



**St Albans**  
City & District Council

# Annual Parking Report 2016 2017



## **Annual Parking Report- 2016/2017**

Under the terms of the statutory guidance issued by the Secretary of State for Transport, Parking Enforcement Authorities are required to produce an annual report detailing its enforcement activities under Part 6 of the Traffic Management Act 2004. This is to promote openness with a better understanding of enforcement and why it is carried out. The Traffic Management Act 2004 came into effect on the 31<sup>st</sup> March 2008. All parking Authorities and drivers are obliged to follow it when dealing with parking enforcement matters.

This report covers the period 1 April 2016 to 31 March 2017.

### **Introduction**

St Albans City and District Council act as the Enforcement Authority for our off- street car parks. Under an Agency Agreement with Hertfordshire County Council we also act as the Enforcement Authority for on-street restrictions and parking control across the District.

The attractiveness of St Albans as a retail centre and tourist attraction, along with the drive to support its economy, has led to increasing pressures on parking in and around the District. An average of 30,513 cars per week use the district's public car parks, equating to around 1,525,650 per year and this level of vehicular activity needs to be managed effectively.

Our annual report sets out facts and figures relating to the Councils parking services activity. It is important to keep in mind why the Council manages parking in the first place. The Council seeks to maintain a balance between different driver demands—residents, visitors, businesses, disabled drivers and so on. This also needs to be balanced with the statutory duty placed upon the Council to take parking enforcement action against vehicles who park in contravention of the regulations in an effort to change driver behaviour.

We would like nothing more than to see driver compliance with the law and therefore not have to issue a single parking ticket. However the reality is that some drivers do contravene the law.

Alongside this is the aim of sustainability by trying to achieve efficient movement of vehicles throughout the District where inconsiderate parking can contribute to congestion, danger to the pedestrian public and increased pollution. The efficiency of our road network has clear links to minimising the wider impacts of traffic on poor air quality and on the contribution to climate change and the health of people.

Our main aims are to;

- Manage our finite kerb space - due to high levels of vehicle ownership.
- Educate and change - driver behaviour.
- Ensure we manage our parking resources effectively.
- Provide Controlled Parking where appropriate by following legislation.

- Provide clean and safe car parking facilities.
- Maintain a flexible parking service to allow for development over the longer term.
- Treat all those who contact us with courtesy.
- Help all those who contact us to understand the parking process.
- Operate the parking service with due diligence in line with the law.
- Consider each and every challenge to a parking ticket upon its merits in line with the relevant law.

## **Background**

St Albans City and District Council has been undertaking Parking Enforcement since October 2004. Our statutory powers to undertake such duties saw the signing of a 10 year contract (with an option to extend for a further 5 years) with NCP Limited and NSL Services Limited to provide a number of parking related services to the District Council. In October 2014 both contracts with NSL and NCP were extended for a further 5 years to October 2019.

The main services provided are;

- Investment, maintenance and management of 11 car parks across the District
- Active kerb side and highway management
- Maintenance and cash collection from pay and display machines
- Administration of the St Albans District permits scheme
- Provision of parking related IT services
- Parking Enforcement Services across the District

## **Car Parks**

Car parks need to be safe, clean and well maintained and be attractive to motorists. All car parks managed by NCP have received the Park Mark Safer Parking Award.

Our multi-storey car parks in Drovers Way and Russell Avenue have also received the benefit of extensive investment in CCTV technology.

Details of our car parks and other information relating to parking can be found at:

[www.stalbans.gov.uk/transport-and-streets/parking/Car\\_Parks](http://www.stalbans.gov.uk/transport-and-streets/parking/Car_Parks)

## On-Street Enforcement

Our on-street enforcement services are provided by NSL Services Ltd. They provide active kerb side management by using Civil Enforcement Officers (CEOs). CEOs are responsible for issuing parking tickets to vehicles that are believed to be parked in contravention of the regulations and they help the Council to manage our finite kerb space and the high levels of vehicular activity within the District.

## Facts

- Hertfordshire has the 4<sup>th</sup> largest car ownership in England
- 82% of households have access to one or more cars
- 41% of households have access to two or more cars
- 9% have access to 3 or more cars
- Within the St Albans District 44% of all travel journeys made are less than 3 miles
- Less than a third of journeys are made by cycling or walking
- Commuting to work by car accounts for 60% of all journeys
- Over 1.5 million vehicles use St Albans car parks each year

With this level of vehicle activity the Council have a crucial part to play in ensuring that we keep traffic flowing, reduce pollution and reduce accidents. Inconsiderate parking does impact on the ability to get to grips with the issues surrounding car ownership. Our aim is to change negative driver behaviours where appropriate.



