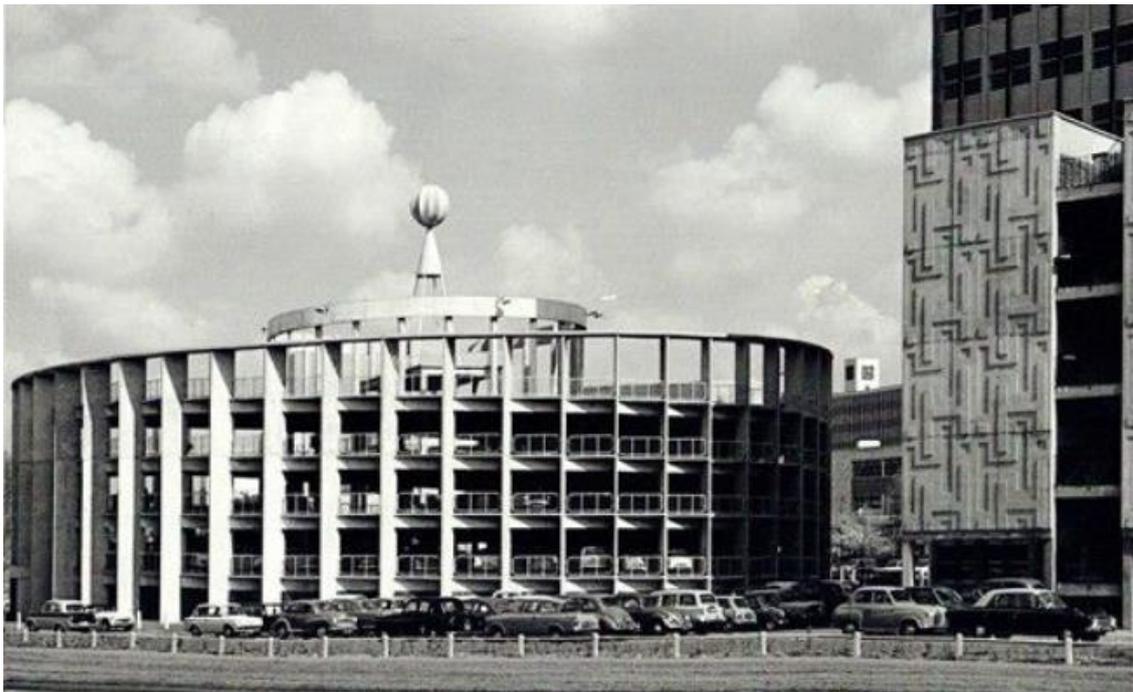


Dacorum Borough Council Parking Services Annual Report 2019/2020



Hemel Hempstead 1960s (image Pinterest.co.uk)

- 23 public car parks
- 21 car parks ParkMark accredited
- 10 Controlled Parking Zones
- How to avoid getting a ticket
- This year's special section: The anatomy of our car park information boards.
- and a peek at what we have in store for next year

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A few words of introduction



“Welcome to Dacorum Borough Council’s parking report for 2019/20

Parking affects us all in our daily lives, whether it is in car parks across our borough or outside our homes the demand for car parking continues to increase and whilst we encourage other means of transport we recognise the importance that having sufficient well located parking is to the viability of our town centres.

This year we have continued to invest with the construction of the multi storey car park to serve Berkhamsted and the provision of new resident’s zones. We have also continued the programme to deliver additional parking spaces in residential areas and this will continue into 2020/21”

This report covers the activity of Dacorum Borough Council for the period April 2019 to March 2020.

Councillor Andrew Williams
Leader of the Council

Having worked for 32 years in the supermarket industry, I didn’t think that anything could be more emotive than food shopping. 15 years in public sector parking has proved me wrong. I believe that much of the problem is that customers do not understand the process or the options available to them if they think that a PCN has been issued incorrectly. In this report I hope that, although the processes may seem complex, the articles may help to demystify these processes and assist customers to appreciate they are there to protect them and provide the opportunity to put their case to the council at two of the stages and to appeal to an independent tribunal as a final arbiter.

Read through the report or just dip into those articles that interest you and if you still need help or advice please contact us.



Steven Barnes
Parking Services Team Leader

A place like Dacorum

Dacorum, situated in South West Hertfordshire has an area of 212 square kilometres, 50% of which is Green Belt. The Borough includes the towns of Hemel Hempstead, Berkhamsted and Tring, the large villages of 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.



Grand Union canal, Berkhamsted

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

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



Memorial Garden, Tring



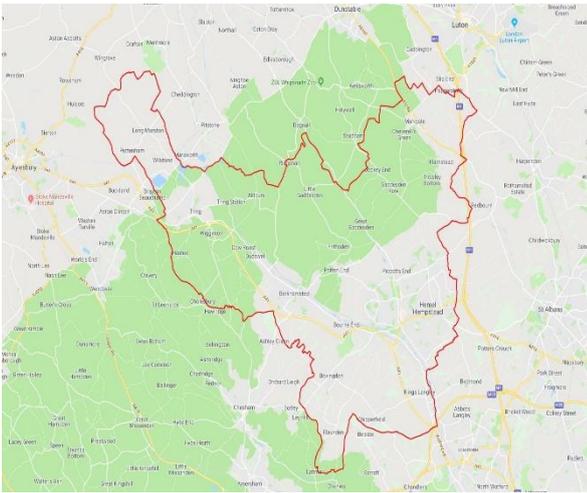
Gadebridge Park, Hemel Hempstead

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

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



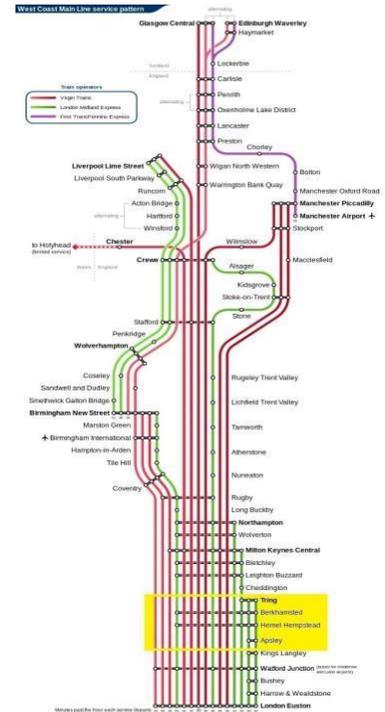
Old Town, Hemel Hempstead



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

The convenience of travel to London attracts commuters from both inside and outside of the Borough to the railway stations in these communities, many travelling by car. Notwithstanding that most of these stations have commercially operated parking availability, in

some locations the capacity is insufficient to accommodate demand and their pricing structure results in commuters trying to find free parking on-street, much of which is in residential areas causing inconvenience for residents who are unable to find parking near their home.



Total Population:

Dacorum has a population of 154,280 which is **13%** of the total population of Hertfordshire

The competing kerb-side pressures due to a combination of increased vehicle ownership, commuter parking and terraced housing with no off-street parking availability in areas close to

railway stations and in central Hemel Hempstead has resulted in the introduction of a number of Controlled Parking Zones (CPZ) in the Borough with more proposals planned.

Age Structure:

62% of the borough's population is aged between 16 and 64; **20%** of the population are children

Dacorum Borough Council (DBC) owns 23 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. 21 of our car parks have achieved ParkMark

accreditation.



