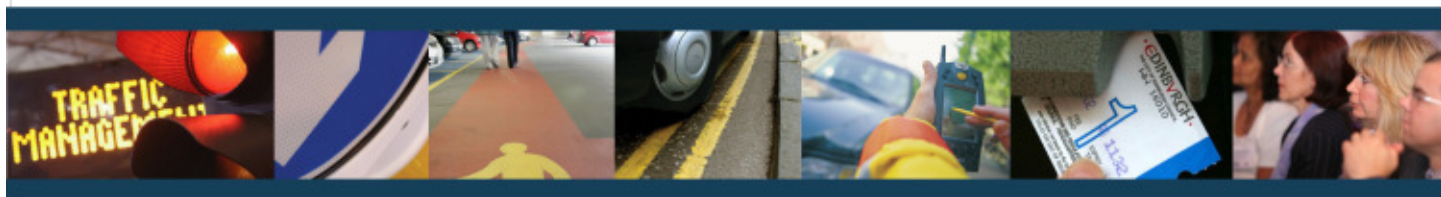
### **How does the system work?**

The principle is as follows:

- a) CCTV style cameras are placed at the entrance and exit to a car park.
- b) Timed photographs are taken of the vehicle itself entering and leaving the car park, and also close ups of the vehicle's number plate.
- c) The duration of the stay of the vehicle is calculated from the times registered on the two sets of photographs.
- d) If a vehicle has exceeded the duration of stay either mentioned on the parking ticket or on car park signage (eg. 'Maximum 2 hour stay for customers only'), then the driver of the vehicle will be required to pay an excess parking charge (which will also be mentioned in the car park's signage).



- e) If a driver does contravene any of the terms and conditions laid out in the signage, they should be aware that they will not receive a ticket at the car park site. Using the vehicle's registration number, the operator will access the DVLA's Vehicle Keepers' details database (with the Reasonable Cause of pursuing a broken contract for parking on private land) and send a charge certificate to the registered keeper of the vehicle.



As with all methods of enforcement on private land, proper enforcement depends on clear signage that is visible from all over the car park. The BPA's new Code of Practice contains recommendations for the size, placement and wording for signage, including the fact that the car park is monitored by ANPR technology and that DVLA will be contacted to obtain keeper details in the event of a parking contravention occurring.

### **This is new technology: Is it working perfectly?**

As with all new technology, there are issues associated with its use:

a) Repeat users of a car park in a 24 hour period sometimes find that their first entry is paired with their last exit, resulting in an 'overstay'. Operators are aware of this and are now checking all ANPR transactions to ensure that this does not occur.

b) Some 'drive in/drive out' motorists that have activated the system receive a ticket even though they have not parked. Reputable operators tend not to uphold tickets issued in this manner (unless advised differently by the Landowner/Landlord), but operators should also now be factoring in a small 'grace period' to allow a driver time either to find a parking space (and to leave if there is not one) or make a decision whether the tariff is appropriate for their use or not. This 'grace period' is however at the discretion of the Landlord/Landowner and will also vary in duration, dependant on the size/layout/circumstances of the car park.

### **I have a complaint about a ticketing operator: what can I do ?**

You **must** go through the Appeals Process as set down by the operator on the signage in that car park. As a membership organisation, the BPA does **not** become involved in individual enforcement cases.

However the Association does take a particular interest in promoting best practice in the parking industry and are concerned when our attention is drawn to incidents which may not reflect this.

At the present time, all complaints received by the BPA against its members are logged. (Complaints will only be dealt with in writing or by e-mail to the addresses below) If there is a breach of our Code of Practice, the complaint is passed to them for review, comment and further action where appropriate. Any action taken by the BPA against a member is based on facts relating to our Code of Professional Conduct and our Code of Practice (available on our website below). If there is a case to answer then a full investigation and appropriate action will be taken which may – in extreme cases result in suspension or termination of BPA Membership.

### **What if they aren't members of BPA?**

If the operator is not a member of the Association, then our influence is more limited. If it is pertinent, the Association will contact the operator and point out any activities that are in breach of the Code of Practice, and recommend that the operator joins the Association.

