

## Parking Services Statistical Information 2016/17

### PCN Issuance

The table below provides the total number of parking tickets (PCNs) which have been issued in Welwyn Hatfield since 2011:

	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
PCNs	8,069	7,158	8,367	9,023	8,392	11,573

When a PCN is issued, the recipient can either pay or make an informal representation asking us to cancel, citing relevant information and evidence for us to take into consideration.

If the PCN is paid promptly, within 14 days from the date of issue, a 50% discount applies.

Representations received within the initial 14 day period can result in a PCN being cancelled, but if a decision is made not to cancel the PCN we allow a further 14 days from the decision date for payment at the 50% reduced rate.

If the decision is made not to cancel the PCN, following a formal representation, the Owner can take matters further if they wish and make an appeal through an independent adjudication service, known as the Traffic Penalty Tribunal (TPT).

### PCN statistical information 2016-17

On street/off street by percentage

On-street 86%

Off-street 14%

PCNs paid at discount - 7012

PCNs paid at full charge or higher - 990

PCNs cancelled or written off – 2148 (31%)

Number of spaces restricted as indicated in the 2012 Consolidation Order are as follows:

	Estimated No of Bays
Disabled Parking	<b>26</b>
Free Parking	<b>502</b>
Voucher Permit	<b>1856</b>
Loading	<b>8</b>

### PCNs issued by location

Area	Number
Brookmans Park	935
Cuffley	757
Digswell	142
Hatfield	4,527
Welham Green	214
Welwyn	341
Welwyn Garden City	4,657
<b>TOTAL</b>	<b>11,573</b>

### PCNs issued by contravention

On-Street	Number
01 - Restricted Street 5 minute observations	3273
01 - Restricted Street Instant ticket	62
02 - Loading / Unloading	994
12 - No valid permit	1866
14 - Electric charging place	29
16 - No valid Permit	79
19 - Displaying invalid permit	36
22 – Re-parked	109
23 - Wrong class of vehicle	383
24 - Not within the bay markings	8
25 - Parked in loading Place	49
26 - Special enforcement area (dropped kerb - driveway)	28
27 - Adjacent dropped footway (pedestrian dropped kerb)	309
30 - Parked longer permitted	1864
40 - Disabled bay no badge	380
45 - Taxi rank area	92
47 - Restricted bus stop	14
48 - Outside school	17
56 - Commercial vehicle waiting	3
61 - HGV on Footway	66
70 - Restricted loading area	8
<b>Off- Street (Car Parks)</b>	
80 - Longer than permitted	504
81 - Restricted area	56
85 - In permit bay with no valid permit	662
86 - Parked out of markings	61
87 - In disabled bay no blue badge	259
90 - Re-parked	51
92 - Parked causing obstruction	1
99 - Pedestrian Crossing	17

<b>Warning Notices</b>	
W01 - WN restricted street	5
W12 - No valid permit	283
W80 - Longer than permitted	1
W85 - In permit bay with no valid permit	1
W87 - In disabled bay no blue badge	2
W90 – Re-Parked	1
<b>Total</b>	<b>11,573</b>

### PCN cancellations

<b>Cancellation reason</b>	<b>Number</b>
Discretionary Reasons	222
CEO Error	68
Disabled Badge Holder	332
No Trace From DVLA	250
DVLA Returned No Trace - Foreign Registration	109
Explanation Accepted	262
Lines & Signs Defective	20
Proof Of Loading/Unloading Provided	34
Police Vehicle	13
Unenforceable Address	8
Vehicle Breakdown	47
Vehicle Outside England & Wales	2
Void As Per PA Notes	50
Valid permit produced	78
Prevented From Issue	2
Spoiled Before Issue	124
Vehicle Drive Away	18
<b>Total</b>	<b>1639</b>

### Income (by financial year)

	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
<b>Car park Income</b>	£1,199,331	£1,235,796	£1,064,000	£1,123,942	£1,166,143
<b>Season Tickets</b>	£308,794	£304,702	£295,564	£307,412	£311,034
<b>PCN Income</b>	£200,392	£245,000	£240,414	£254,152	£305,490
<b>Dispensations</b>	£1,700	£1,240	£1,998	£1,016	£1,200
<b>Permit Income</b>	£25,568	£32,444	£36,405	£38,234	£50,483
<b>Totals</b>	<b>£1,735,785</b>	<b>£1,819,182</b>	<b>£1,638,381</b>	<b>£1,761,740</b>	<b>£1,834,350</b>

### Net Income by Car Park

Looking at the Councils three main charging car parks in Welwyn Garden City, they have generated the income outlined below. This income includes tariff charges, season ticket sales and other related charges. There was no parking surplus generated for the Council from parking related charges or income.