Berkhamsted Castle



Tring reservoirs



A little bit of parking history

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

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

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

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



Water Gardens (North) car park, Hemel Hempstead

Enforcement Activity

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

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

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



In financial year 2019/20 CPE in Dacorum Borough Council's district was undertaken by a team of approximately eleven Civil Enforcement Officers spread around the Borough. The enforcement function was contracted out to Saba Park UK operating in accordance with contractual terms and policy objectives agreed by the Council. Including processing of PCNs up to and including

challenge. Investigation of representations and appeals, is dealt with by Dacorum Council officers, working in accordance with statute, regulations, guidance and Council policy.

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

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



What we are happy to do 👍

DBC's Parking Services primary function is to enforce waiting restrictions, process Penalty Charge Notices, manage and maintain our 23 car parks and maintain on-street waiting restriction infrastructure that is supported by a Traffic Regulation Order.

Hertfordshire has district and borough councils as well as a county council. This means that, unlike in unitary council areas, not everything is "under one roof", we manage some aspects of parking in Dacorum, and some are managed by the county. There are also some aspects enforced by Hertfordshire Constabulary.

Please contact us at Dacorum to:

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

What you will need to go elsewhere for:

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



Residents parking schemes (Controlled Parking Zones)

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

A Controlled Parking Zone will not:

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

And should not:

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

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

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

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

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

In 2019/20 we had 10 Controlled Parking Zones in Dacorum:



Controlled parking zones and hours of operation



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

Visitor Parking Sessions

Each household (one property) can:

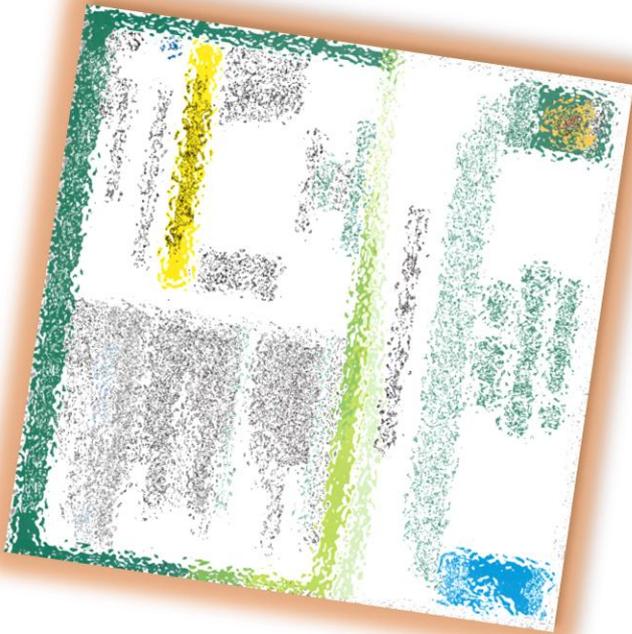
- buy visitor parking sessions (the amount you can buy depends on which zone you live in – see table below), and
- buy up to four one-week visitor permits per year for longer visits.
- Senior citizens (over 60 years), can buy up to double the visitor parking session allocation for the zone they live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

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

Details of the cost for and how to apply for a resident permit and for visitor parking sessions can be found on our website:

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

This year's special feature



Car park information boards put into focus

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



Welcome to Queensway car park



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

Park wholly within a marked parking bay.

Hours of operation

At all times

Charges

Monday-Sunday 8am - 6pm

| | |
|------------|-------|
| 0-1 hour | £0.60 |
| 1-2 hours | £1.10 |
| 2-3 hours | £1.40 |
| 3-4 hours | £1.80 |
| 4-10 hours | £2.70 |

Charges apply every day including weekends and public holidays

 No charge. Display valid badge in windscreen.

 No charge in designated bay.

6pm-8am No charge.

The Borough of Dacorum (Off-Street Parking Places) Order 2020 (as amended)

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

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

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

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

Regulations supporting 1,5,6,7,8,9,10,11,15 and 16 apply at all times.

Data Protection Information: Civil Enforcement Officers patrol this site and collect basic staff and vehicle camera devices in order to enforce the parking terms and conditions. Images taken will be used to identify vehicles and to provide evidence in the event of an offence. Images are not used for any other purpose. Images are not used for the performance of a public task and fulfil our legal obligations in the following ways: To report details of the registered keeper of the vehicle from the DVLA in order to issue a Penalty Charge Notice. Shared with third parties for enforcement, challenge, representation and appeals. Shared with the public or security organisations to prevent or detect crime.

Your Data Rights: The information about how we use your data and your rights in relation to the personal data which we may hold about you please read the Council's Privacy Policy: <http://www.dacorum.gov.uk/information/privacy-policy> Data protection questions can be made via email: info@dacorum.gov.uk or by writing to Legal Governance Department, Dacorum Borough Council, The Forum, Hemel Hempstead, Herts. HP1 1ZP. You have the right to complain to the Information Commissioner's Office at: www.ico.org.uk

Parking sessions obtained before and expiring after 6pm will have expiry time of 4am the following day.

Parking Services, PO BOX 921, Hemel Hempstead, HP1 1ZP.
Telephone 01908 223605

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

Here is an example of one of ours: ←

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

Welcome to Water Lane short stay car park

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

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

Welcome to Church Yard Long stay car park

Welcome to Queensway car park

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

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



An example of the wording under the car park name:

All vehicles must enter the vehicle's registration number and pay at machine or have a valid telephone payment session or have been granted, in respect to the vehicle, a valid season ticket or a 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.

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

Park wholly within a marked parking bay.

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

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

Hours of operation

At all times

Now this might seem strange as our car parks charge for parking daily between 8am and 6pm or are free to use. However, this lets you know that we enforce car parks outside the charging times, so if you park in a disabled

bay without displaying a blue badge, or outside a bay at any time for instance, you could still be issued with a penalty charge notice. These are listed on the right side of the board.

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

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

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

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

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

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

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

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

Some explanations that may help:

1. Park in a bay, don't park anywhere else even if the car park is full
2. Please pay or have a season ticket or permit where applicable
3. This applies to free car parks where there is a maximum stay. If you stay for 5 hour in a free car park with a 4 hour maximum stay, you may get a Penalty Charge Notice
Please obtain the amount of time that you need for your stay when you arrive, otherwise you may fall foul of 4, 5 or 6.
4. You may only stay in a car park for the amount of time that you originally obtain. You should not return to the car park and purchase more parking time
5. This is when your pay & park or telephone parking session runs out
6. Once you have left a car park you should not return for 2 hours, this type of rule often also applies to parking bays on the roads
7. Sometimes car parks have to close for maintenance, emergencies or any other reason that the council seems fit.
8. We are all concerned about the environment and our carbon footprint so although it may be hot outside, or it may be freezing cold, please do not leave your engine running to keep air-con or heating operating in your vehicle. Please turn your engine off as soon as you park in a bay
9. Don't box other vehicles in or block accesses, park wholly in a bay and you will be fine.
10. Anywhere that isn't a bay is a restricted area (except Gadebridge Lane car park)
11. 12 & 13 Make sure that you are not parked in a bay that is reserved for a particular type of vehicle or individual unless you comply with the conditions to park. There are quite a few bays that this may apply to: disabled bays, electric vehicle bays, motorcycle bays, bays reserved for season ticket holders, bays reserved for care homes, bays reserved for nurseries, the list goes on. These bays are clearly marked, disabled bays with the wheelchair symbol and signs, motorcycle and electric vehicle bays with signs and most other reserved bays are lined in red.
14. & 15. Sometimes we issue paper permits to park in circumstances where there is urgent maintenance to be undertaken or the time that the vehicle will be in a car park makes it uneconomical to make changes to our virtual systems. In these cases the issued physical permit must be displayed in the windscreen of the vehicle.
16. Our car parks are for parking, with the exception of a few licences issued by the council to ice cream vendors and the PDSA pet charity we do not allow selling or the offering of other services.
17. This condition to park is designed to prevent heavy commercial vehicles from parking. If you have a family vehicle such as a Land Rover, Audi, etc., which exceeds this weight, don't worry, our Civil Enforcement Officers are not equipped with kitchen scales.

