

Annual Parking Report

April 2024 – March 2025



St Albans
City & District Council

Foreword by Councillor Helen Campbell

Public Realm Committee Chair

I am pleased to present the Annual Parking Report for the period April 2024 to March 2025. This report provides a comprehensive overview of our parking services, highlighting the progress we've made in improving compliance, supporting sustainable transport and ensuring our streets remain safe, accessible and well-managed for all.

Over the past year, we have continued to build on our commitment to fairness, transparency and innovation in parking management. From the introduction of smarter enforcement technologies to the expansion of cashless payment options and the promotion of active travel, our efforts have been guided by the needs of our residents, businesses and visitors.

Parking plays a vital role in shaping the way people move around our District. It impacts everything from air quality and congestion to accessibility and economic vitality. That's why we remain focused on delivering a service that not only enforces regulations but also supports our wider goals for cleaner, greener and more inclusive communities.

I would like to thank our officers, partners and residents for their continued engagement and support. Together, we are making meaningful strides toward a more sustainable and responsive transport network.

I hope you find this report informative and reflective of our shared progress.

Councillor Helen Campbell

Public Realm Committee Chair



Table of Contents

1. Introduction	5
2. Our aims	6
3. Parking enforcement overview	7
New restrictions introduced	7
Innovations and service enhancements	8
4. Statistical information relating to Penalty Charge Notices	9
5. Financial summary	11
6. Parking development	12
Parking Development Team completed works to date 2024-2025	13
7. Parking permits	14
8. Car parks	16
9. Customer engagement and feedback	17
10. Parking strategy	18
11. Future plans (2025–2026)	19
12. Conclusion	19
13. Parking Services contacts	20
Customer Services	20
Request a new parking restriction or review of an existing parking restriction	20
Parking consultations	21

1. Introduction

This Annual Parking Report outlines the on and off street civil parking enforcement activities carried out by St Albans City and District Council between April 2024 and April 2025. The report is published in accordance with Part 6 of the Traffic Management Act 2004 and aims to provide transparency, accountability, and insight into how parking services support the Council's transport and environmental objectives.

The report provides information on the projects and achievements during 2024/2025, an update on the delivery of the Parking Strategy launched in 2023 and all financial, statistical and other data (including any parking or civil parking enforcement targets) required by statute. The St Albans Parking Service aims to ensure that our services continue to develop and promote best practice and constantly looks at industry developments to ensure we can deliver best value services.



2. Our aims

To carry out efficiently the enforcement of parking contraventions.

To apply enforcement fairly and consistently.

To uphold fair enforcement across the city and district while embedding sustainability into every decision we make.

To continue to be open and transparent.

To make our services accessible and easy to use.

To enforce dangerous and inconsiderable parking as a priority to safeguard the public.

To constantly review our services to ensure with compliant with changing legislation.

To ensure our staff can carry out their duties safely and efficiently.

To reduce congestion and help drivers find spaces quickly and easily.

To prepare for Local Government Reorganisation.

3. Parking enforcement overview

During the reporting period, the Council continued to manage both on-street and off-street parking across the District. Key responsibilities included:

- On-Street Parking Enforcement: Monitoring and enforcing restrictions such as yellow lines, loading bays, disabled bays, and resident permit zones.
- Off-Street Car Parks: Ensuring compliance in council-managed car parks, including Pay and Display and permit-only areas.
- School Safety Patrols: Regular visits to schools during peak times to deter dangerous or inconsiderate parking.
- Event Support: Providing enforcement and traffic management support during local events to ensure public safety and access.

The Civil Enforcement team plays a vital role in supporting the safe and efficient movement of traffic across St Albans and District, ensuring compliance with parking regulations and contributing to the overall accessibility and safety of our communities.

Civil Enforcement Officers (CEOs) are deployed across St Albans City and District to enforce parking restrictions. The CEOs patrol 7 days a week and are responsible for enforcement of Public Car Parks (off street), on-street Pay and Display parking and parking restrictions on roads/streets (on street) in St Albans City and District.

More information about this can be found at: www.stalbans.gov.uk/parking-policies-strategies-and-useful-information.

