



Wycombe District Council Parking Services Annual report 2017 / 2018

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Welcome

And thank you for taking the time in reading this annual report.

We have a number car parks within the district, mainly in four areas, High Wycombe Town, Marlow, Bourne End and Princes Risborough. Some are free in small locations and some are chargeable.

We understand that these are very difficult economic times and have been for a number of years and it is more important than ever to be transparent about our parking activity. During these difficult times it is important that our stakeholders understand what it is that we are doing, how we are doing it and how it contributes to providing the Wycombe District in being a better place to live.

Contrary to what some people may believe, the provision of our parking service is not just about raising revenue. Yes this is important as we have to cover our investments and operational overheads but there are several vital issues we have to take into consideration. For example, we are constantly looking to how we can improve customer service where possible and at the same time reduce the abuse by inconsiderate drivers that create frustration and danger to our residents, children and disabled users.

We are committed to continuous improvement and protecting the environment and continue to work hard to deliver an efficient and effective Off Street parking service for the whole of the Wycombe District.

In the following information, we explain the changes we have made and why and the different processes that have taken place.



Councillor Julia Adey
Cabinet Member for Environment

Wycombe District Council Parking Services annual report 2017/18

Background Local history:

Wycombe District - Changes in parking enforcement

1. Wycombe District Council (WDC) is responsible only for all Off street parking.
2. On Street parking is operated by the Buckinghamshire County Council as the local highway authority and enforced by a private contractor, NSL Ltd.

Current situation



3. Wycombe District Council is a member of the British Parking Association (BPA) – and the International Parking Community (IPC)



MEMBER OF THE
BRITISH PARKING ASSOCIATION



International Parking Community

The UK professional trade associations for the parking industry, setting standards and developing high level of skills training for its staff and delivery to our customers.

Introduction

There are two national trade associations that deal with the parking industry, the British Parking Association (BPA) and also the International Parking Community (IPC).

We are members of both UK associations, as well as keeping an eye on international developments in the parking world, so that we can keep abreast of new developments, types of equipment and improving services to our customers using new technology where applicable.

Parking overall is governed by two central government departments. The DfT, (department for transport) governs the On-Street highways of the UK and the DCLG (department for communities and local government) covers all Off-street parking.

In previous years, like private parking operators across the whole of the UK and also some government linked parking systems (Dartford crossing and London Congestion charging), we had wanted to utilise ANPR (automatic Number plate recognition) systems. The reason was because they provide good customer facilities, less chance of customers incurring penalty charges by accident and secondly, because they are much more cost efficient and keep overheads low to operate.

Unfortunately, although the DCLG liked the idea, they failed to update the legislation and stopped us from operating in that way. Therefore, in 2017, we had no alternative but to change back to the old pay & display system, whilst awaiting a decision from the government. Unfortunately, at the time of writing this report, the decision has still not been made. Again, this is despite private operators being allowed to operate in this way.

February 25th 2017, we modified our parking machines to operate as Pay & display, hoping this would be for a short while, but to no avail. The machines are now failing and technology moved on and at the end of 2017 and start of 2018, we started a review of our systems. This review concludes in 2018 and hopefully we will be installing a new system in moving forward.

Wycombe District Council (WDC) is responsible for providing and enforcing parking in council-owned, Off-street car parks across the Wycombe district. We provide over 3018 parking spaces in 29 car parks across the Wycombe district.

In September 2017 two car parks closed in High Wycombe (George street and Baker street) as part of the area being re-developed. The customers from these two sites were directed to Dovecot multi-storey car park where spare capacity was available.

It is a proven fact, that without some form of parking enforcement, the car parks would become unmanageable and chaotic for the public. The most convenient spaces would be blocked by all day users or workforce who have arrived by car and in turn this blocks and stifles shopping areas, retail and local commerce.

Machine security has been problematical once again. We have encountered a great deal of vandalism against our machines which has been very costly. The amount of money stolen is part of the reason why we have made some machines card payments only. The machines are very robust and hold high British standards security features and have daily cash collections, but the attacks and attempted robberies have been considerable. The repair or replacement of pay machines is a high cost.

Cleaning: - All the car parks are cleaned seven days a week by the council waste & cleansing team.

In addition, in the multi-storey car parks, Easton Street and the Swan car parks in Wycombe, we also had a deep clean by a professional cleansing specialist. This was pressure washing decks and stairwells to remove oil and dirt and ground in grime. This made a tremendous difference to the public areas and refreshed the areas. We have further deep cleaning planned in 2018.

