



Dacorum Borough Council Parking Services Civil Parking Enforcement Annual Report 2017/2018



Contents

Page

3	Forward by Councillor David Collins
4	Local context
5	Background
6-7	The Purpose of Civil Parking Enforcement
8	Parking Enforcement in Dacorum
9–15	Enforcement Activity
16-17	Financial Aspects of Civil Parking Enforcement
18-19	Developments and plans
20-25	Appendix

Foreword

Welcome to Dacorum Borough Council's annual parking report for 2017/18

The provision of on street and off street parking affects us all as residents, workers and in our leisure activities.

The demand for parking increases year on year. The council encourages the use of public transport, cycling and walking but the council does recognise that car parking provision is necessary for the borough to prosper.

Car parking charges have not increased in 2017/18 or for 2018/19

The new off and on-street car parking machines recently introduced are more flexible in terms of payment options and fairer to all motorists.

Additional car parking spaces are being introduced in Berkhamsted and more CPZ zones are being consulted on around the borough.

We recognise that parking provision is a vital service and we need to continually review its provision both in terms of spaces and location.



Councillor David Collins
Cabinet Member (Portfolio Holder) for Corporate & Contracted Services



Local context

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.

Dacorum Borough Council (DBC) is responsible for enforcing waiting restrictions, maintaining the related lining and signs, introducing Controlled Parking Zones (CPZ), managing and maintaining 24 DBC owned car parks and enforcing one owned by Tring Town Council. Other traffic enforcement is undertaken by Hertfordshire Constabulary and/or Hertfordshire County Council. Hertfordshire County Council is accountable for all other aspects of traffic management and road maintenance.

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 traveling 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 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.

DBC owns 24 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. 19 of our car parks have achieved ParkMark accreditation.

Welcome to The Forge car park

All vehicles must enter the vehicle's registration number and pay at machine or have a valid **RingGo** session, or have been granted, in respect to the vehicle, a valid season ticket or valid permit or **DISPLAY** a valid permit to park

Park wholly within a marked parking bay. You must enter your vehicle registration number for all parking including for one hour free parking on arrival at car park.

Hours of operation	
At all times	
Charges	
Monday-Sunday 8am-6pm	
0-1 hour (enter registration number in pay machine)	Free
1-2 hours	£1.00
2-3 hours	£1.20
3-4 hours	£1.50
4-10 hours	£2.20

If the charge is free you must still enter your registration number in pay machine.

No charge. Display valid badge in windscreen.
Electric vehicles when charging.
Parking charge applies.

No charge in designated bay.
6pm-8am No charge.

SECURITY NOTICE: Be sure to remove all valuables and to lock your vehicle when leaving.

The Borough of Dacorum Off Street Parking (Machine Order 2017) (as amended)

A Penalty Charge for £20 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 unauthorised payment made to extend the stay beyond the time originally purchased (meter feeding).
5. No parking within 2 hours of leaving the car park.
6. Parked in car park when closed.

A Penalty Charge for £20 will be issued for the following reasons:

7. Parking, causing an obstruction.
8. Parking in a restricted area of the car park.
9. Unauthorised use of a bay reserved for use by a different class of vehicle or specially authorised vehicle (ie. motorcycle or electric vehicle bay).
10. Parking in a disabled person's bay without clearly displaying a valid disabled person's parking badge.
11. Parked in an electric vehicle charging bay during restricted hours without charging.
12. Parked without clearly displaying a valid permit or valid season ticket.
13. Parked without clearly displaying a valid permit where required.
14. Using a vehicle in a parking space in connection with the sale or offering for sale of goods or services, unless authorised.
15. Parking a vehicle over 3.5t kilograms vehicle weight.

Regulations supporting L.O.S. & N.O.L.U. and 10 apply at all times.
Parking sessions obtained before and expiring after 6pm will have expiry time of 4am the following day.
Parking Services, PO Box 321, Hemel Hempstead, HP1 1XP.
Telephone 01908 223555.

Background

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, Indigo Park Services UK Ltd. This contract provided Civil Enforcement Officers (parking), office functions, pay and display maintenance, permit issue etc.