CEO patrols are concentrated in those locations where parking related issues (road safety, congestion or accessibility to shops and services) are most prevalent. In addition, the team also responds to specific concerns/requests received from members of the public, Local Councillors, Town and Parish Councils and other agencies such as the Police, Fire and Ambulance services, addressing concerns such as obstructive parking, illegal use of disabled bays.

All CEOs are fully trained in Civil Parking Enforcement, wear clearly identifiable uniforms, carry body-worn video cameras for transparency and safety, and are equipped with the latest handheld technology to issue Penalty Charge Notices (PCNs) in accordance with the Traffic Management Act 2004 and Department for Transport guidance.

New restrictions introduced

In response to local parking pressures, safety concerns and to support turnover in high-demand areas, 2025 saw the introduction of several new parking restrictions across the district. Notably, paid limited waiting bays were implemented in St Albans and Harpenden town centre, aimed at improving access to shops and services by encouraging short-stay parking. These changes were supported by enforcement and public engagement to ensure a smooth transition and promote compliance.

Innovations and service enhancements

The Civil Enforcement team continues to build on its commitment to innovation and service improvement, introducing new initiatives and enhancing existing practices to better meet the needs of the District.

The team continues to explore piloting the effectiveness of ANPR technology in identifying parking contraventions, particularly in areas with persistent non-compliance. To improve officer safety and enhance transparency, all Civil Enforcement Officers (CEOs) were equipped with body-worn video cameras during 2023/24. These devices:

- Deter aggressive or abusive behaviour
- Provide an accurate record of interactions with the public
- Support evidence gathering for appeals and enforcement reviews

Since their introduction, there has been a noticeable reduction in incidents involving verbal or physical abuse towards staff.

The Enforcement Team is now authorised to issue Regulation 10 (postal) PCNs when a Civil Enforcement Officer starts to issue a penalty notice but is unable to serve it directly to the vehicle or driver. This has closed a loophole that drivers were exploiting to avoid PCNs. In 2024/25 we served 87 regulation 10 notices.

Now in their fourth year of use, electric bikes (e-bikes) have become a well-established part of the team's enforcement toolkit. This sustainable and agile mode of transport has:

- expanded coverage into areas less accessible by foot patrols,
- reduced the environmental impact of enforcement operations, and
- improved response times to reported parking issues.

The continued use of e-bikes remains popular with both officers and the public, supporting the service's commitment to greener operations.

