

# LONDON BOROUGH OF BARNET CANCELLATIONS PROCEDURE

<b>Parking Process</b>		<b>12/03/2018</b>
<b>Parking Process</b>		<b>21/11/2018</b>
<b>Parking Process</b>		<b>09/05/2019</b>
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<b>Version</b>	<b>Date Amended</b>	<b>Brief Description of Changes</b>
<b>1.0</b>	<b>12/03/2018</b>	<b>Original Cancellation Procedure</b>
<b>1.1</b>	<b>21/11/2018</b>	<b>Update for Taranto amendment</b>
<b>1.2</b>	<b>09/05/2019</b>	<b>Update for Taranto amendment</b>
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## Introduction

This cancellation procedure document provides officers with guidelines as to why a Penalty Charge Notice (PCN) may be cancelled, and suggestions to evidence required and the investigation that should be carried out.

The issue of a Penalty Charge Notice indicates that a Civil Enforcement Officer (CEO) believed that a contravention had occurred based on their observations at that time.

Officer's dealing with a challenge or representation are responsible for ascertaining whether a contravention took place and assessing any claims of mitigation, in accordance with legislation and guidance.

In processing cases decisions are made on the basis of clear written evidence, supporting documentation, etc. However, in some circumstances documentary evidence will not be available and an officer's judgement will have to be used.

It is also necessary when considering challenges to investigate whether proper process and procedure has been followed either in issuing or processing the penalty. If it is established that legal requirements have not been adhered to, it may be necessary to cancel the penalty charge even if it is established that a contravention occurred.

All evidence provided by the person making the representation and obtained by the Civil Enforcement Officer must be taken into account. Also, supporting evidence for any cancellation should be available for future reference.

Comprehensive notes should be made against penalties being investigated. This also demonstrates that the points raised by a customer's representation are being considered, as per the statutory requirement.

If a penalty is cancelled, relevant feedback should be provided to the keeper.

In situations where action may be needed to be taken following a cancellation, to ensure future enforcement e.g. issues of signs and lines could be corrected to prevent further cancellations and problems with Traffic Management Orders need to be rectified as soon as possible.

If an officer identifies a signage, road marking or maptile issue, this should be reported to the relevant officer responsible for arranging replacement signage or road markings. If an error with the maptile is identified, this should be reported to the Highways, Parking Design Team, to arrange checking and if required correction.

The various cancellation codes are used for analysis to ascertain why penalties may have been cancelled and at what stage. It is essential that the correct cancellation code is used.

An officer should use any available public tool, and some council facilities to undertake their investigations. This should include Barnet Traffweb, Traffic

Management Orders (TMO), Maptiles and internet tools such as Google Streetview and Bing Streetside etc. Due regard to data protection must be maintained with regard to information collected for other purposes

Where a customer has provided supporting evidence either at the outset or later in the process, this should have been logged onto the relevant case by Parseq. If documentary evidence has been provided directly to you whilst undertaking your investigations and not already scanned onto the case, then this evidence/emails/proof/reports should be uploaded to the case or forwarded to Parseq to be scanned on the case. A reminder of this appears in the column 'Evidence required for cancellation'.

### **Penalty Charge Notice (PCN) Representations**

The Parking Client Team consider and decides all formal representations and Appeals made against a Penalty Charge Notice (PCN). The grounds upon which a representation may be made are decided within the PCN or Notice To Owner (NTO) / Enforcement Notice. However, officers are still obliged to consider representations which fall outside the specified grounds or in cases where the motorist may have selected the wrong grounds/criteria. An officer's decision (accept/reject/transfer liability) and reason, should be recorded in the relevant case notes.

### **Processing Guidelines**

Parking Client Team officers are required to review PCN representations by undertaking thorough investigations and reaching a decision that is accurate, and consistent with the Council's policy. If the grounds of a representation do not fall within the categories outlined within this document or a representation is received to which an officer is unsure how to respond, they should consult with a supervisor/manager, who may need to escalate the representation to a senior manager.

Representations may be made via post, online or via email. In exceptional cases, officers may also accept oral representations.

When considering a representation, it is important that each case is treated on its own merit. However, officers must ensure they check the Taranto records for previous PCNs issued to the same vehicle in order to identify possible patterns of behaviour, especially where mitigation is being considered.

From time to time, motorists may inadvertently select the wrong grounds from the selection provided within the NTO. Officers should seek to identify the basis of the representation and issue a decision based upon their findings as to the facts of the case.

Third-party representations must be accompanied by a signed form of authority from the owner/registered keeper. If officers receive a third party representation without a signed form of authority officers should liaise with a supervisor/manager.