In accordance with the Traffic Management Act 2004, local authorities that carry out civil parking enforcement are expected to be accountable and transparent and as such are required to publish an annual report within 6 months of the end of every financial year.

The Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Regulations suggests what local authorities' annual reports might contain. This report includes these items but goes further in terms of explaining the statistics in the context of Dacorum Borough Council's overall policy objectives. Where possible, the Council's performance is benchmarked against previous years' figures

This report covers the activity of Dacorum Borough Council the period April 2017 to March 2018.



The Purpose of Civil Parking Enforcement

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, spread rapidly across the United Kingdom in the following fifteen years. The Secretary of State has now taken reserve powers within the Traffic Management Act 2004 to compel any remaining local authorities to adopt CPE once a ‘critical mass’ has adopted these powers.

There were three main drivers for decriminalisation:

- Police forces had signalled to central government that they could no longer regard parking enforcement as a priority function given other demands upon their limited resources. In many areas traffic wardens had effectively been withdrawn, causing growing parking anarchy on our streets.
- It was considered that many parking “offences” would be better dealt with under civil law procedures, which are typically more cost effective and less formal to operate, rather than allow them to clog up the criminal courts.
- Local authorities themselves argued that as representatives of their community they were best placed to design and run an enforcement regime that met the priorities of that community. In Dacorum Borough Council’s case, this was particularly relevant because residents living in Hemel Hempstead town centre area were calling for Controlled Parking Zones but the Police would not agree to enforce them – indeed, Hertfordshire Constabulary were one of the first to withdraw the traffic warden service.

The primary purpose of CPE, as identified in statutory guidance, is to support local authorities (county and borough) in their delivery of their overall transport objectives in areas such as those detailed below.

- Managing the traffic network to ensure expeditious movement of traffic, (including pedestrians and cyclists), as required under the TMA Network Management Duty.
- Improving road safety.
- Improving the local environment.
- Improving the quality and accessibility of public transport.
- Meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a car.
- Managing and reconciling the competing demands for kerb space.

These and other objectives that a local authority may seek to meet through its CPE operations are achieved primarily through encouraging compliance with parking restrictions – and it is with this objective in mind that Dacorum Borough Council enforces parking both on and off-street throughout the Borough.

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.

Central government is also very clear in explaining what CPE is *not* about. In particular, government emphasises that CPE is not to be regarded as a revenue raising exercise. Whilst Government accepts that local authorities may seek to make their CPE operations as close as possible to self-financing as soon as possible, it advises that any shortfall must be met from within existing budgets rather than falling on the local or national taxpayer.



Parking Enforcement in Dacorum

“The Secretary of State considers that the exercise of discretion should, in the main, rest with back office staff as part of considering challenges against penalty charges and representations that are made to the local authority. This is to protect civil enforcement officers from allegations of inconsistency, favouritism or suspicion of bribery. It also gives greater consistency in the enforcement of traffic regulations.”

(Secretary of State’s Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions)

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. 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 2017/18 CPE in Dacorum Borough Council’s district was undertaken by a team of approximately thirteen Civil Enforcement Officers spread around the Borough. The enforcement function was contracted out and the enforcement contractor was managed by Watford Borough Council, operating in accordance with contractual terms and policy objectives agreed by the Council. Subsequent processing of Penalty Charge Notices, was undertaken by the Council. In accordance with the regulations, processing of PCNs after challenge, including the 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. The cost of setting up and running a removal operation, including a vehicle pound for the purpose of storing vehicles would be disproportionate to the benefit for a council such as Dacorum Borough.