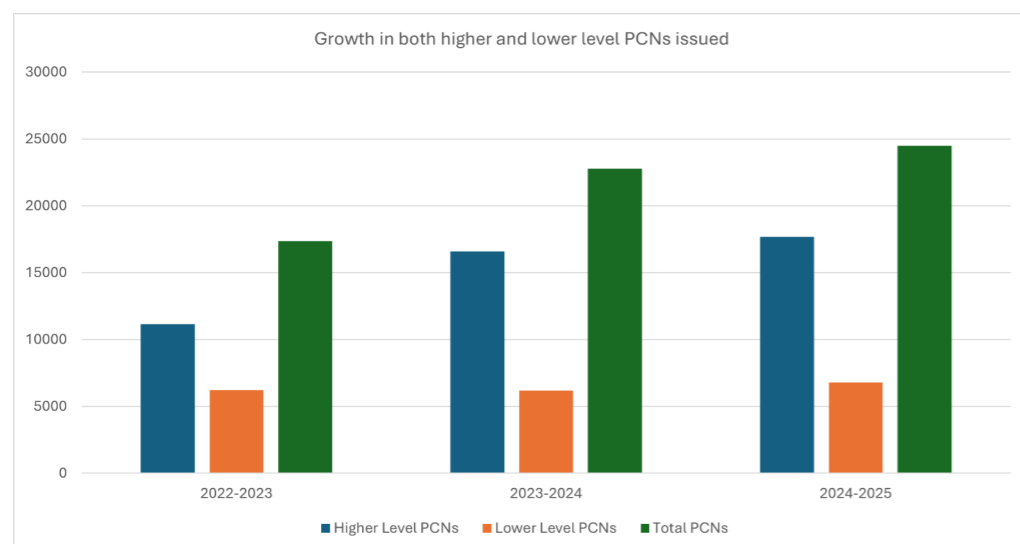


4. Statistical information relating to Penalty Charge Notices

Penalty Charge Notices (PCNs) information		01/04/22 to 31/03/23	01/04/23 to 31/03/24	01/04/24 to 31/03/25
1.	Higher Level PCNs served	11,157	16,591	17,683
2.	Lower Level PCNs served	6,199	6,178	6,796
3.	Number of PCNs paid	14,076	18,233	20,312
4.	Payment Rate	80%	80%	82%
5.	PCNs paid at discount rate	11,677	15,773	17,842
6.	PCNs paid at full charge before Charge Certificate	1,869	530	1,963
7.	PCNs paid after service of Charge Certificate	228	425	420
8.	PCNs paid after issue of Warrant	303	78	99
9.	Number of PCNs against which an informal or formal representation was made	2,538	4,315	4,646
10.	Number of PCNs cancelled as a result of an informal or formal representation	631	1,182	1,231
11.	Number of cases subject to adjudication at the Traffic Penalty Tribunal	15	18	32
12.	Number of PCNs registered at the Traffic Enforcement Centre	1,045	369	2,539
13.	Number of vehicles immobilized (clamped)*	n/a	n/a	n/a
14.	Number of vehicles removed (towed away) *	n/a	n/a	n/a

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

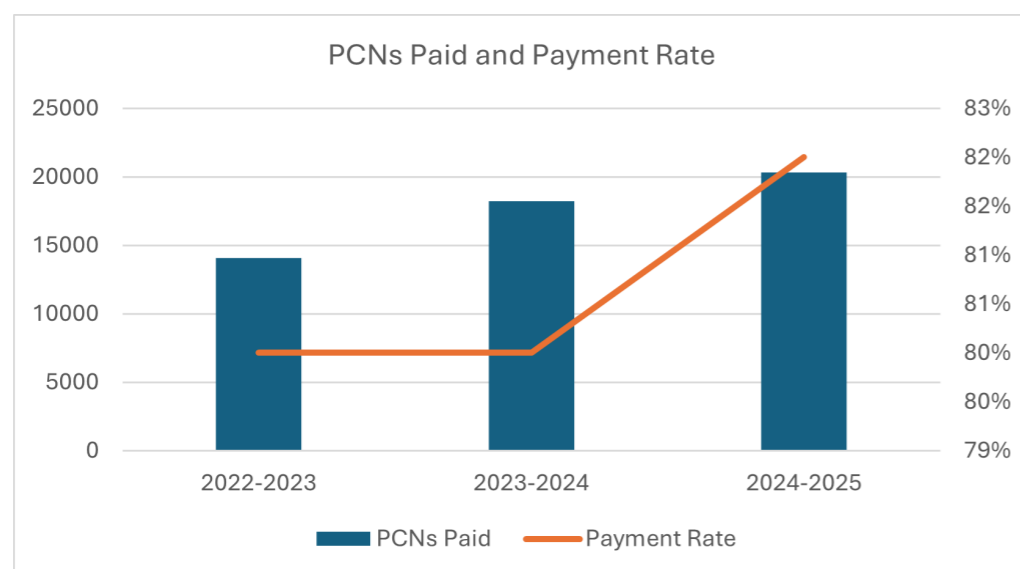
This chart below shows the growth in both higher and lower level PCNs issued from 2022 to 2025.



Growth Insight:

- Total PCNs increased by 41% from 2022–2023 to 2024–2025.
- Higher level PCNs saw the sharpest rise, indicating stricter enforcement.

Growth Insight:



- Payments rose by 44% over three years.
- Slight increase in payment rate suggests improved compliance or enforcement efficiency.