## Traffic Management Act 2004

In March 2008 the Traffic Management Act 2004 (TMA 2004) came into effect. This replaced the Road Traffic Act 1991 (RTA 1991) under which the District enforced since October 2004. The Council through its contractors uses Civil Enforcement Officers to enforce parking restrictions throughout the District. This includes St Albans, Harpenden, London Colney, Wheathampstead and surrounding areas. This also includes the enforcement of all off-street car parks managed by NCP on behalf of the District Council as well as other car parks retained by the Council.

The two main differences that affect motorists who park in contravention of the regulations under the Traffic Management Act 2004 are:

1. Some Penalty Charge Notices (PCNs) were reduced. There are now two different charge levels of PCN (known as differential charging), for example a vehicle parked on a yellow line restriction will be issued a PCN at the higher rate of £70 (£35 if paid *within* 14 days) whilst a vehicle parked over time in an off street car park is not deemed to be as serious a contravention and would therefore be issued with a PCN at the lower rate of £50 (£25 if paid *within* 14 days).
2. The other main difference between the Road Traffic Act 1991 (RTA 1991) and the Traffic Management Act 2004 (TMA 2004) is that if a motorist returned to their vehicle and drove away before a PCN was fixed to the vehicle or handed to the driver, the PCN was not deemed to be issued under the RTA 1991. However, under the TMA 2004, from 31<sup>st</sup> March 2008, a PCN may be issued through the post if the vehicle drives away before the PCN is attached to the vehicle or handed to the driver.



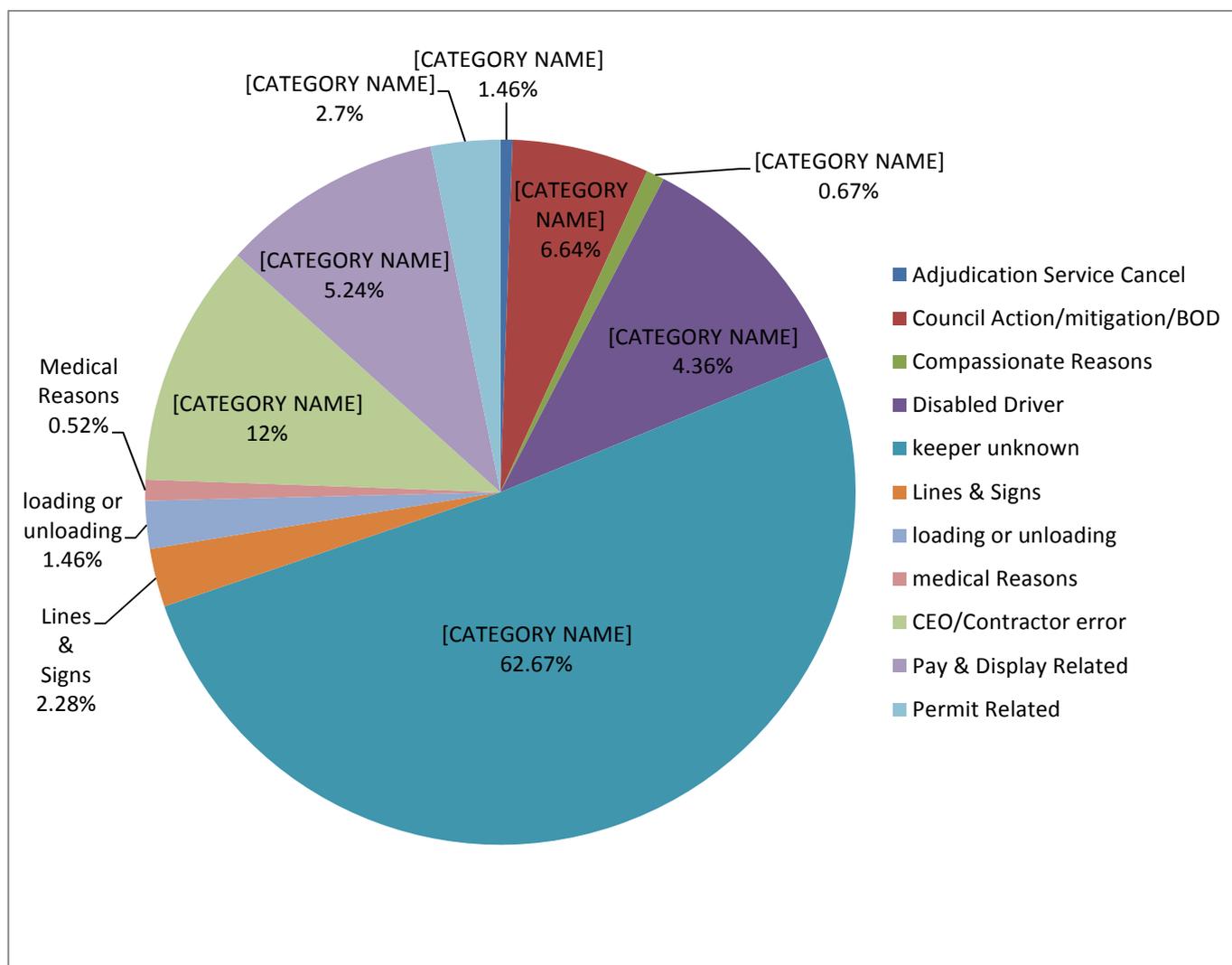
## Statistical Information Relating to Penalty Charge Notices