An officer's decision to accept a representation may not always result in the cancellation of the PCN. On occasions, it may be appropriate to transfer liability for the penalty charge to another named individual or company, in accordance with current legislation. Where it is appropriate to transfer liability, the case should be progressed on Taranto, to allow for a new NTO to be issued to the identified individual/company. A letter should also be sent to the previous keeper advising that the liability had been transferred, but that if new evidence is identified that may contradict the transfer, liability may be reverted.

Any payment (partial or full) made for the PCN should also be considered and referred to when responding to the representation. If a part-payment has been received just after the expiry of the discounted period, officers should consider if it is appropriate to accept a part-payment and close the case accordingly. Case notes should be made reflecting the reason for the decision.

The decision to accept or reject should be made in reference to the guidance contained within the council's procedure documentations and statute. Officers must ensure that the reason for the decision to accept/reject is clearly communicated to the motorist or their authorised representative. The appropriate response letter must be sent to the registered keeper and should be copied to the authorised representative. Officers should ensure that the relevant supporting information, including appeals form and/or photographs is included and referenced within the letter.

In certain circumstances, an officer may consider it appropriate to request additional proof from the keeper regarding a representation. If they do not provide the requested proof within the required timescale a letter of acceptance or rejection may be issued, depending on what the officer considers appropriate. If the keeper subsequently makes an appeal and provides proof, the officer should review the evidence on a case by case basis and decide on possibly not contesting an appeal or to defend the matter given that the proof was not provided within the required timescale.

The table below outlines various grounds which a PCN representation may be received.

### **Additional sources of requests and representations for cancellation**

The typical representation or source of information is from the person to whom the penalty has been issued and should be considered on its own merits.

If the person making a request for cancellation is another member of Council staff, it should not be considered to be different from a member of the public challenging a PCN and the member of staff should be advised to follow the statutory process. If undue pressure is being put on an officer this should be escalated to a supervisor/manager.

Internal requests for cancellation might be made from council services on the basis of a claimed exemption covered by a traffic order. Verification that the officer was engaged in appropriate relevant duty and that the vehicle was necessary, and these should be supported in writing/email or documentary evidence by their manager.

Such cases should be escalated to a supervisor/manager to confirm that cancellation is appropriate.

If the request for cancellation comes from someone in the management chain (Process Manager, Highways Manager - Parking, Operations Manager Chief Highways Officer, Head of Environment and Transport, Director of Environment, Chief Exec), it should be carried out as long as it is justified. Justification will be given by the officer and is to be logged against the case in the same way as normal.

Requests for cancellation from Councillors should be treated as a witness statement from a member of the public, and should be considered accordingly. A Councillor cannot instruct that a Penalty Charge Notice should be cancelled.

There are specific exemptions for certain council activities that require the use of a vehicle but these are defined by the Traffic Management Order and should be referred to as part of the cancellation investigation process. The term/statement "I was working for the Council" does not in itself indicate an exemption.

## **General Exemptions**

### **Loading and unloading guidelines**

Any type of vehicle may be loaded or unloaded

Civil Enforcement Officers will observe vans, lorries, licensed taxis, motorcycles adapted with panniers or other adapted vehicles (estate vehicles) for a reasonable period to establish whether loading or unloading is taking place. A typical private car with no obvious evidence of loading activity would only be observed for as long as necessary to approach the vehicle, make notes and enter details into a hand held computer.

If loading is observed a penalty may still be issued in some circumstances if the vehicle has parked for longer than the maximum permitted period.

Furthermore, it is not unreasonable to expect that in certain situations loading activity may take longer than 40 minutes. In these circumstances, once a Civil Enforcement Officer has established that loading is taking place and makes relevant notes on the handheld computer, a vehicle can load for as long as necessary and it would be expected that the person in charge of the vehicle is seen returning to the vehicle for that purpose of loading. They are not permitted to undertake other activities i.e. installation/fitting, repairs, stocking/stacking goods.

In all cases where loading is permitted and observed to be taking place, a penalty will not be issued whatever the type of vehicle. Details of any loading seen should be included in the Civil Enforcement Officers notes (on the handheld computer notes).



Loading activity includes goods of any kind and the vehicle can be left unattended (except when vehicles are standing on a footway). The task includes checking goods and taking them to or from premises, and does not have to be continuously observed to be taking place. Even small but valuable goods might require a vehicle near to premises.

Note that an individual delivering a small packet could readily do so without having to park close to premises, but a business making many such deliveries would not be able to go about their business unless they did.

Passengers are not goods (e.g. when taxi/minicab drivers make a representation on the basis that they were loading/unloading, but no goods were involved). However, there is a two-minute exemption to allow passengers to board or alight from a vehicle and load/unload luggage.