Conditions to park vary in different sites

Charges

Monday - Sunday 8am - 6pm

| | |
|-------------------|--------------|
| 0-1 hour | £0.60 |
| 1-2 hours | £1.10 |
| 2-3 hours | £1.40 |
| 3-4 hours | £1.80 |
| 4-10 hours | £2.70 |

This section tells you on what days, for what time period and how much charges to park are.

The charges vary between car parks.

Most of our car parks which are not free to use charge every day including weekends and bank holidays but do check, we do not want you to pay if you don't need to.

The ubiquitous yellow flash

If the charge is free you must still enter your registration number in pay machine and select one hour parking session

RED bays - Reserved parking
Apsley Paper Trail staff, at all times

Maximum stay 2 hours. For longer stay parking use St John's Well Lane car park

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

Monday - Friday, **white-zone permit holders only**
Saturday & Sunday, public parking (use a **white-zone pay & park machine** to obtain parking session.
Park in bay outlined in white)

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



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

6pm-8am No charge.

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

Parking sessions obtained before and expiring after 6pm will have expiry time of 4am the following day.

Payments to park either by telephone or at the pay & park machines cannot be

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

**Parking Services, PO BOX 921, Hemel Hempstead, HP1 1ZP.
Telephone 01908 223505**

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

The small print

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

Data Protection Information: Civil Enforcement Officers patrol this site and utilise hand held and vehicle camera devices in order to enforce the parking terms and conditions. Where these have not been complied with, your personal data may be collected, processed, shared and retained in order to carry out the performance of a public task and fulfil our legal obligations in the following ways: To request details of the registered keeper of the vehicle from the DVLA in order to pursue a Penalty Charge Notice. Shared with third parties for enforcement, challenges, representations and appeals. Shared with the police or security organisations to prevent or detect crime.

Your Data Rights: For information about how we use your data and your rights in relation to the personal data which we may hold about you please read the Council's Privacy Policy: <http://www.dacorum.gov.uk/home/tools/privacy-statement> Data protection questions can be made via email FOI@dacorum.gov.uk or in writing to: Legal Governance Department, Dacorum Borough Council, The Forum, Marlowes, Hemel Hempstead HP1 1DN. You have the right to complain to the Information Commissioner's Office at www.ICO.org.uk

And finally

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

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

If there's a ticket on your windscreen

There's that sinking feeling when you get back to your car and you see that ubiquitous yellow pouch attached to your windscreen. You may not know why you have it or you may "just have taken the risk". Either way your ire is up, you are upset and you feel picked on (which is not true, we issued 12,625 Penalty Charge Notices (PCN) in 2019/20



Don't get angry:

If you decided to take a risk, just fess up, take it on the chin and pay, it was your decision to park incorrectly, not ours.

If you don't know why you got the PCN, have a look around, are there any lines or bays on the road? Take a look at any sign posts close by, can you recall passing a parking zone sign post? Check the contravention details on the ticket. If you are still unsure you are welcome to contact our enforcement team at Dacorum.uk@sabagroup.com or phone 01908 223505 they will be happy to help, but please be nice to them, they like helping people who don't insult or shout at them,

You can "challenge" the issue of the PCN

If you feel that the PCN was issued incorrectly you may challenge it. Before you do so, it may help if you take a look at our cancellation policy, there is a link from our "parking ticket" page: <http://www.dacorum.gov.uk/home/community-living/parking-and-travel/parking-tickets>

Please do this within 14 days of receiving the PCN during the discount period if you can.

The easiest way is via our website

www.dacorum.gov.uk/parkingonline where the contravention will appear soon after the PCN was issued and if photographs were taken, they will appear on the following day. You can also challenge by e-mail, or by letter. We are unable to take challenges over the phone or by text.

Quote the Penalty Charge Notice number and include your full postal address.

Please include any documents that are relevant to the challenge - for example, disabled badge (let us have a copy of both sides of any disabled badge), permit or voucher, or a work order (as proof of loading or delivery). We will respond to your challenge in writing within 14 days, and let you know if your challenge has been successful.

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



You can make “formal representations” to the council

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

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

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

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

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

“Appeal” to the Traffic Penalty Tribunal

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



You can appeal by visiting the Tribunal’s website.

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

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

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

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

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

Charge Certificate

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



Order for Recovery and Witness Statement

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



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

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



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

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

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

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

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

Enforcement Agents (formerly known as bailiffs)

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

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

Compliance stage

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

Compliance stage fees - £75

Enforcement stage

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

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

Sale stage

This stage involves the selling of your goods in order to pay the outstanding debt, plus any additional fees incurred.

Sale stage fees - £110 (plus 7.5 per cent for debts over £1,500)

Once the case is with the enforcement agents, it is too late for us to accept any representations (or payments) about the case. You will need to contact the Enforcement Agent or to seek legal advice as soon as possible to avoid any additional charges. The Enforcement Agent is listed on the Warrant of Control (formerly known as Warrant of Execution). You can contact the relevant Enforcement Agent on the following numbers:

