

# Dacorum Borough Council Parking Services Annual Report 2021-2022

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## Introduction from the leader of the Council

“Welcome to Dacorum Borough Council’s parking report for 2021/22 covering the period from April 2021 to March 2022

Whilst in many aspect we have seen a return to life pre covid for many the changes are ongoing with a continued increase in working from home and a subsequent reduction in demand in some of our car parks and a continued pressure for parking in residential areas, which in turn leads to increased requests for additional enforcement and this report outlines the support we can give and also where we do not have the powers to deal with problem parking.

We are committed to increasing the availability of electric vehicle (EV) charging facilities in our car parks and at the time of writing we are concluding negotiation with providers to install chargers across the borough, I am also pleased that we maintained Park Mark accreditation for all our car parks.”

Councillor Andrew Williams Leader of the Council.

## Why report on Parking Services?

Dacorum Borough Council’s vision is to work in partnership to create a borough which enables the communities of Dacorum to thrive and prosper, please read the following:

- [Council’s Corporate Plan for 2020-2025.](#)
- [Guidance for local authorities on enforcing parking restrictions](#)

Civil Parking Enforcement (CPE) directly supports both the council’s vision by helping businesses and residents by ensuring that there is a pragmatic approach to parking in the borough, whether it be on the highway or within any of the councils 25 chargeable car parks. The role of Parking Services is to ensure compliance with the parking regulations to help keep traffic moving and provide a safe environment for all road users including pedestrians and motorists and visitors to the borough.

Our goal is to educate motorists to achieve a safe and efficient transport network, without the need to continually issue Penalty Charge Notices (PCN). This is a commitment that we are working to and we understand that there is the need for parking enforcement, which we undertake fairly and proportionately by considering the needs of motorists, local residents, schools, businesses, visitors, and disabled persons who hold a valid blue disability badge.

As a local authority which operates Civil Parking Enforcement (CPE) we produce an annual report in accordance with Part 6 of the Traffic Management Act 2004, and this report sets out an overview of Parking Services and PCN data. This report is integral as it shows our commitment to transparency.

“It is important that the public understand why an authority has introduced civil parking enforcement ... supporting wider transport objectives, in particular keeping traffic moving, rather than raising revenue.”  
Secretary of State for Transport (currently Right Honorable Mark Harper MP).

## **The borough of Dacorum**

The Borough of Dacorum is a local government district in Hertfordshire, England that includes the towns of Hemel Hempstead, Berkhamsted, Tring and Kings Langley. The district, which was formed in 1974. Its name was taken from the old hundred of Dacorum which covered approximately the same area. It is the westernmost of Hertfordshire's districts, being bordered to the west by the Chiltern and Aylesbury Vale districts of Buckinghamshire.

The name Dacorum comes from Latin and it means "of the Dacians"[2] (with a "hundred" implied). The latter word was used mistakenly in the Middle Ages for 'Danes'. This happened because of a legend asserting that certain tribes from Dacia had migrated to Denmark.[3] The hundred of Dacorum was first recorded in 1196, although it has existed since the 9th and 10th centuries, when it lay near the southern boundary of the Danelaw, on the River Lea. In 1086, the Domesday Book records the hundreds of Tring and Danais in places that became parts of the hundred of Dacorum.

In 1974, the modern district of Dacorum was formed under the Local Government Act 1972. The district was granted borough status in 1984. Hemel Hempstead had maintained Charter

Trustees from 1974 to 1984. The amalgamation of the former local authorities was symbolised in the seven oak leaves which surround a Tudor Rose on the Dacorum coat of arms. The borough of Dacorum consists of the towns of Tring, Berkhamsted, Hemel Hempstead, Apsley & Kings Langley.

The towns of Tring, Berkhamsted, Hemel Hempstead, Apsley & Kings Langley sit on 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. The convenience of travel to London attracts commuters from both inside and outside of the Borough to the railway stations in these communities, many travelling by car.