Data Protection Act 1998 fair processing information

Parking officers are identifiable with shoulder identification numbers. Their role is to assist the public and observe the parking regulations are adhered to.

They **will** take photographs of vehicles whilst under observation as part of gathering information and **these photographs may be used** if a parking or penalty charge ticket is issued if the officer believes a contravention has occurred. Photographs are then added onto the case file should further supporting evidence be needed. Unused photographs not required if a contravention does not materialise are deleted.

Any data collated is kept confidentially in secure multi password protected systems and only shared with courts or tribunals or authorised debt collection officers.

Personal data is destroyed once cases are closed and outside legal retention periods as set by national data protection guidelines.

New updated guidelines on data protection were announced by the government called GDPR. These are to start on the 25th May 2018 and therefore, we and the whole of the UK have been cross checking our systems and policies to ensure all our systems and signs and letters are compliant with

the new regulations. Our plan was that all would be in place by the end of April 2018, well in advance of the go-live date.

Wycombe District Parking Information



Parking Civil Enforcement Officers role

The overall objective of enforcement is to keep vehicles moving, assisting the public wherever possible, to reduce abuse by inconsiderate drivers who illegally use disabled parking spaces or disregard parking regulations which hinder the rest of the community.

Despite public myths about parking, Parking officers do not have any targets for issuing penalty charge notices whatsoever. Officers are there to assist with parking, provide advice, monitor and keep the system operating.

As a service, we are here to make Wycombe district a better place to live in. Our staff actually receive many compliments on their service and helpfulness.

Staffing

The parking service team breakdown:

1 x Parking Services Manager

Admin:

1 x Senior Administrator & Systems specialist (Team Leader)

4 x Administration Case officers

Operations:

1x Senior Civil Enforcement Officer (Team Leader)

8 x Civil Enforcement Officers (CEOs)

The administration team operate council office opening hours Monday 8.45 – 17.15hrs through to Thursday and Friday 08.45 to 16.45hrs

The operations team (patrolling officers CEOs) work shift patterns throughout the day from early morning to the evenings, seven days a week and cover all the car parks in the district.

Training:



All parking officers have undertaken and achieved City & Guilds level 2 qualifications in parking enforcement or similar. This includes legal training in parking regulations, customer service and conflict training and dealing with difficult situations.

The parking administration team are highly qualified and trained case officers, dealing with complex appeal and formal challenges, fully conversant with the legal processes.

They have also been trained in customer service and also hold City & Guilds level 2 qualifications in parking enforcement.

Management are members of the BPA, British Parking Association. This is the national accredited trade association of parking professionals.

Security Issues:

Our officers all carry emergency communication lone worker devices for personal safety and recording any verbal incidents of abuse.

CCTV – The council has a network of security cameras in several car park areas and multi-storey car parks.

We work closely with Thames Valley Police in all security matters. Any reports of abuse, physical or verbal, and any crime matters are always reported to the Police who take action against offenders.

Security officers were operating over January to March 2017 in the multi storey car parks, Easton Street and The Swan on a trial basis in the evenings, to address the illegal use of stairwells and abuse by individuals not authorised to use the parking area.

The trial was very successful and is now a permanent feature with security officers patrolling in the evening. The officers also wear body cameras which are switched on in delicate situations.

Car Parks:



We have 2 multi-storey car parks, Easton Street and The Swan using a barrier system, pay before returning to your vehicle and 8 surface car parks in High Wycombe, 8 in Marlow, 2 in Princes Risborough and 1 in Bourne End. Plus 7 free car park areas under our parking order.

We also have electric points, 2 charge sockets, in Easton street car park, these are well used and we plan to expand with more points in the future

Car parks - Paying for parking

Our car parks are either:

- Barrier controlled – Multi-storey car parks,(December 2016 onwards) pay on departure or
- Pay and Display (pay on arrival and must clearly display ticket details on dashboard).
- In Pay & display car parks, mobile phone payment systems also operate

For charges see our car parks charges page on our website>
www.wycombe.gov.uk/parking, or the signs and tariff information boards in each car park.

Pay and display

- Pay and display machines accept coins (10p, 20p, 50p, £1 and £2). Simply pay for the amount of time you need to park, take your ticket and clearly display it in your vehicle.
- Terms and conditions apply. See our website or car park information boards.
- Failure to buy or clearly display ticket details or overstay your period of time paid for as stated on your ticket, will result in a Parking/Penalty Charge Notice PCN (parking ticket) being issued.