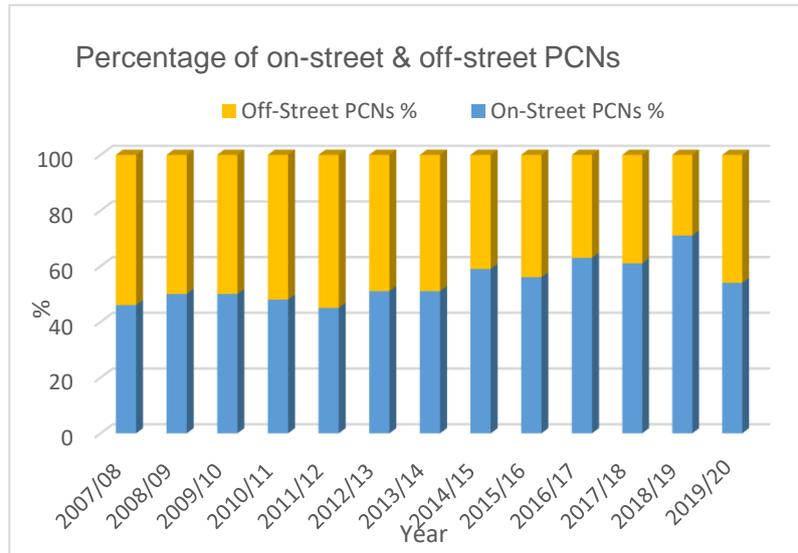


Marston - 0845 074 3749
<https://www.marstonholdings.co.uk/>



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

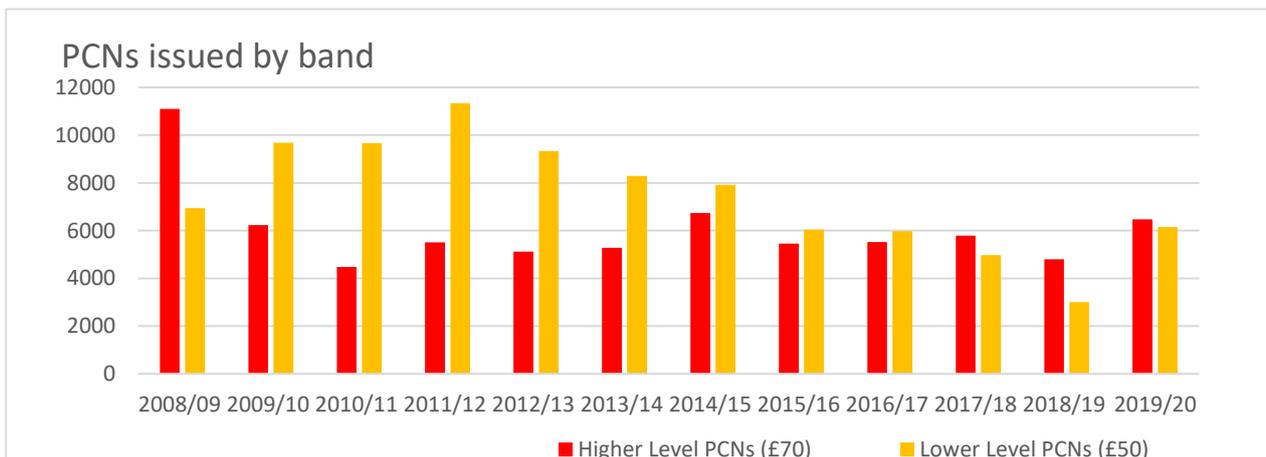
| Year | On-Street PCNs % | Off-Street PCNs % |
|---------|------------------|-------------------|
| 2007/08 | 46 | 54 |
| 2008/09 | 50 | 50 |
| 2009/10 | 50 | 50 |
| 2010/11 | 48 | 52 |
| 2011/12 | 45 | 55 |
| 2012/13 | 51 | 49 |
| 2013/14 | 51 | 49 |
| 2014/15 | 59 | 41 |
| 2015/16 | 56 | 44 |
| 2016/17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



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

| 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 |
| 2019/20 | 6476 | 6149 |

This table and graph shows the number of higher level and lower level PCNs issued by Dacorum Borough Council. In 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, 2018/19 and 2019/20 for the main on-street and off-street parking contraventions are shown below;

| On-street (public highway) contraventions & codes | Number of PCNs issued | | |
|--------------------------------------------------------------------------|-----------------------|---------|---------|
| | 2017/18 | 2018/19 | 2019/20 |
| 01 - Parked in a restricted street (yellow lines) | 2921 | 2072 | 3551 |
| 02 – Parked where loading/unloading is not permitted | 584 | 401 | 343 |
| 05 - Parked after expiry of paid for time. | 266 | 30 | 92 |
| 06 – Parked without a valid pay and display ticket/voucher | 518 | 3 | 43 |
| 11 - Parked without payment of the parking charge | 1 | 158 | 341 |
| 12 – Parked in a permit/shared use bay without permit/parking session | 888 | 511 | 1019 |
| 21 - Parked wholly or partly in a suspended bay or space | 101 | 16 | 81 |
| 30 - Parked for longer than permitted | 315 | 3 | 464 |
| 40 - Parked in a disabled bay/space without valid blue badge | 333 | 220 | 274 |
| 45 - Stopped on a taxi rank | 57 | 36 | 46 |
| 47 – Parked at a bus stop or stand | 63 | 48 | 76 |
| 99 - Stopped on a pedestrian crossing or crossing area marked by zigzags | 52 | 47 | 42 |

| Off-street (car parks) contraventions & codes | Number of PCNs issued | | |
|---------------------------------------------------------------------------------------------------------|-----------------------|---------|---------|
| | 2017/18 | 2018/19 | 2019/20 |
| 73 – Parked without payment of the parking charge | 0 | 1730 | 4440 |
| 80 - Parked for longer than permitted | 115 | 23 | 409 |
| 81 - Parked in a restricted area in a car park | 51 | 231 | 87 |
| 82 - Parked after expiry of paid for time | 635 | 163 | 424 |
| 83 - Parked in a car park without a valid ticket/voucher | 3158 | 17 | 4 |
| 84 - Parked with additional payment made to extend the stay beyond time first purchased | 22 | 2 | 13 |
| 85 - Parked without a valid virtual permit or clearly displaying a valid physical permit where required | 8 | 12 | 330 |
| 86 – Parked beyond bay markings | 56 | 29 | 40 |
| 87 - Parked in a disabled bay without a valid blue badge | 104 | 26 | 76 |

We have changed

Some of the big changes, code 83 and code 73 for instance, reflect the change that we have made from Pay & Display, where a ticket had to be placed in the windscreen to Pay & Park where parking sessions are “virtual” and no ticket is required.

Details of parking contraventions enforced in Dacorum Borough during 2019/20 and their associated penalty charge are detailed on pages 31 - 38.

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

Representations, Appeals and Beyond

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

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

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

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 detailed in the table

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

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

| Reason for Cancellation | Number of penalties cancelled | | |
|--------------------------------------------------------------------------|-------------------------------|---------|---------|
| | 2017/18 | 2018/19 | 2019/20 |
| Valid pay and display ticket produced Or valid parking session proved | 505 | 593 | 1324 |
| Valid disabled (blue) badge – 1 st contravention | 93 | 62 | 85 |
| CEO error | 121 | 37 | 55 |
| Loading evidence provided | 18 | 14 | 1 |
| Valid permit produced | 26 | 68 | 178 |
| Processing error | 3 | 0 | 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, either following a challenge or because the motorist is untraceable, is as follows:

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

Of the 12,625 PCNs issued in 2019/20,:

- 2,940 were the subject of an “informal” challenge (normally made within 14 days of issue of the PCN).
- Of the above, 1867 PCNs were cancelled at this challenge stage.
- 734 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, 19 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 12,625 PCNs issued in 2019/20:

15 were the subject of an appeal to the Independent Parking Adjudicator – an appeal rate of 0.119%.

- Of these 15 appeals, 4 (27%) were upheld by the Adjudicator.
- 3 were not contested by the Council as the appellant supplied additional information
- 8 (53.5%) were rejected by the Adjudicator (won by the Council)

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

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

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 Council’s 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 2019/20, 1,443 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 2019/20, 1,392 cases were referred to the Council’s bailiffs and £40,673.52 has been recovered.

