



Annual Parking Report

2021 – 2023

Community and Place Delivery



St Albans
City & District Council

Annual Parking Report- 2021 to 2023

Under the statutory guidance issued by the Secretary of State for Transport, Parking Enforcement Authorities must produce reports detailing its enforcement activities under Part 6 of the Traffic Management Act 2004.

This is to promote openness and create a better understanding of enforcement and why it is carried out. This report covers the period 1 April 2021 to 31 March 2023.

Introduction

St Albans City and District Council act as the Enforcement Authority under an Agency Agreement with Hertfordshire County Council.

The attractiveness of St Albans as a retail center and tourist attraction combined with high levels of car ownership and an increasing population has led to increasing pressures on parking in and around the district. With an average of 30,513 cars per week that use the Council's car parks this level of vehicular activity needs to be managed effectively.

Our overall aim is to ensure that parking in St Albans is convenient, safe/secure, is of the appropriate design and supply required and our enforcement activity is fair and proportionate. Our policies and activities will be designed and implemented with the following broad objectives:

- managing the traffic network to ensure expeditious movement of traffic, (including pedestrians and cyclists), as required under section 16 of 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

We do this through:

- Managing our finite kerb space
- Changing driver behaviour
- Ensuring we manage our parking resources effectively
- Providing Controlled Parking Zones where appropriate
- Providing clean and safe car parking facilities
- Operating a flexible parking service to allow for development over the longer term
- Treating all those who contact us in line with the Council's values and behaviours
- Helping all those who contact us to understand the parking process
- Operating the parking service in line with good practice
- Consider each challenge to a penalty charge notice upon its merits in line with the relevant legislation

Background

St Albans City and District Council has been undertaking Parking Enforcement since October 2004 using statutory powers under the Traffic Management Act 2004 via an agreement with the Highways Authority (Hertfordshire County Council).

From October 2004 to October 2019 our enforcement services were provided by NSL, and our car parks management provided by NCP under a partnership contract.

Since October 2019 Parking Services has been delivered in-house directly by St Albans City & District Council.

The main services delivered are:

- Maintenance and management of car parks across the district
- Active kerb side and highway management
- Maintenance of the parking infrastructure
- Administration of the St Albans District permits scheme
- Administration of the parking appeals process
- Parking Enforcement across the District
- Consideration and implementation of parking controls

Interesting Facts

- There are over 33 million cars in the UK.
- 7.36 Billion vehicle miles were travelled on roads in Hertfordshire in 2023
- 12.8% of households in St Albans have no car.
- 87.2% have 1 or more vehicles in St Albans.
- 32.4% of those have 2 vehicles.
- 10.7% own 3 or more vehicles.

With this level of vehicle activity, the Council has a crucial part to play in ensuring that we keep traffic flowing, reduce pollution and reduce accidents. Our aim is to change negative driver behaviours where possible and reduce inconsiderate and dangerous parking.

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 uses Civil Enforcement Officers to enforce parking restrictions throughout the district. This also includes the enforcement of all off-street car parks owned by the Council.

The introduction of the TMA 2004:

1. Reduced some Penalty Charge Notices (PCNs). 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).

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, the PCN could be issued by post (reg 10). The council started issuing regulation 10 PCNs in 2023.

Car Parks

Car parks need to be safe, clean, and well maintained to be attractive to motorists and 14 of our car parks have received the Park Mark Safer Parking Award.

Further details can be found using the following link:

<https://www.parkmark.co.uk/about-the-safer-parking-scheme>

The council operates 16 fee paying car parks, one of which is owned by Harpenden Town Council (Lydekker).

St Albans Car Park	Number of spaces	Number of disabled spaces
Adelaide Road	30	2
Bricket Road	27	1
Civic Centre (Multi-Storey)	302*	6
Clarence Park	31	2
Drovers Way (Multi-Storey)	351	11
Gombards	82	3
Keyfield Terrace	33	1
London Road	194	4
Russell Avenue (Multi Storey)	537	12
Townsend Road	33	1
Verulamium	150	7
Westminster Lodge	325*	31
Harpenden Car Parks		
Amenbury Lane	296*	13
Bowyers Way East	148	3
Bowyers Way West Upper and Lower	158	12
Lydekker (HTC owned)	88	2

*Including staff bays

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

<https://www.stalbans.gov.uk/car-parks-and-street-pay-and-display>

Parking Map:

