

Parking FAQs- On-Street Paid Bays in Harpenden

1. Can I park for free for 30 minutes without registering for a parking session?

No. To manage parking enforcement, all parking sessions must be registered. This is set out on the accompanying on-street signage. Pay by Phone and the pay machines allow you to select the one free 30-minute session per day only or to pay for additional time.

2. Can I use the same PaybyPhone code for the free session and to purchase additional time?

No. The system operates on two separate codes.

The 30-minute free session for use once a day can be obtained quoting location code **810387**.

Additional time can be purchased quoting location code **810385**.

3. After using the 30-minute free code, do I have to return to my vehicle and put in a new code to extend your parking session?

No. When customers are using Pay by Phone, you do not need to return to the vehicle. Parking can be extended using the app.

If you have opted in for reminder SMS messages (chargeable), you will be notified when your parking session is almost over, and you will be prompted to extend if you wish to do so.

If you have not opted in for reminder SMS messages, you will need to go back into the app or call 0330 400 7257 and purchase additional time using code **810385**. It is the customer's responsibility to remember the time at which their parking session started.

4. Can I extend a parking session without returning to a machine?

If you choose to pay at the pay machine, you cannot extend your parking session without returning to the closest machine. Upon parking, the machine allows you to choose one free 30-minute session only or choose the free session plus additional 30-minute increments of time up to a total of 2 hours (30 minutes free plus 1.5 hours paid).

For a short video of how the machines work, see below:

[INSERT OF VIDEO] [To be uploaded next week]

5. Is there a charge for SMS reminders?

Yes. PaybyPhone charges for SMS reminders as this is an optional service. You can opt out of receiving these if you opted in when setting up your account.

6. Do I have to pay a transaction charge for using PaybyPhone?

Yes. There is a 15p transaction fee for using Paybyphone. All cashless parking suppliers charge a transaction fee, and the amount can vary from supplier to supplier. The fee is not new and has been in place since cashless parking was introduced in St Albans District.

7. Do I pay a transaction fee for free sessions?

No. Transactions' fees only apply for paid transactions. There is no transaction fee for the 30-minute free parking session.

8. Can I cancel a PaybyPhone transaction?

Yes, you can cancel a PaybyPhone session within the first five minutes by texting FINISH to 65565.

9. Can I pay cash to park?

At the moment, if you wish to pay cash, please park in one of our local car parks all of which have cash payment options. Currently, you can pay for parking at On-Street Paid Bays using PaybyPhone or contactless cards. We aim to have PayPoint cash payments available soon as an additional payment option and will update this information when it becomes available.

10. Why don't all the signs in town have the free 30-minute code reflected on a sign?

All bays where the free session is available have signage. Our CEOs will report any missing signs, and a site survey will be conducted to ensure no signs have been removed.

The free session is not available in the long- established paid bays or other types of bays like resident permit bays. For example, Rothamsted Avenue,

Stewart Road, and some bays on Southdown Road have had Limited Waiting Bays for some time and do not have the free parking period.

10. How do Civil Enforcement Officers know how long a vehicle is parked if there is no ticket?

The new virtual system is ticketless. You are not required to display anything in your vehicle. You enter your vehicle registration number into the machine or app and select the amount of time you wish to stay. If this is longer than 30 minutes, then you are required to pay the appropriate charge.

These details will appear immediately on our enforcement devices, so the Civil Enforcement Officers can identify who has paid and who hasn't, and how long a vehicle has been there.

11. Can I come into town twice a day, i.e. school drop off and pick up and register to park without getting a ticket?

The 30-minute free session can only be used once, so if you park subsequently, you will need to pay. The Council's rationale for moving the start time of the charging period from 8:30am to 9:00am was to allow parents to drop their children to school in the morning before 9:00am and then use their free session in the afternoon at pick up.

12. Can I move my vehicle from one spot to another?

The 30-minute free parking session can only be used once a day and if you move your vehicle an additional free session can not to be obtained until the following day.

If you park in one of the on-street bays, you can stay for a maximum of 2 hours with no return within 2 hours. You cannot return within 2 hours of leaving.

If you are planning to stay in the town centre for longer than 2 hours, you are encouraged to make use of one of our car parks where you can pay for longer stays, and where the cost to stay for longer is lower.

For a full list of our Council owned car parks, please visit:

www.stalbans.gov.uk/car-parks-and-street-pay-and-display

13. When is the ANPR vehicle coming into use? How will this help with enforcement?

The Automatic Number Plate Recognition (ANPR) vehicle is currently being integrated with our enforcement software and payment facilities and will be deployed shortly.

As the payments (and all permits within the District) are virtual, the car can quickly patrol large areas where parking restrictions apply. The vehicle's cameras can read number plates and will alert the Civil Enforcement Officers when a vehicle has not paid or does not have a valid permit. The vehicle can also alert nearby Civil Enforcement Officers of other contraventions that are observed, prompting them to attend. This gives us the ability to conduct more daily patrols and more effectively manage parking contraventions and keep the network moving.

In the interim, until the vehicle is ready to be deployed, our Civil Enforcement Officers are deployed on foot to enforce the parking restrictions.

14. Do Blue badge holders have to register their car or just use their badge?

When parking in paid parking bays, the holder must display the badge on the dashboard or fascia panel, where it can be clearly read through the front windscreen. If there is no dashboard or fascia panel in the vehicle, the badge must be displayed in a place where it can be clearly read from outside the vehicle. The front of the badge should face upwards, showing the hologram. The side showing the photograph should not be visible through the windscreen.