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

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

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

Total population: Dacorum has a total population of 154,280, which is 13 per cent of the total of Hertfordshire

Age structure: 62 per cent of the borough's population is between 16 and 64; 20 per cent of the population are children.

Summary of our Civil Parking Enforcement (CPE) history

Local authorities have been able to enforce their own off-street car parks with on-street parking enforcement 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) is now termed Civil Parking Enforcement (CPE) in place throughout the entire 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).

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 if there is a potential parking contravention. Virtual resident permits and virtual resident's visitor parking sessions were also introduced in our resident permits only Controlled Parking Zones.

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

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

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

### **Available car parks within the borough of Dacorum**

Dacorum Borough Council currently operates twenty-five off-street car parks with a total capacity of 2592 bays. There is a charge for parking in twenty of these car parks with the other five offering parking free of charge. The twenty charged car parks are all located in the three most populous towns in the borough:

Hemel Hempstead; Berkhamsted; and Tring. All of the Council's car parks are chargeable from 8am to 6pm Monday to Sunday and are free to use outside of these times.

#### **Hemel Hempstead**

There are three large car parks in the town centre:

Water Gardens North car park consisting of the upper and lower decks, Water Gardens South Short Stay (2 hour maximum stay) and

Moor End Long Stay (all day). These three car parks have combined capacity for approximately 750 vehicles. There are 4 further car parks within walking distance of the centre, 3 to the North and 1 to the south and there are 3 car parks serving peripheral community hubs in Boxmoor, Apsley and the Hemel Hempstead industrial estate respectively.

#### **Berkhamsted**

There are 3 tariff charging car parks located in close proximity to the town centre:

Lower King's Road MSCP has over 300 spaces. The top 2 floors (78 spaces) are allocated for business season ticket holders from Monday to Friday.

Water Lane offers exclusively short stay parking with 100 spaces

St John's Well Lane offer a further 100 spaces for unrestricted lengths of stay. Canal Fields offers 80 free parking spaces at relatively close proximity to the centre.

## Tring

There are 6 charged off-street car parks in close proximity surrounding the central area of Tring. The Forge is by far the largest of the car parks with a total of 168 bays.

Frogmore Street (East and West combined) offers a further 100 spaces. Church Yard has 41 long stay only bays Victoria Hall has a further 6 bays

Old School Yard is included despite being owned by Tring Town Council. The enforcement in the car park is managed by Dacorum Borough Council.

A total income of around £1.75m per annum (based on 2021 / 2022 actuals) is generated from these car parks.

## Enforcement Activity

The purpose of penalty charges is to dissuade motorists from breaking parking restrictions.

The objective of civil parking enforcement should be for 100% compliance, with no penalty charges.

The Civil Enforcement Officers employed by Dacorum Borough Council are salaried staff and do not receive any bonus or commission linked to performance or numbers of Penalties issued.

All parking restrictions are patrolled at regular intervals, and any vehicles which are seen parked in breach of a parking restriction are issued with a penalty charge notice. Inevitably, there will be vehicles which park on the restriction between patrols, and thereby escape any penalty.

The purpose of our CCTV situated within our car parks is for crime prevention and detection. We do not request CCTV footage (if available) to show if a parking session has been purchased from a parking payment machine. The CCTV cameras are not designed to be connected to the parking payment machines system, and therefore would not show that valid parking session has been obtained to park.

It remains at all times the driver's responsibility to check for themselves that they are complying with current parking regulations. The way to do this is by checking for any road markings or signage which indicate a restriction. Not receiving a penalty on a particular occasion is not a guide as to whether or not there is a restriction in force at the time.

In financial year 2021/22 CPE in Dacorum Borough Council's district was undertaken by a team of approximately seven Civil Enforcement Officers spread around the Borough. The enforcement function is contracted out to Saba Park UK Ltd operating in accordance with contractual terms and policy objectives agreed by the Council, these include the processing of PCNs up to the issue of the Notice to Owner (the formal stage). The Investigation and response of representations at the formal stage and Appeals are 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.