*NB: People with a disability or suffering from a medical condition may need to be taken to or from premises. This constitutes boarding or alighting, which is permitted, but is not loading.*

Mitigating circumstances and individual/personal circumstances should be taken into consideration, fully investigated and supported by such evidence as is reasonable.

Check evidence (e.g. delivery notes, or other documentation) to ensure times dates and locations are consistent with details collected by the Civil Enforcement Officer.

Consider what evidence in each set of circumstances is adequate to inform a cancellation. Proof absolute is not a legal requirement, legislation requires a decision to be made on the balance of probabilities and there may be in some circumstances no documentary evidence other than the statement of the person making the representation to consider.

The act of shopping is not loading, but to bring a vehicle to collect and load pre-purchased goods is. The timing of a receipt is a suitable indicator to inform the officer decision making process in such cases.

Please note. Loading/unloading or delivering/collecting goods is allowed for commercial vehicles in most places where restrictions apply. However, these activities are not allowed where loading prohibitions apply, for example:

- 1) where there are kerb stripes (loading/unloading restriction);
- 2) where there is a temporary ban on loading; or
- 3) On bus stop clearways or school keep clear markings.
- 4) on crossing markings

Below is a table of on street contravention codes and if a loading exemption would apply on these restrictions.

<b>Contravention</b>	<b>Loading exemption applies</b>
01	Yes
02	No
05	Yes
06 NOT IN USE	
11	Yes
12	Yes
14	Yes
16	Yes
18	n/a
19	Yes
20 NOT IN USE	
21	No
22	Yes
23	No
24	No
25	Yes
26	Yes
27	Where no reasonable alternative
28	Where no reasonable alternative
30	No
40	Yes
45	No
47	No
48	No
49 NOT IN USE	
55	Yes
61	While attended
62	While attended
63 NOT IN USE	
99	No

Loading / unloading is generally restricted as follows: –

- (a) In designated parking places – 40 minutes
- (b) On yellow lines – 40 minutes (or as long as considered necessary)

## Blue Badge Holders

Blue badges generally permit parking on yellow lines for up to 3 hours (not on a loading/unloading restriction). On yellow lines or in restricted bays a blue badge time clock must also be displayed showing the time of arrival of the vehicle.

Specially designated bays may be provided for blue badge holders and these may restrict the length of stay. It also grants free parking in selected designated marked bays with no time limit (unless signed otherwise) e.g. payment to park, resident and permit holder's bays). There are also designated free parking places where all motorists are allowed to park for a limited period (often 15 minutes); a blue disabled badge does not extend the period that a vehicle may be parked in these bays. It is worth noting this is a Barnet policy and other boroughs do not permit this, some give no exemption for blue badge holders. A badge holder is required to check with any relevant Enforcement Authority.

Blue badges are valid for 3 years and show the name of the holder, serial number, expiry date and the issuing authority and hologram. The badge must be displayed on the nearside front windscreen (dashboard) or in a conspicuous position on the vehicle with the front of the badge facing forward with the expiry date of the permit being visible to the CEO.

A blue badge is not valid for footway parking.

*A vehicle displaying a disabled badge will not normally be clamped or removed to a car pound but if the vehicle is dangerously or obstructively parked, it may be repositioned nearby. (Barnet Parking Client Team do not do this, although a contractor may move if obstruction to carriageway works being undertaken or the Police if causing an obstruction to the public highway).*

Blue Disabled badges suspected of fraudulently being used (not used by the badge holder or badge holder not with the vehicle at the time), or is a copy/suspected stolen, must be reported to the Corporate Anti-Fraud Team (CAFT), to investigate. CEO's on street may be instructed to issue a PCN to a blue badge suspected of being misused. The CEO should note if they have been instructed to enforce by a CAFT officer.

## Corporate Anti-Fraud Team (CAFT).

Where a vehicle has been observed displaying what is suspected as a fraudulent Disabled Blue Badge \copy badge or a Civil Enforcement Officer (CEO) suspects that the holder of the Disabled Badge is not in attendance with the vehicle at the time of use, then the CEO can report this to CAFT to investigate. If CAFT suspect\identify misuse of the Disabled Badge then they can instruct the CEO to serve a Penalty Charge Notice (PCN) to the vehicle or hand to the driver. The CEO will be instructed to record in the PCN notes that it was issued under CAFT instructions. A member of CAFT will also place a note on the case, this may be 1) an instruction **NOT** to cancel, or 2) that the badge holder was identified with the vehicle and the use was valid,

when the penalty may be cancelled according to normal policy. If there are no supporting notes or instruction from CAFT, they should be contacted directly for an instruction how to proceed. A penalty with CAFT involvement should never be cancelled until instructed to by CAFT or the Parking Manager is given.