5. Financial summary

Year	01/04/22 to 31/03/23	01/04/23 to 31/03/24	01/04/24 to 31/03/25
ON-STREET	£	£	£
Pay & Display/Meters	227,199	289,196	381,029
Penalty Charges (PCN's)	544,712	735,760	787,067
Parking Permits	829,079	798,973	987,216
Other Income	3,891	4,886	12,396
Total Income	1,604,882	1,828,816	2,167,707
Employee Costs	1,072,400	1,068,216	1,160,329
Customer Delivery Team	n/a	233,114	179,605
Supplies & Services	311,640	169,845	230,966
Equipment Maintenance / Renewal	9,783	10,870	14,281
Signs and Lines Maintenance	38,332	28,007	70,377
Traffic Penalties Tribunal	4,983	6,157	6,119
Debt Registration Fees	11,438	24,000	24,007
Public Consultation	4,958	3,339	5,490
Supplies (postage, printing, telephones, etc.)	82,900	58,037	49,682
Clothing & Equipment	n/a	26,885	23,368
Leased Vehicles	n/a	14,654	6,968
Other Costs	27,708	24,961	15,105
Total Direct Costs	1,564,141	1,668,085	1,786,298
Non-direct Costs** & Depreciation*	387,688	386,389	480,858
Total Expenditure	1,951,829	2,054,474	2,267,156
Surplus/(Deficit)	(346,947)	(225,658)	(99,448)

* The mandatory adoption of the accounting standard IFRS 16 Leases has resulted in a change in accounting practice whereby leases have been treated on an acquisition basis rather than an expense basis. The impact on the On Street parking account is that part of the lease costs for bodycams, radios and vehicles have been re-classified within depreciation. The increase in depreciation is £28k offset by a £28k reduction in Equipment and leased vehicle cost.

** Non-direct costs are an allocation of the costs associated with the Councils support services attributable to On-Street Parking and include Financial Services, Procurement, Human Resources, Information Technology and Systems, Legal, Internal Audit, Communications and Policy.

6. Parking development

There are 45 resident parking zones within St Albans City and District. These schemes are introduced to:

- Manage the kerbside space
- To deter illegal or obstructive parking
- Provide parking for visitors
- Support local businesses
- Reduce congestion
- Allow access to emergency services.



Requests for new schemes, or review of existing restrictions, are considered each March and delivered during the next financial year. Controlled Parking Zones are introduced through the legal Traffic Regulation Order (TRO) process.

TROs are legal documents that allow us to place parking restrictions, such as yellow lines, parking bays, junction protections on the highway network. Without TROs parking restrictions have no legal basis and therefore we are unable to legally enforce them.

Due to the high numbers of requests, each March, in consultation with The Lead Councillor for Parking, we decide which schemes or requests will be processed in the following financial year.

In 2024 the Council started working in partnership with Traffic Consultants to help deliver our TROs. This partnership working has resulted in an increase in the number of orders each year we were able to deliver.

Year	Number of Orders Completed
Pre 2024	Average 3.5
2024/2025	11

Parking Development Team completed works to date 2024-2025

Item	Ward	Overview	Enforcement Date	Status
Notice of Variation	Various	Variation of off-street charges	01/04/2024	Completed
Notice of variation	Various	Variation of on-street charges	01/04/2024	Completed
Bricket Road	St Peters	Various lining restrictions	01/05/2024	Completed
Yellow Line Order	Various	Various lining restrictions across the District	30/11/2024	Completed
New Controlled Parking Zone (CPZ) MR	St Peters	Shared use (limited waiting & permit holder parking places)	19/12/2024	Completed
Experimental TRO Lyon Way	Hill End	Single yellow lines trial order	23/01/2025	Completed
Access Permit	Various	New permit for use in off-street car parks	13/02/2025	Completed
Harpenden & St Albans Paid Parking Bays	Various	Conversion of free limited waiting bays to paid parking places	17/02/2025	Completed
Zone F Review	St Peters	Review of existing CPZ	28/02/2025	Completed
New Permit Parking Area (PPA) VW	Bernards Heath	New PPA	28/03/2025	Completed

7. Parking permits

Since July 2023 St Albans City and District Council has operated a digital parking permit scheme, where eligible residents can register and purchase a resident parking permit through PermitSmart, using the internet and through a mobile phone.

The types of permits issued are summarised below. During the 2023/2024 financial year 11,194 virtual parking permits were purchased across the District and during the 2024/2025 financial year total of 11,889 virtual parking permits.

The digital permit system offers the following functional benefits:

- allows easier management of permits through the website
- gives residents full access to their own permits; they can purchase or renew their permits and change vehicle registration numbers at any time of the day or night
- supports the processing of permits instantly with no waiting time or delay
- supports the activation of visitor permits instantly, at any time, online
- removes the need to queue in a council office
- has a lower carbon footprint as it has reduced the use of paper and travel to renew.
- supports enforcement activities making foot patrols easier and allows the use of handheld ANPR devices and spotter vehicles.

