



City of Westminster

Parking Services
PO Box 29180
London, SW1W 8WL

This matter is being dealt with by:
Craig Hallett

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Date: 30 July 2004

Dear Dr Knottenbolt

Parking Attendant Instructions

Thank you for your email received in Customer Relations on 22 July 2004.

In your email you ask if Parking Attendants are instructed to stop issuing a ticket if the driver returns to the vehicle. You have also asked if Attendants are acting incorrectly if they inform a motorist that they cannot leave until the ticket is issued and that if they do they will receive a double penalty.

I can confirm that a parking ticket is only valid if it is attached to the vehicle or handed to the driver. If a motorist drives away before the ticket is attached to the vehicle it is no longer a valid ticket. Once an Attendant begins issuing a ticket he/she would need to complete the ticket and print it out in order to clear the Hand Held Computer. If the vehicle is no longer there the Attendant must record in his/her pocketbook that the vehicle drove away (VDA). He/she must note on a separate sheet which ticket numbers were not issued. These details are then voided from the Hand Held Computer by the Attendant's supervisor at the end of his/her shift. The printed copy of the ticket must be retained and then spoilt at the end of the shift.

Attendants are not instructed to stop issuing the ticket if the driver returns. If the vehicle remains parked in contravention of parking regulations the Attendant may continue issuing the ticket regardless of whether the motorist has returned or not.

Attendants should not inform motorists that they cannot leave before the ticket is issued. Motorists are perfectly entitled to leave the location. The fine will never be



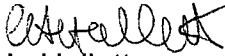
Minicom (020) 7641 2974

This is a specially adapted telephone for the use of persons with a hearing and or speech disability **only**.

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doubled. The original penalty is £100. If no payment or correspondence is received within 28 days of the ticket being issued then a Notice to Owner will be issued. At this stage the outstanding amount will be the full penalty charge of £100. If payment is received within 14 days of the ticket being issued the recipient may pay half the charge at £50. If the driver leaves the location before the ticket is issued the driver should not incur any penalty.

I trust I have clarified the Council's position.



Craig Hallett

Customer Relations Officer