## The issue of Penalty Charge Notices

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

Year	Penalty Charge Notices issued
2005/06	20,673
2006/07	19,821
2007/08	19,144
2008/09	18,030
2009/10	15,915
2010/11	14,146
2011/12	16,844
2012/13	14,449
2013/14	13,576
2014/15	14,661
2015/16	11,284
2016/17	11,494
2017/18	10,756
2018/19	7,806
2019/20	12,625
2020/21	7338
2021/22	10561

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

Year	On- Street PCNs %	Off- Street PCNs %
2007/08	46	54
2008/09	50	50

<b>Year</b>	<b>On- Street PCNs %</b>	<b>Off- Street PCNs %</b>
2009/10	50	50
2010/11	48	52
2011/12	45	55
2012/13	51	49
2013/14	51	49
2014/15	59	41
2015/16	56	44
2016/17	63	37
2017/18	61	39
2018/19	71	29
2019/20	54	46
2020/21	62	38
2021/22	61	39

It is more common for PCNs to be issued on-street rather than in car parks (off-street).

PCNs issued by band

<b>Year</b>	<b>Higher band PCNs (£70)</b>	<b>Lower band PCNs (£50)</b>
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

<b>Year</b>	<b>Higher band PCNs (£70)</b>	<b>Lower band PCNs (£50)</b>
2018/19	4800	3006
2019/20	6476	6149
2020/21	4138	3200
2021/22	5898	4663

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.

PCNs issued during the 2021/22 and the previous three years

<b>Off-street (car parks) contraventions &amp; codes</b>	<b>Number of PCNs issued</b>			
	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
71 - Parked in an electric vehicles' charging place during restricted hours without charging	3	5	0	4
73 – Parked without payment of the parking charge	1730	4440	2162	3458
80 - Parked for longer than permitted	23	409	246	524
81 - Parked in a restricted area in a car park	231	87	6	11
82 - Parked after expiry of paid for time	163	424	251	326
83 - Parked in a car park without a valid ticket/voucher	17	4	8	0
84 - Parked with additional payment made to extend the stay beyond time first purchased	2	13	7	1
85 - Parked without a valid virtual permit or clearly displaying a valid physical permit where required	12	330	19	38
86 – Parked beyond bay markings	29	40	13	35



87 - Parked in a disabled bay without a valid blue badge	26	76	29	70
91 - Parked in a car park or area not designated for that class of vehicle	0	0	1	0

On-street (public highway) contraventions & codes	Number of PCNs issued			
	2018/19	2019/20	2020/21	2021/22
01 - Parked in a restricted street (yellow lines)	3288	3551	2640	3108
02 – Parked where loading/unloading is not permitted	401	343	168	500
05 - Parked after expiry of paid for time.	30	92	15	29
06 – Parked without a valid pay and display ticket/voucher	3	43	0	0
07 - Parked with payment made to extend the stay beyond initial time	2	0	0	0
11 - Parked without payment of the parking charge	158	341	147	218
12 – Parked in a permit/shared use bay without permit/parking session	582	1019	712	455
19 - Parked in a residents' or shared use parking place or zone with an invalid virtual permit or pay and park ticket, or after the expiry of paid for time	31	0	10	2
21 - Parked wholly or partly in a suspended bay or space	16	81	33	39
22 - Re-parked in the same parking place or zone within one hour after leaving	8	0	2	0
23 - Parked in a parking place or area not designated for that class of vehicle	1	17	5	17
24 - Not parked correctly within the markings of the bay or space	4	2	0	3
25 - Parked in a loading place or bay during restricted hours without loading	326	383	143	280
26 - Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	0	0	130	14
27 - Parked adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	2	0	1	4

On-street (public highway) contraventions & codes	Number of PCNs issued			
	2018/19	2019/20	2020/21	2021/22
28 - Parked on part of the carriageway raised to meet the level of a footway or verge	2	4	8	4
30 - Parked for longer than permitted	364	464	294	349
40 - Parked in a disabled bay/space without valid blue badge	220	293	333	465
45 - Stopped on a taxi rank	36	46	19	387
47 – Parked at a bus stop or stand	48	76	45	136
48 - Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station	4	4	0	5
74 - Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods	0	1	1	2
99 - Stopped on a pedestrian crossing or crossing area marked by zigzags	47	42	20	76

Details of parking contraventions enforced in Dacorum Borough during 2021/22 and their associated penalty charge are detailed on pages 28-35.