We aim to support care in the community, access to services, and concessionary parking for our older residents through the issue of a range of parking permits.

- **Disabled bays** – The Council provides concessionary disabled bays which are disabled bays provided near resident's homes.
- **Means Tested Senior Citizen Permits** – The council provides means tested Senior Citizen Permits which provides up to two hours parking in any car park for a small fee each year.
- **Access Permits/Pass for the over 70s** – An Access Permit allows residents to park within Council car parks for up to three hours, once a day. It is available to residents aged over 70 who have difficulties using Apps or who may be digitally challenged.
- **Health Care Permits** – To support the delivery of health care in St Albans and the surrounding districts, we supply care companies with heavily subsidised parking permits which can be used across all resident parking bays for up to two hours each visit.
- **Carer Permit** – We provide registered carers in receipt of carers allowance with a free resident parking permit in the zone in which they provide care.
- **Family Care Permit** – We recognise the responsibility for carer for some of our residents is rests with family members who are not entitles to any allowances. To support this care, family members can apply for a residents permit in the zone in which the resident who receives care lives. These are charges at the 1st permit emission-based prices.
- **Blue Badge Resident Permits** – We provide free resident parking permits to Blue Badge holders, ensuring that residents with disabilities can park close to their homes without incurring additional costs. This policy removes financial barriers that could otherwise limit independence and mobility, supporting our commitment to accessibility and inclusion.

Permit type	Number of permits issued
Access Permit	281
Alderman Permit	7
Blue Badge Residents Permit	83
Business Permit	9
Car Park Permit Individual Site	586
Car Park Permit Multi-Site	188
Car Park Permit Multi-Storey	335
Childcare Permit	14
Care Home Permit	12
Council Contractor Permit	126
Councillor Permit	14
Healthcare Permit	237
Test Permit	1
Market Trader	13
Motorcycle Permit	3
Residents Dual Vehicle Permit	243
Residents One Month Temporary Permit	422
Residents Permit (Max 1, Max 2, Max 3)	5,343
Residents' Dispensation Permit	8
School Permit	41
Senior Citizen Car Park Permit	57
Staff Permit	171
Suspension Permit	484
Visitor Permit Registrations	3,175
Visitor Permit sessions used	89,917
Total permits issued (not included Visitor Permit sessions)	11,889

8. Car parks

Car parks need to be safe, clean, and well maintained to be attractive to motorists, all fee-paying car parks have received the Park Mark Safer Parking Award.



Further details can be found using the following link: parkmark.co.uk.

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

Car park	Car park spaces	Disabled spaces	Total spaces
St Albans car parks			
Adelaide Road	30	2	32
Bricket Road	27	1	28
Civic Centre (Multi-storey)	302*	6	308
Clarence Park	31	2	33
Drovers Way (Multi-storey)	351	11	362
Gombards	82	3	85
Keyfield Terrace	33	1	34
London Road	194	4	198
Russell Avenue (Multi-storey)	537	12	549
Townsend Road	33	1	34
Verulamium	150	7	157
Westminster Lodge	325*	31	356
Harpenden car parks			
Amenbury Lane	296*	13	309
Bowyers Way East	148	3	151
Bowyers Way West Upper and Lower	158	12	170
Lydekker (HTC owned)	88	2	90

* Including staff bays.

Full details of our car parks and other information relating to parking can be found at: www.stalbans.gov.uk/car-parks-and-street-pay-and-display

Parking map: www.enjoystalbans.com/plan-your-visit/maps

9. Customer engagement and feedback

The Council received 1,525 parking-related enquiries and 57 formal complaints during FY2024/25. Common themes included permit processing times, signage clarity, and PCN disputes. In response, we:

- Enhanced online permit application systems
- Improved training for Civil Enforcement Officers
- Reviewed signage in frequently queried areas

Parking service	Number of complaints and service requests
Car park issues	30
Give us feedback	3
Make a complaint	13
Service request	12
Stage 2 vomplaint	2
Illegal parking / badly parked vehicles	30
Make a complaint	15
Service request	12
Stage 2 complaint	3
Parking permits	20
Give us feedback	1
Make a complaint	7
Service request	11
Stage 2 complaint	1
Parking policy	20
Give us a compliment	1
Give us feedback	2
Make a complaint	12
Service request	2
Stage 2 complaint	3
Parking suspensions	1
Make a complaint	1
Grand Total	101

In 2024–2025, the Council implemented several improvements:

- Expanded use of ANPR technology on street.
- Continued phase out of paper permits to new virtual permits.
- Upgraded signage and bay markings in high-demand areas.
- Implementation of cashless-only parking machines in selected areas.

