Dacorum Borough Council
Parking Services
Annual Report 2020/2021

Lower Kings Road multi-storey car park, Berkhamsted

- 25 public car parks
- 23 car parks ParkMark accredited
- 12 Controlled Parking Zones
- How to avoid getting a ticket
- Understanding our car park information boards.
- What we have achieved in 2020/21
- Our plans for 2021/22

Working in partnership to create a borough which enables the communities of Dacorum to thrive and prosper

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Introduction from the Leader of the Council

“Welcome to Dacorum Borough Council’s parking report for 2020/21 covering the period from April 2020 to March 2021.

The past year has seen changes in various aspects of daily life and that includes use of our carparks which have seen a reduced use with many residents working from home and travelling less but this has meant that there is more demand for on street parking in our residential areas and this report details how we have made adjustments to the service to help support this additional demand.

We will over the next year continue to improve our car parks including increasing the availability of electric vehicle charging and I am pleased that, at the time of publication, all of our car parks have now achieved Park Mark accreditation.”

This report covers the activity of Dacorum Borough Council for the period April 2020 to March 2021.

Councillor Andrew Williams
Leader of the Council

Steven Barnes
Parking Services Team Leader

“After 16 years in parking, this will be my last Annual Parking Services report, and an opportunity to review the changes and improvements made in the Borough’s parking services during that time. From a standing start in 2007, with the assistance of our Clean, Safe & Green Team, Building Services, the British Parking Association and police assessors and our enforcement contractor 23 of our 25 car parks are now ParkMark accredited with plans to bring the final two into the fold during 2021/22. Pay and Display has changed to Pay & Park with no necessity to display a ticket. Options to pay for parking with card or by phone as well as cash. Many waiting restrictions now checked with an Automatic Number Plate Recognition vehicle with a Civil Enforcement Officer (CEO) following up on vehicles that are identified as possibly parking in contravention. The introduction of mopeds allowing CEOs to respond more rapidly to customer requests for enforcement. Increased areas of resident parking schemes from three in 2005 to 12 in 2020. Virtual permits, season tickets, visitor parking sessions, suspensions and dispensations no longer requiring physical paper work for display in windscreens. 17 of our 25 car parks refurbished with four more planned for improvement in 2021 to 2023.
Clearly there is much more to achieve, particularly in light of the climate emergency in which there will be exciting opportunities for Parking Services to take a significant role.”

A place like Dacorum

Dacorum, situated in South West Hertfordshire has an area of 212 square kilometres, 50% of which is Green Belt. The Borough includes the towns of Hemel Hempstead, Berkhamsted and Tring, the large villages of Bovingdon, Kings Langley and Markyate, and 12 smaller settlements. It borders St Albans City and District to the east, Buckinghamshire (Chiltern and Aylesbury Vale Districts) to the west, Three Rivers to the south and Central Bedfordshire to the north.

Grand Union canal, Berkhamsted

The historic market town of Berkhamsted is a vibrant residential and cultural centre, with the Norman motte and bailey Berkhamsted Castle as a backdrop.

Tring is a quaint town with its red-brick buildings and independent shops, and it was once the home of George Washington's great-grandfather, John Washington. Also home to the Tring Natural History Museum, it's a lovely town to explore.

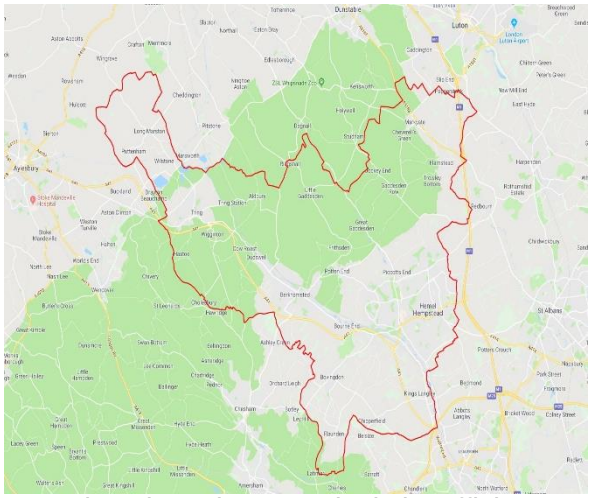
Memorial Garden, Tring

Gadebridge Park, Hemel Hempstead

Hemel Hempstead "New Town" has a modern town centre and a vibrant industrial area with many hi-tech companies having bases due to the great environment and facilities for their employees and access to the motorway networtk with links to the M1 and the M25 close by

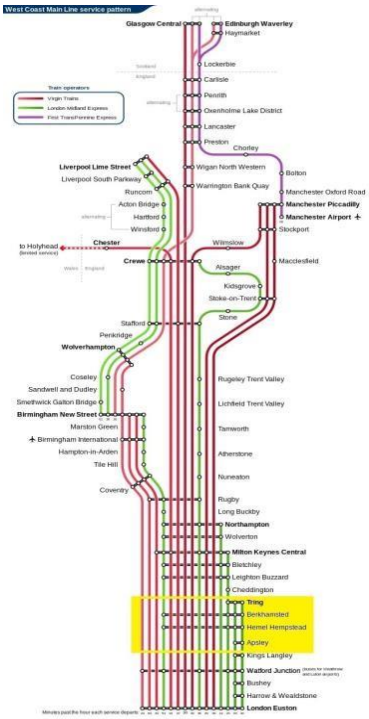
The Tudor market town, known locally as "The Old Town" sports pubs, cafes and bespoke shops.

Old Town, Hemel Hempstead

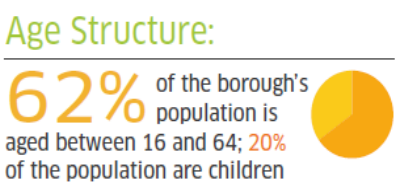


The West Coast main railway line, giving convenient travel for commuters to London Euston and connections to a number of major cities including Birmingham, Glasgow, Liverpool and Manchester runs through the Borough from Tring in the north through Berkhamsted, Hemel Hempstead and Apsley to Kings Langley in the south.

The convenience of travel to London attracts commuters from both inside and outside of the Borough to the railway stations in these communities, many travelling by car. Notwithstanding that most of these stations have commercially operated parking availability, in some locations the capacity is insufficient to accommodate demand and their pricing structure results in commuters trying to find free parking on-street, much of which is in residential areas causing inconvenience for residents who are unable to find parking near their home.



The competing kerb-side pressures due to a combination of increased vehicle ownership, commuter parking and terraced housing with no off-street parking availability in areas close to railway stations and in central Hemel Hempstead has resulted in the introduction of a number of Controlled Parking Zones (CPZ) in the Borough with more proposals planned.



Dacorum Borough Council (DBC) owns 25 public car parks managed by Parking Services and enforced through Traffic Regulation Orders. Most of these are situated close to town/village centres and intended to provide parking to support these areas. 23 of our car parks have achieved ParkMark accreditation.

Berkhamsted Castle

Tring reservoirs

Covid-19

The first lockdown came into effect on 26 March 2020, five days prior to the start of the period that this report covers. The second and third lockdowns in England that commenced on 5 November 2020 and 6 January 2021 are also is within this period. At all times there have been some restrictions on individuals' freedoms of movement, business activities, reduction in income for people on furlough and a community fear factor all of which have, and will have further consequences for economic activity in the future.

The Covid-19 pandemic has had a significant impact on many aspects of Local Authority activities, parking included. Clearly the reduction of income from the drop in parking demand, particularly off-street while continuing to support our enforcement contractor has limited our expenditure plans.

During the lockdown we followed the British Parking Association and Local Government Association guidance concerning parking. Civil Enforcement Officers were not enforcing the resident bays in Controlled Parking Zones (CPZ) and restricted bays in residential areas to ensure that there was as much kerb space for residents self-isolating and on furlough as possible in line with that guidance. Enforcement of yellow lines on the junctions of residential roads and where they protected access to premises continued it was vital that emergency services, delivery drivers, carers visiting vulnerable members of the community and refuse vehicles were able to still access residential areas. With the exception of NHS staff , carers and volunteers with permits, we did not suspend the requirement to pay for parking sessions in our car parks.

Although there was a relaxation in the enforcement of resident only bays in CPZs we felt that that this stance was welcomed by residents and we received a number of e-mails expressing thanks. Clearly there were still costs to provide the service and customer telephone, e-mail and written enquiries and requests for help were also being answered and actioned by both the council and our enforcement contractor's teams. Some Civil Enforcement Officers spent a number of days delivering letters to residents concerning inconsiderate parking causing difficulties for refuse collection and although not enforcement as such, it was a parking related service benefiting the community being provided in residential areas including CPZs.

Please see "Keeping you in the picture" from page 9

Summary of our civil parking history

Local authorities have been able to enforce their own off-street car parks for many years; however, most on-street parking enforcement was originally undertaken by police officers or police traffic wardens.

In the mid-1990s central government gave local authorities the right to apply for powers to enforce on-street parking restrictions. The adoption of what was then called Decriminalised Parking Enforcement (DPE) but is now termed Civil Parking Enforcement, or CPE, has now spread rapidly across the United
Kingdom

Dacorum Borough Council adopted Decriminalised Parking Enforcement (DPE) powers in October 2003. Between that time and March 2018 Watford Borough Council (WBC) was the lead authority in a partnership which acted on behalf of Hertfordshire County Council (the highway authority) under the terms of a parking agency agreement between the two authorities. As the parking authority Watford Borough Council provided parking enforcement on behalf of Dacorum Borough Council and Three Rivers District Council. WBC hosted a parking enforcement contract with an external parking enforcement contractor. This contract provided Civil Enforcement Officers (parking), office functions, pay and display maintenance, permit issue etc.

In April 2018 the partnership was disbanded and Dacorum Borough Council contracted Indigo Park Services UK (now Saba Park UK) to provide enforcement, back office and systems for parking enforcement services. At the same time we replaced our complete stock of pay and display machines with pay & park machines which provided improved services for our customers including contactless card payments and ticketless parking. We made identifying vehicles potentially in contravention to waiting restrictions more efficient by introducing Automatic Number Plate Recognition (ANPR) vehicles, which guide Civil Enforcement Officers to the vehicle. The Civil Enforcement Officer then checks the vehicle and issues a Penalty Charge Notice if required. Virtual resident permits and virtual visitor parking sessions were also introduced in our Controlled Parking Zones (resident parking schemes).

Water Gardens (North) car park, Hemel Hempstead

Enforcement Activity

To ensure that performance is measured on the quality of the service delivered:

- All Civil Enforcement Officers are salaried staff and **do not work on any form of commission or ticket quota basis.**
- Civil Enforcement Officers are not afforded discretion to ignore a vehicle parked in contravention. (*Discretion is with the Council, challenge your Penalty Charge Notice if you feel that it has been issued unfairly or in circumstances outside your control*)

The initial objective of a Civil Enforcement Officer is to encourage compliance to the parking regulations or to move a vehicle on and a penalty charge will only be issued where it is evident that no alternative form of action can be taken.

In financial year 2020/21 CPE in Dacorum Borough Council's district was undertaken by a team of approximately eleven Civil Enforcement Officers spread around the Borough. The enforcement function was contracted out to Saba Park UK operating in accordance with contractual terms and policy objectives agreed by the Council. Including processing of PCNs up to and including challenge. Investigation of representations and appeals, is dealt with by Dacorum Council officers, working in accordance with statute, regulations, guidance and Council policy.

Although it has the powers, Dacorum Borough Council does not clamp or remove vehicles. Clamping is no longer favoured as an enforcement tool, as all too often it simply results in a "problem" vehicle being made to remain at an inappropriate location for longer than is necessary.

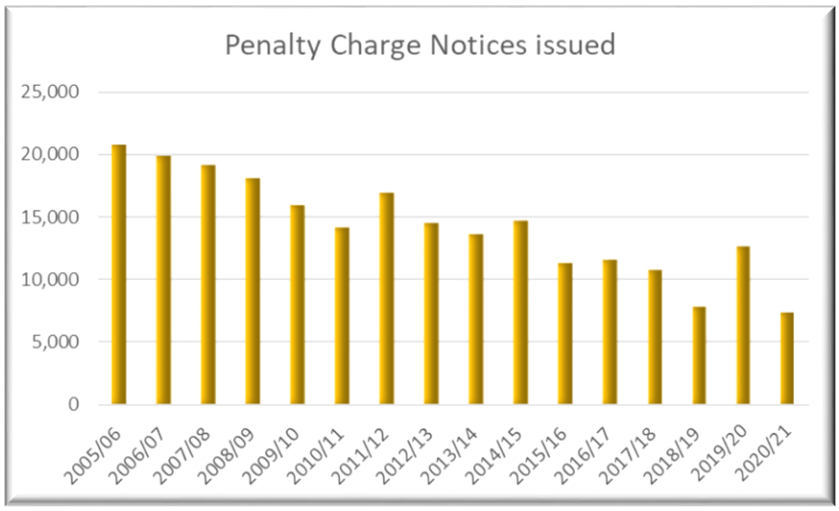
It is not always easy to prove that CPE has a beneficial effect. Driving along a free-flowing road or walking along a footway without being blocked by parked cars is seldom noted or associated with CPE. Likewise, finding space in a clean, safe, well lit car park is taken for granted. It is often noted, however, when these desirable benefits are not available.