Example indicators of misuse:

*The disabled badge was issued to a child, but is observed being used during school times.*

*The driver (male/female) of a vehicle is observed leaving it, however the badge was issued to a member of the opposite sex.*

*The Disabled Badge holder is elderly, however the driver observed is younger than the designated holder.*

*The Disabled Badge can be identified as a copy or duplicate issue.*

### **Health Emergency Badge (HEB) Holders (London Only)**

The Transport for London and the London Boroughs operate a parking scheme for doctors and others involved in primary health care in the capital. The badge is called the Health Emergency Badge (HEB).

The badge does not apply if the vehicle is causing a serious obstruction and cannot be used for routine home visits. Parking outside hospitals and clinics and parking on doctors, ambulance or hospital bays is not covered by the HEB badge scheme.

The badge can only be used when visiting a patient to provide emergency or urgent healthcare, and should be clearly displayed in the rear view mirror and must contain the visiting address.

Badge users can park on payment to park bays, resident's and permit bays, and on yellow lines if no other spaces exist.

A HEB is not valid for footway parking.

### **Hatzola**

Hatzola is a volunteer emergency medical service serving mostly Jewish communities.

A member of the Jewish faith may be reluctant to violate Sabbath rules when receiving medical attention may be more at ease and easily convinced of the medical urgency, when the paramedic is a fellow Orthodox Jew. A female worried about physical modesty and contact is helped by knowing that a Jewish provider is aware of the details of her concerns, and will act to reduce the problem as much as possible.

The Hatzola permit is an indicator that the driver is attending an emergency and as such an exemption applies, rather than a permit to park in any situation.

Permit holders attending a medical emergency can park in PaybyPhone/P&D and resident's/permit bays. If no alternative parking bay is available, they can also park on yellow lines.

Permits cannot be used for parking at a place of work, parking for routine or non-emergency home visits, parking in doctors, ambulance, hospital or bays allocated to other users. Any use of a permit outside of these terms may result in the receipt of a penalty charge notice and the individual permit, or all permits issued to the organisation being withdrawn.

The permit should be clearly displayed on the front windscreen of the vehicle whilst on an emergency call out.

### **Vehicles Always Exempt from PCNs (in Barnet)**

- Fire, police and ambulance vehicles on official business.
- A vehicle which is military or visiting military forces
- A vehicle which has been told to wait by a police constable in uniform or has to stop in order to avoid an accident.

### **Local Authorities and Statutory Work Undertaken**

Local authorities and companies undertaking statutory works are permitted to park any vehicles associated with works being carried out on the highway within the area required for the works to be carried out. This area could be coned and / or barriers.

### **Red Board User.**

Some London Borough or Barnet, Highways and Greenspace officers may display a red board in their vehicle, to indicate that they are a local authority representative, undertaking statutory duties. Their vehicle should be registered on a Red Board users list, provided by the Highways Department. Officers are not permitted to use a red board when not undertaking statutory duties or to use it in an unregistered vehicle.

### **Utilities Companies**

Gas, electricity, water utility, communications and cable and signals companies will from time to time need to carry out emergency works on or off the highway. Vehicles carrying out such emergency works may park in restricted streets as long as a notice is displayed in the windscreen. If necessary, CEOs may ask drivers to move such vehicles to a more suitable location.

All vehicles being used for commercial servicing or installation work must park in accordance with the regulations

## **Funeral**

If a vehicle (hearse) has parked so as to carry out its function, then enforcement action should not be taken. Vehicle may have stopped outside a Church or place of worship for a funeral service to take place. It should however be noted that in some faiths, they may have the deceased at their personal property and hold a service there. Also, in some cultures, they are required to bury the deceased within 24 hours. If the relatives of the deceased or funeral parlour make the Parking Client Team or Enforcement Team aware, then Civil Enforcement Officers should be briefed accordingly with a steer on enforcement and should be respectful of this when patrolling the relevant area at that time.

## **Passengers boarding and alighting**

Passengers are permitted to board and alight from a vehicle. There is an exemption of up to two minutes to allow passengers to embark/disembark a vehicle (e.g. taxi/minicab drivers). However, people with a disability or suffering from a medical condition may need to be taken to or from premises. This constitutes boarding or alighting, which may require additional time.