The financial aspects of Civil Parking Enforcement

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

As more and more local authorities took on DPE powers, government increasingly recognised that for many, achieving break-even was simply not possible. Accordingly, the Traffic Management Act 2004 weakened this requirement. From 1 April 2008 local authorities 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 2019/20

| | On-street | Off-street | Total |
|---------------------------------|-----------------|-------------------|-------------------|
| Expenditure | | | |
| Contract costs | £565,729 | £121,670 | £687,399 |
| Staffing and support costs | £187,756 | £103,231 | £290,988 |
| Maintenance/ Improvements/Other | £139,416 | £677,930 | £817,346 |
| Capital Charges | £64,514 | £75,513 | £140,027 |
| Total Expenditure | £957,416 | £978,344 | £1,935,760 |
| | | | |
| Income | | | |
| PCN income | (£277,516) | (£145,162) | (£422,677) |
| Permit income | (£56,156) | £0 | (£56,156) |
| Pay and Display income | (£167,859) | (£1,559,599) | (£1,727,458) |
| Other | (£15,289) | (£44,938) | (£60,227) |
| Total Income | (£516,819) | (£1,749,699) | (£2,266,518) |
| Net (Surplus)/Deficit | £440,596 | (£771,355) | (£330,759) |

Note:

Black = Expenditure

Red = Income

Parking Trading Account

| | Ring-fenced Funds | Unring-fenced Funds | Total |
|------------------------------------|--------------------|----------------------|---------------------|
| Expenditure | | | |
| Contract costs | £600,786 | £86,612 | £687,399 |
| Staffing and support costs | £216,248 | £74,740 | £290,988 |
| Maintenance / Improvements / Other | £139,416 | £677,930 | £817,346 |
| Capital Charges | £64,514 | £75,513 | £140,027 |
| Total Expenditure | £1,020,965 | £914,795 | £1,935,760 |
| Income | | | |
| On-St PCN income | (£277,516) | £0 | (£277,516) |
| Off-St PCN income | (£145,162) | £0 | (£145,162) |
| Permit income | (£56,156) | £0 | (£56,156) |
| Pay and Display income | (£167,859) | (£1,559,599) | (£1,727,458) |
| Other | (£15,289) | (£44,938) | (£60,227) |
| Total Income | (£661,981) | (£1,604,537) | (£2,266,518) |
| Net (Surplus)/Deficit | £358,983.50 | (£689,742.14) | (£330,759) |

Note:

Black = Expenditure Red = Income

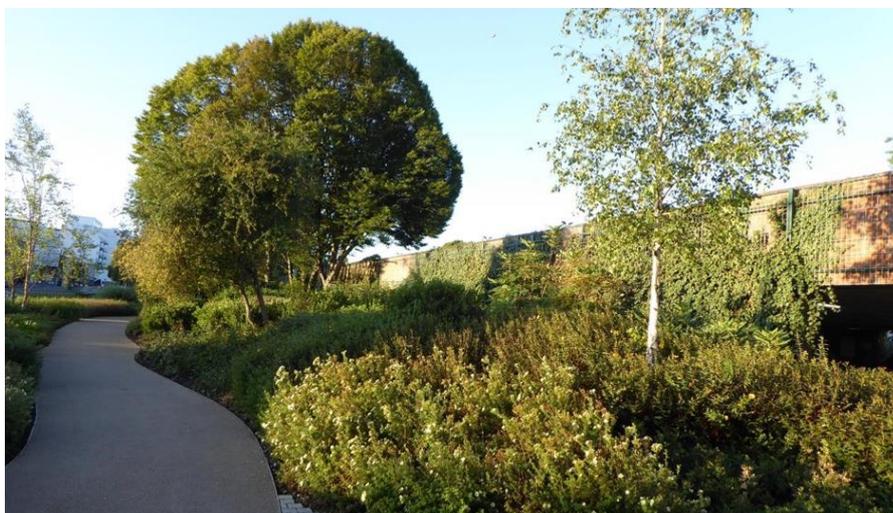
Balance on Parking Ring-fenced Funds Reserve

| | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 | Forecast 2020/21 |
|--------------------------------------------------------------------------------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|------------------|
| Opening Balance on Reserve | £181,100 | £149,100 | £242,100 | £212,100 | £202,100 | £120,100 |
| Drawdown from reserve to fund the cost of public consultation and implementation of Controlled Parking Zones | (£32,000) | (£115,000) | (£30,000) | (£60,000) | (£82,000) | (£45,000) |
| Contribution to the reserve to fund future expenditure | £0 | £208,000 | | £50,000 | | £40,000 |
| Closing Balance on Reserve | £149,100 | £242,100 | £212,100 | £202,100 | £120,100 | £115,100 |

note:

Black = Expenditure

Red = Income



Water Gardens car park, Hemel Hempstead

Dispelling a few myths

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

Civil Enforcement Officers (CEO) have ticket targets to meet or get a bonus or commission based on their ticket issues.

CEOs are salaried and are encouraged to move vehicles on if the driver is present, of course if the CEO advice is not followed a penalty Charge Notice (PCN) will be issued.

CEOs hide so that they can issue PCNs

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

You can park for 10 minutes anywhere before a ticket is issued.

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

You get 20 minutes for loading.

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

Ignore the PCN, it will go away.

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

It's OK to drop your child off at the school gate.

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

Yellow lines are OK on a Sunday.

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

I wasn't the driver, so the PCN is not my problem.

The registered keeper of the vehicle is responsible for dealing with PCNs. Take care who you allow to drive your vehicle.

I have a right to park outside my house

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

I want resident permits to park on the yellow lines in my street

Waiting restrictions apply to all road users equally; we do not issue permits (other than temporary dispensations for works) to park on yellow line restrictions

Developments and plans

In 2019/20 we:

- Refurbished and extended Queensway car park
- Improved The Gables car park
- Undertook consultations in Apsley on proposals to introduce Controlled Parking Zones
- Undertook consultations on proposals to introduce junction protection at the Lockers Park Lane, Melstead Road, Bury Hill crossroad
- Undertook initial consultations in Marlowes on proposals to introduce additional disabled parking spaces
- Introduced limited wait bays outside Leverstock Green village centre shops



- Continued construction of Lower Kings Road multi-storey car park

It's happening in 2020/21

Our plans for 2020/21:

- 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. Refurbishment planned for 2019/20, Alexandra Road and Water Gardens (North) lower deck car parks
- Maintain Park Mark® status in the 21 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/> The Safer Parking Scheme is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. The distinctive Park Mark signage helps drivers find car parks where they can confidently leave their vehicle, knowing the parking facilities have met the requirements of a risk assessment conducted by the police.



- Finish building and open Lower Kings Road multi-storey car park in Berkhamsted , providing much enhanced parking facilities for visitors, local businesses and rail commuters.

It is strategically located between Berkhamsted High Street and the train station and will offer 297 well-laid-out parking bays and flexibility on how long visitors can park. One of the most interesting features of the multi-storey car park is the installation of a "living wall". Part of the façade will be covered with plants and foliage, creating a stunning visual welcome for users. The living wall helps to improve the quality of air and creates a habitat that encourages biodiversity. Additional benefits will include noise reduction as it helps to improve a sense of wellbeing.

The multi-storey car park will comprise:

297 parking bays

six electric charge points.

The eight decks will be served by two stairwells (lift located in northern stairwell), the

building will have 24-hour CCTV, intruder alarm, access control to barriers, doors and a roller shutter ensuring the safety of its visitors. The clean LED lighting throughout will help to cut down on energy consumption and light pollution.



