

Appendix A – Bollards Frequently Asked Questions

Q What will the bollards look like?

Below is a picture of the bollards installed in Wolverhampton, this is a similar specification to what we have gone out to tender for.



Q How will the emergency services get through the bollards?

A PS4 Firemans Switch' will be employed at the control cabinet and using a special tool carried on all Fire Appliances, an officer will be able to command the bollard to the 'Down' position where it will remain until the emergency has been dealt with.

Q What happens if there is an issue with the bollards lowering?

A driver arriving at the bollard station experiencing any difficulties with the lowering for whatever reason will be able to alert a control room who will be able to remote lower/lockdown the bollards thus allowing access. All system components are monitored for faults, if a fault does occur an alarm is generated and forwarded to engineers and Council staff.

Q What happens if there is a system failure

A The Rising Bollard Fault Reporting system will detect any fault rendering the rising bollard inoperable and will result in the bollards failing in the lowered position. The fault will generate an alarm and is forwarded to monitoring engineers and Council staff. In the event of a system failure an emergency call out will be initiated.

Q How do you apply for a fob?

Fobs will only be issued to city centre permit holders. Existing permit holders will be issued with one fob free of charge, any new permit holders from September 2024 onwards will have to pay for a fob. Permit holders will also have to pay for any replacement fobs.

Q How will blue badge holders gain access to the pedestrianised zone?

Blue badge holders will be able to drive up to the bollard station, and via the intercom system be able to speak to a control room who will be able to lower the bollards thus allowing access.

Q Why can't blue badge holders have fobs?

Blue badge holders can drive through the pedestrianised zone to access parking in signed bays on Bore Street (only) at any time. LDC has a defined list of permit holders, as such it is practicable to be able to issue them with a fob. Blue badge's are issued by Upper Tier Authorities, locally that means Staffordshire County Council. There are over 53,000 blue badge holders in Staffordshire alone.

Q Where will taxi's rank?

Bore Street isn't an official taxi rank. We are continuing to engage with taxi operators to find an alternative location to establish a taxi rank. We are working to ensure this is in place for when the bollards are operational.