Keeping you in the picture

On-street and Off-street (Car Parks) Enforcement

The number of PCNs issued in Dacorum Borough Council's district since 2005/06 is detailed below:

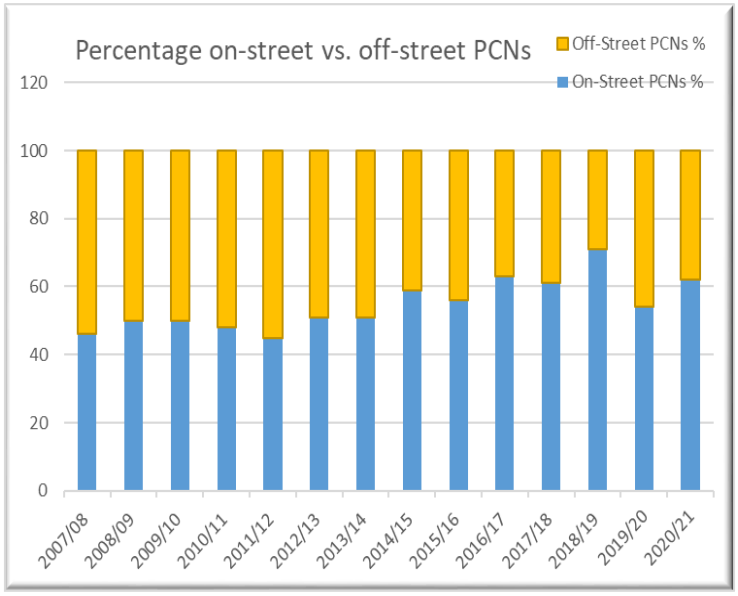
Year	Penalty Charge Notices issued
2005/06	20,673
2006/07	19,821
2007/08	19,144
2008/09	18,030
2009/10	15,915
2010/11	14,146
2011/12	16,844
2012/13	14,449
2013/14	13,576
2014/15	14,661
2015/16	11,284
2016/17	11,494
2017/18	10,756
2018/19	7,806
2019/20	12,625
2020/21	7338



The Traffic Management Act 2004 outlines that the primary purpose of CPE is to ensure compliance with parking controls and improve road safety. As the table and graph shows, the number of PCNs issued has generally declined as compliancy has increased, indicating that the objectives of the legislation and CPE regime are being met, with marginal increases being explained by the introduction of new schemes and restrictions.

Year	On-Street PCNs %	Off-Street PCNs %
2007/08	46	54
2008/09	50	50
2009/10	50	50
2010/11	48	52
2011/12	45	55
2012/13	51	49
2013/14	51	49
2014/15	59	41
2015/16	56	44
2016/17	63	37
2017/18	61	39
2018/19	71	29
2019/20	54	46
2020/21	62	38

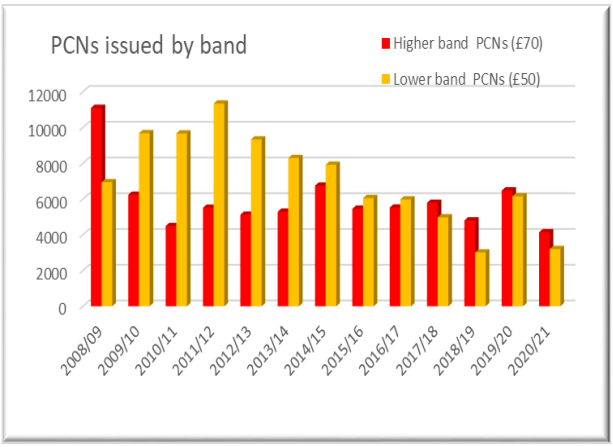
Percentage split of PCNs issues



In most years more PCNs are issued on-street than in car parks

PCNs issued by band

Year	Higher band PCNs (£70)	Lower band PCNs (£50)
2008/09	11092	6938
2009/10	6235	9680
2010/11	4484	9662
2011/12	5507	11337
2012/13	5117	9332
2013/14	5286	8290
2014/15	6744	7917
2015/16	5456	6047
2016/17	5517	5977
2017/18	5784	4972
2018/19	4800	3006
2019/20	6476	6149
2020/21	4138	3200



This table and chart shows the number of higher band and lower band PCNs issued by Dacorum Borough Council. In 2008/09, the government introduced differential penalty charges, whereby some parking contraventions attract a higher band penalty charge according to their perceived seriousness. These are typically on-street contraventions.

PCNs issued during the 2020/21 and the previous two years

Off-street (car parks) contraventions & codes	Number of PCNs issued		
	2018/19	2019/20	2020/21
73 – Parked without payment of the parking charge	1730	4440	2162
80 - Parked for longer than permitted	23	409	246
81 - Parked in a restricted area in a car park	231	87	6
82 - Parked after expiry of paid for time	163	424	251
83 - Parked in a car park without a valid ticket/voucher	17	4	8
84 - Parked with additional payment made to extend the stay beyond time first purchased	2	13	7
85 - Parked without a valid virtual permit or clearly displaying a valid physical permit where required	12	330	19
86 – Parked beyond bay markings	29	40	13
87 - Parked in a disabled bay without a valid blue badge	26	76	29
91 - Parked in a car park or area not designated for that class of vehicle	0	0	1

On-street (public highway) contraventions & codes	Number of PCNs issued		
	2018/19	2019/20	2020/21
01 - Parked in a restricted street (yellow lines)	3288	3551	2640
02 – Parked where loading/unloading is not permitted	401	343	168
05 - Parked after expiry of paid for time.	30	92	15
06 – Parked without a valid pay and display ticket/voucher	3	43	0
07 - Parked with payment made to extend the stay beyond initial time	2	0	0
11 - Parked without payment of the parking charge	158	341	147
12 – Parked in a permit/shared use bay without permit/parking session	582	1019	712
19 - Parked in a residents' or shared use parking place or zone with an invalid virtual permit or pay and park ticket, or after the expiry of paid for time	31	0	10
21 - Parked wholly or partly in a suspended bay or space	16	81	33
22 - Re-parked in the same parking place or zone within one hour after leaving	8	0	2
23 - Parked in a parking place or area not designated for that class of vehicle	1	17	5
24 - Not parked correctly within the markings of the bay or space	4	2	0
25 - Parked in a loading place or bay during restricted hours without loading	326	383	143
27 - Parked adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	2	0	1
28 - Parked on part of the carriageway raised to meet the level of a footway or verge	2	4	8
30 - Parked for longer than permitted	364	464	294
40 - Parked in a disabled bay/space without valid blue badge	220	293	333
45 - Stopped on a taxi rank	36	46	19
47 – Parked at a bus stop or stand	48	76	45
48 - Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station	4	4	0
74 - Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods	0	1	1
99 - Stopped on a pedestrian crossing or crossing area marked by zigzags	47	42	20

Details of parking contraventions enforced in Dacorum Borough during 2020/21 and their associated penalty charge are detailed on pages 34 - 41.

Dacorum Borough Council will continue to ensure that its enforcement activity is tailored to meet the enforcement and other policy objectives of the authority whilst recognising that flexibility is needed to respond to an environment that can change on an almost daily basis.

Representations, Appeals and Beyond

A 50% discount applies to a PCN paid within 14-days of the date of issue (with the date of issue counting as day 1). The number of PCNs issued in previous years and paid at the discounted rate and full rate is as follows:

Year	PCNs Paid at Discount	
2008/09	10097	56%
2009/10	9055	57%
2010/11	7731	55%
2011/12	8928	53%
2012/13	7800	54%
2013/14	7331	54%
2014/15	8357	57%
2015/16	6206	55%
2016/17	6322	55%
2017/18	6409	60%
2018/19	4555	58%
2019/20	3911	69%
2020/21	4514	62%

These payments will either have been made immediately upon receipt of the PCN or following an informal challenge which the Council has declined. This illustrates the fact that the majority of motorists who receive a PCN accept their liability for the penalty charge and make prompt payment.

Year	PCNs Paid at Full Charge or Higher	
2008/09	2247	12%
2009/10	1915	12%
2010/11	1716	12%
2011/12	1708	10%
2012/13	1597	11%
2013/14	1493	11%
2014/15	1613	11%
2015/16	1128	10%
2016/17	1724	15%
2017/18	2133	20%
2018/19	1223	16%
2019/20	1736	14%
2020/21	2335	32%

Following the 14-day period the penalty charge reverts to its full value and the charge increases in set steps thereafter. The number of PCNs issued in previous years that were paid at the full rate or higher is as detailed in the table

Any motorist who receives a PCN is entitled to challenge its issue. The Traffic Management Act 2004 sets out a number of statutory grounds on which a PCN may be challenged.

Typically, around 20% of PCNs issued are cancelled upon receipt of a challenge or representation and the principle reasons ascribed to cancellation of PCNs are detailed below. Whilst it is difficult to offer evidence to support the claim, experience suggests that the Council's enforcement guidelines and the philosophy that underpins them are set at the more tolerant end of the spectrum.

Reason for Cancellation	Number of penalties cancelled		
	2018/19	2019/20	2020/21
Valid parking session proved	593	1324	346
Valid disabled (blue) badge – 1st contravention	62	85	38
CEO error	37	55	27
Loading evidence provided	14	15	2
Valid permit produced	68	178	53
Processing error	0	0	0
Error in ticket issue	6	14	0
Valid parking session produced	9	786	7
This occasion only	126	233	108
Inconsistencies in CEO notes	2	53	18
Police evidence	4	11	3
New evidence provided	12	17	15
Other reasons	17	39	8

A number of PCNs are also written off each year, commonly because the motorist/owner cannot be traced – either because of an inadequate record at the DVLA or because the motorist/owner is untraceable. Typically, around 3% to 10% of PCNs are written off for this reason, depending on local demographics.

The number and percentage of PCNs cancelled, either following a challenge or because the motorist is untraceable, is as follows:

Year	PCNs Cancelled	PCNs Written Off
2008/09	4668 (26%)	785 (4%)
2009/10	3710 (23%)	515 (3%)
2010/11	3896 (28%)	1208 (9%)
2011/12	5202 (31%)	894 (5%)
2012/13	3795 (26%)	1013 (7%)
2013/14	3122 (23%)	543 (4%)
2014/15	3079 (21%)	586 (4%)
2015/16	2257 (20%)	339 (3%)
2016/17	2069 (18%)	460 (4%)
2017/18	1046 (10%)	706 (7%)
2018/19	950 (12%)	251 (3%)
2019/20	2810 (20%)	204 (2%)
2020/21	625 (9%)	323 (4%)

Of the 7,338 PCNs issued in 2020/21:

- 1,323 were the subject of an “informal” challenge (normally made within 14 days of issue of the PCN).
- Of the above, 580 PCNs were cancelled at this challenge stage.
- 288 were the subject of a statutory representation upon receipt by the vehicle’s owner of a Notice to Owner (a letter sent to a vehicle’s owner no earlier than 28 days after the issue of a PCN).
- Of the above, 45 were cancelled at this statutory representations stage.

Should the council reject a statutory representation, the vehicle’s owner is entitled to appeal that decision to the independent Parking Adjudicator.

Of the 7,338 PCNs issued in 2020/21:

3 were the subject of an appeal to the Independent Parking Adjudicator – an appeal rate of 0.041%.

- Of these 3 appeals, 0 (0%) were upheld by the Adjudicator.
- 1 was not contested by the Council as the appellant supplied additional information
- 2 (66.7%) were rejected by the Adjudicator (won by the Council)

The following table outlines Dacorum Borough Council’s performance with regard to Traffic Penalty Tribunal appeals

Year	No. of appeals	Rate of appeal per PCN	Not contested by council	Allowed by Adjudicator	Refused by Adjudicator (Council win)	Awaiting decision
2015/16	16	0.14%	6%	44%	50%	0%
2016/17	16	0.14%	37.5%	12.5%	50%	0%
2017/18	15	0.14%	7%	33%	60%	0%
2018/19	7	0.09%	14%	57%	29%	0%
2019/20	15	0.12%	20%	26.5%	53.5%	0%
2020/21	3	0.04%	33.3%	0%	66.7%	0%

A local authority’s performance at appeal can be regarded as a proxy indicator for its performance at earlier stages in the enforcement process.
As can be seen, Dacorum Borough Councils’ appeal rate remains notably low. The Traffic Penalty Tribunal recognises that local authorities may not contest appeals on occasion, primarily when additional evidence comes to light during the appeals process.
As well as being an essential judicial “safety valve” for the CPE process, individual appeal decisions and of course the Adjudicators’ Annual Report contain findings, information and advice which can be very helpful to local authorities in their operation of their parking enforcement and back office regimes. Dacorum Borough Council has always used this information positively to improve their service and enforcement practices, where practicable.

