

Parking Fines & Car Parks: Freedom of Information Requests

We are frequently asked for information about parking fines, car park profits and associated matters. Below are the commonly asked questions and the answers.

1. How many parking fines were handed out by the council in the last five calendar years - 2022, 2021, 2020, 2019 and 2018?

2018	23,593
2019	22,757
2020	16,707
2021	18,381
2022	21,407

2. Of those parking fines, how many were appealed in the last five calendar years - 2022, 2021, 2020, 2019 and 2018?

2018	6,833
2019	6,351
2020 (pandemic year 1)	4,541
2021 (pandemic year 2)	4,941
2022	5,277

3. How many parking fine appeals were successful in the last five calendar years - 2022, 2021, 2020, 2019 and 2018?

2018	2,666
2019	3,600
2020	2,078
2021	1,915
2022	2,036

4. Which of the council run car parks has the highest number of fines?

2018	Gaol Street car park
2019	Gaol Street car park
2020	Gaol Street car park
2021	Gaol Street car park
2022	Gaol Street car park

5. Which single street in your council area has produced the highest income from traffic or parking violations (income from just fines) in the 2021/2022 financial year?

Union Street, Hereford

6. Please provide details of the number of tickets issued and the income to the council of motorists paying parking enforcement fines in this single street in the 2021/22 financial year, and what the violations were E.g., parking, driving in bus lanes etc.

Parking 1,341 PCN's, Income £47,404

7. Which month has the highest number of parking fines each year for the last five calendar years - 2022, 2021, 2020, 2019 and 2018?

2018	January
2019	October
2020	February
2021	October
2022	May

8. What was the combined value, in £, of the parking fines your organisation gave out from January 1st to December 31st 2021, broken down by month?

Month	Value £
January 2021	33,446
February 2021	34,354
March 2021	42,739
April 2021	39,985
May 2021	49,552
June 2021	45,219
July 2021	47,559
August 2021	50,271
September 2021	50,615
October 2021	49,703

Month	Value £
November 2021	54,701
December 2021	49,005

9. The average cost to park a car for up to one hour (or the minimum spend) between 9am and 6pm in a local authority owned car park in 2020, 2021, and 2022 (January to June).

	Average cost for 1 hour
2020	£1.16
2021	£1.06
2022 (January to June)	£1.07

10. The average cost to park a car for up to six hours between 9am and 6pm in a local authority owned car park in 2020, 2021, and 2022 (January to June).

	Average cost for 6 hours
2020	£4.85
2021	£4.97
2022 (January to June)	£4.97

11. The total revenue raised by the local authority from car parking fees in 2020, 2021, and 2022 (January to June).

	Car Park income
2020	£2,200,238
2021	£3,303,562
2022 (January to June)	£2,020,148

12. In the (a) 19/20, (b) 20/21, (c) 21/22 financial years please state what the total income was to your authority from all and any fees charged to motorists.

This figure should include but not necessarily be limited to all income from Fixed Penalty Charges, all car park and pay-and-display charges and all permit charges. If possible please also supply me with the data for the (d) 22/23 financial year.

Financial Year	Total income
2019/20	£5,225,763

Financial Year	Total income
2020/21	£2,305,814
2021/22	£4,890,929
2022/23	Provisional figure of £5,334,006

13. How many staff were responsible for issuing parking fines for your organisation from January 1 to December 31 2021?

14

14. The number of car parks owned by the local authority

31 (as of 16 September 2022)

15. The number of local authority owned car parks that accept cash payments

26 (as of 16 September 2022)

16. The number of car parks that have been sold by the local authority in the past five years

0 (as of 16 September 2022)

17. How many car parking machines are there under your authority?

73 (as of March 2022)

18. How many car parks in the Local Authority no longer accept cash or PIN payment? (I.e. How many car parks in Local Authority only offer payment via app or mobile payment?)

None (as of 20 March 2023)

19. How much does the council pay for third party providers such as Mipermit and RingGo to operate?

Nothing (as of 20 March 2023)

20. How much does the local authority profit from public usage of cashless third party apps to pay for parking?

The council receives 50% of the cost (10p including VAT) of each RingGo SMS message sent out by provider which equates to 4p (plus 1p VAT) for each message. There isn't a profit as this only contributes to the council's internal costs of operating the scheme such as customer contact, managing the website, back office, ICT, Sim cards in P+D machines etc. (as of 20 March 2023).

