



Dacorum Borough Council Parking Services

Civil Parking Enforcement

Annual Report 2018/2019



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Foreword



“Welcome to Dacorum Borough Council’s parking report for 2018/19

The provision of parking both on and off street affects us all as residents and businesses and is crucial to our town centres. As the demand increases we continue to encourage other means of transport whilst recognising whilst recognising that adequate parking provision is crucial for the borough to prosper.

Car parking charges have again been frozen for 2019/20 and work is continuing to deliver extra spaces in the borough. We will continue to review the provision of parking and the competing needs of our communities.”

This report covers the activity of Dacorum Borough Council the period April 2018 to March 2019.

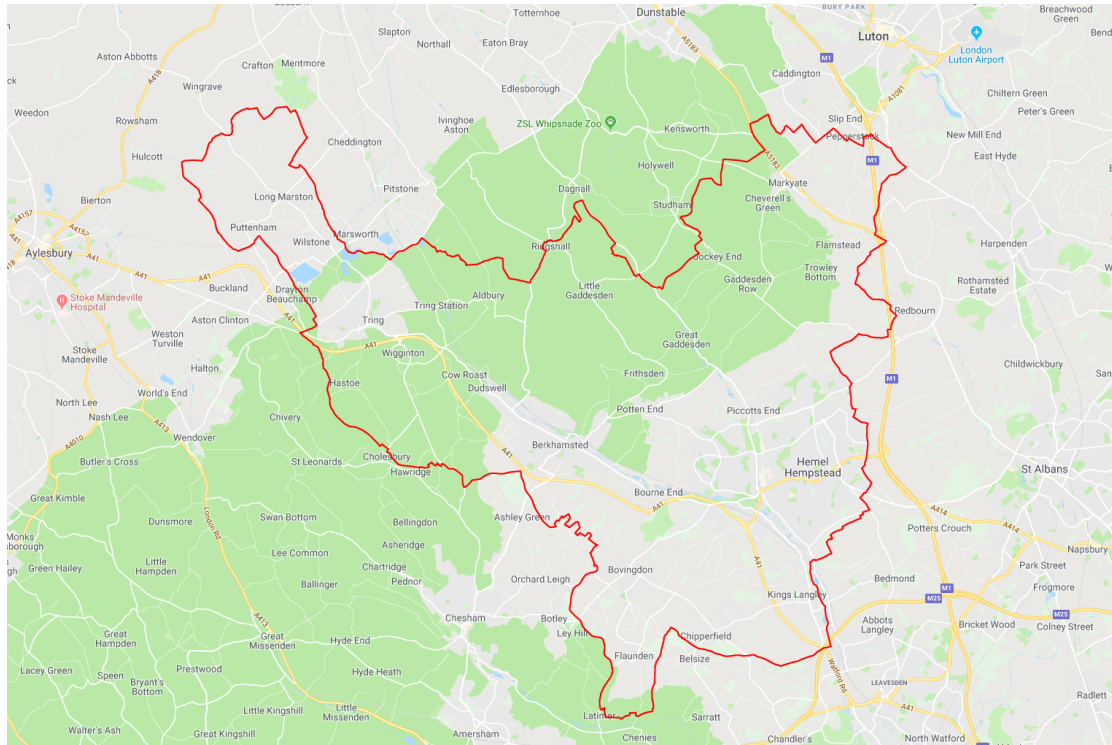
Councillor Andrew Williams
Leader of the Council