<https://www.enjoystalbans.com/plan-your-visit/maps/>

Statistical Information Relating to Penalty Charge Notices

		01/04/21 to 31/03/22
1	Higher Level PCNs served	8600
2	Lower Level PCNs served	5637
3	Number of PCNs paid	12024
4	Payment Rate	81%
5	PCNs paid at discount rate	10092
6	PCNs paid at full charge before Charge Certificate	1333
7	PCNs paid after service of Charge Certificate	254
8	PCNs paid after issue of Warrant	345
9	Number of PCNs against which an informal or formal representation was made	1897
10	Number of PCNs cancelled because of an informal or formal representation	497
11	Number of cases subject to adjudication at the Traffic Penalty Tribunal	18
12	Number of PCNs registered at the Traffic Enforcement Centre	1352
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

		01/04/22 to 31/03/23
1	Higher Level PCNs served	11157
2	Lower Level PCNs served	6199
3	Number of PCNs paid	14076
4	Payment Rate	80%
5	PCNs paid at discount rate	11677
6	PCNs paid at full charge before Charge Certificate	1869
7	PCNs paid after service of Charge Certificate	228
8	PCNs paid after issue of Warrant	303
9	Number of PCNs against which an informal or formal representation was made	2538
10	Number of PCNs cancelled because of an informal or formal representation	631
11	Number of cases subject to adjudication at the Traffic Penalty Tribunal	15
12	Number of PCNs registered at the Traffic Enforcement Centre	1045

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

Details of our income and expenditure on the parking account kept under section 55 of the Road Traffic Regulation Act 1984

Year	01/04/21 to 31/03/22
ON-STREET	£
Pay & Display/Meters	177,271
Penalty Charges (PCN's)	434,079
Parking Permits	565,009
Other Income	-500
Total Income	1,175,858
Employee Costs	1,042,146
Supplies & Services	248,155
Equipment Maintenance/Renewal	8,660
Signs and Lines Maintenance	47,269
Traffic Penalties Tribunal	4,828
Debt Registration Fees	562
Public Consultation	2,098
Other Supplies (postage, printing, telephones, etc)	87,582
Other Costs	27,537
Total Direct Costs	1,468,836
Non-Direct Costs & Depreciation	164,652
Total Expenditure	1,633,487

*any surplus or deficit **is ringfenced and** must be dealt with in accordance with section 55 of the Road Traffic Regulation Act 1984

Year	01/04/22 to 31/03/23
ON-STREET	£
Pay & Display/Meters	227,199

Penalty Charges (PCN's)	544,712
Parking Permits	829,079
Other Income	3,891
Total Income	1,604,882
Employee Costs	1,072,400
Supplies & Services	311,640
Equipment Maintenance/Renewal	9,783
Signs and Lines Maintenance	38,332
Traffic Penalties Tribunal	4,983
Debt Registration Fees	11,438
Public Consultation	4,958
Other Supplies (postage, printing, telephones, etc)	82,900
Other Costs	27,708
Total Direct Costs	1,564,141
Non-Direct Costs & Depreciation	387,688
Total Expenditure	1,951,829
Surplus/Deficit*	-346,947

*any surplus or deficit **is ringfenced and** must be dealt with in accordance with section 55 of the Road Traffic Regulation Act 1984

Parking Services Contact(s)

For all your parking needs such as permits, suspensions and Penalty Charge Notices information please visit:

<https://www.stalbans.gov.uk/parking-roads-and-transport>

Contact us online - MyStAlbans District Account

If you would like to use our online services but do not have a free MyStAlbans District Account, it is simple to sign up for one. For more information please visit:

<https://www.stalbans.gov.uk/do-it-online>

Customer Services

Standard Opening Hours

Main Reception (Civic Centre) opening hours:

Monday to Thursday: 8:45 am - 5:00 pm

Friday: 8:45 am - 4:30 pm

Customer Services Telephone hours

Monday to Thursday: 8:45 am - 5:00 pm

Friday: 8:45 am - 4:30 pm

Closed on public holidays.

Call us on **01727 866 100**.

If you need to report a vehicle in contravention you can contact us the following ways:

Webform: <https://stalbans.my.site.com/guest/s/parking-enquiry>

Telephone : **01727 845 283**

Email: illegalparking@stalbans.gov.uk

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

St Albans City & District Council

Parking Services
Civic Centre
St Peters Street
St Albans, Herts
AL1 3JE

We aim to respond to written enquiries within 10 working days.

Request a new parking restriction or review of an existing parking restriction

Parking restrictions such as double or single yellow lines and resident parking schemes help us to address local parking problems. However, to introduce such restrictions we must follow a defined legal process which results in the making of a local byelaw called a Traffic Regulation Order or Parking Places Order.

The process, including how to request new restrictions (or a review of existing) is outlined here:

<https://www.stalbans.gov.uk/TROS>

Parking Consultations

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

<https://www.stalbans.gov.uk/TROS>

You can also send an e-mail to parking.development@stalbans.gov.uk