Enforcement Activity

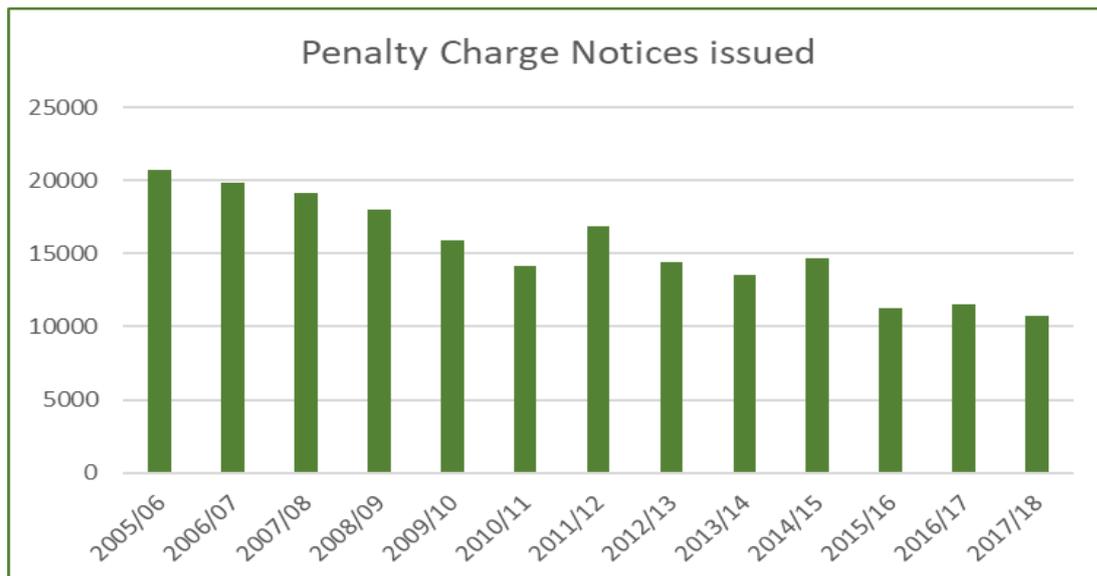
On-street and Off-street (Car Parks) Enforcement

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

Year	Penalty Charge Notices issued
2005/06	20673
2006/07	19821
2007/08	19144
2008/09	18030
2009/10	15915
2010/11	14146
2011/12	16844
2012/13	14449
2013/14	13576
2014/15	14661
2015/16	11284
2016/17	11494
2017/18	10756

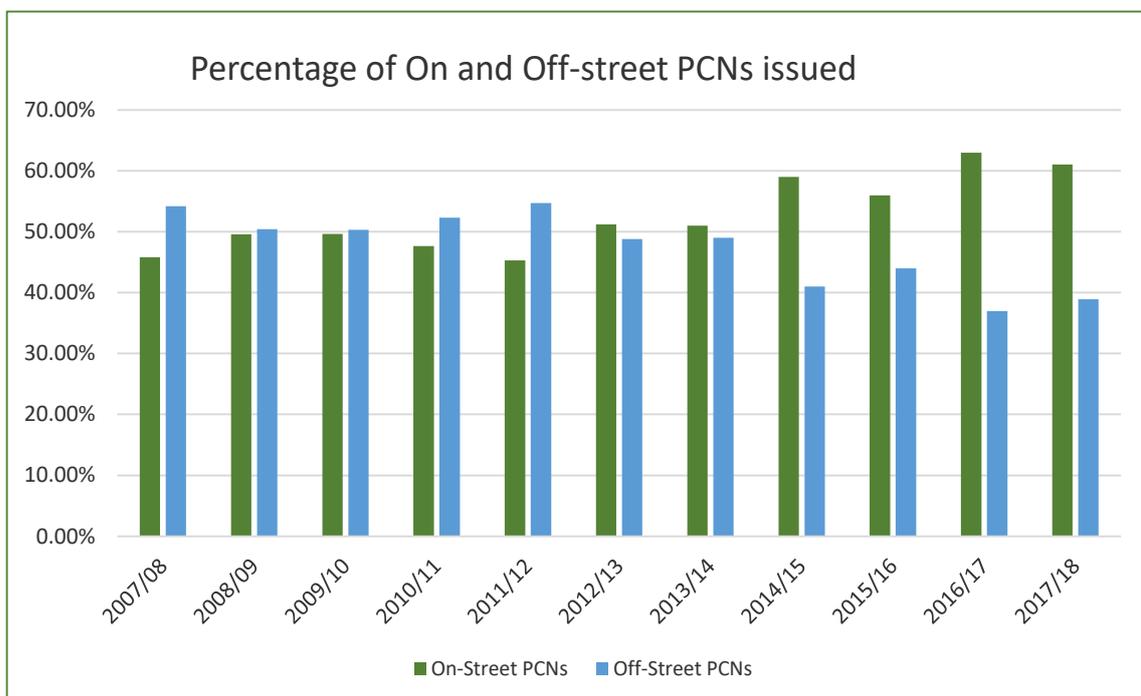
The Traffic Management Act 2004 clearly outlines that the primary purpose of CPE is to ensure compliance with parking controls and improve road safety; therefore, enforcement of car parks, where road safety considerations are slight, is secondary to enforcement of yellow line restrictions on the highway, which have more evident safety connotations. That said, our towns rely on visitors to local shops, businesses and restaurants and enforcement of car parks is important, both to ensure turnover of vehicles and that car park users correctly pay for parking sessions. As the table and graph shows, the number of PCNs issued has generally declined as