The Service

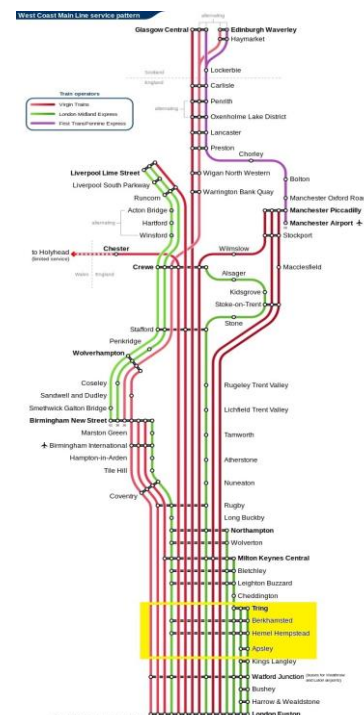
Dacorum Borough Council (DBC) is responsible for enforcing waiting restrictions, maintaining the related lining and signs, introducing Controlled Parking Zones (CPZ), managing and maintaining 24 DBC owned car parks and enforcing one owned by Tring Town Council. Other traffic and moving traffic violation enforcement such as bus lanes, speeding, etc. or obstruction are undertaken by Hertfordshire Constabulary and/or Hertfordshire County Council. Hertfordshire County Council (the highway authority) is accountable for all other aspects of traffic management and road maintenance including the introduction of traffic calming, junction protection, speed humps, pedestrian crossings, one-way restrictions, and schemes to prevent dangerous and obstructive parking.

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 Bovington, 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.



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 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 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.



Our 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).



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.

The Purpose of Civil Parking Enforcement

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.

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.



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.

“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)

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 2018/19 CPE in Dacorum Borough Council’s district was undertaken by a team of approximately six Civil Enforcement Officers spread around the Borough. The enforcement function was contracted out to Indigo Park Services UK who were subsequently taken over by Saba Park UK operating in accordance with contractual terms and policy objectives agreed by the Council. Including processing of PCNs after 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. 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.

Dispelling the 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.*

I live here, so I can park.

There are no special arrangements for residents of a street, a yellow line applies to every road user equally.

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.

Transparency

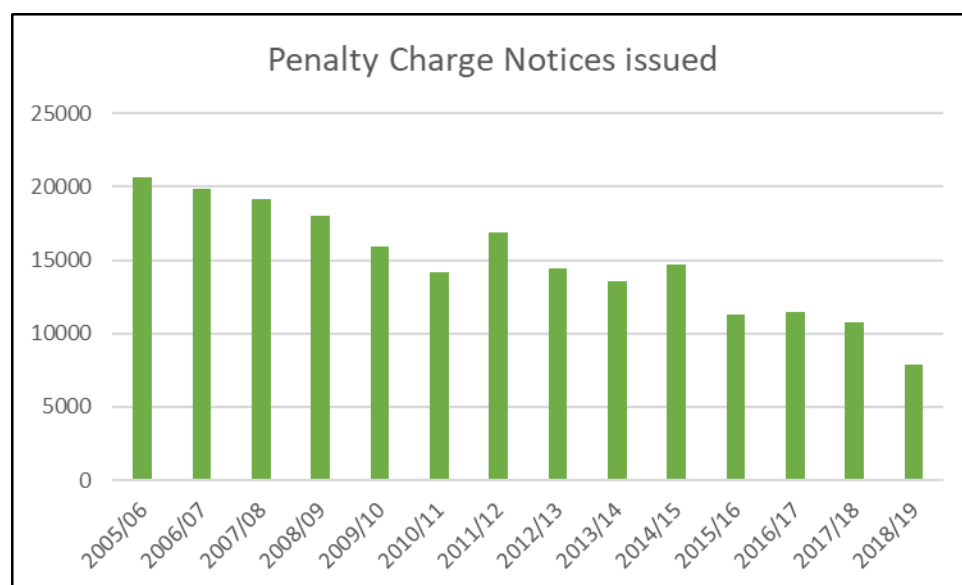
On-street and Off-street (Car Parks) Enforcement