	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
<b>Hunters Bridge</b>	£513,127	£511,279	£641,429	£691,115	£758,100
<b>Campus West</b>	£263,381	£305,738	£339,283	£368,082	£328,494
<b>Campus East Lower</b>	£337,713	£313,585	£353,419	£415,558	£390,583
<b>Osborn Way*</b>	£400,334	£429,340	-	-	-
<b>Totals</b>	<b>£1,514,555</b>	<b>£1,559,942</b>	<b>£1,334,131</b>	<b>£1,474,755</b>	<b>£1,477,177</b>

\*This car park reverted back to the control of Network Rail in April 2014

### Cost of Enforcement

	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
<b>East Herts</b>	£100,000	£129,000	£125,000	£125,747	£157,973
<b>NSL</b>	£249,000	£160,000	£236,200	£236,638	£298,927
<b>CP Plus</b>	£359,000	£388,000	£373,711	£395,390	£347,675
<b>Parking Services</b>	£189,000	£187,500	£174,280	£164,000	£165,000
<b>Total</b>	<b>£897,000</b>	<b>£864,500</b>	<b>£909,191</b>	<b>£921,775</b>	<b>£969,575</b>

East Herts District Council manage the enforcement contract on behalf of Welwyn Hatfield Council. They provide the back office support for all the appeals are received by members of the public who have received a PCN within Welwyn Hatfield.

NSL provide the enforcement officers who patrol the borough and issue to vehicle that contravene the parking restrictions. The team consist of one supervisor and six civil enforcement officers. They patrol the parking restrictions on foot or in a car, these patrols are carried out Monday – Saturday 7.30am-8.30pm, two Sundays per month and one evening patrol.

CP Plus manage our council car parks, and there responsibilities are:

- Monitoring and maintenance of the ANPR cameras and payment machines
- Issuing Parking Charge Notices using an approved operator scheme
- Dealing with appeals to Parking Charge Notices
- Monitoring and maintenance of the CCTV equipment in the car parks
- Litter picking in all of our car parks
- Providing and managing other methods of payment (text, season tickets, on-line)
- Providing and managing the on-line payment system (Swish-park)
- Patrolling and carrying out routine checks in all of our car parks
- Reporting other maintenance issues (pot holes, damage) to the Council
- Monitoring and maintenance of the signage and lining

Parking Services are the team employed by Welwyn Hatfield to carry out consultation for changes to parking restrictions. They also respond to customer enquiries/complaints on parking related tasks.

## **Achievements 2016-2017**

### **Parking Restriction Work Programme**

#### **Brookmans Park**

The council have been consulting residents and businesses within Brookmans Park since 2013 and the scheme came to a close at the end of March 2017.

Residents favoured the introduction of a resident parking permit schemes in the roads surrounding a **small shopping area**. The majority of the changes had already been implemented in the roads so during 2016/17 these were monitored so any unforeseen displacement, could be addressed as part of the overall project.

In total XXXX residents were consulted during the whole project and 35 parking issues were removed off the investigation list.

All recent consultation information can be found on the parking pages of the council's website [www.welhat.gov.uk/parkingbrookmanspark](http://www.welhat.gov.uk/parkingbrookmanspark)

#### **Cuffley**

As with Brookmans Park, the consultation with resident and businesses started in 2013 and a number of residents requested the extension of the existing single yellow in a number of roads within the village. During 2016/17 these restrictions were been monitored with a view to address any unforeseen displacement issues.

There are three small areas in which residents are still been consulted but the project is anticipated to complete by the end of 2017/18.

In total XXXX residents were consulted during the whole project and 27 parking issues were removed off the investigation list.

All recent consultation information can be found on the parking pages of the council's website [www.welhat.gov.uk/parkingincuffley](http://www.welhat.gov.uk/parkingincuffley)

#### **Welham Green**

Residents and businesses have been consulted on parking changes since 2013, as the above two villages the majority of the changes had already been in place. Residents mainly commented on commuter parking in residential roads and the need for junction protection in some locations.

During 2016/17 these restrictions were in the monitoring period.