Alternative ways to pay



Mobile phone payments

- Pay on ARRIVAL
- Park and pay for your stay using your mobile phone and a credit or debit card. The parking time paid for is recorded on the RingGo system, which is checked by the patrolling inspectors via their mobile phones. You can, if the car park regulations permit, extend your parking time without returning to the car park.
- There is a small service charge for these transactions
- Note, RingGo system is not available in the barrier system multi-storey car parks (Swan or Easton street)

Tariffs & Permits

Attached as **Appendices** are the current tariffs for each car park throughout the district. Terms and conditions are stated on the noticeboard of each specific car park with each specific tariff for that location. The tariffs have not altered or increased since January 2008 (9 years).

Permits are available for most car parks, except for any short stay/ or maximum stay location. Charges chart attached as **Appendices**. Permits are offered at a discounted basis of 20% off daily rates.

This year, due to economic issues and peoples dispersible income, we changed the permits from being just 6 or 12 month basis and created smaller bands. Now they can be purchased for 2, 4, 6 or 12 month basis.

Permits are now 'virtual' whereby they can be purchased over the internet. Please see our parking webpage

Contraventions (commonly known as 'fines')

Vehicles that are found in contravention of parking conditions of use, i.e. not paid for parking or parked illegally not following general parking terms and conditions etc., are issued with a PCN, (Penalty Charge Notice).

Challenge/Appeal against a Penalty Charge Notice

A Penalty Charge Notice (PCN) or parking ticket (fine) will be issued if you have breached the parking regulations in Wycombe district. Our parking officers do not have any incentive whatsoever to issue tickets or any targets, but they are responsible for ensuring that parking regulations and conditions are respected and complied with.

Once the officer has started to issue a charge ticket, he/she is not allowed to cancel or stop the issue of it.

All challenges /appeals must be made to the parking office – all details are explained on the Charge ticket information section or via the on-line appeal section of the parking website.

It is important to note, that the appeals procedure is laid out in legislation by central government and only qualified parking appeals trained staff can deal with appeals. There are strict guidelines on timescales for appeals and responses.

No other council officer or local councillors are legally allowed to intervene in parking appeals process and it is vital that penalties must be dealt with through the correct procedure channels as described on the PCN ticket or responses from the appeals officer.

The procedures can be seen on the national website www.patrol.uk/info

How to challenge/appeal against a Parking /Penalty Charge Notice (PCN)

If you wish to appeal a PCN, the conditions and charges are as described on your PCN.

Challenges/appeals must be made in writing (by post or email via the internet portal). We cannot accept appeals/challenges or make decisions over the phone.

If we receive your correspondence within the discount period, then the charge is held at the discount rate (if applicable) until we review your appeal. If we receive it after the discount period, then it will be held at the full rate until reviewed.

How are challenges/appeals considered?

Challenges/appeals are handled by specialist case officers experienced in parking issues and customer care.

What is considered?

- The full legal facts - whether the ticket was issued correctly and is valid according to the terms and conditions parking
- If there are any exceptional circumstances a discretionary view may be taken. Every case is judged on its own merits.

The case officer will reply in writing with the decision on the challenge/appeal. If the challenge/appeal is unsuccessful, then you have 14 days to pay the PCN.

If you do not agree with the decision, you can submit a second challenge/appeal which is referred to as a formal representation, declaring new information. This will be reconsidered by a separate formal parking representations officer, who will review the evidence and details of the driver / owners appeal and will notify of their decision in writing.

TPT – Traffic Penalty Tribunal – If you still do not accept the council response, you may make an appeal to the TPT which is an independent tribunal service. Details will be provided to you in our final appeal response. The independent tribunal decisions are binding.

Full process explanation can be found on the national website of PATROL – Parking and traffic regulations outside London – see website <https://www.patrol-uk.info>

Complaints procedure

If you do not agree with our parking policies or procedures or you are not satisfied with the way we have handled and dealt with your appeal, a complaints procedure is available – “Have we got it right” leaflet is available to view or download from our website.

Please note that this process is not for appealing an individual decision regarding a PCN but relating only to the process and how it was dealt with.

It is also important to note that Council Members or unauthorised senior council officers are not allowed to intervene in parking appeals. The government procedure must be followed.