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
2018/19	7806

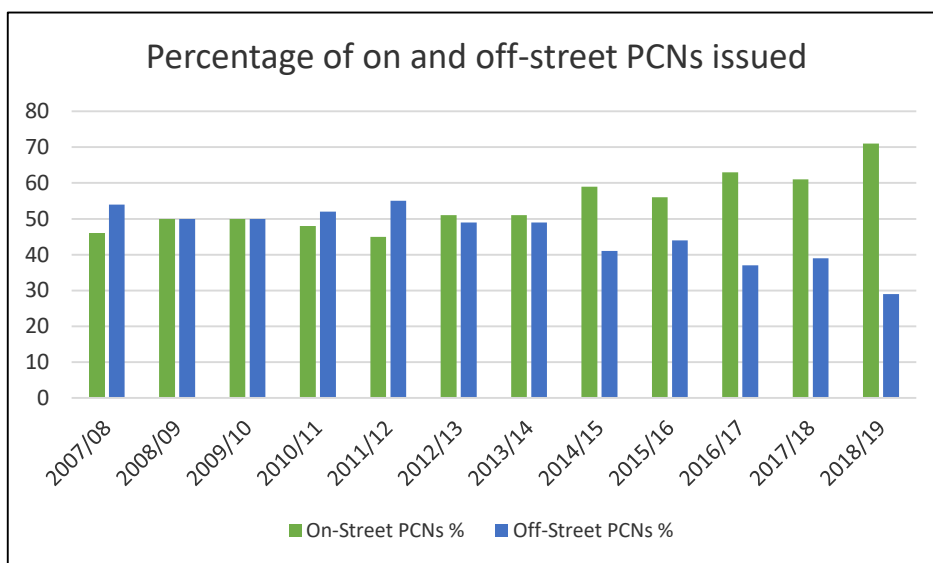
The Traffic Management Act 2004 clearly outlines that the primary purpose of CPE is to ensure compliance with parking controls and improve road safety; therefore, enforcement of car parks, where road safety considerations are slight, is secondary to enforcement of yellow line restrictions on the highway, 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 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

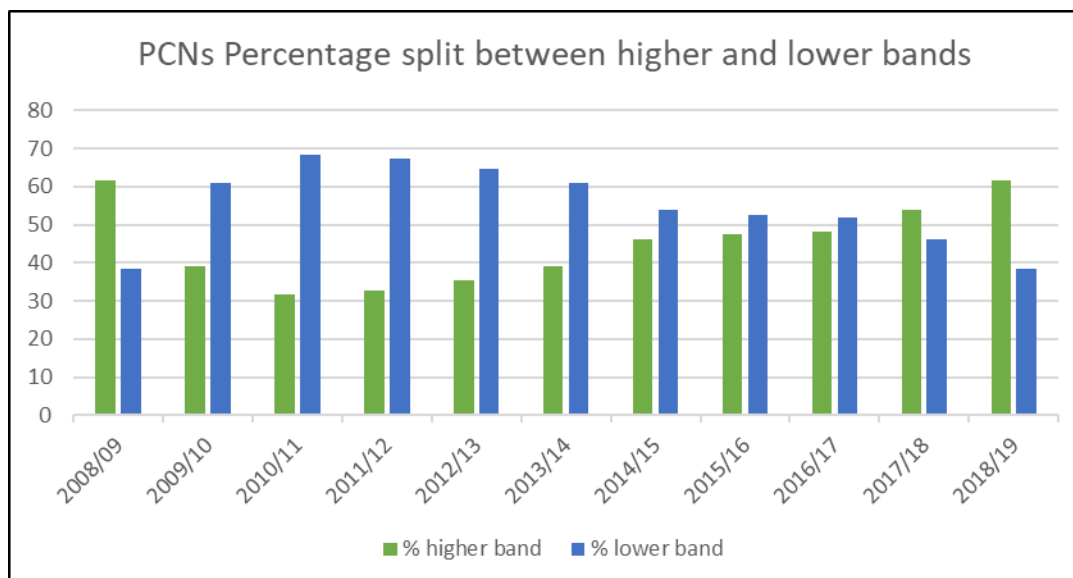
The proportion of on and off-street PCNs issued in previous years is given in this table rounded to the closest whole figure.



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
2018/19	4800	3006

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 and 2018/19 for the **main** on-street and off-street parking contraventions are shown below;

On Street Contraventions & Codes	Number	
	2017/18	2018/19
01 - Parked in a restricted street (yellow lines)	2921	2072
02 – Parked where loading/unloading is not permitted	584	401
05 - Parked after expiry of paid for time.	266	30
06 – Parked without a valid pay and display ticket/voucher	518	3
07 – Parked with payment made to extend the time beyond initial time		2
12 – Parked in a permit/shared use bay without permit/voucher/ticket	888	511
30 - Parked for longer than permitted	315	3
40 - Parked in a disabled bay/space without valid blue badge	333	220
47 – Parked at a bus stop or stand	63	48

Off Street Contraventions	Number	
	2017/18	2018/19
73 – Parked without payment of the parking charge	0	1730
82 - Parked after expiry of paid for time	635	163
83 - Parked in a car park without a valid ticket/voucher	3158	17
84 - Parked with additional payment made to extend the stay beyond time first purchased	22	2
86 – Parked beyond bay markings	56	29
87 - Parked in a disabled bay without a valid blue badge	104	26

Details of parking contraventions enforced in Dacorum Borough during 2018/19 and their associated penalty charge are detailed in **Appendix III** (see page 25).