In total XXXX residents were consulted during the whole project and 18 parking issues were removed off the investigation list.

All recent consultation information can be found on the parking pages of the council's website [www.welhat.gov.uk/parkingwelhamgreen](http://www.welhat.gov.uk/parkingwelhamgreen)

## **Hatfield**

With a large University, and industrial area alongside a town centre and almost 40,000 residents, there a number of issues surrounding the whole area. A Parking Study was conducted in March 2012, looking at the area holistically. Beginning with the town centre car parks. The consultation was concluded and new free waiting restrictions were introduced in March 2013. These were reviewed in March 2014, and some minor amendments were made.

Hatfield Central and East were then investigated and a parking questionnaire was delivered in July 2014, to residents and businesses. The questionnaire requested general information about number of vehicles at each property, if they parked on a private driveway or on the road etc. Information about specific parking problems was requested. A total of 5,500 questionnaires were delivered and just over a 1,000 were completed and returned.

The information was collated and analysed, which resulted in the Wards being split into five areas. These areas will be prioritised as below:

### 1 The Ryde area

During the informal stage, the majority of responses from residents in The Ryde area were in favour of a short restriction Monday-Friday, 10-11am, to deter the commuters which had started to park in the estate during the re-development of the rail station car park.

However, as there was a school location on Pleasant Rise (which was in the scope of the consultation), further discussion took place with the Head of the school and residents who would be directly affected, to see if a slightly different restrictions could be introduced here, which wouldn't impact workers and visitors to the school.

The Council amended the proposals to include a single yellow lines to operate Monday-Friday, 3.30-4.30pm. This would allow workers at the school and visitors to the school to park during the day, but prevent commuters from parking all day.

In some of the surrounding roads, such as Mount Pleasant Lane and Mount Pleasant Close opted out of the resident parking permit scheme, as they felt they were too far away from the station and there were very few safe areas for people to displace to these roads. Therefore, they were removed from the scheme and the situation would be monitored if the restrictions were introduced.

The scheme completed a full comprehensive consultation and the Council's Cabinet recommended the scheme to proceed to implementation. The resident parking permit scheme started on 3<sup>rd</sup> October 2016.

## 2 Birchwood area

Heyford Way is a small cul-de-sac off St Albans Road East. This is a relatively new development and had only recently been adopted by Herts County Council. However, residents had been complaining of commuter parking almost since the development had been completed a few of years before.

The parking areas, were classed as private land but the carriageway was adopted as public highway.

The majority response from residents was a resident parking permit scheme to operate Monday-Friday, 9am-5pm. This went through a comprehensive consultation and no objections were received during the formal stage. The scheme commenced on 12<sup>th</sup> December 2016.

Looking at the responses to the general questionnaire few requests were received for parking restrictions. Cecil Crescent residents had been suffering with commuter parking for some time and the majority of the residents requested for a resident parking permit scheme. Other requests were received for junction and verge protection in other roads.

During November 2016, letters were delivered to residents in the Birchwood Area. Enclosed was a survey form asking residents their views on the above issues. The residents in Cecil Crescent and Clarkes Road who returned completed survey forms requested the resident parking permit scheme to operate Monday-Friday, 9am-5pm. Another road in which residents seem to favour such a scheme was Great North Road. Those residents were competing for parking space with local workers to the industrial estate.

The rest of the residents living within the large estate continued with requests to address inconsiderate parking, junction and verge protection.

During 2017/18, this consultation will progress to the formal stage.

3 French Horn Lane area – other projects delayed the start of the consultation with residents.

## 4 Lemsford Road area

This was split into two smaller areas, one close to the Galleria. Looking at the responses to the general questionnaire and requests received since, residents were reporting large number of non-residential parking from people visiting the Galleria shopping centre and not wanting to pay to park.

The properties in these roads had limited off-street parking and residents relied on parking on the road. During November 2016, residents in roads surrounding the Galleria received a parking survey with proposals for a resident parking permit scheme. This is the only restriction which prevent non-residents from parking, but allows residents and their visitors with a valid permit, to park during the days and hours the restrictions operates.

The majority response from residents in some roads opted for the scheme, however some residents were against the scheme. Further consultation will take place with these residents to make sure they understand if the scheme is introduced in the other roads the people visiting the Galleria would likely move to their roads.