Debt Registration and Enforcement Agents (Bailiffs)

If a motorist does not pay or successfully challenge a PCN (where an accurate address is held by the DVLA) the notice may be registered as a debt in the County Court. Only at this stage does a penalty charge become a debt.

In 2020/21, 1,089 PCNs were registered as a debt in the County Court.

Failure to pay this debt within the timescale specified will result in the passing of the debt to enforcement agents.
In 2020/21, 896 cases were referred to the Council's bailiffs and £33,827 has been recovered.

The financial aspects of Civil Parking Enforcement

Under the terms of the Road Traffic Act 1991, which governed Decriminalised Parking Enforcement until April 2008, local authorities were required to make their on-street parking enforcement regime self-financing as soon as possible. Local authorities were not, however, allowed to design their enforcement regime to make a surplus. Any surplus generated was 'ring fenced' to fund related functions such as passenger transport or car park improvements.

As more and more local authorities took on DPE powers, government increasingly recognised that for many, achieving break-even was simply not possible. Accordingly, the Traffic Management Act 2004 weakened this requirement. From 1 April 2008 local authorities were have been able to apply for CPE powers without demonstrating that it will break even, but on the understanding that any deficit would be met from within existing funding. Government has made it quite clear that national or local taxpayers are not to bear any shortfall.

The annual costs and income streams for the Dacorum parking service are shown in the table below. The largest single income stream for parking services is that from the parking fees paid in the Council's off-street car parks.

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	ON Street	OFF Street	Total
Expenditure			
Contract costs	£462,226	£99,410	£561,636
Staffing and support costs	£190,328	£105,807	£296,134
Maintenance/ Improvements/Other	£54,043	£686,731	£740,774
Capital Charges	£154,767	£151,636	£306,402
Total Expenditure	**£861,364**	**£1,043,583**	**£1,904,946**
Income			
PCN income	(£175,074)	(£65,702)	(£240,777)
Permit income	(£77,126)	£0	(£77,126)
Pay and Display income	(£86,955)	(£893,265)	(£980,220)
Other	(£20,395)	(£58,024)	(£78,419)
Total Income	(£359,551)	(£1,016,991)	(£1,376,542)
Net (Surplus)/Deficit	**£501,813**	**£26,591**	**£528,404**

Note: Black = Expenditure Red = Income

Parking Trading Account 2020/21

	Ringfenced Funds	Un-ringfenced Funds	Total
Expenditure			
Contract costs	£490,870	£70,766	£561,636
Staffing and support costs	£215,587	£80,548	£296,134
Maintenance / Improvements / Other	£54,043	£686,731	£740,774
Capital Charges	£154,767	£151,636	£306,402
Total Expenditure	**£915,266**	**£989,680**	**£1,904,946**
Income			
On-St PCN income	(£175,074)	£0	(£175,074)
Off-St PCN income	(£65,702)	£0	(£65,702)
Permit income	(£77,126)	£0	(£77,126)
Pay and Display income	(£86,955)	(£893,265)	(£980,220)
Other	(£20,395)	(£58,024)	(£78,419)
Total Income	**(£425,253)**	**(£951,289)**	**(£1,376,542)**
Net (Surplus)/Deficit	**£490,012.70**	**£38,391.57**	**£528,404**

Note: Black = Expenditure Red = Income

Balance on Parking Ring-fenced Funds Reserve

	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Opening Balance on Reserve	**£181,100**	**£149,100**	**£242,100**	**£212,100**	**£202,100**	**£120,100**
Drawdown from reserve to fund the cost of public consultation and implementation of Controlled Parking Zones	(£32,000)	(£115,000)	(£30,000)	(£60,000)	(£82,000)	(£25,191)
Contribution to the reserve to fund future expenditure	£0	£208,000	£0	£50,000	£0	£40,000
Closing Balance on Reserve	**£149,100**	**£242,100**	**£212,100**	**£202,100**	**£120,100**	**£134,909**

Water Gardens car park, Hemel Hempstead

How we can help you 👍

DBC's Parking Services primary function is to enforce waiting restrictions, process Penalty Charge Notices, manage and maintain our 23 car parks and maintain on-street waiting restriction infrastructure that is supported by a Traffic Regulation Order.
Hertfordshire has district and borough councils as well as a county council. This means that, unlike in unitary council areas, not everything is "under one roof", we manage some aspects of parking in Dacorum, and some are managed by the county. There are also some aspects enforced by Hertfordshire Constabulary.

Please contact us at Dacorum to:

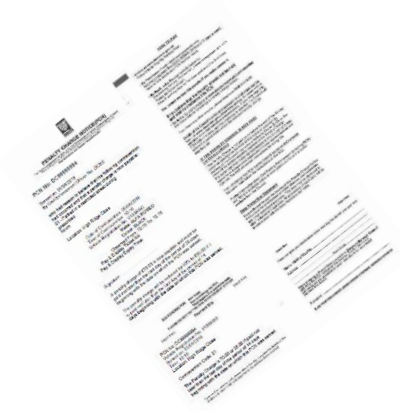
- ✓ Enforce waiting restrictions on the public highway
- ✓ Maintain the related waiting restriction lining and signs
- ✓ Introduce Controlled Parking Zones (resident parking schemes)
- ✓ Manage, maintain and enforce 23 DBC owned car parks
- ✓ Enforce one Tring Town Council owned car park on their behalf.
- ✓ Enforce pedestrian dropped kerbs in town and village centres
- ✓ Provide additional patrols where there are parking contraventions are resulting in particular inconvenience or danger
- ✓ Offer help and advice on parking issues

Finding help elsewhere:

- ☒ Enforce moving traffic violation enforcement such as bus lanes, speeding, weight limits, one way, no entry, box junctions, etc. (Hertfordshire Constabulary)
- ☒ Obstruction of road or pavements (Hertfordshire Constabulary)
- ☒ Introduce waiting restrictions to deter dangerous or obstructive parking (Hertfordshire County Council) although we do enforce them after introduction
- ☒ Introduce traffic calming measures, junction protection, speed humps, pedestrian crossings, one-way restrictions, etc. (Hertfordshire County Council)
- ☒ Place disabled bays in residential areas (Hertfordshire County Council)
- ☒ Enforce bays or lines on private (including council owned) sites (Contact your landlord, management company or tenancy officer)
- ☒ Refresh signs, bays or lines anywhere but on the public highway (Contact your landlord, management company or tenancy officer)
- ☒ Refresh any road lining on the public highway other than that which is associated with a waiting restriction supported by a Traffic Regulation Order
- ☒ Install or refresh "courtesy" lines, sometimes called "H bars"
- ☒ Solve neighbour disputes about parking (A chat, cup of tea, biscuit and mutual consideration may help)

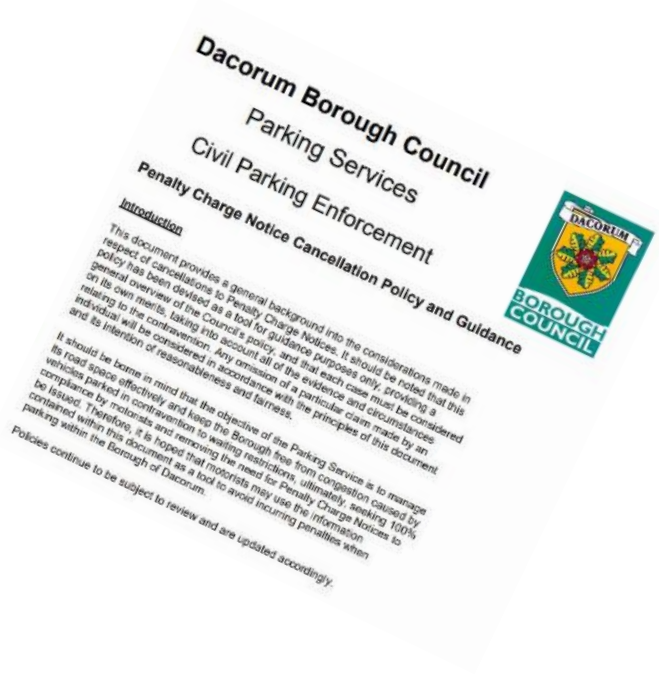
If there's a ticket on your windscreen …..

There's that sinking feeling when you get back to your car and you see that ubiquitous yellow pouch attached to your windscreen. You may not know why you have it or you may "just have taken the risk". Either way you may feel upset or aggrieved.



Don't get angry:
If you decided to take a risk please pay, it was your decision to park incorrectly. However, if you don't know why you got the PCN, have a look around, are there any lines or bays on the road? Take a look at any sign posts close by, can you recall passing a parking zone sign post? Check the contravention details on the ticket. If you are still unsure you are welcome to contact our enforcement team at Dacorum.uk@sabagroup.com or phone 01908 223505 they will be happy to help, but please be nice to them, they like helping people who treat them with respect.

You can "challenge" the issue of the PCN


Dacorum Borough Council
Parking Services
Civil Parking Enforcement
Penalty Charge Notice Cancellation Policy and Guidance
Introduction

If you feel that the PCN was issued incorrectly you may challenge it. Before you do so, it may help if you take a look at our cancellation policy, there is a link from our "parking ticket" page:
http://www.dacorum.gov.uk/home/community-living/parking-and-travel/parking-tickets
Please do this within 14 days of receiving the PCN during the discount period if you can.
The easiest way is via our website www.dacorum.gov.uk/parkingonline where the contravention will appear soon after the PCN was issued and if photographs were taken, they will appear on the following day. You can also challenge by e-mail, or by letter. We are unable to take challenges over the phone or by text.
Quote the Penalty Charge Notice number and include your full postal address.
Please include any documents that are relevant to the challenge - for example, disabled badge (let us have a copy of both sides of any disabled badge), permit or voucher, or a work order (as proof of loading or delivery). We will respond to your challenge in writing within 14 days, and let you know if your challenge has been successful.

You can rest easily, we will hold the discount period for a further 14 days from your initial challenge if it has been received within the 14 day discount period.

You can make "formal representations" to the council

If you challenge your penalty charge and it is not cancelled or if you do not contact us within 28 days of getting your PCN, and you have not paid we will send a legal document called a 'Notice to Owner' to the vehicle's registered keeper at the address supplied by the Driver and Vehicle Licensing Agency (DVLA).

The Notice to Owner gives you a further 28 days to either pay the full penalty charge, or make formal representations to us. To do this, please complete and sign the Notice to Owner form. Which includes a form titled "Representations" and return the form to: Parking Services, PO Box 921, Hemel Hempstead, Herts, HP1 1ZP. Your representation should be on one or more of the following grounds:

- I was not the owner of the vehicle at the time of the alleged contravention.
- The vehicle was parked by a person who was in control of it without my consent. If your car was stolen, we will need a police crime report number and the name of the police station that the crime was reported or proof of an insurance claim from the insurer.
- We are a hire firm and the person hiring the vehicle has signed a statement accepting liability. We will need to see a copy of the agreement, including the name and address of the hirer.
- The alleged contravention did not occur. You will need to explain why you believe no contravention took place including any proof you feel is relevant.
- The penalty charge exceeded the amount applicable in the circumstances of the case. You will need to explain why you believe you have been asked to pay more than you are legally liable to pay.
- There has been a procedural impropriety on behalf of the authority(Dacorum Borough Council). You will need to explain why you believe we have acted improperly or in breach of the regulations.
- The penalty has been paid, either in full or at the discounted rate within the discounted period. You will need to supply proof of payment - for example, a receipt or your payment reference number.

If your representation is successful, we will cancel the Penalty Charge Notice and the Notice to Owner. If your representation is not successful we will send you a 'Notice of Rejection'.

Do not ignore the Notice to Owner. It is your last chance to appeal. If your case progresses to a Charge Certificate, you will no longer have the right to appeal and the charge will increase by 50 per cent to £75 or £105 depending on why you received a Penalty Charge Notice (parking ticket).

"Appeal" to the Traffic Penalty Tribunal

If you disagree with our decision you can appeal to the independent adjudicator at the Traffic Penalty Tribunal. The adjudicators are independent of us and their decision is final and binding on both parties.

Traffic Penalty Tribunal
England and Wales

You can appeal by visiting the Tribunal's website.

