

## **Parking Services Statistical Information 2017/18**

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

	2013-14	2014-15	2015-16	2016-17	2017-18
PCNs	8,367	9,023	8,392	11,573	12,044

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).

On street/off street by percentage

On-street 84%

Off-street 16%

### **PCN statistical information**

#### **PCNs issued by location**

Area	Number
Brookmans Park	793
Cuffley	855
Digswell	147
Hatfield	5357
Welham Green	180
Welwyn	565
Welwyn Garden City	4038
Little Heath	109
<b>Total</b>	<b>12,044</b>

#### **Number of parking spaces within Welwyn Hatfield**

	Total Area m2	Estimated Bays
<b>Disabled Parking</b>	614.2	45
<b>Free Parking</b>	9802.9	713
<b>Voucher/Permit</b>	50445.5	3669
<b>Loading</b>	205.8	15

#### **PCNs issued by contravention**

<b>On-Street</b>	<b>Number</b>
01 - Restricted Street 5 minute observations	2002
01 - Restricted Street Instant ticket	211
02 - Loading / Unloading	918
12 - No valid permit	3773
14 - Electric charging place	35
16 - No valid Permit	77
19 - Displaying invalid permit	29
22 – Re-parked	66
23 - Wrong class of vehicle	359
24 - Not within the bay markings	4
25 - Parked in loading Place	43
26 - Special enforcement area (dropped kerb - driveway)	40
27 - Adjacent dropped footway (pedestrian dropped kerb)	324
30 - Parked longer permitted	1702
40 - Disabled bay no badge	380
45 - Taxi rank area	56
47 - Restricted bus stop	24
48 - Outside school	16
61 - HGV on Footway	48
62 – Wheels on the footpath (VPO)	9
70 - Restricted loading area	5
<b>Total</b>	<b>10,121</b>

Roads in which the most parking tickets were issued:

<b>Road</b>	<b>Number of PCNs</b>
Howardsgate, Welwyn Garden City	937
Comet Road, Hatfield	642
Roe Green Lane, Hatfield	630
Parkway , Welwyn Garden City	570
Wigmores North, Welwyn Garden City	444
De Havilland Close, Hatfield	316
Stonehills, Welwyn Garden City	305
Days Mead, Hatfield	264
Meadow Croft, Hatfield	251
St. Albans Road West, Hatfield	219
<b>Total</b>	<b>4,578</b>

**Council Car Parks (Off-Street)**

Parking tickets issued in the following car parks:

<b>Hatfield</b>	<b>Welwyn Garden City</b>
Dog Kennel Lane	Campus East Lower
Kennelwood Lane	Campus East Upper
Link Drive	Campus West
Lemsford Road	Cherry Tree
The Common	Hunters Bridge (MSCP)

In 2017, the council enforcement team started to monitor two car parks in Cuffley. These are the short stay car park in Maynards Place and the long stay in Sopers Road.

<b>Off- Street (Car Parks)</b>	
80 - Longer than permitted	355
81 - Restricted area	36
82 - Expiry of paid time	22
83 - No Valid P&D ticket	30
84 - Additional payment made	7
85 - In permit bay with no valid permit	429
86 - Parked out of markings	218
87 - In disabled bay no blue badge	212
90 - Re-parked	35
91 - Wrong class of vehicle	2
92 - Parked causing obstruction	1
99 - Pedestrian Crossing	54
<b>Total</b>	<b>1,401</b>

<b>Warning Notices</b>	
W01 - WN restricted street	16
W12 - No valid permit	441
W80 - Longer than permitted	2
W82 - Expiry of paid time	8
W83 - No Valid P&D ticket	19
W85 - In permit bay with no valid permit	3
W86 - Parked out of markings	32
W90 – Re-Parked	1
<b>Total</b>	<b>522</b>