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.

### Penalty Charge Notices paid, challenged and written off

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%

<b>Year</b>	<b>PCNs Paid at Discount</b>	
2016/17	6322	55%
2017/18	6409	60%
2018/19	4555	58%
2019/20	3911	69%
2020/21	4514	62%
2021/22	5818	55%

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

<b>Year</b>	<b>PCNs Paid at Full Charge or Higher</b>	
2008/09	2247	12%
2009/10	1915	12%
2010/11	1716	12%
2011/12	1708	10%
2012/13	1597	11%
2013/14	1493	11%
2014/15	1613	11%
2015/16	1128	10%
2016/17	1724	15%
2017/18	2133	20%
2018/19	1223	16%
2019/20	1736	14%
2020/21	2335	32%
2021/22	2111	20%

Following the 14-day period the penalty charge reverts to its full value and the charge increases in set steps thereafter.

The number of PCNs issued in previous years that were paid at the full rate or higher is as detailed in the table.

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

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

Reason for Cancellation	Number of penalties cancelled			
	2018/19	2019/20	2020/21	2021/22
Valid parking session proved	593	1324	346	488
Valid disabled (blue) badge – 1st contravention	62	85	38	105
CEO error	37	55	27	20
Loading evidence provided	14	15	2	4
Valid permit produced	68	178	53	58
Processing error	0	0	0	0
Error in ticket issue	6	14	0	49
Valid parking session produced	9	786	7	0
This occasion only	126	233	108	193
Inconsistencies in CEO notes	2	53	18	22
Police evidence	4	11	3	10
New evidence provided	12	17	15	17
Other reasons	17	39	8	2

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. Typically, around 3% to 10% of PCNs are written off for this reason, depending on local demographics.

The number and percentage of PCNs cancelled (in response to challenge) or written off:

Year	PCNs Cancelled	PCNs Cancelled %	PCNs Written Off	PCNs Written Off %
2018/19	950	12%	251	3%
2019/20	2810	20%	204	2%
2020/21	625	9%	323	4%

2021/22	968	9%	463	4%
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Of the 10,561 PCNs issued in 2021/22:

- 1,754 were the subject of an “informal” challenge (normally made within 14 days of issue of the PCN).
- Of the above, 779 PCNs were cancelled at this informal challenge stage.
- 386 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, 169 were cancelled at this statutory representations stage.

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

Of the 10,561 PCNs issued in 2021/22: Five were the subject of an appeal to the Independent Parking Adjudicator – an appeal rate of 0.047%.

- Of these 5 appeals, 2 (40%) were upheld by the Adjudicator.
- 2 were not contested by the Council as the appellant supplied additional information
- 1 (20%) was 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%	37.50%	12.50%	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%	26.50%	53.50%	0%
2020/21	3	0.04%	33.30%	0%	66.70%	0%
2021/22	5	0.05%	40%	40%	20%	0%

A local authority’s performance at appeal can be regarded as a proxy indicator for its performance at earlier stages in the enforcement process.

As can be seen, Dacorum Borough Councils’ appeal rate remains notably low. The Traffic Penalty Tribunal recognises that local authorities may not contest appeals on occasion, primarily when additional evidence comes to light during the appeals process.

As well as being an essential judicial “safety valve” for the CPE process, individual appeal decisions and of course the Adjudicators’ Annual Report contain findings, information and advice which can be very helpful to local authorities in their operation of their parking enforcement and back office regimes. Dacorum Borough

Council has always used this information positively to improve their service and enforcement practices, where practicable.

## **Debt Registration and Enforcement Agents (Bailiffs)**

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

In 2021/22: 1,548 PCNs were registered as a debt in the County Court.

