Here are the reasons your gate stays open:

Fire Department leaves it open

Fire department lights just going by set off the gate and it opens. It's a security feature.

People hit the gate a little with their bumper and it sticks open.

People follow another car in too closely, making the gate stay open for a security period. Another safety feature.

People stay on the loop too long causing the gate to stay open. Safety feature.

All this takes time to reset and doesn't reset with constant usage.

It's not the operators. And 16K later the same issues would be happening if they changed them.