## **PaybyPhone usage error.**

Where a member of the public is parked in a designated pay to park place and has a PaybyPhone account at the London Borough of Barnet, they may on occasions make a mistake on usage. This may be that they have used a neighbouring bay or opposite bay number, alternatively they had made a typographical error when entering their vehicle registration or selected a previously used vehicle registration. Once it has been established that they have made a payment to the London Borough of Barnet to park (not another authority or payment to park service) covering the time of the PCN service and that the relevant bays hold the same payment tariffs, then the officer may - on the first occasion only - cancel the notice with an instruction that this would not be granted again as they should pay for the relevant bay parked only or ensure they have selected the correct vehicle registration.

If parking in a signed suspended place and payment has been made, no exemption applies. Please note, that once a vehicle has been parked, a vehicle is not permitted to be moved to an alternative pay to park location (bay swapping) without a new payment transaction being made.

## **Parked 10 minutes after expiry of paid for time.**

If a payment to park (PaybyPhone/Pay and Display) session has expired, then a Penalty Charge Notice (PCN) may not be served until a full 10 minutes has passed from the expiry of paid for time. This may also be extended to expiry of a disabled badge clock, if considered appropriate. i.e. paid for period expired at 10:22, PCN may be served after 10:32. This is in accordance with Deregulation Act 2015.

## **Reg 10 PCN.**

Parking penalties must normally be issued and served by being affixed to a vehicle or handed to the person appearing to the CEO to be the driver. A penalty charge notice issued in this manner is referred to as a Regulation 9 or 'Reg 9' PCN, named after the applicable section of the regulations.

Under limited circumstances a PCN may be served by post under regulation 10 of the regulations (see below).

Where a Civil Enforcement Officer is unable to serve a prepared Penalty Charge Notices on street by affixing to the vehicle or handing to a driver enforcement can be undertaken by serving a PCN by post under regulation 10. This only applies if:

- The contravention was recorded using an approved device (CCTV). The London Borough of Barnet does not currently use CCTV to enforce parking contraventions.
- The CEO attempted to serve a penalty charge but was prevented from doing so by some person, or
- The CEO had begun to prepare a penalty charge notice for service, but the vehicle concerned was driven away from the place in which it was stationary before the CEO
  - Had finished preparing the penalty charge notice, or
  - had served it.

N.B. the legislation uses the term 'some person', as it may not necessarily be the driver who prevents service.

## **Prevented from Service.**

This applies when a Civil Enforcement Officer (CEO) is physically prevented from serving a penalty charge notice, or has grounds to believe that their safety may be put at risk by the attempt to serve a Penalty Charge Notice (PCN) by affixing to the vehicle or handing to a driver. CEOs should mark the notice for service under Regulation 10. The prepared PCN should be returned to the Enforcement office. The PCN will then be served via post

The CEO should record in their notes:

- how they have been prevented from serving the notice on street
- a description of the driver

A further written statement should be provided on return to the operations base.

In order to support the issue of all PCNs CEOs should seek to take a photograph of a vehicle as early as possible after a contravention has been identified and the process of issuing a penalty has been begun. This photograph should show the VRM and allow the location of the vehicle to be identified.

When a CEO has been prevented from serving a PCN, they will need to gather additional information on their Hand-Held Computer to support the validity of the PCN and enable it to be processed as a regulation 10 PCN.

The required information is:

- photograph of any vehicle parked in contravention and of the driver (only if this would not cause aggravation). Also, a photo of the restriction time plate (if applicable). If no photograph is taken, then a clear note should be made on the Hand-Held Computer giving the reason why.
- details of how the PCN was prevented from being served e.g. physical assault or threatening behaviour;
- detailed description of the driver – approximate age, gender, approximate height and any distinguishing features;
- details of the code red called or police information;
- details of any independent witnesses.

The gathering of any evidence should be balanced against risk to the health and safety of the officer.

The Enforcement Team supervisor must ensure that the required supporting information and evidence, including any formal statement by the CEO, is recorded against the case in the notice processing system. The unserved printed PCN should be returned to the Enforcement Team office where it will be retained.

### **Vehicle Driven Away (VDA).**

This applies when a Civil Enforcement Officer (CEO) is unable to serve a Penalty Charge Notice (PCN) by affixing to the vehicle or handing to a driver because the vehicle has been driven away. CEOs should mark the notice for service under Regulation 10. The prepared PCN should be returned to the Enforcement office. The PCN will then be served via post

The CEO should record in their notes:

- details of the drive-away –
  - whether the driver was in the vehicle when first seen, or
  - at what point the driver returned, and
  - from where the driver returned, if applicable (private home, shop, restaurant)



- when the driver returned
- a description of the driver - approximate age, gender, approximate height and any distinguishing features
- Any other evidence that may support the case

A further written statement may be provided on return to the operations base.