Penalty Charge Notice (PCNs) Activity;

		<b>01/04/16 to 31/03/17</b>
1	Higher Level PCNs served	12750
2	Lower Level PCNs served	7944
3	Number of PCNs paid	17600
4	Payment Rate	85.05%
5	PCNs paid at discount rate	14322
6	PCNs paid at full charge before Charge Certificate	2288
7	PCNs paid after service of Charge Certificate	463
8	PCNs paid after issue of Warrant	527
9	Number of PCNs against which an informal or formal representation was made	4103
10	Number of PCNs cancelled as a result of an informal or formal representation	1929
11	Number of cases subject to adjudication at the Traffic Penalty Tribunal	63
12	Number of PCNs registered at the Traffic Enforcement Centre	1679
13	Number of vehicles immobilized (clamped)*	N/A
14	Number of vehicles removed (towed away)*	N/A

\*St Albans City & District Council do not currently clamp or remove vehicles when parked in contravention

## Penalty Charge Notices Cancelled 2016 – 2017



\*BOD: Means Benefit of the Doubt. CEO: Means Civil Enforcement Officer  
 \*\*The Council issued 20,694 Parking Tickets in 2016/17 and cancelled 1929 of these overall.  
 This equates to a cancellation rate of circa 9.3%

Details of our income and expenditure relating to section 55 of the Road Traffic Regulation Act 1984 is detailed below.

<b>Year</b>	<b>2016/17</b>
<b>ON-STREET</b>	£
<b><i>Income</i></b>	
Pay & Display/Meters	261,746
Residents, Visitors & Business Permits	420,352
Traffic Order Related Income	0
Other Non-PCN income	12,315
PCN Income - On & Off Street	681,968
Clamping/removals income	n/a
<b><i>Total Income</i></b>	<b>1,376,381</b>
<b><i>Expenditure</i></b>	
Contractors	1,091,537
In-House Staff	364,217
Support Costs	68,791
Public Consultation	7,107
Equipment Maintenance/Renewal	1,524
Signs and Lines Maintenance	47,680
Debt Registration Fees	12,000
Traffic Order Related Works	6,372
Traffic Penalties Tribunal	9,712
Other Supplies (postage, printing, telephones, etc)	15,727
Clamping/removals Expenditure	n/a
Depreciation	14,848
<b><i>Total Expenditure</i></b>	<b>1,639,515</b>
<b><i>Surplus/Deficit</i></b>	<b>-263,134</b>

## **Parking Services**

Following a review of Parking Services the Parking Shop was closed on 5<sup>th</sup> June 2017 and is no longer open.

All of our services are now available on-line 24/7 with no constraint of normal business hours. For all your parking needs such as permits, suspensions and Penalty Charge Notices please visit; [www.stalbans.gov.uk/parking](http://www.stalbans.gov.uk/parking)

You may also call us with any enquires you have -**Telephone:** 01727 869 593. Lines are open;

- Mon – 9am till 2pm
- Tues- 1pm till 6pm
- Wed- 9am till 2pm
- Thurs-1pm till 6pm
- Fri- 9am till 2pm
- Sat – 9am till 2pm

Outside of these times please call 01727 866 100 and ask for Parking Services

If you need to report a vehicle in contravention or have a parking enforcement issue you can contact us by either telephone or e-mail;

Telephone Hotline: 01727 845 283

Email: [vehiclesincontravention@nsl.co.uk](mailto:vehiclesincontravention@nsl.co.uk)

If you prefer to use the post please send your enquiry, parking ticket challenge, permit or suspension application to;

NSL Services  
Drovers Way Car Park  
Drovers Way  
St Albans  
Herts  
AL3 5EB

We aim to respond to written enquires within 10 working days

## **New Controlled Parking Zones (CPZs)**

The Council considers requests for new CPZs once there is a groundswell of resident opinion for an area that is supported by the local Ward Councillor(s).

When a request for controlled parking is accepted it is then added to our work programme which can be viewed using the following web link below;

[www.stalbans.gov.uk/transport-and-streets/parking/trafficorders/Requestsfornewrestriction](http://www.stalbans.gov.uk/transport-and-streets/parking/trafficorders/Requestsfornewrestriction)

## **Parking Consultations**

For details on current parking consultations throughout the District of St Albans please visit our dedicated web page using the link below;

<http://www.stalbans.gov.uk/transport-and-streets/parking/trafficorders>