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%
2018/19	4555	58%

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.

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:

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%

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.

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 detailed guide can be found in appendix I

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 and 2018/19 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 and 2018/19 are shown below:

Reason for Cancellation	Number of penalties cancelled	
	2017/18	2018/19
Valid pay and display ticket produced	505	593
Valid disabled (blue) badge – 1 st contravention	93	62
CEO error	121	37
Loading evidence provided	18	14
Valid permit produced	26	68
Processing error	3	0

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%)
2018/19	950 (12%)	251 (3%)

Of the 7,806 PCNs issued in 2018/19:

- 1,622 were the subject of an “informal” challenge (normally made within 14 days of issue of the PCN).
- Of the above, 842 PCNs were cancelled at this challenge stage.

- 495 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, 79 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 7,806 PCNs issued in 2018/19:

- 7 were the subject of an appeal to the Independent Parking Adjudicator – an appeal rate of 0.09%.
- Of these 7 appeals, 4 (57%) were upheld by the Adjudicator. 1 was not contested by the Council as the appellant supplied additional information and 2 (29%) were rejected by the Adjudicator (won by the Council) and one is awaiting a decision.

The following table outlines Dacorum Borough Council's performance with regard to Traffic Penalty Tribunal appeals in 2015/16, 2016/17 and 2018/19:

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%

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 2018/19, 1,077 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 2018/19, 374 cases were referred to the Council's bailiffs and £22,864 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.

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	ON Street	OFF Street	Total
Expenditure			
Contract costs	£394,525	£131,508	£526,034
Staffing and support costs	£132,457	£161,892	£294,348
Maintenance/ Improvements/Other	£104,270	£546,267	£650,537
Capital Charges	£111,582	£75,351	£186,932
Total Expenditure	£742,834	£915,018	£1,657,852
Income			
PCN income	(£204,105)	(£51,211)	(£255,316)
Permit income	(£50,357)	£0	(£50,357)
Pay and Display income	(£171,487)	(£1,760,624)	(£1,932,111)
Other	(£20,471)	(£21,547)	(£42,018)
Total Income	(£446,420)	(£1,833,382)	(£2,279,802)
Net (Surplus)/Deficit	£296,414	(£918,364)	(£621,950)

Trading Account 2018/19

	Ringfenced Funds	Un-ringfenced Funds	Total
Expenditure			
Contract costs	£489,211	£36,822	£526,034
Staffing and support costs	£217,392	£76,956	£294,348
Maintenance / Improvements / Other	£104,270	£546,267	£650,537
Capital Charges	£111,582	£75,351	£186,932
Total Expenditure	£922,455	£735,397	£1,657,852
Income			
On-St PCN income	(£204,105)	£0	(£204,105)
Off-St PCN income	(£51,211)	£0	(£51,211)
Permit income	(£50,357)	£0	(£50,357)
Pay and Display income	(£171,487)	(£1,760,624)	(£1,932,111)
Other	(£20,471)	(£21,547)	(£42,018)
Total Income	(£497,630)	(£1,782,171)	(£2,279,802)
Net (Surplus)/Deficit	£424,824.40	(£1,046,774.55)	(£621,950)

	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

Balance on Car Parking Ringfenced Funds Reserve

	2015/16	2016/17	2017/18	2018/19	2019/20 Forecast
Opening Balance on Reserve	£181,100	£149,100	£242,100	£212,100	£202,100
Drawdown from reserve to fund the cost of public consultation and implementation of Controlled Parking Zones	-£32,000	-£115,000	-£30,000	-£60,000	-£56,000
Contribution to the reserve to fund future expenditure	£0	£208,000	£0	£50,000	
Closing Balance on Reserve	£149,100	£242,100	£212,100	£202,100	£146,100