- Open Bournside car park in Berkhamsted, a surface car park adjacent to the multi-storey car park has been landscaped to offer an additional 14 disabled bays and five motorcycle bays (offering free parking up to four hours), as well as 20 bicycle racks.



- Introduce the proposed O (Orchard) and D (Dickinson) Controlled Parking Zones in Apsley
- Introduce junction protection at the Lockers Park Lane, Melstead Road, Bury Hill crossroad
- Consult on proposals to introduce:
 - a controlled Parking Zone in Ebbens Road, Apsley
 - Wood Crescent into the S zone
 - 4 hour disabled bays and a commercial vehicle loading bay in Marlowes
 - a 5 vehicle taxi rank in Marlowes, Hemel Hempstead
 - waiting restrictions in Redbourn Road, Hemel Hempstead to prevent pavement obstruction and to protect the verges
 - waiting restrictions in Wood Lane End, Maylands to prevent obstruction from vehicles causing traffic hold ups
 - a junction protection waiting restriction in High Street, Berkhamsted to improve visibility for vehicles exiting Manor Street
 - a waiting restriction at the junction of Chaulden Terrace and Long Chaulden to improve sight lines for vehicles exiting Chaulden Terrace

Parking contraventions

The parking contraventions enforced in Dacorum Borough Council in 2019/20, together with their penalty charges are shown on the following pages, together with the observation or grace periods allowed before the penalty can be issued.

Contraventions and how to avoid Penalty Charge Notices

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

Observation Periods

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

Grace Periods

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

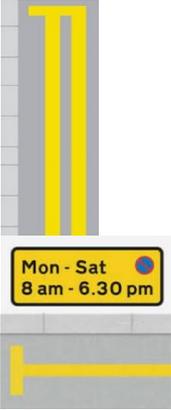
Higher and Lower Rate Contraventions

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

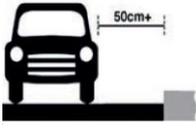
Higher Rate - £70

Lower Rate - £50

On-street

| Code | Contravention | Advice | Contravention band |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| 01  | Parked in a restricted street during prescribed hours | <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. 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     | 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. Blue badge holders are not permitted to park where loading is prohibited.</p> | <p>Higher Rate</p> <p>Observation period: None</p> |
| 05   | 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   | 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  | 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. Blue badge holders must make payment unless signage specifies to the contrary.</p> | <p>Lower Rate</p> <p>Observation period: 5 minutes</p> |

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|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| <p>12</p>  | <p>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> | <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. 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</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</p> <p>Observation period: 5 minutes</p> |
| <p>19</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</p> <p>Grace period: 10 minutes</p> |
| <p>21</p>  | <p>Parked wholly or partly in a suspended bay or space</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 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</p> <p>Observation period: None</p> |
| <p>22</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</p> <p>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 or don't park a lorry in a parking space designated for cars and motor cycles only.</p> | <p>Higher Rate</p> <p>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</p> <p>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</p> <p>Observation period: 5 minutes</p> |

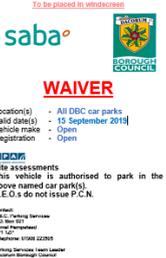
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|----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <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</p> <p>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.</p> | <p>Higher Rate</p> <p>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.</p> | <p>Higher Rate</p> <p>Observation period: 5 minutes</p> |
| <p>30</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</p> <p>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</p> <p>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</p> <p>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</p> <p>Observation period: None</p> |

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

Off-street (car parks)

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

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|----|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| 71 |  | Parked in an electric vehicles' charging place during restricted hours without charging | Ensure that you check all signage and bay markings at the location where you wish to park. This will tell you if the selected location is reserved for electric vehicles whilst charging. You should seek alternative parking if the purpose does not apply to your vehicle. | Higher Rate Observation period: None |
| 73 |  | Parked without payment of the parking charge | Read all signage so that you are aware of the times and charges that apply. Ensure that you enter your registration number in the pay and park machine followed by the time you wish to park for and payment made prior to leaving your vehicle in the car park. Blue badge holders must make payment unless signage specifies to the contrary. | Lower Rate Observation period: 5 minutes |
| 74 |  | Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited | It is not permissible to sell or offer for sale any goods by using any vehicle within a Council car park, without the express permission of the Council. | Higher Rate Observation period: None |
| 80 | <p>Charges Monday-Sunday 8am-6pm Maximum stay 4 hours Up to and including 4 hours Free</p> | | | Lower Rate Grace period: 10 minutes |
| 81 |  | Parked in a restricted area in a car park | Ensure that you check all markings and signs at the location where you wish to park your vehicle. Do not park within hatched areas or any space which is signed as prohibited. | Higher Rate Observation period: 5 minutes |
| 82 |  | Parked after the expiry of paid for time | Ensure that you purchase adequate time to allow for the entire duration of your stay and move your vehicle upon expiry of the pay and park session. | Lower Rate Grace period: 10 minutes |

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|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| <p>83</p>  | <p>Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock</p> | <p>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.</p> | <p>Lower Rate Observation period: 5 minutes</p> |
| <p>84</p>  | <p>Parked with payment made to extend the stay beyond initial time (meter feeding)</p> | <p>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.</p> | <p>Lower Rate Observation period: None</p> |
| <p>85</p>  | <p>Parked 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>86</p>  | <p>Not parked correctly within the markings of a 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 the vehicle cannot fit fully within the bay markings.</p> | <p>Lower Rate Observation period: None</p> |
| <p>87</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 blue badge or conveying the badge holder. Read all signage and check bay markings to ensure that the bay is not reserved for use.</p> | <p>Higher Rate Observation period: None</p> |
| <p>89</p>  | <p>Vehicle parked exceeds maximum weight or height or length permitted</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>Higher Rate Observation period: None</p> |
| <p>90</p>  | <p>Re-parked in the same car park within two hours after leaving</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>Lower Rate Observation period: None</p> |
| <p>91</p>  | <p>Parked in a car park or area not designated for that class of vehicle</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>Higher Rate Observation period: 5 minutes</p> |

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

You may also find these signs in our car parks:



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

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



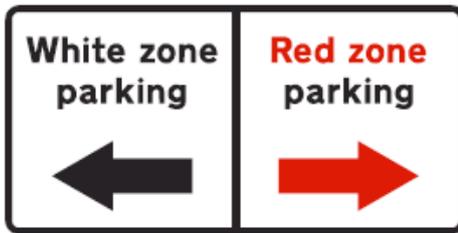
Byelaws (bylaws) boards supplement the information boards and have some additional conditions to use the car park that are enforced in alternative ways to a Penalty Charge Notice

A copy of the full order is available for inspection at The Forum, Marlowes, Hemel Hempstead, HP1 1DN