Failure to pay this debt within the timescale specified will result in the application to the County Court for a Warrant of Execution passing the debt to enforcement agents.

In 2021/22: 1,518 cases were referred to the Council's bailiffs and £31,365.79 has been recovered.

## **What happens if I do not pay my parking ticket?**

### **The Notice to Owner**

If you do not pay your Penalty Charge Notice (parking ticket) within a minimum of 28 days, and it has not been cancelled after a challenge, we automatically request the name and address details of the registered keeper of the vehicle from the Driver and Vehicle Licensing Agency (DVLA). We then send a legal document called a Notice to Owner to the registered keeper at the address supplied by the DVLA. We are obliged to do this by law, and do so even if we have already had correspondence about the penalty from a different person or address. The Notice to Owner gives the registered keeper (who is liable for the charge) a further 28 days either to pay the full penalty charge or to make formal representations to us.

For more information on the challenge, representations and appeals process, please visit our [parking ticket appeals page](#).

### **The 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% 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 challenge (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 £9.

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:

1. I did not receive the Notice to Owner / Penalty Charge Notice (Parking contravention).
2. 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.
3. 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.
4. 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 Email: [tec@justice.gov.uk](mailto:tec@justice.gov.uk)

Note: There are only four limited grounds on which you can make a statement (as detailed above). 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 grounds apply to your situation then the only option available to you 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 or postal order made payable to 'Dacorum Borough Council', quoting the Penalty Charge Notice number on the reverse and send to: Parking Services, PO Box 921, Hemel Hempstead, Hertfordshire, HP1 1ZP.

### Enforcement Agents (formerly bailiffs)

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

#### 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 per cent 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 using any of the following methods:

#### Marston's

- Marston's general enquiries 0333 320 1822
- Marston's 24 hour automated payment line 0845 671 0049
- Web (payments): <https://payments.marstonholdings.co.uk>
- Web (contact and web chat) <https://www.marstonholdings.co.uk>

- Email: [generalenquiries@marstongroup.co.uk](mailto:generalenquiries@marstongroup.co.uk)

## Jacobs

- Telephone (queries): 0345 601 2692 / 0151 650 4800
- Telephone (payment line): 0330 008 0430
- Fax: 0151 650 4999
- Web: <https://www.jacobsenforcement.com/contact> (web chat available)
- Email: [mail@jacobsenforcement.com](mailto:mail@jacobsenforcement.com)

## Enforcement Agent complaints

Enforcement Agents are licensed by the court, while central government sets the scale of charges they use. If you're unhappy with any aspect of your experience with an Enforcement Agent, there is a complaints procedure you can follow. Contact the Enforcement Agent for details of their complaints procedure.

## Transparency in finance

Under the terms of the Road Traffic Act 1991, which governed Decriminalised Parking Enforcement (DPE) 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 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.

	<b>ON Street</b>	<b>OFF Street</b>	<b>Total</b>
<b>Expenditure</b>			
<b>Contract costs</b>	£560,474	£120,539	£681,014
<b>Staffing and support costs</b>	£188,952	£105,174	£294,126
<b>Maintenance/ Improvements/Other</b>	£62,106	£691,994	£754,100
<b>Capital Charges</b>	£71,426	£157,492	£228,918
<b>Total Expenditure</b>	<b>£882,957</b>	<b>£1,075,200</b>	<b>£1,958,157</b>
<b>Income</b>			
<b>PCN income</b>	(£233,116)	(£106,958)	(£340,073)
<b>Permit income</b>	(£83,702)	£0	(£83,702)
<b>Pay and Display income</b>	(£131,010)	(£1,561,812)	(£1,692,822)
<b>Other</b>	(£53,774)	(£86,494)	(£140,268)
<b>Total Income</b>	<b>(£501,602)</b>	<b>(£1,755,263)</b>	<b>(£2,256,865)</b>



	ON Street	OFF Street	Total
<b>Net (Surplus)/Deficit</b>	<b>£381,356</b>	<b>(£680,063)</b>	<b>(£298,708)</b>