Communications

To keep the public informed on different issues and also to highlight general parking awareness, we have advertised in different media publications, Hospital radio magazines, and local surgery magazines.

Disabled Parking



Disabled Blue Badge

With the new barrier systems, the cameras cannot see your blue badges on your dashboard. Therefore, we have created a registration system for blue badge holders if you wish to use the multi-storey barrier car parks, Easton Street or the Swan. Apply directly to us to obtain free parking concession.

The Blue Badge scheme is a national 'On Street Highways' concession and normally not valid in any Off street car parks, as stated in the Badge information booklet. However, we accept the disabled blue badge scheme within all WDC car parks and without charge if registered.

The badge and clock should be displayed at all times on the dashboard whilst parked and parking may be in any disabled bay or standard bay. No parking is allowed in special marked reserved bays or on hatching or yellow lines.

We have found that a great many users assume they can park anywhere at any time which is not necessarily true. It is vital that users study the conditions in the booklet that accompanies their badge when issued.

The badge is ONLY VALID for the disabled person whilst out with a vehicle and is NOT valid for carers or family members out on their own, even if collecting items from shops on behalf of the disabled person.

We work very hard in supporting this scheme and also have joint operations with the police to combat disabled bay abuse.

Irresponsible parking

Parking on pavements or verges (which are all part of the highway) is dangerous and possibly illegal if causing an obstruction.

Remember, pedestrians, parents with pushchairs, children, the disabled and elderly, constantly have to step onto the road in front of traffic and risk their lives to walk passed illegally parked vehicles.

DANGEROUS, POOR AND ILLEGAL PARKING IS A SERIOUS PROBLEM FOR THE WHOLE COMMUNITY.



Endangering disabled, pedestrians and children

Parking on grass verges is also destructive/ unsightly and a costly menace to the community

Feedback

We have had a very positive response from the vast majority of people. Improvement has been seen in many areas, improvement for disabled drivers and moving illegally parked vehicles making many areas much safer for the local community. A noticeable difference for the whole community overall. By working together it has made a brighter future.

Parking payment systems:



With the introduction of new technology, we have been able to provide many more convenient ways for our customers to pay:

- Cash at the kiosk (No Change though – see below)
- Card at the kiosk (some have cashless contact card options)
- Mobile phone
- Parking permits

Most paying car parks have coin operated Kiosks, most also take bank credit cards. We also operate cashless mobile phone payments with the easy RingGo quick payment system which is very popular and a convenient way to pay.



NO Change from kiosks.

- Depending on location, most UK pay machines do not provide change for security reasons.

We are quite often asked why we do not provide change from the machines. This is quite simple, it is for five main reasons:

- High security risk, too much money would have to be in the machines on a permanent basis 24/7.
- Money sitting in machines is not financially viable, just sitting there doing nothing nor making any interest.
- Expensive to maintain – daily special visits to replenish machines in addition to current visits to collect cash – more costly operation.
- To counter this issue, we have provided many other ways (5) to pay, that cash is becoming the least preferred option.

Permits

Permits are available for long stay or regular car park users – see appendices for details.

Permits are a very convenient way to manage your parking if you use car parks on a regular basis for work.

Once paid, you can enter and leave without the need to think about payment or queue up to pay and you are free to park for the period time pre-paid.

Permit system was upgraded from a back office manpower intensive operation to an internet automated portal in December 2016.

Customers can now book and pay for permits directly and have total control of their data via the internet portal. This is located on the WDC Parking website. www.wycombe.gov.uk search for parking permits

This new improved system means that paper windscreen permits are no longer necessary to display as the vehicle is registered on the parking system. (Only Pay & display tickets bought from on-site ticket machines need to be displayed).

Integrated Systems - Back office administration systems

We operate in the back office a notice processing (appeals) system called '3sixty', and a permit application software programme 'Permitsmarti' supplied by our specialist parking software supplier ICES (Imperial Civil Enforcement Systems).

These systems are specially designed for the parking industry with processes that control and maintain secure data collection and are designed to follow the legal processes and timescales according to statutory legislation. Access is secure and strictly controlled for data protection purposes and only available to qualified and trained parking staff.

Off street enforcement operations are fully integrated and operational across the district. Our computerised parking system is designed especially for parking enforcement.

Finance

The Off Street parking account does make a surplus initially, but has to fund other environmental or transportation issues that do not have any income to support them.