compliance 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	45.82%	54.18%
2008/09	49.57%	50.43%
2009/10	49.65%	50.35%
2010/11	47.68%	52.32%
2011/12	45.29%	54.71%
2012/13	51.20%	48.80%
2013/14	51.00%	49.00%
2014/15	59.00%	41.00%
2015/16	56.00%	44.00%
2016/17	63.00%	37.00%
2017/18	61.08%	38.92%

The proportion of on and off-street PCNs issued in previous years is given in this table.



Year	Higher Level PCNs (£70)	Lower Level 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

This table shows the number of higher level and lower level PCNs issued by Dacorum Borough Council since 2008/09.

With effect from 2008/09, the government introduced differential penalty charges, whereby some parking contraventions attract a higher level penalty charge according to their perceived seriousness. These are typically on-street contraventions.

The number of PCNs issued during 2017/18 for the **main** on-street and off-street parking contraventions are shown below;

On Street Contraventions & Codes	Number
01 - Parked in a restricted street (yellow lines)	2921
02 – Parked where loading/unloading is not permitted	584
05 - Parked after expiry of pay and display ticket.	266
06 – Parked without a valid pay and display ticket/voucher	518
12 – Parked in a permit/shared use bay without permit/voucher/ticket	888
30 - Parked for longer than permitted	315
40 - Parked in a disabled bay/space without valid blue badge	333
47 – Parked at a bus stop or stand	63

Off Street Contraventions	Number
82 - Parked after expiry of paid for time	635
83 - Parked in a car park without a valid ticket/voucher	3158
84 - Parked with additional payment made to extend the stay beyond time first purchased	22
86 – Parked beyond bay markings	56
87 - Parked in a disabled bay without a valid blue badge	104

Details of parking contraventions enforced in Dacorum Borough during 2017/18 and their associated penalty charge are detailed in **Appendix A** (see page 18).

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 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%)

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%)

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 follows:

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.

Formal representation, can be made on 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.

In addition to the statutory grounds which, if established, require the council to cancel liability for a penalty charge, a large number of motorists contact the council offering mitigating circumstances which they hope will lead to cancellation of the penalty charge on discretionary grounds. Dacorum Borough Council has adopted a set of guidelines to guide its staff in enforcement decisions in a wide range of circumstances. In the spirit of openness and transparency these have been published in an abridged format on the Council's website from <http://www.dacorum.gov.uk/home/community-living/parking-and-travel>

No set of guidelines can ever cover the entire range of situations in which motorists find themselves; however, these guidelines are invaluable in establishing the spirit of the Council's enforcement practices.

Typically, around 20% of PCNs issued are cancelled upon receipt of a challenge or representation and the principle reasons ascribed to cancellation of PCNs during 2017/18 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.

The principle reasons for cancellation of Penalty Charge Notices during 2017/18 are shown below:

Reason for Cancellation	Number of penalties cancelled
Valid pay and display ticket produced	505
Valid disabled (blue) badge – 1 st contravention	93
CEO error	121
Loading evidence provided	18
Valid permit produced	26
Processing error	3

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 in previous years, 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%)*

*A number of PCNs issued in 2017/18 remain the subject of active enforcement; therefore, this figure will increase.