BYELAWS

1. Parking a vehicle in an incorrect position, including other than wholly within a designated bay.
2. Parking a vehicle of the incorrect class, including a vehicle whose unladen weight exceeds 1525 kilograms.
3. Parking in a disabled person's bay without displaying a valid disabled person's badge.
4. Parking in a bay available only for a motorcycle, unless the vehicle is a motorcycle.
5. Failure by the driver of any vehicle to pay charges as described on the car park information sign.
6. Permitting a vehicle to wait again within two hours of that vehicle leaving from the same car park.
7. Inserting an inappropriate coin or coins into the device or apparatus provided.
8. Failure to display a valid permit where required.
9. Removal of penalty notice without the permission of the driver or a person authorised by the Council.
10. Starting an engine except for altering the position of a vehicle or for leaving the car park.
11. Selling articles or a person's skills or services to persons within or near the car park.
12. Sleeping, camping, cooking or eating within the car park, or washing or servicing a vehicle in whole or in part other than is reasonably necessary to enable that vehicle to leave the car park, or erecting or causing to be erected a tent, booth, building or other structure without the Council's written consent, or lighting or causing to be lit any fire.
13. Preventing authorised access to any adjacent premises or by any person entitled to take such access.
14. Wantonly shouting or making any loud noise or disturbance or any annoyance to other users or residents, or using threatening, abusive or insulting language, gesture or conduct with intent to put any person in fear.
15. Sounding a horn or similar instrument except when changing position or leaving the car park.
16. Using a car park exit as an entrance, an entry as an exit or proceeding in a direction contravening signs and roadmarkings.
17. Driving or permitting to be driven any vehicle except to position the vehicle in a bay or to leave the car park.

Regulations supporting 1, 2, 3, 4, 7, 9, 10, 11, 12, 13, 14, 15, 16 and 17 apply at all times.



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

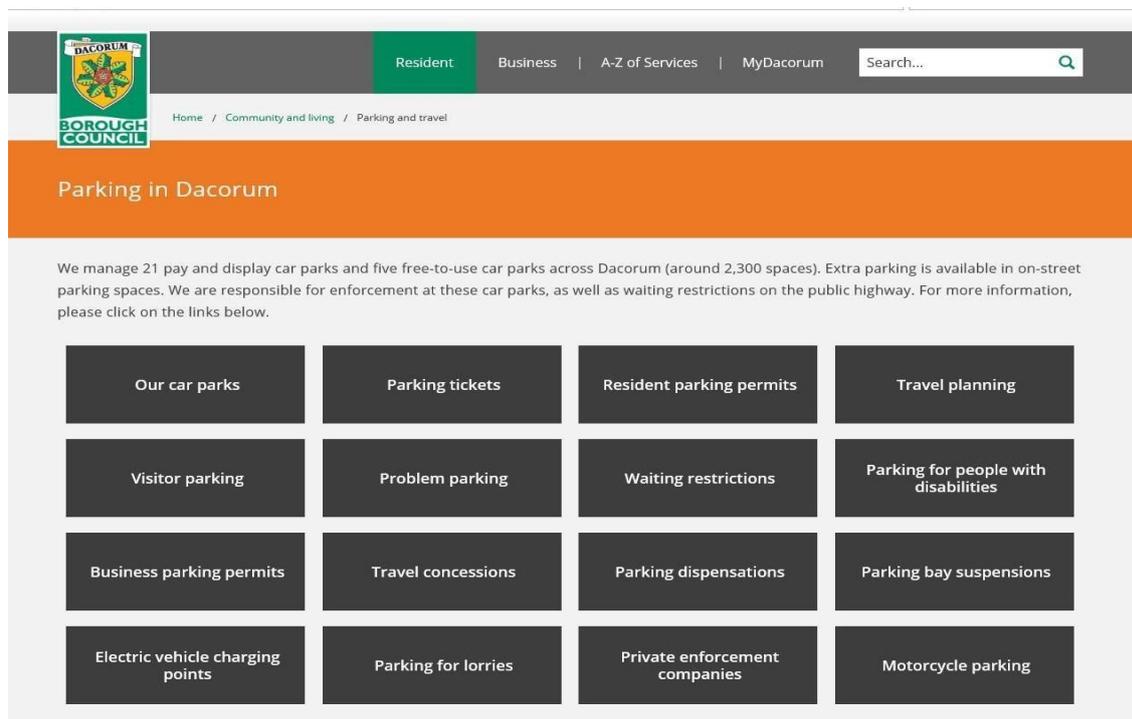
For your safety and for the safety of other customers, please keep to speed limits, stick to the advised direction of traffic and make sure that you approach humps carefully to avoid damage to your vehicle.



Much more to discover

Please visit our Parking Services web page:

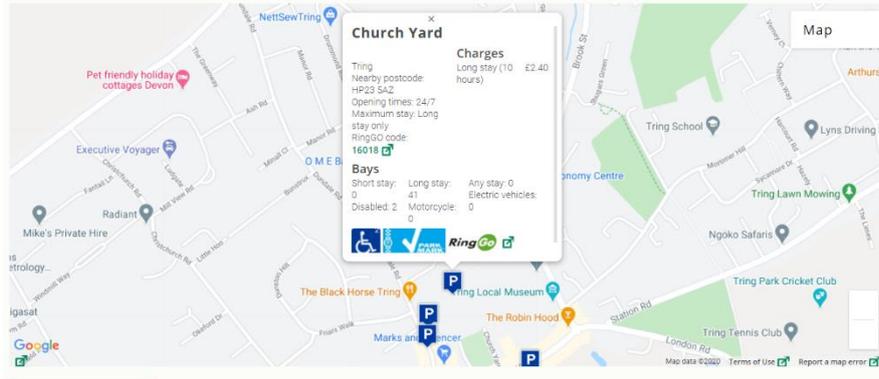
<https://www.dacorum.gov.uk/home/community-living/parking-and-travel>



Use the map below to find out more about our car parks. Click on the **P** icon to see the car park's postcode, opening times and charges.

- [How to use Pay and Park machines \(PDF 100KB\)](#)
- [How to use Pay and Park machines in car parks with one hour free \(PDF 104KB\)](#)

Please use the 'my location' button to see where you are on the map.



Find our car parks, opening times and charges

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

Penalty Charge Notices (parking tickets)

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

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

Payment

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

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

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

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

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

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

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

[Pay your parking ticket \(Penalty Charge Notice\)](#)

Appeals

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

[Challenge your parking ticket \(Penalty Charge Notice\)](#)

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

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

Parking for people with disabilities

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

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

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

[Apply online for a blue badge](#)

Find disabled parking bays.