21. Number of off-street car parks (not spaces)

38 (as of 10 August 2022)

22. Number of on-street car parks (not spaces)

0 on-street car parks although there are 10 which have pay & display machines (as of 10 August 2022)

23. Number of Multi Storey car parks

1 (as of 10 August 2022)

24. Type of machines: Pay & Display - Pay on Exit - Pay on Foot - Barrier etc.

Pay & display (as of 10 August 2022)

25. Age of machines

Approximately 6 years old (as of 10 August 2022)

26. Current parking machine supplier

Metric (as of 10 August 2022)

27. Payment capabilities-Coin -Card -Google/Apple-Pay by Phone-App

Coin, card, pay by phone (as of 10 August 2022)

28. Date replacement would be reviewed.

No review date (as of 10 August 2022)

29. The number of residential parking permits you have given out for the financial years 21/22 and 22/23

2021/22: 3,033

2022/23: 2,781

30. The number of complaints you have received (complaints about issuing, costs, and application process plus complaints regarding the management of controlled parking areas. e.g. no space to park) about residential parking in the financial years 21/22 and 22/23

2021/22: 3

2022/23: 2

31. In each calendar year 2013 – 2022, please may you provide me with:

-The number of fixed penalty charge notices (PCNs) issued for driving violations (not including parking), for e.g. (but not restricted to) using a bus lane, or crossing a restricted bridge

-The locations where the violations took place including the name of the road/junction/bridge etc. and which village/town/city etc. it is in

-The violation committed by the driver, e.g. using a bus lane

-How much the driver was fined?

-Whether the PCN was appealed, the nature of the appeal, and the outcome of the appeal

-The total amount of revenue generated, in each of the years above, from driving-related (but not parking) PCNs

Where there is a lot of similar data for one location, please group this together, e.g. if 50 drivers have been fined £50 for using the same bus lane and none appealed

Herefordshire Council do not issue fixed penalty charge notices for driving violations other than parking.

32. What was the loss of income from the parking spaces in Gaol Street carpark whilst the plant tubs are being stored during the Mayfair 2023?

The loss of income on the Gaol Street car park attributed to the planters and fork lift truck is estimated to be £1,349. In reality the actual loss of income to the council is minimal as any motorists unable to find a parking space would likely to be displaced to another city centre car park, albeit some may be displaced to a privately run car park.

33. How many fines (FPNs) for car parking were issued in your council area in 2021/2022?

The council does not issue FPN's for car parking offense, therefore nil. If you are referring to Penalty Charge Notices (PCN's) the council issued 19,997 PCN's in 2021/22.

34. I would like to know how much money, if any has been recovered using bailiffs (debt collection agencies) in 2021, 2022 and 2023, broken down to the amount by year, for the following debts:

Parking penalty charges

2020/2021 - £64,229.18

2021/2022 - £56,933.65

2022/2023 - £61,116.46

35. In the financial year 2022/23 how many parking fines were issued within Herefordshire and out of those how many appealed.

There have been 21,995 PCN's issued in 2022/23. 4,581 of these were appealed.

36. Figures for the current number of parking permits issued for Zone 8, Wye Street/ St Martins area, for (1) residents and (2) visitors, and the number of parking spaces in the zone allocated for (1) permit holders exclusively and (2) permit holders shared with public 1 hour parking.

Year 2023 - currently Herefordshire Council have 45 active permits for this area. The service area cannot tell what permits are visitors / residential as the system will only provide how many active permits are "live".

There are no actual marked individual spaces - the bays are unmarked and in essence continuous bays so the service area cannot state how many vehicles can park within these bays, this will depend on the size of vehicle etc.

37. Who is the current supplier of your Pay & Display Machines?

Metric

38. How many Pay & Display machines do you currently have?

83

39. How many machines accept Contactless payments?

64

40. Who is your current supplier of your Enforcement Software (e.g. Chipside, Imperial, Condulent etc.)?

Chipside

41. Have any decisions been made to remove any Parking machines in the next 2 years and do you know how many, if the answer is yes (2023-2025)?

No

42. Do you have a Mobile Parking app?

Yes

42. Who is your current Mobile Parking Supplier/Suppliers?

RingGo

43. Which year did you award your current contract/s to your App supplier/s?

2020

44. When is your current Mobile parking App Due to expire?

Sept 2024

45. Is there a convenience charge to the end user for paying by App? If so, please specify the charge?

Yes - 20p inc. VAT

46. What was the Total Parking revenue for the last financial year (2022 - 2023)?

Total parking income £1,643,711

47. What was the annual revenue from PCN's issued during that financial year?

Income from PCN's £665,993

48. What was the annual revenue from Pay and Display Machines (2022-2023)?

Car parks = £480,103 on street pay and display = £385,158

49. What is the a) Total coin Revenue and b) total card revenue (2022 - 2023)?

Cash £1,717,036.05

Card £1,620,514.70

50. What was the annual revenue from the cashless Mobile parking App (2022 - 2023)?

£142,401

51. How many transactions were made at the Pay & display Machines (2022 - 2023)?

1,376,471

52. How many transactions were made via Mobile Parking App in 2022 - 2023

44,387

53. How many PCN's were issued in 2022 - 2023

21,995

54. I request the organigram of roles and responsibilities within the traffic and parking and parking appeals team so that i can satisfy myself that my case is being considered 'independent' and that evidence I have request on a numerous occasions will be provided.