Note:

Black = Expenditure

Red = Income

Developments and plans

In 2018/19 we:

- Replaced all 56 of our old pay & display machines with new pay & park machines.
- Provided card payment for car park and street parking
- Introduced virtual season tickets in four car parks
- Introduced virtual resident permits and visitor parking sessions
- Started to identify vehicles parked in contravention to restrictions using automatic number plate recognition (ANPR) vehicles
- Replaced the old style Civil Enforcement Officer uniforms with modern ones that are both more comfortable for the CEO and “customer friendly”
- Refurbished and extended Queensway car park
- Extended the R (Roughdown) Controlled Parking Zone
- Introduced the T (Tring) Controlled Parking Zone near Tring railway station
- Introduced waiting restrictions in London Road



Our plans for 2019/20:

The car park refurbishment programme will continue in 2019/20, as will the on-going maintenance of existing lines and signs. We have now refurbished 15 of our 23 car parks.

Refurbishments planned for 2019/20, Alexandra Road and The Gables car parks



Maintain ParkMark status in the 19 of our 23 car parks that have achieved the award and to achieve the award in at least one more site

<http://www.parkmark.co.uk/>

Consult on proposals to introduce additional on-street disabled bays in Marlowes, Hemel Hempstead

Consult on proposals to introduce junction protection restrictions at the junction of Lockers Park Lane, Melsted Road and Bury Hill

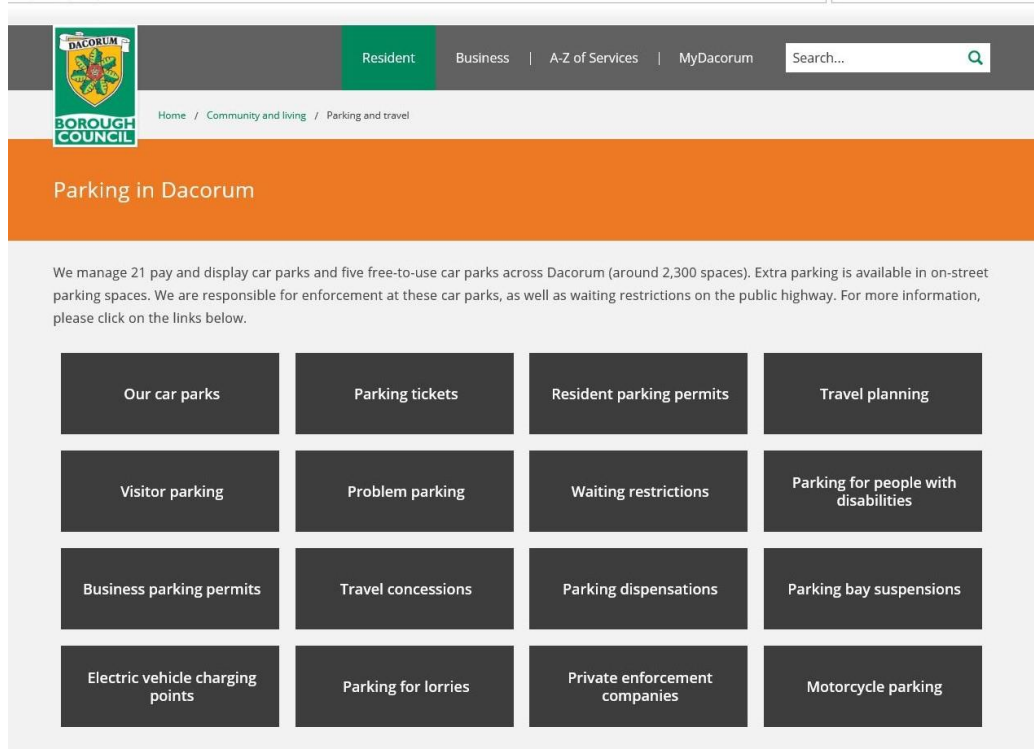


Build and open Lower Kings Road multi-storey car park in Berkhamsted

Much more to find out

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/>

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

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

Where are our Electric Vehicle charging points?