### PCN cancellations

<b>Cancellation reason</b>	<b>Number</b>
Discretionary Reasons	208
CEO Error	94
Disabled Badge Holder	265
No Trace From DVLA	215
DVLA Returned No Trace - Foreign Registration	46
Explanation Accepted	302
Equipment Failure	16
Lines & Signs Defective	7
Proof Of Loading/Unloading Provided	16
Police Vehicle	10
Unenforceable Address	6
Vehicle Breakdown	31
Vehicle Outside England & Wales	4
Void As Per PA Notes	67
Valid permit produced	99
Prevented From Issue	7
Spoiled Before Issue	164
Vehicle Drive Away	128
<b>Total</b>	<b>1685</b>

### **Appeals and Challenges**

Parking tickets which are appealed or challenged is managed by East Herts District Council. All this information is collected by Traffic Penalty Tribunal (TPT).

This can take some time to come through therefore, the details below are the most up to date information (the last column related to all Herts Council information for 2014/15:

	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>All Herts</b>
<b>PCNs Appealed</b>	26	26	14	23	12	333
<b>PCNs Issued</b>	9,791	8,070	7,227	8533	8,283	129,390
<b>Rate of Appeal</b>	0.27	0.32	0.19	0.3	0.1	0.2
<b>Not contested</b>	5 19%	0 0%	2 14%	0 0%	2 18.2%	64 20.6%
<b>Allowed by Adjudicator</b>	8 31%	10 38%	7 50%	7 30.4%	2 18.2%	72 23.2%
<b>Total Allowed</b>	13 50%	13 50%	9 64%	7 30.4%	4 36.4%	136 43.7%
<b>Refused by the Adjudicator</b>	13 50%	12 46%	4 29%	16 16.9%	7 63.6%	175 56.3%
<b>Contest Order</b>	0 0%	0 0%	1 7%	0 0%	0 0%	0 0%
<b>Witness Statement</b>	0 0%	0 0%	0 0%	0 0%	1 8.3%	22 6.6%
<b>Awaiting decision</b>	0 0%	1 4%	0 0%	0 0%	0 0%	0 0%

PCNs paid at discount - 7169

PCNs paid at full charge or higher - 833  
 PCNs cancelled or written off – 1577 (13%)  
 \*correct to the 17 May 2018

## Financial Information

### Income (by financial year)

	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
<b>Car park Income</b>	£1,282,006	£1,050,403	£1,183,863	£1,171,293	£1,091,448
<b>Season Tickets</b>	£304,702	£295,564	£307,412	£311,034	£280,135
<b>PCN Income</b>	£245,000	£240,414	£254,152	£305,490	£340,386
<b>Dispensations</b>	£1,240	£1,998	£1,016	£1,200	£0
<b>Permit Income</b>	£32,444	£36,405	£38,234	£50,483	£55,227
<b>Totals</b>	<b>£1,865,392</b>	<b>£1,624,784</b>	<b>£1,784,677</b>	<b>£1,839,500</b>	<b>£1,767,196</b>

### 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.

	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
<b>Hunters Bridge</b>	£515,448	£650,470	£692,041	£758,100	£702,441
<b>Campus West</b>	£305,738	£339,283	£416,572	£328,494	£332,010
<b>Campus East Lower</b>	£313,585	£353,419	£368,062	£390,583	£331,884
<b>Osborn Way*</b>	£429,340	-	-	-	-
<b>Totals</b>	<b>£1,564,110</b>	<b>£1,343,172</b>	<b>£1,476,675</b>	<b>£1,477,177</b>	<b>£1,366,335</b>

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

### Cost of Enforcement

	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
<b>East Herts</b>	£129,000	£125,000	£125,747	£157,973	£186,326
<b>NSL</b>	£160,000	£236,200	£236,638	£298,927	£307,916
<b>CP Plus</b>	£388,000	£373,711	£395,390	£347,675	£346,806
<b>Parking Services</b>	£187,500	£174,280	£164,000	£165,000	£166,000
<b>Total</b>	<b>£864,500</b>	<b>£909,191</b>	<b>£921,775</b>	<b>£969,575</b>	<b>£1,007,048</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 and one evening patrol per month.

**CP Plus** manage our council car parks, and their 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.