Income derived from

- Car parks across the district (daily charges)
- Car Park permits
- Parking /Penalty Charge Notices –no targets or incentives allowed and on its own, does not cover enforcement overheads
- Project rentals/ licences.

Any surpluses should cover operating costs and maintenance and to be re-invested into funding parking, transportation and environmental improvements.

This does not take into account any new works or improvement changes that may be considered. If this were necessary to implement anything new, then extra income funding would need to be identified.

Balances

2017/18	Off Street
4.	
5.	Daily Charges from car parks.....£2,673,593.76
6.	Permits.....£171,558.26
7.	Parking / Penalty Charges.....£259,784.70
8.	<u>Other (Dispensations etc.....£80,683.24</u>
9.	Total income.....£3,185,619.96
10.	Expenditure.....£2,054,995.32
11.	Final Balance.....£1,130,624.64

Off street surplus was used towards Park & Ride costs, transportation and environmental services and capital maintenance of multi storey car parks.

Improvements / Review



We are and have been constantly monitoring from an operational viewpoint how we can be more efficient and also taking on board customer comments and requests for change.



We have a constant list of general maintenance and repairs, from resurfacing, damage to equipment, vandalism to replacement of signs etc.

For the future, we are constantly reviewing new technology in parking systems that may be able to reduce further our operational overheads, but also more importantly to enhance and improve our customer parking experience.

Statistics



Number of paid parking users: 2,034,219

Complaints received.....123 (0.006%)

Complaints upheld.....38 (30.9%)

Complaints cancelled:

(invalid / not upheld or wrong council)....85 (69.1%)

Freedom of information requests.....40

Compliments received.....58

Enforcement statistics for our financial year 2017/18

2017/18	No.	%
Total number of users	2,0342,219	-
• Number pf PCNs issued	10011	100
• Number cancelled (mitigating circumstances)	1424	12.9
• Number valid PCNs (– v – users %)	8587	0.42
Number paid	7798	90.8
PCNs pending process	789	9.2
Tribunal stats		
Number passed to TPT Tribunal	42	0.49
Number accepted	18	42.8
Number rejected	6	14.3
Number Pending	6	14.3
Number Not Contested / Cancelled by Council due to further evidence.	12	28.6

Tribunal cases accepted reasoning, has depended on evidence produced at the time of hearing and opinions of the relevant adjudicator referring to legislation of the Traffic Management Act. (TMA)

The parking service will never progress any case to tribunal if they believed there was doubt that a contravention occurred.

The type of contraventions incurred are:

Off street contraventions top reasons:

- 80.3% No Pay & Display ticket displayed
- 7.4% overstaying
- 1.8% parking in a disabled bay without a badge
- Remainder are for restricted areas, no permits, out of bay markings etc.

It is also interesting to note that the number of Penalty Charge Notices (PCN) issued is very low compared to the millions of users a year.

- Parking officers over a 12 month period issued 10,011 PCNs on 2+ million car park users. After agreeing to mitigating circumstances only 8,586 were processed, equating to a low, 0.42% of all paid users.
- The fact is that the vast majority of drivers are considerate and careful, which is great news and only a small minority are in contravention or either careless or inconsiderate motorists.



The future

We are developing and improving more all the time.

Wave & Pay is operating on most of our machines which make small transactions even quicker and this may be expanded across all machines.

Technology moves fast. The machines are now approaching the end of their natural life, so we will be planning for upgrading the system, perhaps cashless systems or even ticket less parking systems!

A parking review was started in January 2018 to review parking systems, electric parking points and tariff options. Potentially increasing more electrical outlets for electric vehicles as part of protecting the air quality and environment.

New recommendations will come out in 2019

End of report:

Off street Permit Rates (since 2008)

	Daily rate	<-----5 Day Permit----->				Week rate	<-----7 Day Permit----->			
		2 MTH	4 MTH	6 MTH	12 MTH		2 MTH	4 MTH	6 MTH	12 MTH
MARLOW CENTRAL short stay	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail
LISTON ROAD	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414
DEAN STREET	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414
INSTITUTE ROAD	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414
RILEY ROAD	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414
POUND LANE	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414
COURT GARDEN	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414
TYPE 'A' anywhere WDC	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414
TYPE 'B' Yellow and Green	5.00	£173	£347	£520	£1,040	30.00	£208	£416	£624	£1,248
TYPE 'C' only green	3.00	£104	£208	£312	£624	18.00	£125	£250	£374	£749
PRINCES RISBOROUGH HORNS LANE short stay	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail
THE MOUNT	3.00	£104	£208	£312	£624	18.00	£125	£250	£374	£749