In order to support the issue of all PCNs CEOs should seek to take a photograph of a vehicle as early as possible after a contravention has been identified and the process of issuing a penalty has been begun. This photograph should show the VRM and allow the location of the vehicle to be identified. All other required photographs (signs, lines etc) should still be taken after the vehicle has left.

The Enforcement Team supervisor should review the evidence in all drive away cases and must ensure that the required supporting information and evidence, including any formal statement by the CEO, is recorded against the case in the notice processing system. The unserved printed PCN should be returned to the Enforcement Team office where it will be retained. The supervisor should recommend the cancellation before issue of any drive-away PCN where the evidence is not adequate to support the penalty.

### **Representations - regulation 10 PCN.**

A regulation 10 PCN representation should be considered under the same parameters of a PCN served on street. However, the reviewing officer must also consider whether the above criteria have been met.

It is unlikely that any CCTV evidence will be available to support the issue of a regulation 10 PCN, as this would not normally fall within the purposes of most CCTV systems.

### **Police.**

Where an appellant has stated that the vehicle registration has been cloned or vehicle stolen, then a crime reference number may be provided via Action Fraud, The Police or the National Crime Agency. Details can be emailed to the following address. Provide the appellants details, crime reference number, date and nature of the report i.e. confirmation that the vehicle has been stolen, the number plate has been cloned or there has been identity theft.

If reported to the Police, or the Crime Management Services (CMS), a Crime Reference number will be provided (example: 2401535/18).

Email CMS at: [CMS@met.pnn.police.uk](mailto:CMS@met.pnn.police.uk)

If reported to Action Fraud and provided with a reference starting with **NFR** (example: NFRC180202218643).

Email Action Fraud at: [contact@actionfraud.police.uk](mailto:contact@actionfraud.police.uk) or alternatively phone 0300 123 2040.

If confirmation has been received that a vehicle has been reported cloned or stolen and/or a DVLA letter is provided to confirm it has been reported to them as cloned or stolen, and it covers the relevant period then an officer should consider if the submitted evidence is sufficient for cancellation of the Penalty Charge Notice (PCN).

Other evidence that should be considered includes vehicle images and DVLA provided vehicle details. This should not be considered as an exhaustive list.

### **Dropped/Raised Kerb - Contravention codes 27 & 28.**

The London Borough of Barnet will currently issue Penalty Charge Notices (PCNs) where a vehicle is parked in front of a section of the footway that is flush - fully dropped to meet the level of the carriageway. We will not usually issue where a vehicle is only in front of the transitional stone lowering the kerb, penalties should not be issued in these circumstances except when specifically instructed by a council officer.

The obstruction may be caused by any part of the vehicle. If a straight line drawn from the further forward or rear part of the vehicle would fall within the part of the kerb dropped to the level of the carriageway then a penalty may be issued. The obstruction may be caused by part of the vehicle itself or an item attached to the vehicle (a trailer, ladder or other long load).

For engineering reasons, the flush part of the kerb may not be at exactly the same level as the carriageway, but will have been brought notably closer to that level.

### **Parked in a marked bay.**

From time to time a bay may be marked which authorises parking in front of a dropped or raised kerb. No penalty may be issued to a vehicle and any attachment or load is wholly within a marked bay.

### **Parked with consent of the resident.**

If a dropped kerb offers access to a single residential premise a penalty should only be issued in response to a request from a person identifying themselves as the resident of those premises.

### **Shared access and non-residential access.**

This does not apply where the driveway is shared by two or more residential premises, provides access to commercial or public premises, or any other location

which is not residential premises. This does not apply if the access provided is for cyclists or pedestrians rather than vehicles. In any of these circumstances a penalty may be issued without a request having been received.

### **Disused access.**

Where a dropped kerb was clearly installed to allow access to vehicles, but where that access has been stopped up, no penalty should be issued.

### **Scottish Address.**

Enforcement Authorities within England are unable to undertake enforcement to a vehicle registered at an address within Scotland. As such, the notice should be closed prior to debt registration.

### **Incomplete Address provided by the DVLA.**

Where the council has requested the registered keeper details from the DVLA, and they have in return provided an incomplete address so that the council cannot establish whom may be liable for the notice or that persons full postal address, the notice should normally be closed. However, in certain circumstances a notice To Owner may be issued to the person they believe to be the keeper of the vehicle based on other evidence.