Overall management - Parking Services Manager

Principal Parking Enforcement Officer (lead and City) responsible for:

2 Civil Enforcement Officers (shift leaders)

6 Civil Enforcement Officers

Principal Parking Enforcement Officer (County) responsible for:

2 Civil Enforcement Officers (shift Leaders)

6 Civil Enforcement Officers

Principal Recovery Officer responsible for:

2 Appeals and Representations Officers

6 Parking Services Operational Officers

1 cash counting officer

55. The number of times between 1st April 2022 and 31st March 2023, or the nearest available twelve-month period, that private bailiffs/enforcement agents have been instructed to enforce debts to the local authority relating to Parking

1,949 cases sent

56. Which single street in your council area has produced the highest income from traffic or parking violations (income from just fines) in the 2022/2023 financial year?

Please provide details of the number of tickets issued and the income to the council of motorists paying traffic or parking violations fine in relation to this single street in the 2022/23 financial year, and what the violations were E.g. parking, driving in bus lanes etc.

Based on information for the financial year 2022/2023 (1/4/2022 - 31/3/2023) the Service Area have confirmed the following:

- The street which produced the highest amount of Penalty Charge Notices was Broad Street, Hereford.**
- The number of PCN's issued in this street during this period was 1492**
- The total income from PCN's in this street was £40,030.36**
- The violations were all parking violations**

57. I am looking for price information on Hereford car parks since 2013.

The Service Area have confirmed that the only information Herefordshire Council hold on parking charges in our files are notices of variations, these were published at the time of the price change. Please see the attached spreadsheet which contains the ones Herefordshire Council hold going back to 2016.

Further information relating to parking charges can be found on the Herefordshire Council website searching parking charges under the tab of council decisions.

[Parking Charges](#)

[FOI 2024 / 00104 Parking Charges](#)

58. In the financial years 21/22, 22/23 and 23/24 (Up to 07.02.24), could you please provide me with the total monetary value of council-related debts (such as council tax, parking fines, failures to pay business rates and housing arrears) which were referred to external enforcement agencies?

Parking

2021/22 - £79,810.60

2022/23 - £67,575.38

2023/24 - £44,082

59. Of this figure, please could you provide the amount that was recovered by external debt agencies broken down for each of the financial years referenced?

2021/22 - £79,810.60

2022/23 - £67,575.38

2023/24 - £44,082

60. For each of those financial years, please provide the number of complaints the council has received about the conduct of external bailiffs and debt collectors.

We received 2 complaints for parking fines in 2023 (1 of which was assessed and reviewed by the ombudsman). We have not received any complaints regarding the conduct of the external bailiffs.

61. How many public car parks do you operate?

Please fill in the below table to advise on how many public car parking spaces were available in council-operated car parks in the following years.

2022

2023

2024 until 1st April 2024

Please fill in the below table to advise on how much you did / do charge for parking in the following years or whether it is free for the period referenced and the operational hours of your charging.

2022:

Average / typical hourly day time rate £

Average / typical hourly evening rate £

Average / typical hourly overnight rate £

Average / typical 24 hour rate £

Day time - please provide timings (i.e. daytime rates apply 6am to 6pm)

Evenings - please provide timings (i.e. evening rates apply 6pm - 11pm)

Overnight - please provide timings (i.e. night rates apply 11pm - 6am)

2023:

Average / typical hourly day time rate £

Average / typical hourly evening rate £

Average / typical hourly overnight rate £

Average / typical 24 hour rate £

Day time - please provide timings (i.e. daytime rates apply 6am to 6pm)

Evenings - please provide timings (i.e. evening rates apply 6pm - 11pm)

Overnight - please provide timings (i.e. night rates apply 11pm - 6am)

2024 until April 1st:

Average / typical hourly day time rate £

Average / typical hourly evening rate £

Average / typical hourly overnight rate £

Average / typical 24 hour rate £

Day time - please provide timings (i.e. daytime rates apply 6am to 6pm)