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

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

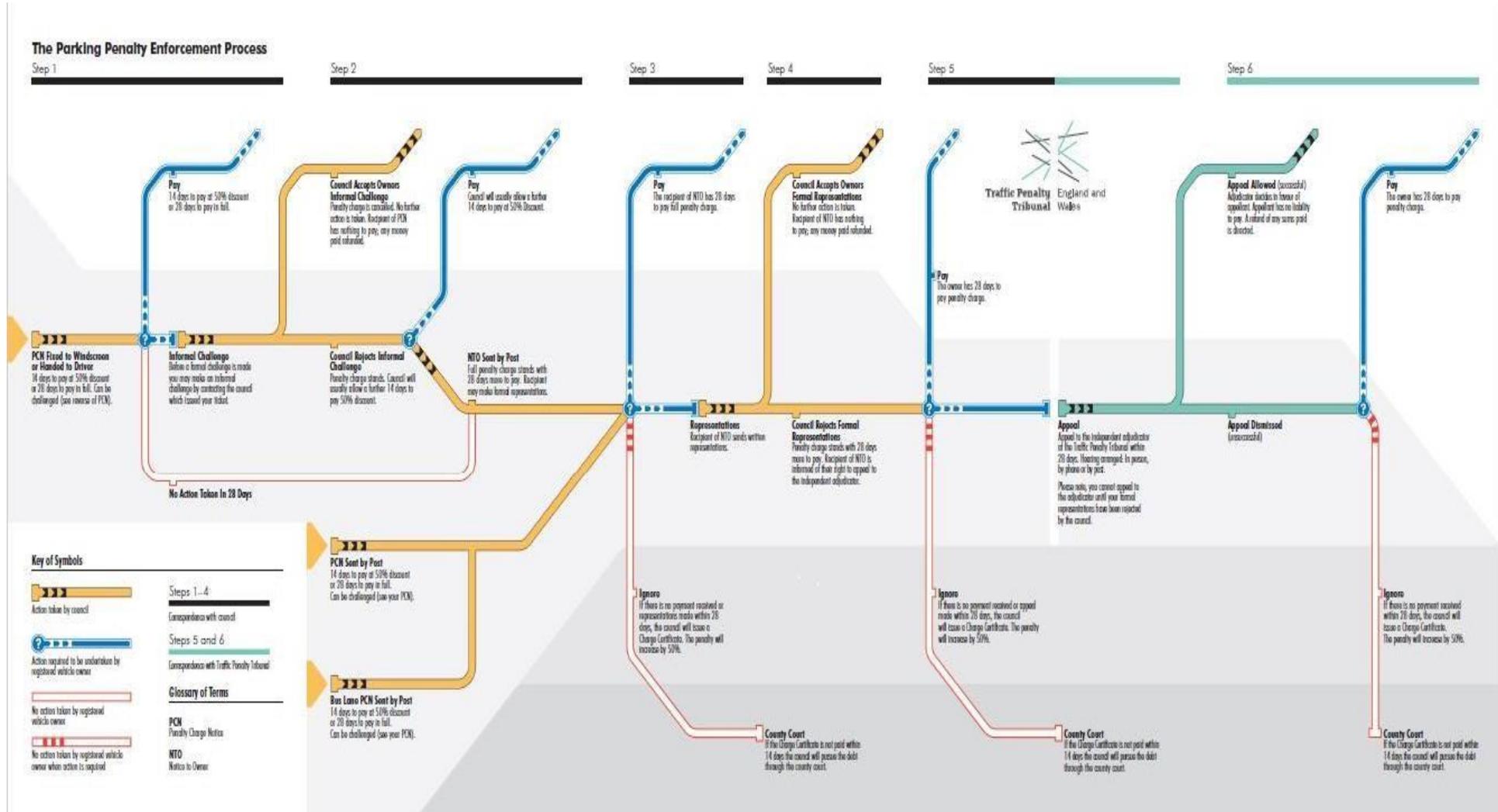
And much, much, much, more

Dacorum Borough Council:

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

Appendix I

PATROL PCN process



Appendix II

Car park charges in 2019

| Dacorum Borough Council Parking Service off-street car parks | | Refurbished since 2008 | Park Mark | Opening times | Max stay & bay types | Short stay bags | Long stay bags | Any stay bags | Disabled drivers' bags (Free - Blue badge required) | Motor cycle bags (Free) | Electri c vehicle bags | Season ticket/ permit | Restrict ed bags | Season tickets | 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 | | | | | |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------|--------------|----------------------------------|------------------------------|-----------------------|----------------------|---------------------|-----------------------------------------------------------------|----------------------------------|---------------------------------|-----------------------------|---------------------|-------------------|-------------------|---------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------|-------|-------|-------------------------|
| Town/Village | Car park name | | | | | Approximate number | | | | | | | | Marked bags | Any bag | | | 0-30m | 0-1h | 1h-2h | 2h-3h | 3h-4h | Long stay (10 hours) |
| Markgate | Hicks Road | | | 24/7 | Any stay | | | 22 | 2 | | | | 14 | | | 38 | ✓ | Free | | | | | |
| | Wood Lane End | | | 24/7 | Any stay | | | 16 | 3 | | 2 | 30 | | Yes | | 51 | | £0.10 | £0.40 | £0.70 | £1.00 | £1.60 | |
| | The Gables | | | 24/7 | Any stay | | | 19 | 1 | | | | | | | 20 | | £0.50 | £0.70 | £0.90 | £1.10 | £1.60 | |
| | High Street | ✓ | | 24/7 | Any stay | | | 77 | 3 | | | | | | | 80 | | £0.50 | £0.70 | £0.90 | £1.10 | £1.60 | |
| | Gadebridge Lane | | | 24/7 | Any stay | | | 179 | 2 | | | | | | | 181 | | Free | | | | | |
| | Queensway | ✓ | | 24/7 | Any stay | | | 139 | 9 | 1 | | | | | | 149 | | £0.60 | £1.00 | £1.30 | £1.60 | £2.50 | |
| Hemel Hempstead | Alexandra Road | | | 24/7 | Any stay | | | 16 | 3 | 1 | | | | | | 19 | | £0.60 | £1.00 | £1.30 | £1.60 | £2.50 | |
| | Water Gardens (North) MSCP Lower deck | | | 24/7 | Any stay | | | 292 | 15 | 1 | | | | | | 308 | | £0.80 | £1.40 | £2.00 | £2.50 | £3.50 | |
| | Water Gardens (North) MSCP Upper deck (Staff permits Mon- Fri Public Sat & Sun) | ✓ | | Mon-Sun 06:00 to 18:00 Excl 24/7 | Any stay | | | 297 | | | 2 | | | | | 299 | | | | | | | |
| | Water Gardens (South) | | | 24/7 | 2 hours | 90 | | | 2 | | | | | | | 92 | ✓ | £0.50 | £1.00 | £1.60 | | | |
| | Moor End | ✓ | | 24/7 | Long stay 4 hours & 10 hours | 78 | | | 4 | 4 | | | | | | 86 | | £2.50 | | | | £4.00 | |
| | Park Road | ✓ | | 24/7 | Any stay | | | 70 | 3 | | | | 5 | | | 78 | ✓ | £0.60 | £0.80 | £1.00 | £1.20 | £2.50 | |
| Boxmoor | Cowper Road | | | 24/7 | 4 hours | 16 | | | 2 | | | | | | | 18 | | Free | £0.50 | £0.60 | £0.70 | | |
| Apsley | Durrants Hill | | | 24/7 | Any stay | | | 61 | 3 | 1 | 2 | | 9 | | Yes | 76 | | £0.10 | £0.40 | £0.70 | £1.00 | £1.60 | |
| Kings Langley | The Nap | ✓ | | 24/7 | Any stay | | | 65 | 3 | 1 | | | | | | 69 | ✓ | Free | | | | | |
| | Langley Hill | ✓ | | 24/7 | Any stay | | | 51 | 2 | | | | 2 | | | 55 | | 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 Well Lane | ✓ | | 24/7 | Any stay | | | 101 | 3 | | | | | | | 104 | ✓ | £0.70 | £1.30 | £2.00 | £2.60 | £3.80 | |
| | The Forge | ✓ | | 24/7 | Any stay | | | 151 | 5 | 2 | 2 | | 8 | | Yes | 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 | | |
| | | | 19 | | | 402 | 136 | 1556 | 84 | 12 | 9 | 30 | 38 | | | 2267 | 7 | | | | | | |