### **Gaining Access.**

A driver may park briefly at the entrance to their property and open a gate (automatic/manual gates) or remove obstruction e.g. refuse bin, and may be parked on a restriction during the prescribed hours whilst undertaking this action. If the gate is situated at the rear of the property, this may result in them having to enter and pass through their property to access a rear gate. A driver would not be permitted to undertake any other activity, other than to open the gate or remove an obstruction. It would be expected that by the time that a Civil Enforcement Officer first observes the vehicle and starts enforcement, that the driver would have opened the gate or removed the obstruction and returned to the vehicle. The Civil Enforcement Officer would be expected to have recorded that the driver had returned to the vehicle after opening the gate or removing an obstruction, therefore returning the Penalty Charge Notice to the Enforcement Team office to have the notice voided. If a penalty has been served, a full check of the CEO notes and any photos should be reviewed, along with confirmation that they were entering their registered address/property, prior to cancellation of a penalty to support what the driver's relevant actions were.

### **PBP Operator/System Error.**

PBP System Error - PbP have confirmed that they had a system error at the time of service that caused the motorist to incorrectly receive a PCN, if no other payment to park method was available at that time then the notice should be closed.

PBP Operator - PbP have confirmed that the driver had contacted the telephone support service to register their vehicle/credit or debit card details/ make a payment to park location details, and the operator has incorrectly recorded some information that caused the motorist to incorrectly receive a PCN, then the notice should be closed.

### **Faulty Pay and Display machine.**

Where a member of the public has indicated that a pay and display machine was not working, an alternative method of payment should be used. Either via the Pay by Phone facility, Paypoint facility, alternative pay and display machine (only if situated close by) or prepaid parking voucher. If a driver is unable to or not prepared to use one of these other facilities, then the vehicle should be moved to alternative location, where the required payment can be made to park.

### **LBB Error.**

LBB has undertaken an action which has resulted in the notice becoming unenforceable and cancellation of the ticket. **ONLY TO BE USED WITH LBB MANAGERS AUTHORISATION AND FULL CASE NOTES CONFIRMING ERROR.**

### **Hybrid/Plug in Vehicle/Electric Powered Vehicle (EV).**

Vehicle has been incorrectly issued to a Hybrid/Plug in Vehicle/ Electric Powered Vehicle. Definition - Electric Vehicle (EV) is given below.

The London Borough of Barnet has in order to encourage motorists to use cleaner/non-emission vehicles, introduce designated electric charging points. These are signed and marked accordingly to identify where the electric charging points are situated. These charging points are either stand alone or lamp column chargers and electric vehicle drivers would be registered with the nominated service provider to use.

The bays may only be used for a vehicle (electric car/electric motorcycle) that are being charged at that time and connected to the specific electric charger. An electric vehicle would not be entitled to park within the designated electric vehicle charging place if they are **NOT** connected to the adjacent charger, in order to undertake

general parking. A vehicle would not be entitled to re-park within the designated period, as indicated on the signage. The maximum stay period for a vehicle undertaking charging is 4 hours. A non-electric vehicle is **NOT** permitted to park within a designated electric vehicle parking place, during the signage specified times and the disabled badge exemption does not apply within the designated electric vehicle charging place. A check of the DVLA vehicle records may be required to confirm that the vehicle is classed as non-electric.

Definition - Electric Vehicle EV which uses a hydrogen fuel cell to power its electric motor. The fuel cells create the electricity to power the car. This term is used for a vehicle that runs on a fuel other than traditional petrol or diesel.

### **Vehicle re-parked within no return period.**

After the maximum stay period for the specific bay has been attained (either on street or car park), a vehicle would not be entitled to re-park within the designated period, as indicated on the signage e.g. no return within 1 hour. The Civil Enforcement Officer would have been expected to record when the vehicle had been first parked and then later returned, or the payment to park records for that vehicle checked to identify that the vehicle had repurchased parking time for that designated place identifier, within the indicated no return period. If the vehicle had not been re-parked within the designated no return period then the notice should be closed.

### **Floating Car Club Permit**

Floating car clubs make vehicles available for short term hire to the public. Unlike other types of car club there are no reserved bays, the car club is permitted to park vehicles on street throughout the borough in specified types of bays (some boroughs may specify exclusion areas, but Barnet currently does not).

The vehicles are liveried with the car club's logo and fleet details are also supplied to the borough. CEOs will receive an alert on their handheld when they enter the registration of an authorised floating car club vehicle to help avoid penalties being issued unnecessarily. Currently the only car club operating in Barnet is DriveNow. Registered members of DriveNow can hire the vehicles for short periods and repark in any of the specified types of bay in Barnet or another participating borough. Whilst on hire these vehicles can also be parked in any other location provided that they meet the normal requirements (e.g. pay to park or display a disabled blue badge in a car park).

A DriveNow Vehicle may be parked on-street without further payment or permit, and with no time limit, in the following types of bay.