The website explains what the adjudicator can consider and how to appeal. There is no charge for this service and costs are not normally awarded.

You should appeal within 28 days of delivery of the Notice of Rejection.

If you are unable to appeal online you may request a paper form from the Traffic Penalty Tribunal by calling 01625 445599 and leaving your name, address, telephone number, vehicle registration mark and Penalty Charge Notice number.

We will put the case on hold while the tribunal considers your appeal. The decision of the tribunal's adjudicator is final and binding on both parties. If your appeal is allowed, you will not have to pay the penalty charge. If it is not allowed, you will have to pay the full amount (£50 or £70 depending on why you received a Penalty Charge Notice).

Whatever you have heard, Penalty Charge Notices issued by Councils do not just go away

Charge Certificate
If you do not pay or submit a formal representation to the Notice to Owner after 28 days, the charge will increase by a further 50 per cent and the registered keeper of the vehicle will be sent a Charge Certificate. Once a Charge Certificate has been sent, you have lost your statutory right to appeal the Penalty Charge Notice.

Order for Recovery and Witness Statement

If no payment is received within 14 days of the date of the Charge Certificate, we will apply to register the outstanding debt with the Traffic Enforcement Centre at Northampton County Court. The registered keeper will then be sent an Order for Recovery (TE3 form) and a Witness Statement - Unpaid Penalty Charge (TE9 form). At this stage, the charge will increase by a further £8.

When a Penalty Charge Notice has progressed to Order for Recovery, it is too late for us to accept any representations made. The only options available are to either pay the charge or to file a Witness Statement with the Traffic Enforcement Centre at Northampton County Court on one of these four grounds only:

- I did not receive the Notice to Owner / Penalty Charge Notice (Parking contravention).
- I appealed against the council's decision to reject my challenge, within 28 days of the rejection notice, but have had no response to my appeal.
- I made representations about the penalty charge to the council within 28 days of the Notice to Owner, but did not receive a rejection notice.
- The penalty charge has been paid in full. (You will need to state the date it was paid, how it was paid and to whom it was paid.)

If you believe one of these options applies to your situation, and you wish to file a Witness Statement, complete the TE9 form and return it to The Traffic Enforcement Centre at County Court Bulk Centre, St Katherine's House, 21 – 27 St Katherine's Street, Northampton, NN21 2LH.

If you do not have the TE9 form, please contact the Traffic Enforcement Centre using one of the following options: Telephone: 0300 123 1059 or Email: tec@hmcts.gsi.gov.uk

Proceedings for contempt of court may be brought against you if you make, or cause to be made, a false statement in any document verified by a statement of truth without an honest belief in its truth.

If none of the options applies to your situation then the only option available is to pay the charge, either online or by telephone (using a credit or debit card) on 0845 452 4540, seven days a week, 24 hours a day.

Alternatively, payment can be made by cheque/postal order made payable to 'Dacorum Borough Council', quoting the Penalty Charge Notice number and sent to: Parking Services, PO Box 921, Hemel Hempstead, Hertfordshire, HP1 1ZP.

Enforcement Agents (formerly known as bailiffs)
If the Penalty Charge Notice remains unpaid for 21 days following the registration of the debt, a Warrant of Control will be issued and the case will be passed to a certificated Enforcement Agent to recover the debt on our behalf.

Enforcement Agent action is split into three different stages, each with its own additional fees which you will have to pay on top of the outstanding sum of the PCN:

Compliance stage
Once the charge has passed to the Enforcement Agent, they will write a letter of compliance to you, or visit you within 14 days to serve a Notice of Enforcement. This notice advises of the outstanding debt, plus any additional fees. Following the delivery of this notice, if the debt remains unpaid the case will then progress to the Enforcement Stage.
Compliance stage fees - £75

Enforcement stage
This stage involves the attendance of an Enforcement Agent to recover the debt, plus additional fees incurred. Please note: the fee of £235 is payable from the first attendance when an Enforcement Agent visits your premises.

Enforcement stage fees - £235 (plus 7.5% for debts over £1,500)

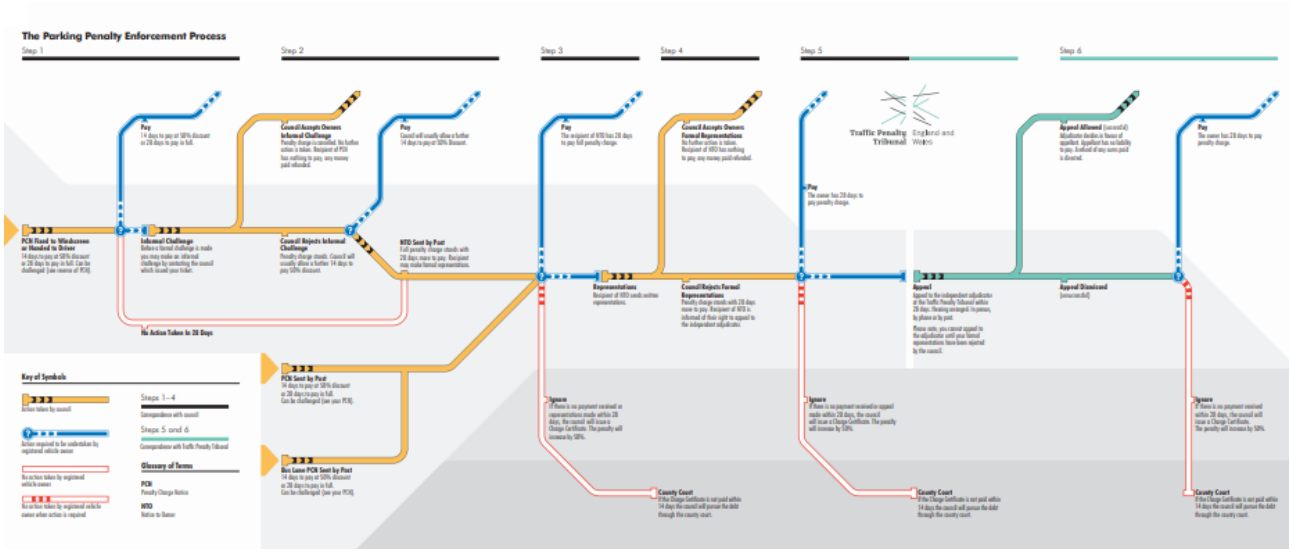
Sale stage
This stage involves the selling of your goods in order to pay the outstanding debt, plus any additional fees incurred.
Sale stage fees - £110 (plus 7.5 per cent for debts over £1,500)
Once the case is with the enforcement agents, it is too late for us to accept any representations (or payments) about the case. You will need to contact the Enforcement Agent or to seek legal advice as soon as possible to avoid any additional charges. The Enforcement Agent is listed on the Warrant of Control (formerly known as Warrant of Execution). You can contact the relevant Enforcement Agent on the following numbers:

Marston - 0845 074 3749
https://www.marstonholdings.co.uk/

Jacobs - 0345 601 2692 / 0151 650 4800
https://www.jacobsenforcement.com/

If you're unhappy with any aspect of your experience with an Enforcement Agent please initially address it through their complaints system
DBC carefully selects the Enforcement Agents that act on their behalf to ensure that they act with propriety, respect and have outstanding vulnerability and complaints processes. They are encouraged to settle debts at compliance stage where possible.

PATROL (Parking and Traffic Regulations Outside London) provides an easy to follow guide which shows the stages of the PCN process in the Dacorum Borough Council area based on your decisions, it can be accessed at the following link:
https://www.patrol-uk.info/authority_details/?pcn=DC&type=parking
A larger detailed guide can be found in appendix I on page 41



Lower Kings Road car park, Berkhamsted

Residents parking schemes (Controlled Parking Zones)

It seems that wherever residents have difficulty parking, they believe that a residents' parking scheme, known as a Controlled Parking Zone (CPZ) will solve all parking ills. Unfortunately, CPZs are not a panacea for all parking problems. The council only proposes CPZs where inappropriate commuter parking has a serious detrimental effect on the ability of residents to find a parking place somewhere near their home, this is why you see them around Hemel Hempstead town centre and near railway stations.

A Controlled Parking Zone will not:

- Guarantee a parking spot near your home or a parking spot at all.
- Prevent all non-permit holders from parking in the zone at all times, some will take the risk although this is likely to be minimal.
- Provide a Civil Enforcement Officer to be on patrol within the zone at all times.
- Solve the issue of resident vehicle ownership outstripping the kerb capacity to accommodate them.
- Prevent the dropping off and picking up of children going to or from school.
- Be enforced overnight

And should not:

- Kill the local economy e.g. remove all parking opportunities for customers of local retailers, service providers and other businesses.

As we have to provide a "safe scheme", inevitably, the amount of kerb-line available for parking will reduce particularly around junctions. This is partially offset by the reduction in non-resident parking. Sometimes it may require that a complete side of a street has to be no waiting at any time to allow free access to emergency vehicles.

Controlled Parking Zones are not proposed in areas where local vehicle ownership outstrips the kerb-line capacity to accommodate them. These areas are usually affected in the evenings, weekends and bank holidays when many residents are at home and may have visitors.

As you can appreciate the council receives numerous requests for Controlled Parking Zones, our budget both in terms of finance and in terms of labour has allowed us to have a maximum of two reviews in operation at any one time.

All receipts from CPZ permits and visitor sessions along with all receipts from Penalty Charge Notices are used to help finance the running of the Service.

In 2020/21 we had 12 Controlled Parking Zones in Dacorum:

Controlled parking zones and hours of operation

Area	Zone	Hours of operation
Apsley	"A" zone	Monday to Sunday, 10am to 10pm
Beaumayes, Hemel Hempstead	"B" zone	Monday to Friday, 8am to 6pm
Boxmoor	"X" zone	Monday to Friday, 9am to 10am and 2pm to 3pm
Corner Hall, Hemel Hempstead	"S" zone	Monday to Saturday, 8am to 6pm
Cotterells, Hemel Hempstead	"C" zone	Monday to Sunday, 8am to 8pm
Green End, Hemel Hempstead	"G" zone	Monday to Friday, 8am to 5pm
Hospital area, Hemel Hempstead	"H" zone	Monday to Saturday, 8am to 8pm
Kodak, Hemel Hempstead	"K" zone	Monday to Sunday, 8am to 10pm
Roughdown, Hemel Hempstead	"R" zone	Monday to Friday, 8am to 6pm
Tring Station	"T" zone	Monday to Sunday, 8am to 6pm
Kents Avenue, Hemel Hempstead	"D" zone	Monday to Friday, 10am to 8pm – Saturday and Sunday, 8am to 6pm
Orchard, Hemel Hempstead	"O" zone	Monday to Friday, 10am to 8pm – Saturday and Sunday, 8am to 6pm

Visitor Parking Sessions

Each household (one property) can:

- buy visitor parking sessions (the amount you can buy depends on which zone you live in – see table below), and
- buy up to four one-week visitor permits per year for longer visits.
- Senior citizens (over 60 years), can buy up to double the visitor parking session allocation for the zone they live in and up to eight one-week visitor permits per year.

Area	Zone	Annual visitor voucher allocation
Apsley	"A" zone	700 hours
Beaumayes, Hemel Hempstead	"B" zone	600 hours
Boxmoor	"X" zone	100 hours
Corner Hall, Hemel Hempstead	"S" zone	600 hours
Cotterells, Hemel Hempstead	"C" zone	700 hours
Green End, Hemel Hempstead	"G" zone	500 hours
Hospital area, Hemel Hempstead	"H" zone	600 hours
Kodak, Hemel Hempstead	"K" zone	800 hours
Roughdown, Hemel Hempstead	"R" zone	600 hours
Tring Station	"T" zone	600 hours
Kents Avenue, Hemel Hempstead	"D" zone	600 hours
Orchard, Hemel Hempstead	"O" zone	600 hours

Details of the cost for and how to apply for a resident permit and for visitor parking sessions can be found on our website:
https://www.dacorum.gov.uk/home/community-living/parking-and-travel

Queensway car park, Hemel Hempstead

Find your way around our car park information boards

We don't want to issue a PCN to you, we want you to arrive at the car park, find a bay, pay the charge where necessary and go off to work or shopping knowing that you won't come back and see a yellow pouch stuck to your windscreen.
Although they look a bit daunting, car park information boards are there to ensure that you are clear about the conditions to park, so it is quite important that you have a quick read particularly in privately run car parks where fines can be exorbitant and far higher than the penalty that you may get in one of our car parks.

Here is an example of one of ours: ←

The "Welcome to" section gives you an idea of how long you will be able to stay and also if there is likely to be a choice of tariffs:

Short stay – Maximum stay will be either 2 hours or 4 hours, you get a choice of parking times usually 30 minutes, 1 or 2 hours in a 2 hour maximum stay car park and 1, 2, 3 or 4 hours in a 4 hour maximum stay car park.