10. Parking strategy

The Council's parking operations during 2024–2025 was guided by the St Albans Parking Strategy 2023–2028, which sets out a clear vision for delivering fair, efficient, and environmentally responsible parking services. The strategy is built around four key objectives:

1. Tackling Climate Change

- Continued rollout of emission-based permit pricing to encourage low-emission vehicle use.
- Promotion of sustainable transport alternatives and reduced reliance on private car use.

2. Improved Enforcement and Use of Space

- Enhanced Civil Parking Enforcement (CPE) to ensure compliance and safety.
- Better management of kerbside space to balance the needs of residents, businesses, and visitors.

3. Improving Access to Services

- Expansion of digital permit systems and online services to improve user experience.
- Simplified application processes and clearer guidance for residents and businesses.

4. Making Good Use of Digital Technology

- Wider adoption of cashless parking solutions and ANPR systems.
- Use of data analytics to inform policy decisions and monitor parking trends.

This strategic framework ensures that parking services contribute to the Council's broader goals of supporting a **thriving community**, **sustainable transport**, and **climate action**.

In 2024 – 2025, the Council implemented several improvements and several projects identified in the strategy have been delivered:

- Expanded use of ANPR technology on street.
- Continued phase out of paper permits to new virtual permits.
- Implemented cashless-only parking machines in selected areas.
- Improvements carried across the car park estate, including major resurfacing.
- Reviewed fees and charges.
- Increased number of Controlled Parking Schemes being delivered.
- Increased number of disabled bays.
- Continued to ensure our new vehicles are sustainable and fully electric.
- Painted / re-painted approximately 4.4 km of yellow lines, 1 km of parking bays, 70 disabled bays and installed / replaced 105 signs.

11. Future plans (2025–2026)

Looking ahead, the Council aims to:

- Expanding use of ANPR technology in our car parks.
- Improve accessibility in car parks – we are actively working towards achieving the British Parking Association's Park Access Award (learn more). To meet the award criteria, we plan to install dropped kerbs at selected surface car parks, widen disabled bays at the Civic Centre Car Park, and improve enforcement of disabled bay usage at Drivers Way and Russell Avenue. These improvements will help ensure our facilities are inclusive and accessible to all.
- Safer School Parking Initiative – We're developing a new initiative to improve parking behaviour around schools, supporting pupil safety and community relations. The project combines education and community engagement through a co-created Parents' Charter, pupil-led awareness activities, creative competitions, and regular communications. Our goal is to foster safer, more respectful parking habits and a shared sense of responsibility among parents and carers.

The Parking Development Team will continue their Traffic Regulation Order work in consultation with the Lead Councillor for Parking, updates and more details will be published online at www.stalbans.gov.uk/work-plan-2025-2026-and-faqs.

12. Conclusion

Parking enforcement remains a vital tool in managing traffic flow, supporting local businesses, and ensuring safety. The Council remains committed to delivering a fair, efficient, and environmentally conscious parking service.



13. Parking Services contacts

For all your parking needs such as permits, suspensions and Penalty Charge Notices information please visit 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 www.stalbans.gov.uk/do-it-online

Customer Services



Main Reception (Civic Centre) opening hours:

Monday to Thursday: 8:45am – 5:00pm
Friday: 8:45am – 4:30pm



Customer Services Telephone hours:

Monday to Thursday: 8:45am–5:00pm
Friday: 8:45am– 4:30pm
Call us on [01727 866 100](tel:01727866100).

Closed on public holidays.

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

- Webform: stalbans.my.site.com/guest/s/parking-enquiry
- Telephone: [01727 845 283](tel:01727845283)
- 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: 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: www.stalbans.gov.uk/TROS

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



St Albans
City & District Council