Due to the displacement implications for these residents the Council decided to promoted the resident parking permit scheme within all the roads within the scope of the project to ensure that residents were protected. Objections could then be considered by the Cabinet Housing and Planning Panel.

The formal stage was advertised in March 2017. This scheme will continue into 2017/18.

5 Old Hatfield & Essendon – Consultation has yet to commence.

More information can be found at [www.welhat.gov.uk/hatfieldcentralandeast](http://www.welhat.gov.uk/hatfieldcentralandeast)

## **Handside**

Over 3000 parking questionnaires were delivered to all Handside residents and businesses in September 2015. This provided an opportunity to report any parking related issues they were experiencing in their roads.

We received over 1200 completed questionnaires and the information was analysed. A 'next steps' report was presented to the Cabinet Housing and Planning Panel in March 2016, recommending to split the ward into four separate areas:

1. Longcroft Lane and surrounding roads
2. Welwyn Garden City town centre
3. North of Barleycroft and Applecroft Roads
4. South of the Ward

### Area 1 – Longcroft Lane area

The existing restrictions in this area were single yellow lines, which operated at various times and days during the week. The area is very close to the town centre and due to the increase in car ownership in recent years, resident's off-street arrangements were no longer adequate for them and their visitors who needed to park during the days and times the restriction operated.

Residents were presented with proposals in June 2016 for the existing single yellow line, to be replaced with a resident parking permit scheme and for this to operate Monday – Saturday, 9am-5pm consistently across all roads.



As previously mentioned, the increase in car ownership across the country including Welwyn Hatfield was creating issues with parking congestion. With drivers trying to find parking in roads which were never built to accommodate the numbers which are now using them. Therefore, residents are reporting more and more inconsiderate parking on verges and pavement which was causing maintenance and safety issues on a daily basis.

So in addition to the resident parking permit scheme, the Council decided to promote its first Verge Protection Order. This would enable the enforcement officers to issue parking tickets to vehicles who are found to be parked on the verge, pavement and dropped kerbs, this restriction operates 24/7. No responses from residents were against the inclusion of this proposal.

Majority response from residents in the roads were happy to continue with the single yellow lines. However, some residents in these roads cited social isolation with their family members and friends unable to visit during the time the single yellow line operated. So the Council decided to include one of the four roads, Parkfields in the proposed resident parking permit scheme. Mainly to address this resident's concerns and also those residents that were happy with the single yellow line, this would not impact on them as they don't currently need to purchase a permit to park on the roads, but if this was to change in the future they would have the ability to purchase a permit for themselves or their visitors.

Two roads (Rooks Hill, and Fordwich) were excluded from the scheme, as the majority response from those residents was that they were happy with the current single yellow line.

The scheme was formally advertised in November 2016, to which the Council received 10 objections to the scheme, 5 of which were from residents in Parkfields. These were considered at the January meeting of the Cabinet Housing and Planning Panel and it was recommended that Parkfields be removed from the proposals.

The Council would monitor the new restrictions for six months and if residents decided that they wish for these to change they would have the opportunity to contact the council during this time.

The scheme was introduced on 20<sup>th</sup> March 2017.

## 2. Welwyn Garden City town centre

In September 2015, survey forms were delivered to the businesses asking questions about how the current parking restrictions were working for them and their customers, and if they would like to see any changes. They were asked about their loading requirements and if they would like to see more loading facilities available to assist them.

The response was very poor, with the Council only receiving 11 completed forms.

The issues the businesses did raise was the cost of season tickets for part-time workers and that this was financially viable and could a discount be applied for these workers.

During 2016/17, Herts County Council contacted WHBC with proposals to improve the town centre for pedestrians and reduce vehicle congestion.

Stonehills, is a heavily used road within the town centre and often causing congestion, with vehicles trying to locate parking spaces.

HCC are proposing the re-locate the taxi rank to Stonehills to the junction of Nationwide and Debenhams and the remainder of the roads will be for pedestrians only.

If these changes are to go ahead, this will significantly reduce the amount of traffic in this road and make it a safer place for pedestrians. In addition, to this HCC are proposing to construct three pedestrian walkways connecting one side of Howardsgate to the other, again improving the town centre for pedestrians.

Both schemes will be presented to Members and the public in 2016/17 to gauge their opinions.

More information can be found the parking pages of the Councils website:  
[XXXXXXXXXXXXXXXXXXXXXXXXXXXX](#)

Areas three and four will progress in 2017/18

## **Parking Improvements 2014-15**