Long stay – Maximum stay 10 hours. These car parks are provided for people who need to park all day such as local business employees. You are welcome to park for a short period but you will have to pay for a full day to park even if you only stay a few hours

If the board does not state either short or long stay, it is what we call an “any stay” car park – Maximum stay 10 hours and you get a choice of stays usually 1, 2, 3, 4 or 10 hours.

This is a Park Mark® symbol. These car parks have been assessed to ensure that they are properly managed and maintained. The Park Mark® Safer Parking Scheme is a Police Crime Prevention Initiative and is aimed at reducing both crime and the fear of crime in parking facilities. Safer Parking status, Park Mark®, is awarded to parking facilities that have met the requirements of a risk assessment conducted by the police. 21 of our 23 car parks have been awarded this status.

An example of the wording under the car park name:

This section lets know what you need to do to be able to park. This section of the board can differ substantially between car parks, even ones close to each other, so it is important that you read it. For instance, in this example you must have either a season ticket, a permit, you must pay at the machine (and enter your registration number) or, for a 1 hour free session enter your registration number.

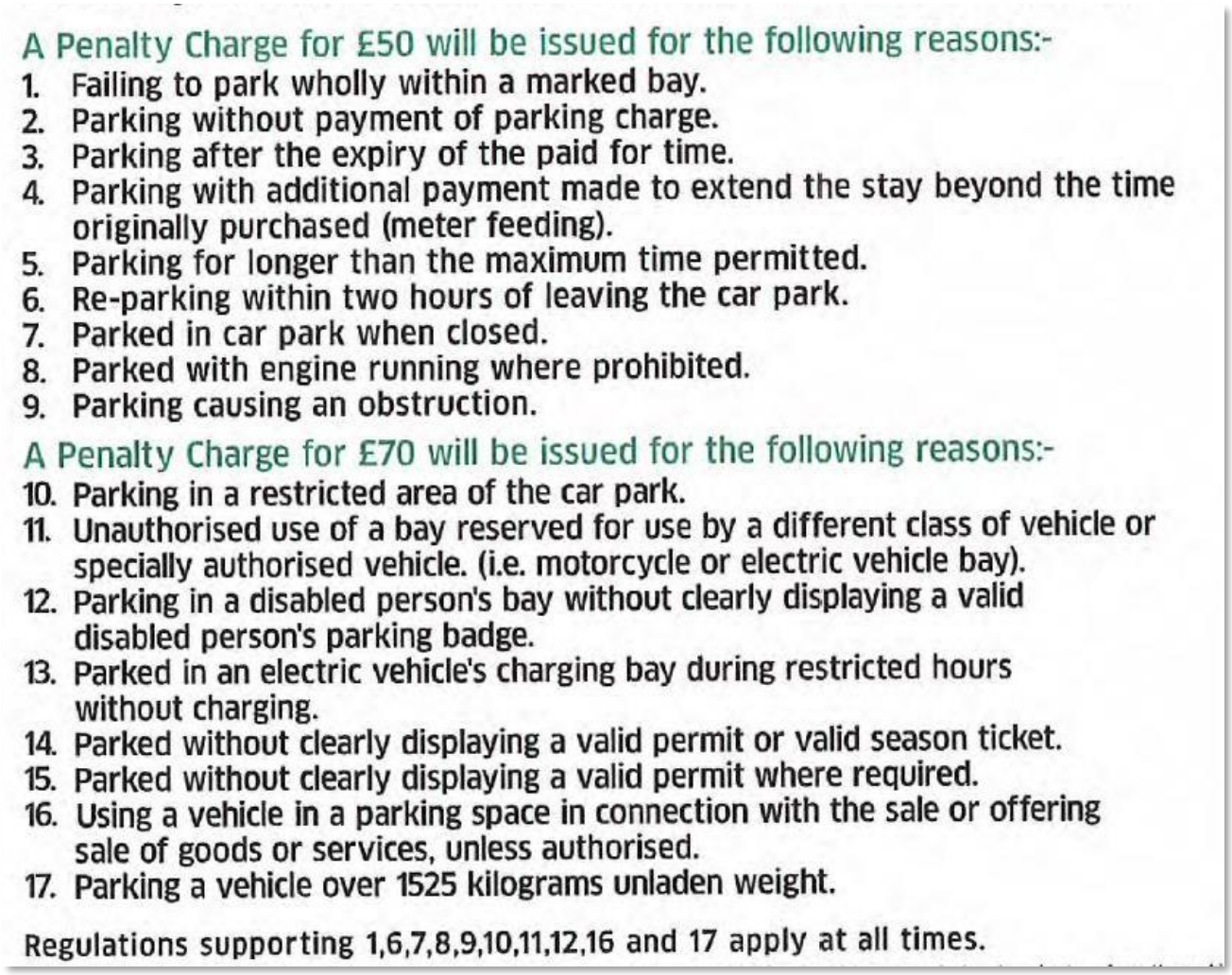
With the exception of Gadebridge Lane car park, all of our sites have bay markings, You must park inside a bay even if the car park is not busy. If all of the bays are full, we are sorry, you will need to park elsewhere.

In Gadebridge Lane car park, where bays are not marked, you must park on the hardened areas, if you park on any areas of grass you may receive a Penalty Charge Notice

Now this might seem strange as our car parks charge for parking daily between 8am and 6pm or are free to use. However, this lets you know that we enforce car parks outside the charging times, so if you park in a disabled bay without displaying a blue badge, or outside a bay at any time for instance, you could still be issued with a penalty charge notice. These are listed on the right side of the board.

The part of the information board that seems too much of a bother to read …….…… however, you really should!

This section of the board informs you of the contraventions that may lead to you getting a Penalty Charge Notice. They are divided into two parts, those that attract a £50 penalty and those that are considered more serious, which attract a £70 penalty.



A Penalty Charge for £50 will be issued for the following reasons:-

1. Failing to park wholly within a marked bay.
2. Parking without payment of parking charge.
3. Parking after the expiry of the paid for time.
4. Parking with additional payment made to extend the stay beyond the time originally purchased (meter feeding).
5. Parking for longer than the maximum time permitted.
6. Re-parking within two hours of leaving the car park.
7. Parked in car park when closed.
8. Parked with engine running where prohibited.
9. Parking causing an obstruction.

A Penalty Charge for £70 will be issued for the following reasons:-

10. Parking in a restricted area of the car park.
11. Unauthorised use of a bay reserved for use by a different class of vehicle or specially authorised vehicle. (i.e. motorcycle or electric vehicle bay).
12. Parking in a disabled person's bay without clearly displaying a valid disabled person's parking badge.
13. Parked in an electric vehicle's charging bay during restricted hours without charging.
14. Parked without clearly displaying a valid permit or valid season ticket.
15. Parked without clearly displaying a valid permit where required.
16. Using a vehicle in a parking space in connection with the sale or offering sale of goods or services, unless authorised.
17. Parking a vehicle over 1525 kilograms unladen weight.

Regulations supporting 1,6,7,8,9,10,11,12,16 and 17 apply at all times.

The last line lets you know which contraventions are enforced at all times, even outside the times when you have to pay to park.

Some explanations that may help:

1. Park in a bay, don't park anywhere else even if the car park is full
2. Please pay or have a season ticket or permit where applicable
3. This applies to free car parks where there is a maximum stay. If you stay for 5 hour in a free car park with a 4 hour maximum stay, you may get a Penalty Charge Notice
   Please obtain the amount of time that you need for your stay when you arrive, otherwise you may fall foul of 4, 5 or 6.
4. You may only stay in a car park for the amount of time that you originally obtain. You should not return to the car park and purchase more parking time
5. This is when your pay & park or telephone parking session runs out

6. Once you have left a car park you should not return for 2 hours, this type of rule often also applies to parking bays on the roads
7. Sometimes car parks have to close for maintenance, emergencies or any other reason that the council seems fit.
8. We are all concerned about the environment and our carbon footprint so although it may be hot outside, or it may be freezing cold, please do not leave your engine running to keep air-con or heating operating in your vehicle. Please turn your engine off as soon as you park in a bay
9. Don't box other vehicles in or block accesses, park wholly in a bay and you will be fine.
10. Anywhere that isn't a bay is a restricted area (except Gadebridge Lane car park)
11. 12 & 13 Make sure that you are not parked in a bay that is reserved for a particular type of vehicle or individual unless you comply with the conditions to park. There are quite a few bays that this may apply to: disabled bays, electric vehicle bays, motorcycle bays, bays reserved for season ticket holders, bays reserved for care homes, bays reserved for nurseries, the list goes on. These bays are clearly marked, disabled bays with the wheelchair symbol and signs, motorcycle and electric vehicle bays with signs and most other reserved bays are lined in red.
14. & 15. Sometimes we issue paper permits to park in circumstances where there is urgent maintenance to be undertaken or the time that the vehicle will be in a car park makes it uneconomical to make changes to our virtual systems. In these cases the issued physical permit must be displayed in the windscreen of the vehicle.
16. Our car parks are for parking, with the exception of a few licences issued by the council to ice cream vendors and the PDSA pet charity we do not allow selling or the offering of other services.
17. This condition to park is designed to prevent heavy commercial vehicles from parking. If you have a family vehicle such as a Land Rover, Audi, etc., which exceeds this weight, don't worry, our Civil Enforcement Officers are not equipped with kitchen scales.

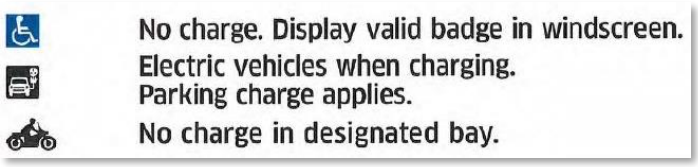
Conditions to park vary in different sites

This section tells you on what days, for what time period and how much charges to park are.
The charges vary between car parks.
Most of our car parks which are not free to use charge every day including weekends and bank holidays but do check, we do not want you to pay if you don't need to.

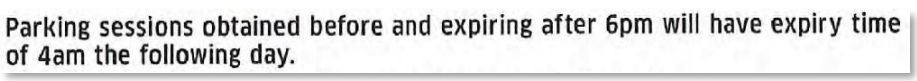
The yellow section

These yellow areas are there to inform you of a snippet of information that may be unique to that car park which we hope will either help you avoid a Penalty Charge Notice or give some helpful information.

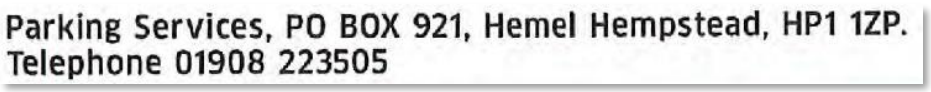
Blue badge holders may park in a disabled bay or any standard general use bay free of charge
Electric vehicles must pay to park
Motor cycles can park free in designated bays but must pay to park elsewhere in the car park



Parking is free if you arrive at 6pm or later and remove your vehicle before 8am the next morning



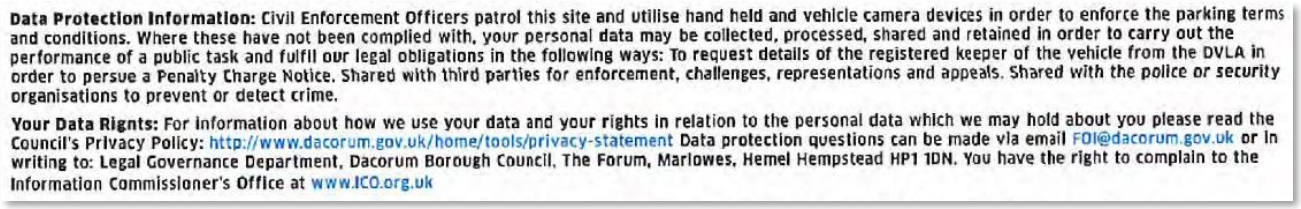
Payments to park either by telephone or at the pay & park machines cannot be obtained until after 4 am on the day of parking. We have requested that our pay & park machines and our phone payment provider do not accept payment after 6pm as we do not allow advance booking (however we are not infallible) so, for example if you purchase a 1 hour session at 5.30 pm it will not carry over to the following day.



This is where you can contact us, the parking office is open Monday to Friday 8.45am to 5.15pm (excluding bank holidays) or e-mail Dacorum.uk@sabagroup.com

The small print

We have to let you know how we use the data we collect about you. It is not possible to print the full policy on the board so we give you a flavour on the board and let you know where you can find full details



And finally

Keep your belongings safe, put anything that may catch the eye of a thief out of sight and locked away. Our car parks have a low crime rate, please help us keep it that way.