Of the 10,756 PCNs issued in 2017/18:

- 2,108 were the subject of an “informal” challenge (normally made within 14 days of issue of the PCN).
- Of the above, 1,003 PCNs were cancelled at this challenge stage.
- 537 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, 347 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 10,756 PCNs issued in 2017/18:

- 15 were the subject of an appeal to the Independent Parking Adjudicator – an appeal rate of 0.14%.
- Of these 15 appeals, 5 (33%) were upheld by the Adjudicator. None were not contested by the Council and 9 (60%) were rejected by the Adjudicator (won by the Council) and one is awaiting a decision.

The following tables outlines Dacorum Borough Council’s performance with regard to Traffic Penalty Tribunal appeals in 2015/16, 2016/17 and 2017/18:

Year	No. of appeals	Rate of appeal per PCN	Not contested by council	Allowed by Adjudicator	Allowed by Adjudicator inc. not contested	Refused by Adjudicator (Council win)	Awaiting decision
2015/16	16	0.14%	6%	44%	50%	50%	0%
2016/17	16	0.14%	37.5%	12.5%	50%	50%	0%
2017/18	15	0.14%	0%	33%	33%	60%	7%

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 2017/18, 1,557 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 2017/18, 1105 cases were referred to the Council's bailiffs and £41,452 has been recovered.



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 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.

Dacorum Annual Report 2017/18

	On-Street	Off-Street	Total
Expenditure			
Contract costs	£543,036	£181,012	£724,048
Staffing and support costs	£126,160	£154,195	£280,355
Maintenance/ Improvements/Other	£66,455	£568,205	£634,660
Capital Charges	£258,918	£43,057	£301,974
Total Expenditure	£994,568	£946,469	£1,941,038
Income			
PCN income	(£226,445)	(£99,877)	(£326,322)
Permit income	(£55,670)	£0	(£55,670)
Pay and Display income	(£173,737)	(£1,669,642)	(£1,843,379)
Other	(£18,427)	(£34,962)	(£53,389)
Total Income	(£474,279)	(£1,804,481)	(£2,278,759)
Net (Surplus)/Deficit	£520,290	(£858,011)	(£337,722)

Parking Trading Account 2017/18

	Ring-fenced Funds	Un-ring-fenced Funds	Total
Expenditure			
Contract costs	£673,365	£50,683	£724,048
Staffing and support costs	£209,921	£70,435	£280,355
Maintenance / Improvements / Other	£325,372	£568,205	£893,577
Capital Charges	£0	£43,057	£43,057
Total Expenditure	£1,208,658	£732,380	£1,941,038
Income			
On-St PCN income	(£226,445)	£0	(£226,445)
Off-St PCN income	(£99,877)	£0	(£99,877)
Permit income	(£55,670)	£0	(£55,670)
Pay and Display income	(£173,737)	(£1,669,642)	(£1,843,379)
Other	(£18,427)	(£34,962)	(£53,389)
Total Income	(£574,155)	(£1,704,604)	(£2,278,759)
Net (Surplus)/Deficit	£634,502	(£972,224)	(£337,722)

Balance on Parking Ring-fenced Funds Reserve

	2015/16	2016/17	2017/18	2018/19 Forecast
Opening Balance on Reserve	£181,100	£149,100	£242,100	£212,100
Drawdown from reserve to fund the cost of public consultation and implementation of Controlled Parking Zones	-£32,000	-£115,000	-£30,000	-£35,000
Transfer in to the reserve from in-year surplus	£0	£208,000	£0	£50,000
Closing Balance on Reserve	£149,100	£242,100	£212,100	£227,100

Note:

Black = Expenditure

Red = Income



Developments and plans

The traffic management objectives of CPE as identified by Government listed on pages 5, 6 and 7 of this report will remain at the core of this authority's enforcement and practices

Digital Dacorum

Dacorum Borough Council has embarked on a drive to transform the way in which it delivers its services by enabling as many as possible to be requested and delivered on a virtual basis.

The new parking enforcement contract implemented in April 2018 places emphasis on the development and provision of back office and front line services on a digital platform. Parking Services has endeavoured to place as many as possible of its key services, including, payment for on-street parking permit management, parking sessions and parking enforcement onto a digital platform while taking into account and finding solutions to the needs of vulnerable individuals.

Car parks

Developments in 2017/18

Langley Hill car park, Kings Langley was refurbished as part of our on-going improvement programme. To date 12 of our 24 car parks have been fully refurbished within this programme.

