


Civil parking enforcement in Cambridgeshire

Don't get a parking ticket!

...a glove box guide

A dark-colored SUV is parked on a street, partially obscuring the text. The car is parked on a paved area next to a sidewalk. In the background, there are buildings and a person walking on the sidewalk.

Anyone who drives in Cambridge knows of the problems caused by one irresponsible motorist parking in the wrong place. The majority of motorists use the city's car parks and parking spaces correctly. But a vehicle parked incorrectly on a street or even a bus lane can not only be dangerous but cause delays, queuing and inconvenience for other road users. Cambridgeshire County Council is responsible for managing on-street parking in the city and making sure Cambridge keeps moving.

The aim of this leaflet is to explain how parking enforcement works, how it benefits everyone, and how to park sensibly and correctly and avoid getting unnecessary parking tickets.

So what does this mean?



Cambridge is a Special Enforcement Area, which means that the Council is responsible for parking enforcement rather than the Police.

Cambridgeshire County Council and its contracted parking attendants (now known as civil enforcement officers) manage parking enforcement in this Special Enforcement Area.

Civil enforcement officers have very limited discretionary powers when it comes to parking enforcement and are not paid on the basis of the number of parking tickets, or Penalty Charge Notices (PCNs) they serve. This is to ensure fairness, transparency and equality of treatment as well as preventing the possibility of corruption and minimising the risk of verbal or physical assault.

Legal action (with Police support) will be pursued in response to any threats or assaults on these officers.

How parking enforcement benefits everyone

- It encourages correct, sensible and safe parking in Cambridge
- It helps the emergency services cross the city

- It makes it safer for drivers and pedestrians
- It reduces blocking of bus lanes and major traffic routes by inconsiderately parked vehicles
- It reduces parking by non-permit holders in residents' parking bays
- It reduces parking by non-blue badge holders in disabled parking bays
- It reduces congestion on the roads
- It enables buses to operate more effectively
- It improves compliance with necessary parking restrictions
- It improves traffic management and increases demand for Park and Ride
- It improves air quality, health and the general environment
- It keeps Cambridge moving

What is income from parking enforcement spent on?

Whilst it is not intended to make any particular excess from parking enforcement activities, any surplus is spent on public transport improvements, improvements to Park and Ride services and car parks.

What else do we need to know?



- There are no “grace periods” when resident parking permits expire, similarly a “pay and display” ticket should be clearly displayed in the vehicle at the time of arrival, and not purchased some time after arrival.
- Observation periods of around 5 minutes will be used to identify if parked vehicles are, for instance, unloading/loading on yellow lines; equally, some contraventions can attract instant PCNs (Penalty Charge Notices).
- Particular care should be exercised when parking in a “resident bay or pay and display bay”, as it is not unusual to find resident and pay and display bays in the same street.
- Civil enforcement officers will normally use digital cameras to take supporting photographs when serving parking tickets (PCNs). These photographs are usually available for viewing on-line (visit www.cambridgeshire.gov.uk/parkingticket) by the driver/owner of the vehicle within 24 hours. Photos are also sent out with a “Notice to Owner” form.
- In fairness to the vast majority of drivers who do pay their parking tickets we will make selected use of our powers to remove those vehicles with a history of unpaid tickets (PCNs), where a tiny minority of thoughtless drivers continually flout parking regulations (a number of these vehicles are NOT registered with DVLA).
- Certain parking contraventions now attract a higher penalty charge, including parking in a disabled bay without displaying a valid blue badge.
- PCNs may be served on vehicles parked on “zig zag lines” on approaches to pedestrian crossings either by Civil enforcement officers or by the Police.
- A PCN may be served when vehicles park across access protection (white “H”) markings on the road beside a dropped kerb or footway, or where tactile paving has been provided to help sight-impaired pedestrians at crossing points.
- A PCN may also be served if a vehicle is double parked, (alongside another vehicle) or parked more than a metre from the kerb.
- Civil Enforcement Officers can inspect blue badges so we can ensure that they are both valid and also properly used by and on behalf of *bona-fide* disabled users.
- In certain instances PCNs may be posted where it may not be possible or impractical to serve tickets.
- The Police are still authorised to take enforcement action where they consider a vehicle is causing obstruction.