Evenings - please provide timings (i.e. evening rates apply 6pm - 11pm)

Overnight - please provide timings (i.e. night rates apply 11pm - 6am)

2024 - 2025 financial year:

Average / typical hourly day time rate £

Average / typical hourly evening rate £

Average / typical hourly overnight rate £

Average / typical 24 hour rate £

Day time - please provide timings (i.e. daytime rates apply 6am to 6pm)

Evenings - please provide timings (i.e. evening rates apply 6pm - 11pm)

Overnight - please provide timings (i.e. night rates apply 11pm - 6am)

The information for current fees and fees for the 2024-2025 financial year, is publically available on the Herefordshire Council website and can be viewed via the following link:

[Council car park directory](#)

As such we consider this information to be exempt under Section 21 of the Freedom of Information Act 2000 because it is reasonably accessible to you via other means. Please take this letter as a refusal notice under S17 of the Act.

With regards to Q3 and fees for the previous years, please find attached our Notice of Variation of Car Park Charges.

[Notice of Variation of Car Park Charges](#)

64. The total number of parking fines (on- street and off-street) issued in the area covered by your council from 01/01/2023 - 31/12/2023 (or latest period as close to current date as possible).

The type of parking offence each fine was, including: The number of fixed penalty notice fines, the number of penalty charge notice fines and the number of other parking fines.

We can confirm that between 01/01/2023 and 31/12/2023 23,164 PCN's (Penalty Charge Notices) were issued.

13,883 were on – street

9,281 were off – street

We do not issue any other kind of parking fine.

65. Could you please give me the recent data for how much money is made from each of your car parks in Herefordshire? Providing the data in an Excel spreadsheet, can you state how much was money was generated from each of your car parks in Hereford, Leominster, Bromyard, Ledbury, Ross-on-Wye and Kington, with each individual car park listed. Can this be collated for the year 2023, or if not the last financial year please? UPDATE: Please can you provide information regarding both the income and profit generated?

Please see the information available via the following link: [Money generated from council car parks](#)

A negative figure shows money held on or money incoming to the council financial balance sheet. Any other figure is spend of those monies.

66. Parking offences from January 2020 - June 2023

Please give details of the parking enforcement actions that you (or contractors on your behalf) took over the past three years (2020, 2021, 2022, 1st Jan - 30 June 2023):

- Total number of parking enforcement notices issued
- Number of parking tickets (Penalty Charge Notice (PCN) or an Excess Charge Notice (ECN)) issued
- Number of vehicles clamped
- Number of vehicles towed / removed
- Council net revenue (after paying contractors) from parking fines (Penalty Charge Notice (PCN) or an Excess Charge Notice (ECN))
- Council net revenue (after paying contractors) from those paying to remove clamps
- Council net revenue (after paying contractors) from those paying towing fines

This information is not held in a form that would enable it to be located, retrieved and extracted within the Appropriate Time Limit which equates to 18 hours as defined by the Freedom of Information and Data Protection (Appropriate Limits and Fees) Regulations 2004.

For the following 4 points: Number of vehicles clamped; Number of vehicles towed / removed; Council net revenue (after paying contractors) from those paying to remove clamps; and Council net revenue (after paying contractors) from those paying towing fines, our electronic reporting systems are unable to run a report for this information. To ascertain the data requested, officers would need to manually check individual files for this information. An initial search has shown that between 1500 - 2000 files would need to be checked for this information, and it is estimated that it would take 5 minutes to check each file. Once the details had been identified this would need to be noted and once all files had been checked in this way, the total figures requested could be calculated.

This would at a conservative estimate take at least 125 hours to complete. Where the Limit is exceeded Public Authorities are not obliged to supply the information requested by virtue of S12 of the Act. Please take this letter as a refusal notice under S17 of the Act.

However, within the 18 hour limit, we can provide answers for the remaining 3 points: Total number of parking enforcement notices issued; Number of parking tickets (Penalty Charge Notice (PCN) or an Excess Charge Notice (ECN)) issued; and Council net revenue (after paying contractors) from parking fines (Penalty Charge Notice (PCN) or an Excess Charge Notice (ECN)), as requested. Please advise us if this is something you require.

Advice & Assistance

The following links may be of interest:

[Parking](#)

[Council car park locations and charges](#)

[Parking policies and reports](#)

[Parking enforcement](#)

[Annual parking enforcement report](#) which contains a lot of statistical data

Further Information

Why not check our [disclosure log](#) before making a new request as your question may already have been answered by a previous FOI request or information already published on our website.