<http://www.dacorum.gov.uk/home/community-living/parking-and-travel/electric-vehicle-charging-points>

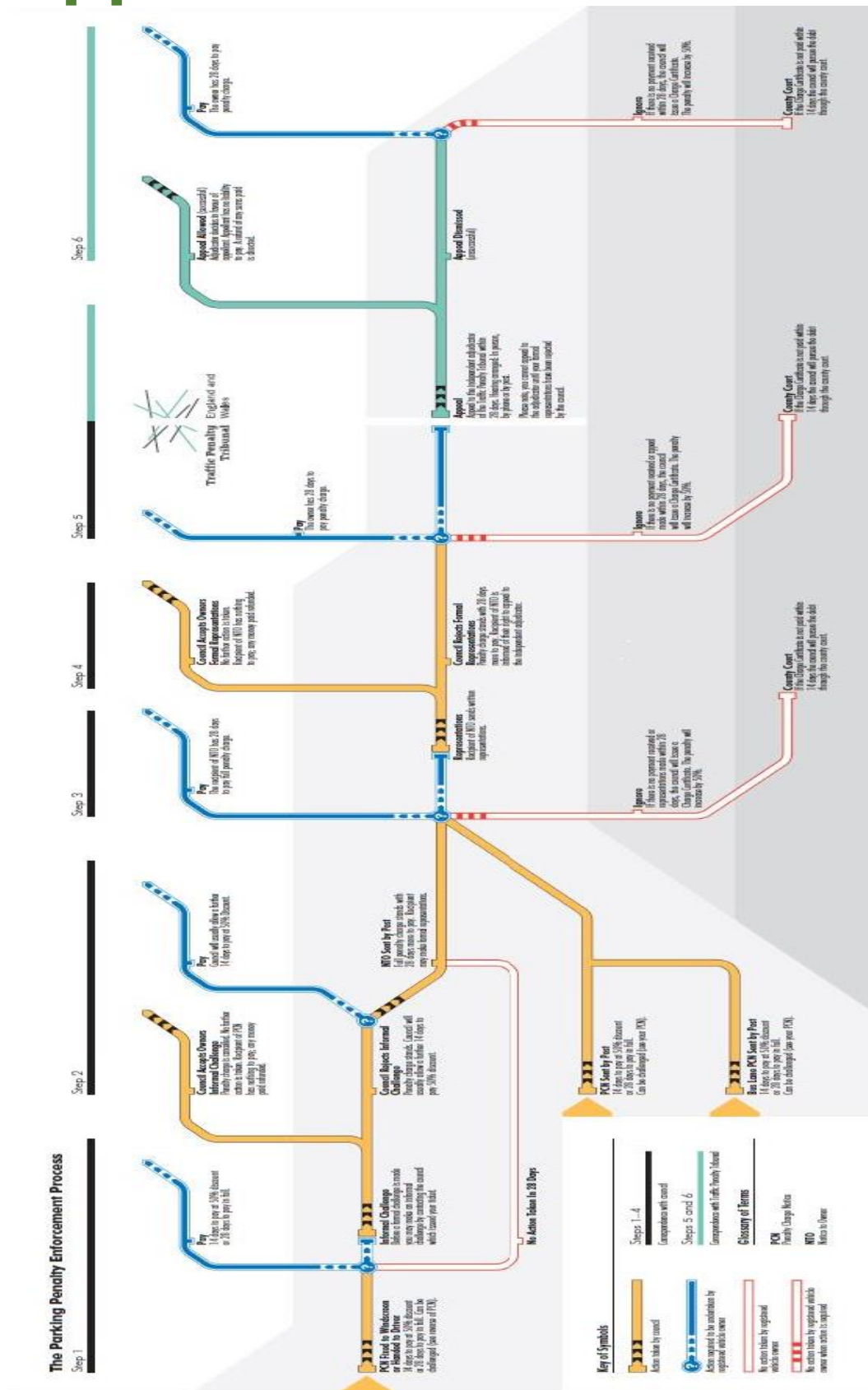
And much, much, much, more

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

Town/Village	Car park name	Refurbished since 2008	Park Mark	Opening times	Max stag & bag types	Short stag bags	Long stag bags	Any stag bags	Disabled drivers' bags (Free - Blue badge required)	Motor cycle bags (Free)	Electric vehicle bags	Season ticket/permit	Restricted bags	Season tickets	Total bags	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 Ring Go where a tariff is charged						
																	0-30m	1h-2h	2h-3h	3h-4h			
Hemel Hempstead	Hicks Road			24/7	Any stag			22	2				14		38		Free	£0.10	£0.40	£0.70	£1.00	£1.60	
	Wood Lane End			24/7	Any stag			16	3	2	30		Yes		51			£0.50	£0.70	£0.90	£1.10	£1.60	
	The Gables			24/7	Any stag			19	1						20			£0.50	£0.70	£0.90	£1.10	£1.60	
	High Street			24/7	Any stag			77	3						80			£0.50	£0.70	£0.90	£1.10	£1.60	
	Gadebridge Lane			24/7	Any stag			179	2						181			Free					
	Queensway			24/7	Any stag			139	9	1					149			£0.60	£1.00	£1.30	£1.60	£2.50	
	Alexandra Road			24/7	Any stag			16	3						19			£0.60	£1.00	£1.30	£1.60	£2.50	
	Water Gardens (North) MSCP			Mon-Sun 06:00 to 18:00 Exc 24/7	Any stag			292	15	1	2				308			£0.80	£1.40	£2.00	£2.50	£3.50	