Langley Hill car park, Kings Langley

Dispelling a few myths

Parking folklore can result in drivers receiving a Penalty Charge Notice, below are a number of the more common of these.

Civil Enforcement Officers (CEO) have ticket targets to meet or get a bonus or commission based on their ticket issues.
CEOs are salaried and are encouraged to move vehicles on if the driver is present, of course if the CEO advice is not followed a penalty Charge Notice (PCN) will be issued.

CEOs hide so that they can issue PCNs
There is no reason for them to do so as their salary is not dependent in any way on the number of PCNs they issue, a letter or e-mail of thanks for helpful advice is regarded as accomplishment.

You can park for 10 minutes anywhere before a ticket is issued.
This is a fallacy, please do not get caught out, some restrictions may have a period in which a vehicle is observed prior to a PCN being issued, however these are not all ten minutes, many restrictions are subject to an immediate PCN issue.

You get 20 minutes for loading.
Although there are some restrictions where loading is allowed, there are many where they are not. In Dacorum we allow a 5 minute observation time where loading is allowed, loading must be seen to be constant. Getting a KFC or paper from a shop is not considered loading.

Ignore the PCN, it will go away.
If a PCN is issued by the local authority it definitely will not go away. If you think that a PCN has been issued incorrectly, you should challenge it as soon as possible, follow the guidance on the reverse of the ticket. If you ignore a PCN it can ultimately lead to you being contacted by an Enforcement Agent (previously known as bailiff).

It's OK to drop your child off at the school gate.
*It is **NEVER** acceptable to park on school keep clear zigzags during the restriction times, it is a selfish act to put other children at risk for the convenience of you or your child.*

Yellow lines are OK on a Sunday.
*Double yellow lines apply 24/7 every day. Check time plates (or the entry signs in a zone) on single yellow lines, **the plates inform you when you cannot park.***

I wasn't the driver, so the PCN is not my problem.
The registered keeper of the vehicle is responsible for dealing with PCNs. Take care who you allow to drive your vehicle.

I have a right to park outside my house
There is no right to park outside your house or even anywhere near your house on the public highway, any taxed, insured vehicle with a valid MOT whether living in your street or not may park safely outside your house as long as there are not any restrictions in force or causing an obstruction

I want resident permits to park on the yellow lines in my street
Waiting restrictions apply to all road users equally; we do not issue permits (other than temporary dispensations for works) to park on yellow line restrictions

Developments and plans

In 2020/21 we:

- Opened Lower Kings Road multi-storey car park which is strategically located between Berkhamsted High Street and the train station and will offer 297 well-laid-out parking bays and flexibility on how long visitors can park. One of the most interesting features of the multi-storey car park is the installation of a "living wall". Part of the façade is covered with plants and foliage, creating a stunning visual welcome for users. The living wall helps to improve the quality of air and creates a habitat that encourages biodiversity. Additional benefits will include noise reduction as it helps to improve a sense of wellbeing. There are: 297 parking bays, six electric charge points and clean LED lighting throughout to cut down on energy consumption and light pollution.

- Opened Bournside car park in Berkhamsted, a surface car park adjacent to the multi-storey car park to offer an additional 14 disabled bays and five motorcycle bays (offering free parking up to four hours).

- Maintained ParkMark accreditation in existing car parks reassessed by the British Parking Association and Hertfordshire Constabulary and achieved ParkMark status in two additional car parks

- Introduced two Controlled Parking Zones in Apsley

- Undertook an initial consultation in Apsley on proposals to introduce a Controlled Parking Zone in Ebberns Road

- Undertook consultations on proposals to introduce waiting restrictions in Redbourn Road, Wood Lane End, Chaulden Terrace, Long Chaulden

- Introduced junction protection restrictions at the Lockers Park Lane, Melstead Road, Bury Hill crossroad

- Undertook statutory consultations in Marlowes on proposals to introduce additional disabled parking spaces

In 2021/22 we plan to:

- The car park refurbishment programme will continue in 2020/21, as will the on-going maintenance of existing lines and signs. We have now refurbished or improved 18 of our 25 car parks.

- Resurface the lower deck of Water Gardens (North) multistorey car park, Hemel Hempstead

- Provide an access to Water Gardens (South) car park from Leighton Buzzard Road

- Introduce waiting restrictions in Redbourn Road, Wood Lane End, Chaulden Terrace, Long Chaulden

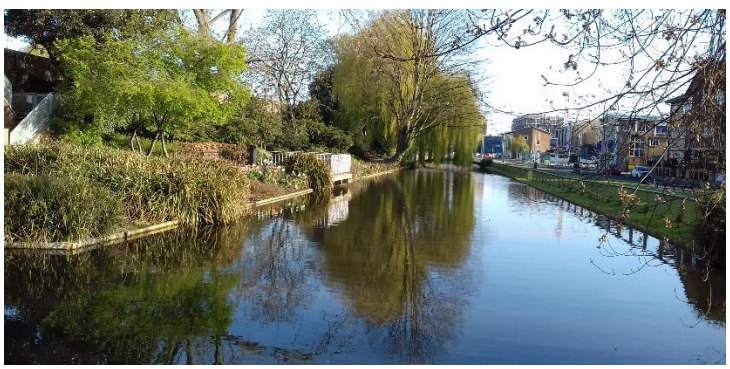
- Introduce additional disabled bays, a loading bay and a taxi rank in Marlowes

- To date the investment in our car park infrastructure has enabled the refurbishment of 18 sites with a further three in the pipeline. In conjunction with the introduction of revised site inspection processes, effective maintenance, support from the council's Clean, Safe and Green Team and our enforcement contractor has enabled us, with advice and direction from the BPA and police assessors, to get 23 of our 25 car parks ParkMark accredited. With support from these teams we propose to submit the final two sites for assessment with the determination to have all of our DBC Parking Service car parks endorsed by autumn 2021

- Undertake a statutory consultation on revise proposals to introduce a Controlled Parking Zone in Ebberns Road, Apsley

- Undertake initial consultations to introduce two additional disabled bays, replace the limited wait bays with pay & park bays in the northern section of Marlowes, and reduce the size of the taxi rank at the southern end of Waterhouse Street, Hemel Hempstead and introduce additional disabled bays

- We will be changing our car park telephone payment provider for parking from RingGo to PayByPhone. The Benefits of the change will be: the charge to use the service (convenience fee) will reduce from 20p to 5p and the service will be extended for use at our on-street Pay and Park machines and in Lower Kings Road car park in Berkhamsted, as well as our existing payment sites.



Water Gardens, Hemel Hempstead

Parking contraventions

The parking contraventions enforced in Dacorum Borough Council in 2020/21, together with their penalty charges are shown on the following pages, together with the observation or grace periods allowed before the penalty can be issued.

Contraventions and how to avoid Penalty Charge Notices

The best way to deal with a Penalty Charge Notice is to avoid being issued with one in the first place. Below is a list of contraventions enforced and some general guidance on how you can ensure that your vehicle is legally parked.

Observation Periods

The Council has adopted a policy of allowing set observation periods in relation to some contraventions in an attempt to ensure that motorists are not penalised when they may be conducting some form of genuine and permitted operation, such as loading and unloading. These times are pre-set into the Civil Enforcement Officer's hand-held computers and Penalty Charge Notices cannot physically be generated until the observation period has elapsed. However, some contraventions may have potentially serious consequences or there may be a need to protect the bays for designated users, such as blue badge holders. In these instances a Penalty Charge Notice is issued instantly. Observation times are not a legal requirement and are entirely at the discretion of the Council.

Grace Periods

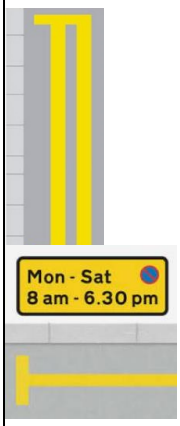
From 6th April 2015, the law required that a Penalty Charge Notice must not be issued to a vehicle which has stayed in a permitted parking place on a road or in a local authority car park beyond the permitted parking period for a period of time not exceeding ten minutes. The law applies both on-street and off-street whether the period of parking is paid for or free. However, if a vehicle is parked unlawfully, for example, without any payment for parking at all or out of a marked bay, the grace period would not apply. Grace periods similarly do not apply to restricted and prohibited parking areas, such as yellow lines.

Higher and Lower Rate Contraventions

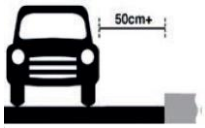
The Secretary of State has agreed that authorities must set two levels of penalty charges with the higher level applying to the more serious contraventions. There is a perceived unfairness of receiving the same penalty regardless of the seriousness of the contravention. For this reason, and in order to emphasise the traffic management purposes of Civil Parking Enforcement, enforcement authorities must apply different parking penalties to different contraventions.

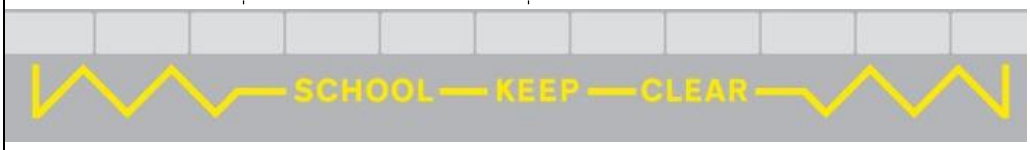
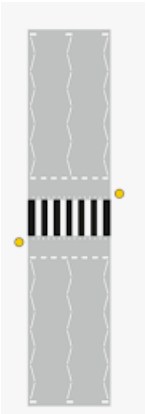
Higher Rate - £70
Lower Rate - £50

On-street

Code	Contravention	Advice	Contravention band
01 	Parked in a restricted street during prescribed hours	When parking on single yellow lines read the sign plate during prescribed hours indicating the times that waiting is prohibited. In Controlled Parking Zones no sign will be present and the restriction will be effective during the same controlled hours of the zone. These times are shown on the zone entry signs. Double yellow lines do not require a time plate and prohibit waiting at all times. You may only wait on these lines if you are carrying out loading/unloading or allowing passengers to board or alight. Blue badge holders may wait on yellow lines for up to 3 hours but must ensure that their clock is correctly set and prominently displayed. It is not uncommon for restrictions to change or for times to differ on opposite sides of the road so read all signs present carefully	Higher Rate Observation period: 2 minutes
02 	Parked or loading /unloading in a restricted street where waiting or unloading restrictions are in force	You must not wait at a location where loading restrictions are in force. They apply to both single and double yellow lines and will be supported by signage and yellow chevrons on the kerb. A single chevron denotes a loading restriction between specific times and a double chevron prohibits loading at all times. Blue badge holders are not permitted to park where loading is prohibited.	Higher Rate Observation period: None
05 	Parked after expiry of paid for time	Ensure that you purchase adequate time to allow for the duration of your stay and move your vehicle following expiry of the pay and park session. Any voucher relied upon must be correctly validated and you should check that all tickets or vouchers displayed are clearly visible before leaving your vehicle, particularly after closing doors. Blue badge holders may park in pay and park bays or shared use bays without any time restriction.	Lower Rate Grace Period: 10 minutes
07 	Parked with payment made to extend the stay beyond initial time	Ensure that you purchase adequate time to cover the duration of your stay. Upon expiry of the parking session the vehicle must be moved to another location. Do not purchase any additional parking time beyond the initial parking session paid for.	Lower Rate Grace Period: 10 minutes from expiry time of original pay and park session obtained
11 	Parked without payment of the parking charge	Read all signage so that you are aware of the times and charges that apply. Ensure that you enter your registration number in the pay and park machine followed by the time you wish to park for and payment made prior to leaving your vehicle in the car park. Blue badge holders must make payment unless signage specifies to the contrary.	Lower Rate Observation period: 5 minutes