#### Balance on Parking Ring-fenced Funds Reserve

	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Opening Balance on Reserve</b>	<b>£181,100</b>	<b>£149,100</b>	<b>£242,100</b>	<b>£212,100</b>	<b>£202,100</b>	<b>£120,100</b>	<b>£134,909</b>
Drawdown from reserve to fund the cost of public consultation and implementation of Controlled Parking Zones	(£32,000)	(£115,000)	(£30,000)	(£60,000)	(£82,000)	(£25,191)	(£26,478)
Contribution to the reserve to fund future expenditure	£0	£208,000		£50,000		£40,000	£0
<b>Closing Balance on Reserve</b>	<b>£149,100</b>	<b>£242,100</b>	<b>£212,100</b>	<b>£202,100</b>	<b>£120,100</b>	<b>£134,909</b>	<b>£108,431</b>

### Helpful information

Dacorum Borough Council'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 25 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 Contacts for the following:
- Hertfordshire Constabulary - Enforce moving traffic violation enforcement such as bus lanes, speeding, weight limits, one way, no entry, box junctions, etc.

- Hertfordshire County Council - obstruction of road or pavements Introduce waiting restrictions to deter dangerous or obstructive parking although we do enforce them after introduction
- Hertfordshire County Council - Introduce traffic calming measures, junction protection, speed humps, pedestrian crossings, one-way restrictions, etc
- Hertfordshire County Council - Place disabled bays in residential areas
- Contact your landlord, management company or tenancy officer) to enforce bays or lines on private (including council owned) sites
- Contact your landlord, management company or tenancy officer to introduce signs, bays or lines anywhere but on the public highway

## **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 in town centers 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 In addition, 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.

There are 12 Controlled Parking Zones in Dacorum in 2021/22.

Please see our [resident parking permits](#) and [visitor parking](#) pages of the Council website for further information.

### **In 2021/22 we:**

- Resurfaced the lower deck of Water Gardens (North) multi-storey car park, Hemel Hempstead
- Provided an access to Water Gardens (South) car park from Leighton Buzzard Road
- Introduced waiting restrictions in Redbourn Road, Wood Lane End, Chaulden Terrace, Long Chaulden
- Introduced additional disabled bays, a loading bay and a taxi rank in Marlowes

- With, support from the council's Clean, Safe and Green Team and our enforcement contractor has enabled us, with advice and direction from the British Parking Association (BPA) and police assessors, to get all 25 of our car parks ParkMark accredited. The ParkMark scheme helps to reduce crime and the fear of crime in car parks, look for the ParkMark Logo when parking to feel safe about the car park you are parking in. Further information about the ParkMark scheme can be found on the BPAs [Park Mark](#) website page
- Undertook a statutory consultation on revise proposals to introduce a Controlled Parking Zone in Ebbens Road, Apsley. A copy of the consultation report is on the Councils [Results of completed consultation](#) webpage.
- Undertook initial consultations to introduce two additional disabled bays and replace the limited wait bays with pay & park bays in the northern section of Marlowes. A copy of the consultation report is on the Councils [Results of completed consultation](#) webpage.
- Undertook initial consultations reduce the size of the taxi rank at the southern end of Waterhouse Street, Hemel Hempstead and to introduce additional disabled bays. A copy of the consultation report is on the Councils [Results of completed consultation](#) webpage.
- We changed our car park telephone payment provider for parking from RingGo to PayByPhone. The Benefits of the change being; the charge to use the service (convenience fee) has reduced from 20p to 5p. The service has been extended for use in all of our on-street Pay and Park locations and in the Lower Kings Road multi storey car park in Berkhamsted, as well as all our existing payment car parks.
- We undertook initial consultations to introduce waiting restrictions on Barbers Walk, Cobbetts Ride, Abstacle Hill & Miswell Lane, Tring as concerns had been raised regarding inappropriate parking by commuters. A copy of the consultation report is on the Councils [Results of completed consultation](#) webpage.