	Lower deck Water Gardens (North) MSCP Upper deck (Staff permits Mon-Fri Public Sat & Sun)							297							299			£0.50	£1.00	£1.60			
	Water Gardens (South)				24/7	2 hours long-stay 4 hours & 8 hours		90	2	4	4				92			£0.50	£1.00	£1.60			
Moor End				24/7	Any stag		78							86			£2.50						
Park Road				24/7	Any stag			70	3			5		78			£0.60	£0.80	£1.00	£1.20	£2.50		
Cowper Road				24/7	4 hours			16	2					18			Free	£0.50	£0.60	£0.70			
Durrants Hill				24/7	Any stag			61	3	1	2		9	76			£0.10	£0.40	£0.70	£1.00	£1.60		
The Nap				24/7	Any stag			65	3	1				69			Free						
Kings Langley				24/7	Any stag			51	2			2		55			Free						
Langley Hill				24/7	Any stag												Free						
Water Lane				24/7	2 hours			96	6					102			£0.70	£1.30					
Berkhamsted	Canal Fields			24/7	4 hours			77	3	1				81			Free						
	St Johns Veil Lane			24/7	Any stag			101	3					104			£0.70	£1.30	£2.00	£2.60	£3.80		
	The Forge			24/7	Any stag			151	5	2	2		8	168			Free	£1.00	£1.20	£1.50	£2.20		
	Church Yard			24/7	Long stay only			41	2					43						£2.20			
Tring	Frogmore Street (East)			24/7	4 hours			79	5	1				85			Free	£1.00	£1.20	£1.50			
	Frogmore Street (West)			24/7	Long stay only			17		1				18						£2.20			
	Old School Yard (Tring Town Council owned)			24/7	4 hours			39	2					41			Free	£1.00	£1.20	£1.50			
	Victoria Hall			24/7	4 hours			5	1					6			Free	£1.00	£1.20	£1.50			
								402	136	1556	84	12	9	30	38	2267	7						