12 	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge	Read all the applicable signage upon entering the Controlled Parking Zone and any signs alongside the bays that you wish to park within. This will tell you when the restrictions are in force and if they apply. Ensure that all visitor vouchers relied upon are correctly validated and displayed, virtual visitor session registered or pay and park session obtained. Blue badge holders may park in shared use and pay and park bays without time limit.	Higher Rate Observation period: 5 minutes
16 	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	Read all applicable signage and any signs alongside the bays that you wish to park in. This will tell you if the selected bay is reserved for permit holders or if a permit is required. Ensure that any permit relied upon is correctly displayed prior to leaving your vehicle. A blue badge is not a permit and does not allow parking in a permit bay.	Higher Rate Observation period: 5 minutes
19 	Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time	Read all applicable signage upon entering a controlled parking zone and any signs alongside the bays that you wish to park within. This will tell you when the restrictions are in force and if they apply. Ensure that all visitor vouchers relied upon are correctly validated and displayed, virtual visitor session registered or pay and park session obtained. Blue badge holders may park in shared use and pay and park bays without time limit.	Lower Rate Grace period: 10 minutes
21 	Parked wholly or partly in a suspended bay or space	Ensure that you read the signage at the location where wish to park. This will tell you which bays have been suspended and the times and dates that parking is prohibited, No vehicle is permitted to park within a suspended bay unless they have been granted express permission to do so.	Higher Rate Observation period: None
22 	Re-parked in the same parking place or zone within one hour after leaving	Ensure that you read any applicable signage alongside the location within the no return period stated. Upon expiry of any paid for or permitted time ensure that the vehicle is moved to another location and is not returned within any no return period stated.	Lower Rate Observation period: None
23 	Parked in a parking place or area not designated for that class of vehicle	Ensure that you read any applicable signage alongside the location where you wish to park. Do not park in bays which are marked for the use of specified vehicles, such as motorcycles, unless you are driving that class of vehicle or don't park a lorry in a parking space designated for cars and motor cycles only.	Higher Rate Observation period: 5 minutes
24 	Not parked correctly within the markings of the bay or space	Ensure that you check that your vehicle is correctly parked prior to leaving the location where you have parked. You should seek alternative parking in the event that all the wheels of your vehicle cannot fit fully within the bay markings.	Lower Rate Observation period: None
25 	Parked in a loading place or bay during restricted hours without loading	Only park within a loading bay when you have a genuine need to load or unload goods. Ensure that you have read the signage indicating when loading is permitted or prohibited. Any loading should be necessary and not simply convenient. Blue badge holders are not permitted to park within these bays, other than to load and unload.	Higher Rate Observation period: 5 minutes

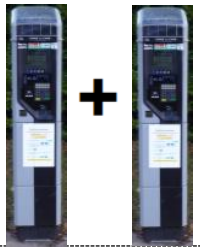
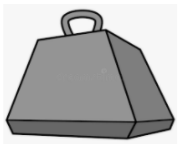
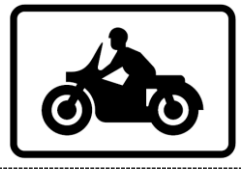
26 	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	Park close to the kerb or edge of the highway	Higher Rate Observation period: None
27 	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	Ensure that you are aware of the presence of dropped kerbs when parking your vehicle, both those provided as pedestrian crossing points and those allowing vehicular access to residential or commercial driveways.	Higher Rate Observation period: 5 minutes
28 	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	Ensure that you are aware of the presence of raised tables when parking your vehicle, both those provided as pedestrian crossing points and those allowing vehicular access to pedestrian precincts for example.	Higher Rate Observation period: 5 minutes
30 	Parked for longer than permitted	Read the signage and take note of the permitted length of stay and no return period. Ensure that your vehicle is moved to another location upon expiry of the stated period. Blue badge holders may park in free bays without time restriction.	Lower Rate Grace Period: 10 minutes
40 	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Only park within a disabled bay if you are the holder of a valid blue badge or conveying the badge holder. Read all signage and ensure that you are aware of the times that blue badge parking is permitted. Ensure that the blue badge and time clock are clearly and correctly displayed before leaving the vehicle. Blue badge holders should not park within a disabled bay situated within a controlled parking zone unless they also hold a valid residents permit.	Higher Rate Observation period: None
45 	Stopped on a taxi rank	Only park within a taxi rank if you are driving a licensed Dacorum Hackney Carriage. Taxi drivers should only leave their vehicle unattended where it is absolutely necessary to provide assistance to passengers. Read all applicable signage to ensure that you are aware of the times the rank permits or prohibits.	Higher Rate Observation period: Taxis – 10 minutes Others – None
47 	Stopped on a restricted bus stop or stand	No vehicle other than a bus may wait within a bus stop or bus stand	Higher Rate Observation period: None

48 	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	Read all signage to ensure that you are aware of the days and times that the restriction applies. No vehicle is permitted to wait on zig-zag restrictions outside of a school under any circumstances and penalty charge notices will be issued instantly on all occasions.	Higher Rate Observation period: None
49 	Parked wholly or partly on a cycle track or lane	Ensure that you check all visible signage and road markings at the location where you wish to park your vehicle and that you are not parked causing an obstruction to the cycle track.	Higher Rate Observation period: None
55 	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	All vehicles in excess of 5 tonnes are excluded from waiting on yellow lines when this restriction is in force. It includes vans or other hired vehicles that exceed the weight limit. Read the signage and ensure that you are aware of the times that the restriction is effective.	Higher Rate Observation period: None
56 	Parked in contravention of a commercial vehicle waiting restriction	All vehicles in excess of 5 tonnes are excluded from waiting at a location when this restriction is in force. It includes vans or other hired vehicles that exceed the weight limit. Read the signage and ensure that you are aware of the times that the restriction is effective.	Higher Rate Observation period: None
99 	Stopped on a pedestrian crossing or crossing area marked by zigzags	No vehicle should stop on the zig-zag markings at a pedestrian crossing for any reason. You should be aware that this contravention is also considered to be a traffic offence and a Fixed Penalty Notice may be issued by the Police.	Higher Rate Observation period: None

Off-street (car parks)

Code	Contravention	Advice	Contravention band
70 	Parked in a loading place or bay during restricted hours without loading	You must not wait in a loading area unless you have a genuine need to load or unload. Always check all signage to ensure that you are parked within a permitted bay and you are aware of the times that loading restrictions may apply.	Higher Rate Observation period: 5 minutes

71 	Parked in an electric vehicles' charging place during restricted hours without charging	Ensure that you check all signage and bay markings at the location where you wish to park. This will tell you if the selected location is reserved for electric vehicles whilst charging. You should seek alternative parking if the purpose does not apply to your vehicle.	Higher Rate Observation period: None
73 	Parked without payment of the parking charge	Read all signage so that you are aware of the times and charges that apply. Ensure that you enter your registration number in the pay and park machine followed by the time you wish to park for and payment made prior to leaving your vehicle in the car park. Blue badge holders must make payment unless signage specifies to the contrary.	Lower Rate Observation period: 5 minutes
74 	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	It is not permissible to sell or offer for sale any goods by using any vehicle within a Council car park, without the express permission of the Council.	Higher Rate Observation period: None
80 	Parked for longer than permitted	Read the signage and take note of the permitted length of stay and no return period. Ensure that your vehicle is moved to another location upon expiry of the permitted period.	Lower Rate Grace period: 10 minutes
81 	Parked in a restricted area in a car park	Ensure that you check all markings and signs at the location where you wish to park your vehicle. Do not park within hatched areas or any space which is signed as prohibited.	Higher Rate Observation period: 5 minutes
82 	Parked after the expiry of paid for time	Ensure that you purchase adequate time to allow for the entire duration of your stay and move your vehicle upon expiry of the pay and park session.	Lower Rate Grace period: 10 minutes

83 	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	If not purchasing a pay and park session, ensure that all relevant parking documents are correctly displayed prior to leaving your vehicle, particularly after closing doors.	Lower Rate Observation period: 5 minutes
84 	Parked with payment made to extend the stay beyond initial time (meter feeding)	Ensure that you purchase adequate time to allow for the entire duration of your stay. Upon expiry of the time paid for the vehicle must be moved to another location. Do not purchase any additional parking sessions beyond the initial parking session paid for.	Lower Rate Observation period: None
85 	Parked without a valid virtual permit or clearly displaying a valid physical permit where required	Read all applicable signage and any signs alongside the bays that you wish to park in. This will tell you if the selected bay is reserved for permit holders or if a permit is required. Ensure that any permit relied upon is correctly displayed prior to leaving your vehicle. A blue badge is not a permit and does not allow parking in a permit bay.	Higher Rate Observation period: 5 minutes
86 	Not parked correctly within the markings of a bay or space	Ensure that you check that your vehicle is correctly parked prior to leaving the location where you have parked. You should seek alternative parking in the event that all the wheels of the vehicle cannot fit fully within the bay markings.	Lower Rate Observation period: None
87 	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	Only park within a disabled bay if you are the holder of a blue badge or conveying the badge holder. Read all signage and check bay markings to ensure that the bay is not reserved for use.	Higher Rate Observation period: None
89 	Vehicle parked exceeds maximum weight or height or length permitted	Read the signage within the car park, which will state any weight, height or length restrictions that may apply. Seek alternative parking if your vehicle exceeds any of the restrictions shown.	Higher Rate Observation period: None
90 	Re-parked in the same car park within two hours after leaving	Ensure that you have read the signage and do not return to any location within the no return period stated. Upon expiry of any paid for or permitted time ensure that the vehicle is moved to another location and is not returned within any no return period stated.	Lower Rate Observation period: None
91 	Parked in a car park or area not designated for that class of vehicle	Ensure that you check all signage and bay markings at the bay where you wish to park. Do not park in bays marked for a specific type of vehicle, such as motorcycles, unless you are driving that type of vehicle.	Higher Rate Observation period: 5 minutes

92 	Parked causing an obstruction	Ensure that you only park within marked and designated bays within a car park. Do not park in hatched or restricted areas or outside of bay markings.	Lower Rate Observation period: None
93	Parked in car park when closed	Ensure that you read the car park signage and note the closure dates and times stated, ensure that the site is not permanently closed.	Lower Rate Observation period: None
95 	Parked for a purpose other than designated	Ensure that you check all signage and bay markings at the location where you wish to park. This will tell you if the selected location is reserved for a specific purpose. You should seek alternative parking if the purpose does not apply to your vehicle.	Lower Rate Observation period: 5 minutes
96 	Parked with engine running where prohibited	To reduce our carbon and nitrogen oxides emissions to protect our environment and reduce our impact on global warming, ensure you only keep your engine on to manoeuvre your vehicle into and out of a parking bay. Do not keep the engine running to keep the heating on in cold weather or the air conditioning on in hot weather.	Lower Rate Observation period: None

You may also find these signs in our car parks:

These signs let you know that there is closed circuit TV in the car park

No pedestrians signs, most often seen on vehicle ramps between car park floors

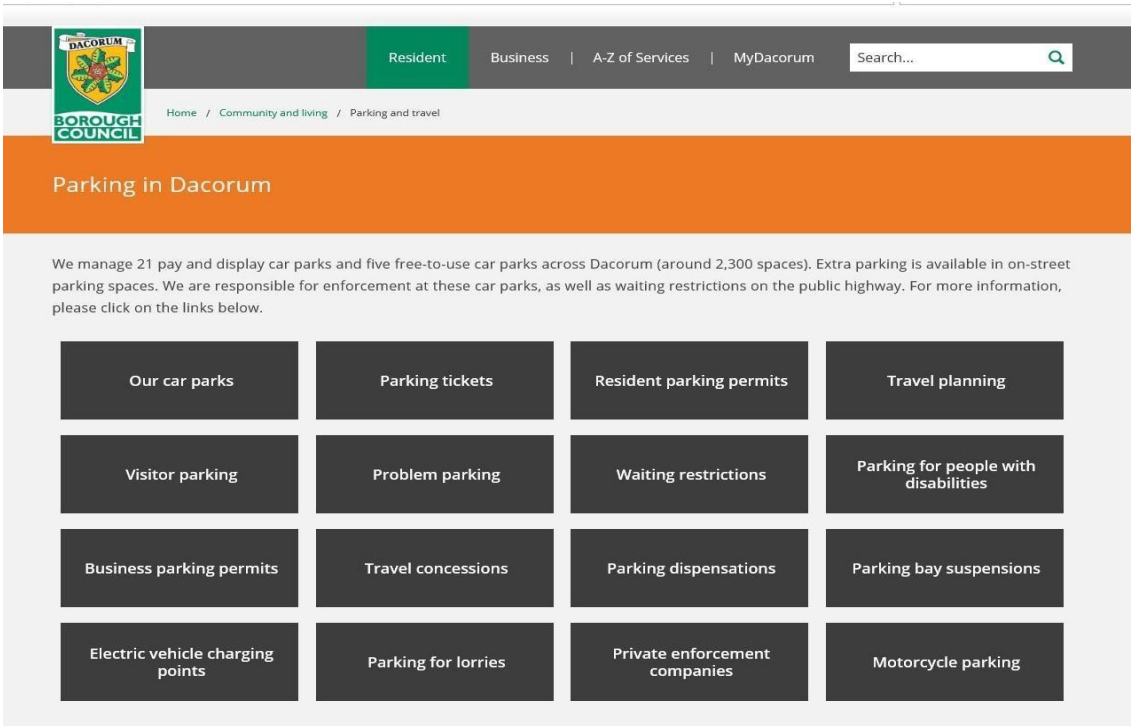
Byelaws (bylaws) boards supplement the information boards and have some additional conditions to use the car park that are enforced in alternative ways to a Penalty Charge Notice

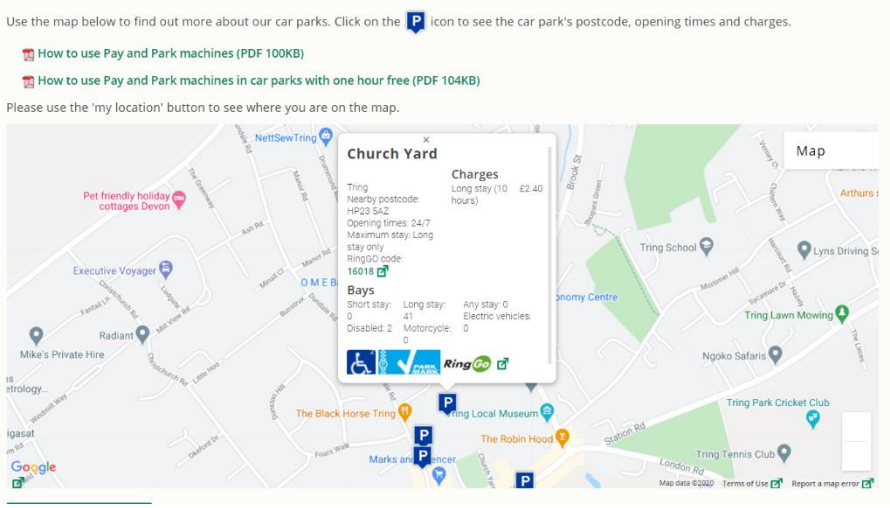
In Water Gardens (North) upper deck car park, Hemel Hempstead, the bays are designated into two separate zones. If you park there at the weekend please ensure that you obtain your parking session from the appropriate pay & park machine

For your safety and for the safety of other customers, please keep to speed limits, stick to the advised direction of traffic and make sure that you approach speed reduction humps carefully to avoid damage to your vehicle.