### **In 2022/23, we plan to:**

- The car park refurbishment programme will continue in 2022/23, as will the on-going maintenance of existing lines and signs.
- Maintain the ParkMark accreditation in all 25 Council managed car parks assessed by the British Parking Association and Hertfordshire Constabulary with support from the council's Clean, Safe and Green Team.
- To implement the plans to introduce two disabled bays outside The Marlowes Health and Wellbeing Centre (NHS), replace the limited wait bays with pay & park bays in the northern section of Marlowes to better help customers park outside the shops by increasing parking bay turnover.
- To implement the plans to reduce the size of the taxi rank at the southern end of Waterhouse Street, Hemel Hempstead and to introduce additional disabled bays
- Undertake consultations to introduce parking restrictions on Old Fishery Lane, Hemel Hempstead to prevent obstructive parking happening near residents homes.
- Undertake consultations to introduce time limited parking restrictions in The Denes, Hemel Hempstead and introduce parking restrictions to protect junctions, verges and pavements on Pinecroft, Barnacres Road and Georgewood Road, Hemel Hempstead. as concerns have been raised in relation to the turnover of spaces in The Denes, lack of spaces for the residents to park in the evenings.
- Undertake consultations to introduce parking restrictions on Anchor Lane and Beechfield Road, Hemel Hempstead as concerns have been raised that vehicles are parking on the pavements and grass verges.
- Undertake consultations to introduce a Controlled Parking Zone in Elm Grove, Berkhamsted, as concerns have been raised that non-resident vehicles (consisting of shoppers and commuters) are parking on Elm Grove, meaning residents are unable to park near to their properties.

### **Dropped Kerb Parking Enforcement**

What we can do:

We can issue Penalty Charge Notices to drivers who park on the public highway next to a dropped kerb.

To report the obstruction of a residential driveway that has a dropped kerb, please call our parking contractor (Saba Park Services (UK) Ltd) using the telephone number 01908 223505 or email using the address [parking@dacorum.gov.uk](mailto:parking@dacorum.gov.uk) Please provide your name and address. We will then endeavor to get a Civil Enforcement Officer to the location to take enforcement action.

It must be for the resident to contact us if the vehicle is parked on the road obstructing their dropped kerb, and they must confirm their name and address. Residents will also need to sign a consent form when the Civil Enforcement Officer visits stating that the vehicle obstructing their driveway is not theirs or their visitors.

Please note: if this permission is not given or if the resident is not present for any reason, then no action will be taken. Equally, a penalty will not be issued if the vehicle is parked close to the dropped kerb but not physically preventing a vehicle from coming or going.

**What we cannot do:**

We do not have the power to remove vehicles. If you believe a vehicle is causing an obstruction or you are unable to exit your driveway outside of the Parking Service's contactable hours of 8.45am to 5.15pm (Monday to Friday) then you may contact the Police using the non-emergency 101-telephone number.

The police have access to records showing the registered keeper of the vehicle and can then contact that person and ask them to move if they reside nearby.

There are various exemptions to dropped kerb parking enforcement. We will not be able to enforce the following:

- Vehicles parked wholly within a designated parking place or any other part of the carriageway where parking is specifically authorised
- Vehicles used by the fire, ambulance or police services
- Vehicles that are used for loading and unloading
- Vehicles used for waste collection, road works, sewage works, utilities works

Please note a Civil Enforcement Officer is only able to enforce vehicles that are parked on highway maintainable at public expense (public highway), not on private property.