Appendix III

Parking contraventions

Parking Contraventions enforced in Dacorum Borough Council in 2019/20, together with their penalty charge 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 01a, 01o	Parked in a restricted street during prescribed hours	<p>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.</p> <p>These times are shown on the zone entry signs.</p> <p>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.</p> <p>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>Higher Rate</p> <p>Observation Period: 5 minutes</p>
02 02a, 02o	Parked or loading /unloading in a restricted street where waiting or unloading restrictions are in force	<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.</p> <p>A single chevron denotes a loading restriction between specific times and a double chevron prohibits loading at all times.</p> <p>Blue badge holders are not permitted to park where loading is prohibited.</p>	<p>Higher Rate</p> <p>Observation Period: None</p>
05 05p, 05s, 05(1)	Parked after expiry of paid for time	<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 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.</p> <p>Blue badge holders may park in pay and park bays or shared use bays without any time restriction.</p>	<p>Lower Rate</p> <p>Grace Period: 10 minutes</p>
07 07p, 07r, 07s, 07u	Parked with payment made to extend the stay beyond initial time	<p>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.</p>	<p>Lower Rate</p> <p>Grace Period: 10 minutes from expiry time of original pay and park session obtained</p>
11 11u	Parked without payment of the parking charge	<p>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.</p> <p>Blue badge holders must make payment unless signage specifies to the contrary.</p>	<p>Lower Rate</p> <p>Observation Period: 5 minutes</p>
12 12r, 02s, 12t, 12u, 12w, 12y, 12(4)	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	<p>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.</p> <p>Blue badge holders may park in shared use and pay and park bays without time limit.</p>	<p>Higher Rate</p> <p>Observation Period: 5 minutes</p>

<p>16 16s, 16t, 16w, 16x, 16y, 16z, 16(4)</p>	<p>Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required</p>	<p>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.</p>	<p>Higher Rate Observation Period: 5 minutes</p>
<p>19 19i, 19r, 19s, 19u, 19w, 19x, 19y, 19z, 19(4)</p>	<p>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</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. 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.</p>	<p>Lower Rate Grace Period: 10 minutes</p>
<p>21 21r, 21s, 21t, 21u, 21w, 21y, 21(4)</p>	<p>Parked wholly or partly in a suspended bay or space</p>	<p>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.</p>	<p>Higher Rate Observation Period: None</p>
<p>22 22f, 22s, 22v, 22(1), 22(2),</p>	<p>Re-parked in the same parking place or zone within one hour after leaving</p>	<p>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.</p>	<p>Lower Rate Observation Period: None</p>
<p>23</p>	<p>Parked in a parking place or area not designated for that class of vehicle</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>Higher Rate Observation Period: 5 minutes</p>
<p>24</p>	<p>Not parked correctly within the markings of the bay or space</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>Lower Rate Observation Period: None</p>
<p>25</p>	<p>Parked in a loading place or bay during restricted hours without loading</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 and unload.</p>	<p>Higher Rate Observation Period: 5 minutes</p>
<p>26</p>	<p>Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place</p>	<p>Park close to the kerb or edge of the highway</p>	<p>Higher Rate Observation Period: None</p>
<p>27</p>	<p>Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway</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>Higher Rate Observation Period: 5 minutes</p>
<p>28</p>	<p>Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge</p>	<p>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. Penalty Charge Notices will be issued instantly to any vehicle parked with one or more wheels alongside the transition of the raised table.</p>	<p>Higher Rate Observation Period: 5 minutes</p>

<p>30 30f, 30l, 30o, 30s, 30u</p>	<p>Parked for longer than permitted</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>Lower Rate Grace Period: 10 minutes</p>
<p>40</p>	<p>Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner</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 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.</p>	<p>Higher Rate Observation Period: None</p>
<p>45</p>	<p>Stopped on a taxi rank</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>Higher Rate Observation Period: Taxis – 10 minutes Others – None</p>
<p>47</p>	<p>Stopped on a restricted bus stop or stand</p>	<p>No vehicle other than a bus may wait within a bus stop or bus stand</p>	<p>Higher Rate Observation Period: None</p>
<p>48 48j</p>	<p>Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited</p>	<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>Higher Rate Observation Period: None</p>
<p>49</p>	<p>Parked wholly or partly on a cycle track or lane</p>	<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>Higher Rate Observation Period: None</p>
<p>55</p>	<p>A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban</p>	<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>Higher Rate Observation Period: None</p>
<p>56</p>	<p>Parked in contravention of a commercial vehicle waiting restriction</p>	<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>Higher Rate Observation Period: None</p>
<p>99 99o</p>	<p>Stopped on a pedestrian crossing or crossing area marked by zigzags</p>	<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>Higher Rate Observation Period: None</p>

Off-street

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 73u	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 80u	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 81o	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 82u, 82(4)	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 83(4)	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 84u	Parked with payment made to extend the stay beyond initial time	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 85t, 85y, 85z, 85(4)	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 86r	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 90u, 90v	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 91g	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 92o	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 longer than permitted	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