Planned developments in 2018/19

The car park refurbishment programme will continue in 2018/19, as will the on-going maintenance of existing lines and signs. During financial year 2018/19 we plan to refurbish Hicks Road car park, Markyate.

We will replace our off-street and on-street pay and display machines, most of which are 15 years old, with machines that will enable payment by credit and debit cards while maintaining the option for telephone payment for car park fees. Giving motorists choice in terms of how they pay for their parking is important and whilst it is anticipated that use of debit and debit card will increase significantly overtime, to the detriment of cash and 'pay by phone' use, the Council has no plans to eliminate motorists' ability to use either payment option, for this reason only 14 of our 56 pay and park machines will be card only.

We will commence construction of a multi-storey car park on the existing Lower Kings Road surface car park, Berkhamsted planned for opening in autumn 2019.



We will maintain ParkMark in 18 of the 19 car parks currently awarded with this accreditation, Lower Kings Road car park's award will be suspended during the construction of the multi-storey car park on the site and be reassessed by the British Parking Association and Hertfordshire Constabulary after construction.

Controlled Parking Zones (CPZ)



We will introduce a Controlled Parking Zone (G-zone) to the north of St Johns Road Boxmoor which will include; Alston Road, Bargrove Avenue, Bulbourne Close, Green End Road, and Sebright Road.

We will extend the R-zone to include; Catlin Street, London Road (between Station Road and eastern access to National Grid depot), Russell Place and Stratford Way

We will consult on the introduction of a Controlled Parking Zone encompassing a number of streets in Apsley including Orchard Street, Manor Street, Henry Street, Winifred Road, Storey Street, Weymouth Street, Kents Avenue, Sealy Way and Millbank.

New technology

In order to maintain levels of enforcement and as the number and extent of Controlled Parking Zones increases, we will introduce efficiencies in how vehicles parked in contravention to restrictions are identified. A clearly identified vehicle fitted with Automatic Number Plate Recognition equipment will identify vehicles in contravention and direct Civil Enforcement Officers to those vehicles who will make appropriate checks to determine if a Penalty Charge Notice should be issued manually. This system will be introduced in our car parks and on-street. It is intended that the majority of CPZ resident permits, visitor parking sessions, carer permits, doctor/health visitor permits as well as car park permits and season tickets will become virtual.

Dacorum Borough Council:

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

Appendix

Parking Contraventions enforced in Dacorum Borough Council in 2017/18, together with their penalty charge are shown below, together with the observation or grace periods allowed before the penalty can be issued.

On-Street Codes

<u>Code</u>	<u>Contravention</u>	<u>Avoid a Penalty Charge Notice</u>
<u>01</u>	<p><u>Parked in a restricted street during prescribed hours</u></p> <p>(PCN Higher - £70)</p>	<p>When parking on single yellow lines read the sign plate indicating the times that waiting is prohibited. In Controlled Parking Zones no sign will be present alongside single yellow lines 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.</p> <p>Observation Period: 5 minutes.</p>
<u>02</u>	<p><u>Parked where loading or unloading is prohibited</u></p> <p>(PCN Higher - £70)</p>	<p>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.</p> <p>Observation Period: None.</p>
<u>05/05s</u>	<p><u>Parked after expiry of paid for time at a pay and display/voucher bay</u></p> <p>(PCN Lower - £50)</p>	<p>Ensure that you purchase adequate time to allow for the duration of your stay and move your vehicle following expiry of the pay and display ticket. 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 display bays or shared use bays without any time restriction.</p> <p>Observation Period: 6 minutes.</p>
<u>06/06s</u>	<p><u>Parked without payment of the initial charge without a clearly displayed ticket/permit/voucher</u></p> <p>(PCN Lower - £50)</p>	<p>Ensure that you have the means to make payment upon arrival at a location where payment is required. Ensure that any voucher relied upon is correctly validated and that all tickets or vouchers are prominently displayed, prior to leaving your vehicle, particularly after closing doors. It is advisable to ensure that any old tickets or vouchers are removed from your vehicle to avoid any confusion. Pay and display holders are available from the Parking Centre free of charge.</p> <p>Observation Period: 5 minutes.</p>