Much more to discover

Please visit our Parking Services web page:
https://www.dacorum.gov.uk/home/community-living/parking-and-travel





Find our car parks, opening times and charges

https://webapps.dacorum.gov.uk/carparks/

Penalty Charge Notices (parking tickets)

We enforce parking restrictions on the street and in off-street council run car parks. Saba Park Services UK Limited carries out this task on our behalf.

Our Civil Enforcement Officers (previously called traffic wardens) issue tickets called 'Penalty Charge Notices' (PCNs) to motorists who have parked incorrectly.

Payment

For more serious parking contraventions (for example - you have parked in a bus stop or on a double yellow line), the penalty charge is £70.

- If you pay within 14 days from the date of the issue of the Penalty Charge Notice, the penalty charge reduces to £35.

For less serious parking contraventions (for example - you have parked in a bay with an expired pay and display ticket), the fine is £50.

- If you pay within 14 days from the date of the issue of the Penalty Charge Notice, the penalty charge reduces to £25.

Do not pay the parking ticket if you wish to challenge it.

If you challenge the parking ticket do not make a payment until you receive our response.

If you pay we will be unable to accept your challenge.

Pay your parking ticket (Penalty Charge Notice)

Appeals

If you feel that you should not have been issued a parking ticket, you can appeal against it.

Challenge your parking ticket (Penalty Charge Notice)

What are your choices if you receive a Penalty Charge Notice?

http://www.dacorum.gov.uk/home/community-living/parking-and-travel/parking-tickets

Parking for people with disabilities

Blue badge holders can park free of charge and without time limit in all of our off-street car parks. Most of the car parks have spaces for blue badge holders, with extra room to help people with mobility difficulties to get in and out of their vehicle.

You can read more about using your disabled badge in our leaflet: Disabled badge parking in Dacorum information leaflet (PDF 751KB).

There are a number of dedicated parking bays for blue badge holders in Dacorum. To see the full list, please go to our disabled parking bays page.

Apply online for a blue badge

Find disabled parking bays.
Links to Hertfordshire County Council for Blue Badge and residential are disabled bays

http://www.dacorum.gov.uk/home/community-living/parking-and-travel/parking-for-people-with-disabilities

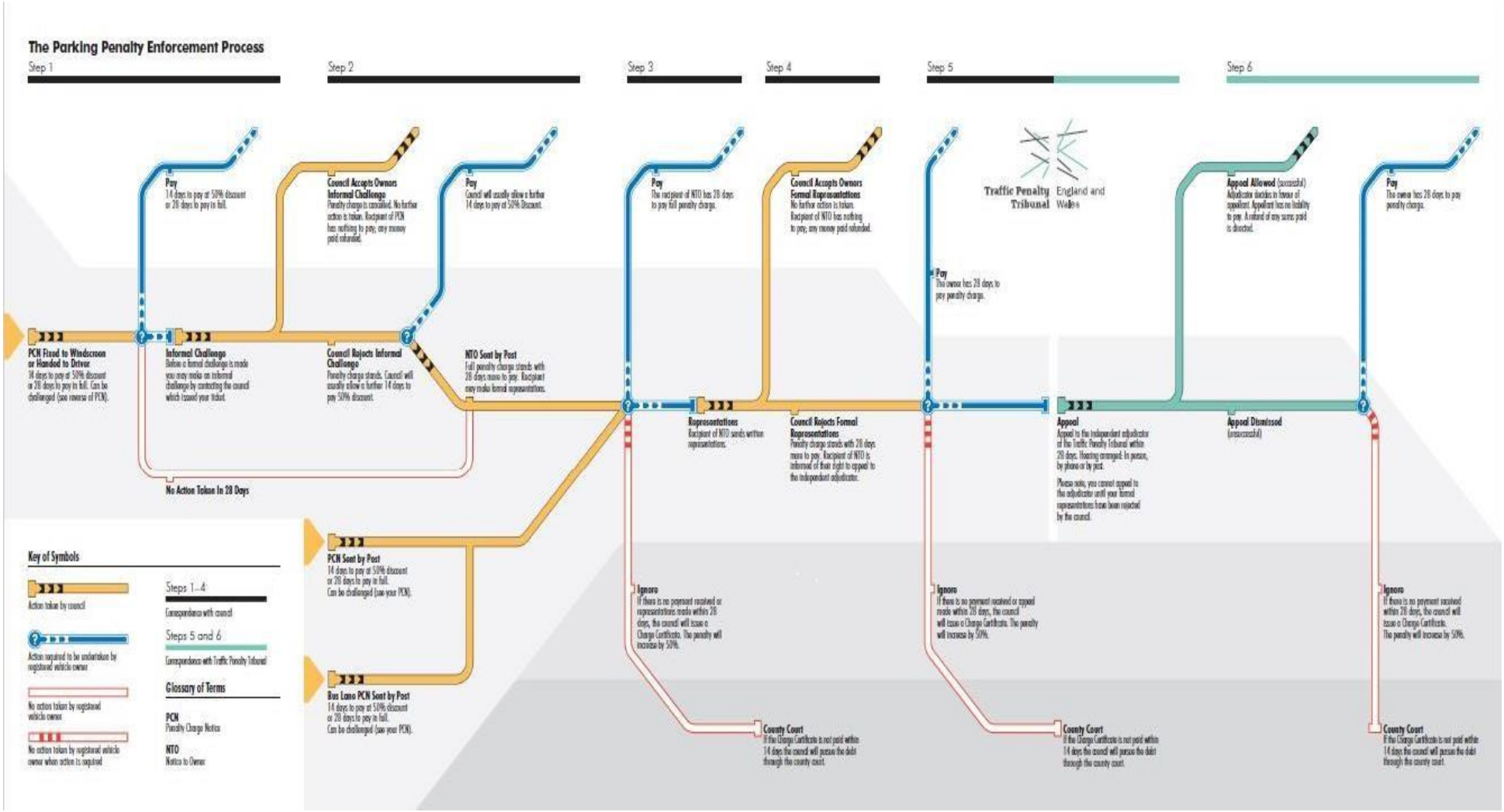
And much, much, much, more …….

Dacorum Borough Council:

Working in partnership to create a borough which enables the communities of Dacorum to thrive and prosper

Appendix I

PATROL PCN process



https://www.patrol-uk.info/docs/process_map.pdf

Appendix II

Car park charges in 2021

Dacorum Borough Council Parking Service off-street car parks 2021		Refurbished since 2008	ParkMark	Opening times	Max stay & bay types	Short stay bays	Long stay bays	Any stay bays	Disabled drivers' bays (Free - Blue badge required)	Motor cycle bays (Free)	Electric vehicle bays	Season ticket/ permit	Restricted bays	Total bays	Recycling	Tariff: Monday to Sunday 8am to 6pm (inc public holidays) Except Old School Yard Monday to Saturday 8am to 6pm (free Sundays & public holidays) No return: all car parks 2 hours Type: Pay & park and telephone payment where a tariff is charged					
Town/Village	Car park name															0-30m	0-1h	1h-2h	2h-3h	3h-4h	Long stay (10 hours)
Markyate	Hicks Road			24/7	Any stay			22	2				14	38	✓	Free					
Hemel Hempstead	Wood Lane End		✓	24/7	Any stay			30	3		2	16		51		£0.50			£0.80	£1.20	£2.00
	The Gables	✓	✓	24/7	Any stay			19	1					20		£0.60		£0.80	£1.00	£1.20	£1.70
	High Street	✓	✓	24/7	Any stay			77	3					80		£0.50		£0.80	£1.00	£1.20	£1.70
	Gadebridge Lane	X	✓	24/7	Any stay			179	2					181		Free					
	Queensway	✓	✓	24/7	Any stay			139	9	1				149		£0.60		£1.10	£1.40	£1.80	£2.70
	Alexandra Road			24/7	Any stay			16	3					19		£0.60		£1.10	£1.40	£1.80	£2.70
	Water Gardens (North) MSCP Lower deck			Entry Mon-Sun 06:00 to 18:00 Exit 24/7	Any stay			292	15	1				308		£1.00		£1.60	£2.20	£2.70	£4.00
	Water Gardens (North) MSCP Upper deck (Staff permits Mon- Fri Public Sat & Sun)	Partial	✓					297			2			299		£1.00		£1.60	£2.20	£2.70	£4.00
	Water Gardens (South)		✓	24/7	2 hours	90			2					92	✓	£0.60	£1.20	£1.80			
	Moor End	✓	✓	24/7	Long stay		78		4	4				86				£2.70			£4.00
	Park Road	✓	✓	24/7	Any stay			70	3				5	78	✓	£0.70		£0.90	£1.10	£1.40	£2.70
Boxmoor	Cowper Road		✓	24/7	4 hours	16			2					18		Free		£0.60	£0.70	£0.80	
Apsley	Durrants Hill		✓	24/7	Any stay			61	3	1	2		9	76		£0.40			£0.80	£1.20	£1.70
Kings Langley	The Nap	✓	✓	24/7	Any stay			65	3	1				69	✓	Free					
	Langley Hill	✓	✓	24/7	Any stay			51	2				2	55		Free					
Berkhamsted	Water Lane	✓	✓	24/7	2 hours	96			6					102	✓	£0.90		£1.60			
	Lower Kings Road floors 0, 1, 2, and 3	✓		Entry Mon-Sun 07:00 to 01:00	4 hours	145			0		6			151		£0.80		£1.50	£2.20	£3.00	
	Lower Kings Road Floors 4 and 5	✓	✓		Any stay			77	0					77		£0.80		£1.50	£2.20	£3.00	£4.00
	Lower Kings Road Floors 6 and 7 (Business season tickets Mon- Fri Public Sat & Sun)	✓		Entry & exit Mon-Sun	Any stay				0			78		78		£0.80		£1.50	£2.20	£3.00	£4.00
	Bournside (Blue Badge)	✓	✓		4 hours				14	5				19		Free to Blue Badge holders					
	Canal Fields		✓	24/7	4 hours	77			3		2			82		Free					
	St Johns Well Lane	✓	✓	24/7	Any stay			101	3					104	✓	£0.80		£1.50	£2.20	£3.00	£4.00
Tring	The Forge	✓	✓	24/7	Any stay			151	5	2	2		8	168	✓	Free		£1.10	£1.30	£1.60	£2.40
	Church Yard	✓	✓	24/7	Long stay only		41		2					43		£2.40					
	Frogmore Street (East)	✓	✓	24/7	4 hours	79			5	1				85		Free		£1.10	£1.30	£1.60	
	Frogmore Street (West)	✓	✓	24/7	Long stay only		17			1				18		£2.40					
	Victoria Hall	✓	✓	24/7	4 hours	5			1					6		Free		£1.10	£1.30	£1.60	
	Old School Yard (Tring Town Council owned) Enforcement managed by DBC			24/7	4 hours	39			2					41		Free		£1.10	£1.30	£1.60	
			23			547	136	1647	98	17	16	94	38	2593	7						