

# Automatic Number Plate Recognition System (ANPR)

## Frequently Asked Questions (FAQs)

**Question:** What is ANPR?

**Answer:** ANPR is a sophisticated technology that uses special cameras to read vehicle number plates in parking areas. These cameras take pictures of the licence plates as vehicles enter and exit. A computer program processes these images and extracts the licence plate information. This data is then checked against a database to identify authorised vehicles, parking durations, and payment records.

**Question:** Why install ANPR?

**Answer:** The introduction of a barrierless parking system at Russells Hall Hospital will improve the customer experience by offering seamless and unhindered access and egress to the car parks/around site, reduce congestion and improve traffic flow, eliminates the need to carry around a ticket or token and offers all the same methods of payment including the ability to pay by Apple and online by the agreed time interval. The system helps prevent queues on the main hospital entrance road and improves access for vehicles such as ambulances and taxi drop-offs, and also assists with capturing blue badge driver holder.

**Question:** How does the system work?

**Answer:** Upon entry to the site, the system records your number plate. When you're ready to leave, enter your number plate into one of the pay terminals and it will tell you how much you owe based on how long you've been on site. Your number plate will be recognised on exit and the system will know you have paid.

**Question:** Where are the pay terminals located?

**Answer:** Pay terminals are located in A&E, Maternity and Main Entrance.

**Question:** How do I pay for parking?

**Answer:** You must know your licence plate number before proceeding to pay. When you arrive at the pay terminal enter your licence plate number on the terminal touchscreen. If entered correctly, a responding screen will display showing the users vehicle, licence plate and parking fee. You can then make payment; via whichever option you choose.

**Question:** What if I forget to pay?

**Answer:** You can pay by app, either whilst on site, or up until midnight of the day you exited the car park. You simply enter your license plate into the application, and it will recognise you have parked at Russells Hall Hospital for the duration and show an outstanding charge. You will not need to remember a location code – the app is intuitive.

**Question:** Are all the car parks for The Dudley Group NHS Foundation Trust using ANPR?

**Answer:** No, current plans are for Russells Hall Hospital only

**Question:** Do I need to pay to drop off or pick up at the main entrance?

**Answer:** For shorter visits such as drop offs and pick-ups, deliveries or collections, you receive 15 minutes free of charge. If you exceed this time, you will receive a parking charge notification, unless on the exemption list.

**Question:** What if I can't park in the car park, is there a grace period?

**Answer:** If you are unable to find a car park space and leave site, you receive 15 minutes free of charge.

**Question:** Are there any times of the day or week that are free to park?

**Answer:** Parking charges apply at all times.

**Question:** Will there be an increase in the current parking charges?

**Answer:** No, current parking charges apply.

**Question:** Do Blue Badge holders have to pay for parking?

**Answer:** Yes, all Blue Badge holders are entitled to a free parking permit

**Question:** How do I register my Blue Badge for free parking, and do I have to register every time I park?

**Answer:** You can pre-register for a Blue Badge permit and once set up, you won't need to re-apply every visit. It will be ongoing until the expiry of your Blue Badge. Or if you prefer you can still validate your parking permit each time you visit. If you choose this option, you will need to do this every time you visit the hospital.

Register your Blue Badge by scanning a QR code or visiting [nexusplatform.co.uk/register](https://nexusplatform.co.uk/register)

Invitation code:  
Y H Z J J W L



**Question:** How many vehicles can I register for my Blue Badge?

**Answer:** Only one Blue Badge per vehicle. If more than one Blue Badge holder uses this vehicle they can create a daily permit.

**Question:** What if I change my vehicle?

**Answer:** If required, you will be able to change your vehicle details for your Blue Badge by logging into your account and selecting the 'edit' button on your respective permit. This timing is essential to ensure the system recognises your new vehicle.

**Question:** Can you pay by cash or card?

**Answer:** All pay stations accept card payments. Some of the machines close to the visitor information point accept cash but we'd encourage you to pay by card whenever possible. You can also use the Apple phone app to allow you to pay without needing to visit a pay station. You can download it before you arrive on [Google Play](#) or on the [App Store](#).

**Question:** Will I receive a ticket once I have paid?

**Answer:** No. Our new ANPR car parking system in our main visitor centre car park is pay on exit so you no longer need to 'Pay and Display'. The system will know you have paid when you exit as it will automatically recognise your number plate.

Corbett and Guest Hospital car park are still pay and display so you will need to buy and display a parking ticket when you arrive.

**Question:** Are the pay stations touch free?

**Answer:** No. The pay stations are touching screen, and you will be required to enter your registration and make a few other selections. You can also use the Apple parking app which enables you to pay without needing to visit a pay station.

**Question:** When should I pay for parking?

**Answer:** When parking in the ANPR main visitor centre car park please pay for your parking just before you leave.

Corbett and Guest Hospital car parks are still pay and display, so for these you will need to buy and display a parking ticket when you arrive.

**Question:** Are concessionary and value cards still free parking?

**Answer:** Yes, if you have a concessionary or value card you will be asked for your vehicle number plate, which will then be entered into the system as an exempt payer.

**Question:** How does the system work for concessionary and value cards?

**Answer:** Vehicle registration plates will be automatically recognised when parking in the visitor car parks, so you do not need to visit a pay station.

**Question:** I have a new vehicle, what should I do?

**Answer:** Please keep us informed of any vehicle changes no later than the day before your next visit. This timing is essential to ensure the system recognises your new vehicle.

**Question:** Do you keep my number plate scan and pictures of me?

**Answer:** The majority of number plates that are read will be deleted after initial checking if they do not need to be retained for valid investigations or evidential purposes. The data is stored on Nexus secure Google cloud-based server.

**Question:** Do ANPR cameras work at night?

**Answer:** Yes, the system uses infrared lighting to allow the camera to take the picture at any time of day or night, no matter the lighting or weather conditions.

**Question:** How will I be notified of a parking charge?

**Answer:** failure to abide by the Terms and Conditions may result in an application to the DVLA to trace the registered keeper of the vehicle and a Parking Charge notification will be sent to you by post.

**Question:** What if I don't pay in the time period given?

**Answer:** parking Charges that are not paid within the given time period may be passed to our debt recovery agent where you may incur additional charges.