07/07s	<p><u>Parked where additional payment made to extend the stay beyond the time initially purchased</u> (meter feeding)</p> <p>(PCN Lower - £50)</p>	<p>Ensure that you purchase adequate time to cover the duration of your stay. Upon expiry of the time shown on your pay and display ticket the vehicle must be moved to another location. Do not purchase any additional tickets beyond the initial ticket paid for.</p> <p>Observation period: None.</p>
12	<p><u>Parked in a residents or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place</u></p> <p>(PCN Higher - £70)</p>	<p>Read all applicable signage upon entering a controlled parking zone and any signs alongside the bays that you wish to park within. You can then be sure that you have parked within the correct bay. Ensure that any voucher relied upon is correctly validated and that all tickets or vouchers are prominently displayed, particularly after closing doors.</p> <p>Observation Period: 5 minutes.</p>
19	<p><u>Parked in a residents' or shared use parking place displaying an invalid voucher or an invalid pay and display ticket</u></p> <p>(PCN Lower - £50)</p>	<p>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 on match days or evenings. Ensure that all visitor vouchers or pay and display tickets relied upon are correctly validated and displayed. Blue badge holders may park in shared use and pay and display bays without time limit.</p> <p>Observation Period: 5 minutes.</p>
20	<p><u>Parked in a loading gap marked by a yellow line</u></p> <p>(PCN Higher - £70)</p>	<p>Ensure that you read all applicable signage alongside the location where you wish to park. You should not park on a loading gap unless you have a genuine need to load or unload.</p> <p>Blue badge holders are not permitted to park in loading areas, unless loading or unloading.</p> <p>Observation Period: 5 minutes.</p>
21	<p><u>Parked in a suspended bay/space or part of bay/space</u></p> <p>(PCN Higher - £70)</p>	<p>Ensure that you read the signage at the location where you wish to park. This will tell you which bays have been suspended and the relevant times and dates. No vehicle is permitted to park within a suspended bay unless they have been granted express permission to do so.</p> <p>Observation Period: None.</p>
22	<p><u>Re-parked during determined time of leaving a bay/space in the same parking place</u></p> <p>(PCN Lower - £50)</p>	<p>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.</p> <p>Observation Period: 5 minutes.</p>
23	<p><u>Parked in a parking place or area not designated for that class of vehicle</u></p> <p>(PCN Higher - £70)</p>	<p>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.</p> <p>Observation Period: 5 minutes.</p>

24	<p><u>Not parked correctly within the markings of the bay or space</u></p> <p>(PCN Lower - £50)</p>	<p>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.</p> <p>Observation Period: None.</p>
25	<p><u>Parked in a loading bay with no sign of loading</u></p> <p>(PCN Higher - £70)</p>	<p>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/unload.</p> <p>Observation Period: 5 minutes.</p>
27	<p><u>Parked in a special enforcement area adjacent to a dropped footway</u></p> <p>(PCN – Higher - £70)</p>	<p>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. Penalty Charge Notices will be issued instantly to any vehicle parked with one or more wheels alongside the transition of the dropped kerb.</p> <p>Observation Period: 5 minutes.</p>
30	<p><u>Parked in a free parking space for longer than the maximum period</u></p> <p>(PCN Lower - £50)</p>	<p>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.</p> <p>Observation Period: 5 minutes.</p>
40	<p><u>Parked in a designated disabled persons parking place without clearly displaying a valid disabled persons badge</u></p> <p>(PCN Higher - £70)</p>	<p>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 is 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.</p> <p>Observation Period: None.</p>
45	<p><u>Parked in a taxi rank</u></p> <p>(PCN Higher - £70)</p>	<p>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.</p> <p>Observation Period: Taxis – 10 minutes, Others – None.</p>
47	<p><u>Parked in a restricted bus stop or bus stand</u></p> <p>(PCN Higher - £70)</p>	<p>No vehicle other than a bus may wait within a bus stop or bus stand.</p> <p>Observation Period: None.</p>