BOURNE END										
WAKEMAN ROAD	3.00	£104	£208	£312	£624	18.00	£125	£250	£374	£749
HIGH WYCOMBE										
RAILWAY PLACE	5.00	£173	£347	£520	£1,040	30.00	£208	£416	£624	£1,248
DUKE STREET	5.00	£173	£347	£520	£1,040	30.00	£208	£416	£624	£1,248
EASTON STREET	5.00	£173	£347	£520	£1,040	31.00	£215	£430	£645	£1,290
SWAN	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail
TOTTERIDGE ROAD	5.00	£173	£347	£520	£1,040	30.00	£208	£416	£624	£1,248
DESBOROUGH ROAD	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail
GEORGE STREET	3.00	£104	£208	£312	£624	18.00	£125	£250	£374	£749
BAKER STREET	3.00	£104	£208	£312	£624	18.00	£125	£250	£374	£749
RICHARDSON STREET	3.00	£104	£208	£312	£624	18.00	£125	£250	£374	£749
DESBOROUGH STREET	4.00	£139	£277	£416	£832	24.00	£166	£333	£499	£998
KINGSMEAD	2.00	£69	£139	£208	£416					

Permits can be sold for individual car parks or groups

A,B or C

Permits do not guarantee a space

Car Park Tariffs (since 2008)

High Wycombe	½	1	2	3	4	5	6	7	8	9	10	11	12	Sun & b/hols	
Easton Street		£1.00	£1.50	£2.00	£2.50	£3.00	£3.50	-	-	-	-	-	£ 5.00	£ 1.00	Per visit
Swan	£0.50	£1.00	£1.50	£2.00	£2.50	-	£3.50	-	-	-	-	-	£10.00	£ 1.00	Per visit
Kingsmead		£0.20		£1.00				£2.00						Free	
Desborough Road		£1.00	£1.50	£2.00	£2.50	-	£3.50	-	-	-	-	-	£10.00	Free	
Railway Place	-	-	£1.50	-	-	-	£3.50	-	-	-	-	-	£ 5.00	Free	
Richardson Street	-	£1.00	£1.50	-	-	-	-	-	-	-	-	-	£ 3.00	Free	
Totteridge Road			£1.50	-	-	-	£3.50	-	-	-	-	-	£ 5.00	Free	
Duke Street			£1.50	-	-	-	£3.50	-	-	-	-	-	£ 5.00	Free	
Baker Street		£1.00	£1.50	-	-	-	-	-	-	-	-	-	£ 3.00	Free	
George Street	£0.50	£1.00	£1.50	-	-	-	-	-	-	-	-	-	£ 3.00	Free	
Desborough Street	-	£1.00	£1.50	-	-	-	-	-	-	-	-	-	£ 4.00	Free	
Council Offices Front After 6pm & Saturday	-	£1.00	£1.50	£2.00	£2.50	-	£3.50	-	-	-	-	-	£10.00	£ 1.00	Per visit
Council Offices Front Monday - Friday	£1.50 for maximum stay of 45 minutes														
Council Offices Rear Saturday	£1.00	£1.50	-	-	-	-	£3.50	-	-	-	-	-	£ 5.00	£ 1.00	Per visit
Marlow															
Central	£0.40	£0.60	£1.20	£1.50	£2.00	-	-	-	-	-	-	-	-	£ 1.00	Per visit
Riley Road	-	£0.60	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	£ 1.00	Per visit
Liston Road	£0.40	£0.60	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	£ 1.00	Per visit
Dean Street	£0.40	£0.60	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	£ 1.00	Per visit
Pound Lane	-	£0.70	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	Normal rates	
West Street	£0.40	£0.60	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	£ 1.00	Per visit
Institute Road	-	£0.60	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	£ 1.00	Per visit
Princes Risborough															
The Mount	-	£0.30	£0.60	£0.80	£1.00	-	-	-	£2.00	-	-	-	£ 3.00	Free	
Horns Lane	£0.30	£0.60	-	£1.00	-	-	-	-	-	-	-	-	-	Free	
Bourne End															
Wakeman Road	-	£0.30	£0.50	£0.80	£1.00	-	-	-	£2.00	-	-	-	£ 3.00	Free	