## **Parking contraventions**

The parking contraventions enforced in Dacorum Borough Council in 2021/22, 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.</p> <p>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: 2 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.</p> <p>Blue badge holders are not permitted to park where loading is prohibited.</p>	<p>Higher Rate</p> <p>Observation period: None</p>
05	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>

Code	Contravention	Advice	Contravention band
07	Parked with payment made to extend the stay beyond initial time	Ensure that you purchase adequate time to cover the duration of your stay. Upon expiry of the parking session the vehicle must be moved to another location. Do not purchase any additional parking time beyond the initial parking session paid for.	Lower Rate Grace Period: 10 minutes from expiry time of original pay and park session obtained
11	Parked without payment of the parking charge	Read all signage so that you are aware of the times and charges that apply. Ensure that you enter your registration number in the pay and park machine followed by the time you wish to park for and payment made prior to leaving your vehicle in the car park. Blue badge holders must make payment unless signage specifies to the contrary.	Lower Rate Observation period: 5 minutes

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

25	Parked in a loading place or bay during restricted hours without loading	<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.</p> <p>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>
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	Park close to the kerb or edge of the highway	<p>Higher Rate</p> <p>Observation period: None</p>
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	Ensure that you are aware of the presence of dropped kerbs when parking your vehicle, both those provided as pedestrian crossing points and those allowing vehicular access to residential or commercial driveways.	<p>Higher Rate</p> <p>Observation period: 5 minutes</p>
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	Ensure that you are aware of the presence of raised tables when parking your vehicle, both those provided as pedestrian crossing points and those allowing vehicular access to pedestrian precincts for example.	<p>Higher Rate</p> <p>Observation period: 5 minutes</p>
30	Parked for longer than permitted	<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.</p> <p>Blue badge holders may park in free bays without time restriction.</p>	<p>Lower Rate</p> <p>Grace Period: 10 minutes</p>
40	<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.</p> <p>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>
45	Stopped on a taxi rank	Only park within a taxi rank if you are driving a licensed Dacorum Hackney Carriage. Taxi drivers should only leave their vehicle unattended where it is absolutely necessary to provide assistance to passengers. Read all applicable signage to ensure that you are aware of the times the rank permits or prohibits.	<p>Higher Rate</p> <p>Observation period: Taxis – 10 minutes Others – None</p>



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

# Appendix 1

## Patrol PCN process

For more information, view the [Patrol UK process map](#).

# Appendix 2

## Car park charges in 2021

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

Dacorum Borough Council Parking Service off-street car parks 2021		Refurbished since 2008	ParkMark	Opening times	Max stay & bay types	Short stay bays	Long stay bays	Any stay bays	Disabled drivers' bays (Free - Blue badge required)	Motor cycle bays (Free)	Electric vehicle bays	Season ticket/ permit	Restricted bays	Total bays	Recycling	Tariff Monday to Sunday 8am to 6pm (inc public holidays) Except Old School Yard Monday to Saturday 8am to 6pm (free Sundays & public holidays) No return: all car parks 2 hours Type: Pay & park and telephone payment where a tariff is charged				
	Lower Kings Road Floors 6 and 7 (Business season tickets Mon- Fri Public Sat & Sun)	Yes		Entry & exit Mon-Sun	Any stay				0				78	78		£0.80	£1.50	£2.20	£3.00	£4.00
	Bournside (Blue Badge)	Yes	Yes		4 hours				14	5				19		Free to Blue Badge holders				
	Canal Fields		Yes	24/7	4 hours	77			3		2			82		Free				
	St Johns Well Lane	Yes	Yes	24/7	Any stay			101	3					104	<input type="checkbox"/>	£0.80	£1.50	£2.20	£3.00	£4.00
Tring	The Forge	Yes	Yes	24/7	Any stay			151	5	2	2		8	168	<input type="checkbox"/>	Free	£1.10	£1.30	£1.60	£2.40
	Church Yard	Yes	Yes	24/7	Long stay only		41		2					43		£2.40				
	Frogmore Street (East)	Yes	Yes	24/7	4 hours	79			5	1				85		Free	£1.10	£1.30	£1.60	
	Frogmore Street (West)	Yes	Yes	24/7	Long stay only		17			1				18		£2.40				
	Victoria Hall	Yes	Yes	24/7	4 hours	5			1					6		Free	£1.10	£1.30	£1.60	
	Old School Yard (Tring Town Council owned) Enforcement managed by DBC			24/7	4 hours	39			2					41		Free	£1.10	£1.30	£1.60	
			23			547	136	1647	98	17	16	94	38	2593	7					