48	<u>Parked in a restricted area outside of a school during school term time</u> (PCN Higher - £70)	<p>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.</p> <p>Observation Period: None.</p>
49	<u>Parked wholly or partly on a cycle track</u> (PCN Higher - £70)	<p>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.</p> <p>Observation Period: None.</p>
55	<u>A commercial vehicle parked in a restricted street in contravention of overnight waiting ban</u> (PCN Higher - £70)	<p>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.</p> <p>Observation Period: None.</p>
56	<u>Parked in contravention of a commercial vehicle waiting restriction</u> (PCN Higher - £70)	<p>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.</p> <p>Observation Period: None.</p>
99	<u>Stopped on a pedestrian crossing area marked by zig-zags</u> (PCN Higher - £70)	<p>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.</p> <p>Observation Period: None.</p>

Off Street Codes

70	<u>Parked in a loading area during restricted hours without reasonable excuse</u> (PCN Higher - £70)	<p>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.</p> <p>Observation Period: 5 minutes.</p>
73	<u>Parked without payment of the parking charge</u> (PCN Lower - £50)	<p>Read all signage so that you are aware of the times and charges that apply. Ensure that all tickets purchased are clearly and correctly displayed prior to leaving your vehicle. Blue badge holders must make payment unless signage specifies to the contrary.</p> <p>Observation Period: 5 minutes.</p>

<u>74</u>	<u>Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited</u> (PCN Higher - £70)	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. Observation Period: None.
<u>80</u>	<u>Parked for longer than the maximum period permitted</u> (PCN Lower - £50)	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. Observation Period: 5 minutes.
<u>81</u>	<u>Parked in a restricted area in a car park</u> (PCN Higher - £70)	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 that is signed as prohibited. Observation Period: None.
<u>82</u>	<u>Parked after the expiry of paid for time</u> (PCN Lower - £50)	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 display ticket. You should check that all pay and display tickets are clearly visible before leaving your vehicle, particularly after closing doors. Observation Period: 6 minutes.
<u>83</u>	<u>Parked in a car park without clearly displaying a valid pay and display ticket or voucher</u> (PCN Lower - £50)	Ensure that all tickets are correctly display prior to leaving your vehicle, particularly after closing doors. Observation Period: 5 minutes.
<u>84</u>	<u>Parked with additional payment made to extend the stay beyond time first purchased</u> (PCN Lower - £50)	Ensure that you purchase adequate time to allow for the entire duration of your stay. Upon expiry of the time shown on your pay and display ticket the vehicle must be moved to another location. Do not purchase any additional tickets beyond the initial ticket paid for. Observation Period: None.
<u>85</u>	<u>Parked in a permit bay without clearly displaying a valid permit</u> (PCN Higher - £70)	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. Observation Period: 5 minutes.
<u>86</u>	<u>Parked beyond the bay markings</u> (PCN Lower - £50)	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. Observation Period: None.

87	<p><u>Parked in a designated disabled persons parking place without displaying a valid disabled persons badge</u></p> <p>(PCN Lower - £50)</p>	<p>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 reserved for use. N.B – Blue badge holders are required to pay the relevant fee in Watford car parks.</p> <p>Observation Period: None.</p>
89	<p><u>Vehicle parked exceeds the maximum weight or height or length permitted</u></p> <p>(PCN Higher - £70)</p>	<p>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.</p> <p>Observation Period: None.</p>
90	<p><u>Re-parked within determined time of leaving a bay or space in a car park</u></p> <p>(PCN Lower - £50)</p>	<p>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.</p> <p>Observation Period: 5 minutes</p>
91	<p><u>Parked in a car park or area not designated for that class of vehicle</u></p> <p>(PCN Higher - £70)</p>	<p>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.</p> <p>Observation Period: 5 minutes.</p>
92	<p><u>Parked causing an obstruction</u></p> <p>(PCN Higher - £70)</p>	<p>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.</p> <p>Observation Period: None.</p>
93	<p><u>Parked in a car park when closed</u></p> <p>(PCN Lower - £50)</p>	<p>Ensure that you read the car park signage and note the closure time stated.</p> <p>Observation Period: 5 minutes.</p>
95	<p><u>Parked in a parking place for a purpose other than the designated purpose for the parking place</u></p> <p>(PCN Lower - £50)</p>	<p>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.</p> <p>Observation Period: 5 minutes.</p>