Don't get a parking ticket!

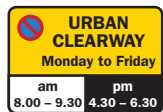
... a glove box guide



Check the lines and signs

Urban Clearways

No stopping during the times shown, except for as long as necessary to set down or pick up passengers. Note that urban clearways do not apply to laybys and designated parking bays.



No stopping during the times shown on the sign


Check the lines and signs

Bus and cycle lanes

Bus Lanes

You must not drive or stop in a bus lane during its period of operation. Taxis and cyclists are usually allowed to use bus lanes.

Highway Code




Bus Lane

Always display the correct ticket, voucher, permit or badge

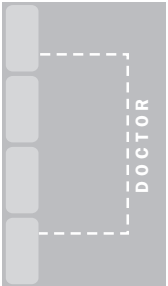
Parking bays for specific users

You must not park in parking spaces reserved for specific users such as Blue Badge holders or residents, unless you are entitled to do so.

Highway Code



Parking restricted to permit holders




Parking space reserved for named vehicles

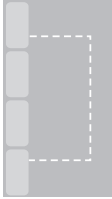
Check the lines and signs

Pay & Display parking bays

You may park in a Pay and Display parking space up to the time purchased, indicated on the pay and display ticket. Ensure the pay and display ticket is clearly displayed.



At the end of the permitted parking period you must leave the parking space and cannot return within the time period shown on the ticket machine.



Parking duration is limited to the maximum period shown on ticket machine

Purchasing and displaying another pay and display ticket without leaving the parking space for the required period is not permitted.

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Check the lines and signs

Waiting restrictions

Double yellow lines along the edge of the road, mean no waiting at any time.

However, you may stop while passengers get into or out of the vehicle and to load and unload, **unless** there are also loading restrictions.

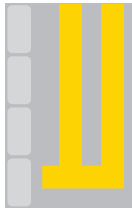
Highway Code

Single yellow lines along the edge of the road, mean you can't wait during the times shown on the sign.

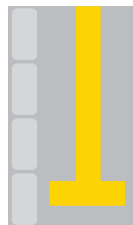
However, you may stop while passengers get into or out of the vehicle and to load and unload, **unless** there are also loading restrictions.

Highway Code

Please note that yellow line parking restrictions apply to the whole of the highway on the side that they are marked, including any footway or verge. Therefore, parking on a footway or verge next to yellow lines can result in a parking ticket being issued.



No waiting at any time



No waiting during the times shown on the sign

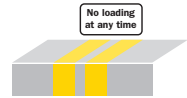
Check the lines and signs

Loading restrictions

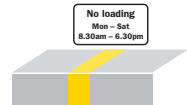
Loading restrictions are shown by yellow lines on the kerb, or at the edge of the carriageway. They indicate that loading or unloading is prohibited during the times shown on the signs.

Double yellow lines on the kerb mean no loading or unloading at any time. A single yellow line means no loading or unloading during the times shown. *Highway Code*

Loading bays are white bays marked with the words 'Loading only' and a sign with the white on blue trolley symbol. A sign will show the times when the bay can be used and whether loading and unloading is restricted to certain types of goods vehicles. Vehicles may not park here if they are not loading or unloading. *Highway Code*



No loading or unloading at any time



No loading or unloading during the times shown on the sign



Loading bay

Finding out more

Cambridgeshire County Council has a range of information on various aspects of Civil Parking Enforcement (C.P.E.).

This information can be viewed by visiting
www.cambridgeshire.gov.uk/parkingservices

- How to apply for a temporary waiver or exemption from parking enforcement
- How to request enforcement in certain circumstances
- How to apply for a temporary suspension of parking restrictions
- How to apply for a parking permit
- How to get parking restrictions reviewed/repealed
- How to pay your parking ticket, or Penalty Charge Notice (PCN)
- How to challenge/appeal your PCN, including the ultimate right to independent adjudication
- Parking enforcement policies and procedures

Or contact Cambridgeshire Parking Services on 01223 727900, or email
parkingservices@cambridgeshire.gov.uk

If you would like a copy of this leaflet on audio cassette or in Braille, large print or other languages, please phone Cambridgeshire Parking Services on 01223 727900