- Residents parking bays (excluding housing estates and private roads)
- Shared use (resident/pay to park) bays
- Pay to park/pay and display only bays

### **Reset discount or statutory amount.**

Where an informal challenge/representation (Reg 10 PCN) has been received within 21 days of service, then the officer should issue any letter of refusal/Notice of Rejection (whichever is relevant to the specific case) at the discounted amount.

If correspondence is received after the discounted period has expired and they are not contesting the penalty service/contravention but only want to pay the discounted amount, then an officer should consider offering them the further opportunity to pay to close the case (hold at offered amount for 21 days to allow time to receive correspondence).

Where a Charge Certificate (CC) has been issued and correspondence is received under the same grounds as above, then the officer should consider reoffering the opportunity to pay relevant statutory amount, within 14 days (hold at offered amount for 21 days to allow time to receive correspondence).

If a Charge Certificate (CC) has been served and the appellant advises that they were unable to respond to the Notice to Owner (NTO) /Reg 10 PCN/Enforcement Notice as they were out of the country, and provide proof with dates of exit and entry to the UK then consideration should be given to reverting the case back to the stage it was at when they left. Alternatively, a further period to pay the amount due at the time they left the country could be given.

### **Post Office (Royal Mail) vehicles.**

Post Office liveried vehicles are permitted to stop to load and unload, as per the loading/unloading exemptions. Post Office staff are also permitted to stop to collect letters from red pillar boxes and make collections from post offices, although they cannot park for extended periods or outside sorting offices, unless to load their vehicle. They are not permitted to park in a restricted area or yellow lines to undertake any other activity. Civil Enforcement Officers (CEO) should ensure that an observation period has been recorded, to ascertain if loading/unloading was being undertaken at the time that the vehicle was parked.

Postal Services Act 2011 and Universal service providers under this act. OFCOM may designate postal operators as universal service providers, to undertake delivery and collection of letters and regulate these accordingly. This act does not exempt designated universal service providers from parking contraventions, and it should be ascertained if a loading/unloading exemption should apply.

## 2.0 Signs and Lines

<i>Cancellation Description</i>	<i>Cancellation Code</i>	<i>Trigger</i>	<i>Investigation needed</i>	<i>Evidence required for cancellation</i>
<b>Road markings obscured</b>	NSL – On Street Errors  Road Marking Issues	Customer states that the lines or road markings were obscured at the time of the contravention  e.g. by mud, leaves or snow	<ul style="list-style-type: none"> <li>Check photos and footage from CCTV</li> <li>Check the Civil Enforcement Officer notes to confirm what customer says</li> <li>Check the weather report for that day on the internet.</li> <li>E.g. heavy snowfall that day.</li> <li>Check Google Streetview, Bing Streetside or Request a site visit</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of the site visit onto Taranto</li> <li>Scan a copy of a print out of the weather report for the date of the contravention.</li> <li>Make detailed notes</li> </ul>
<b>Road markings missing</b>	NSL – On Street Errors  Road Marking Issues	Customer states that lines were missing at the time of the contravention	<ul style="list-style-type: none"> <li>Check photos and footage from CCTV</li> <li>Check the Civil Enforcement Officer notes to confirm what customer says</li> <li>Check maintenance and work request log</li> <li>Request a site visit</li> </ul>	<ul style="list-style-type: none"> <li>Scanned copy of any reports or site visits</li> <li>Make detailed notes</li> </ul>
<b>Road markings faded/defective</b>	NSL – On Street Errors  Road Marking Issues	Customer states that lines were faded or defective at the time of the contravention	<ul style="list-style-type: none"> <li>Check photos and footage for CCTV</li> <li>Check the Civil Enforcement Officer notes to confirm what customer says</li> <li>Check maintenance and work request log</li> <li>Request a site visit</li> </ul>	<ul style="list-style-type: none"> <li>Scanned copy of any reports or site visits</li> <li>Make detailed notes</li> </ul>

<b>Sign obscured</b>	NSL – On Street Errors  Street Furniture Fault	Customer states that the sign was covered by foliage, stickers, or other material at the time of the contravention	<ul style="list-style-type: none"> <li>· Check photos and footage for CCTV</li> <li>· Check the Civil Enforcement Officer notes to confirm what customer says</li> <li>· Check maintenance and work request log</li> <li>· Check Google Streetview, Bing Streetside or Request a site visit</li> </ul>	<ul style="list-style-type: none"> <li>· Scanned copy of any reports or site visits</li> <li>· Make detailed notes</li> </ul>
<b>Sign damaged</b>	NSL – On Street Errors  Street Furniture Fault	Customer states that the sign was damaged at the time of the contravention	<ul style="list-style-type: none"> <li>· Check photos and footage for CCTV</li> <li>· Check the Civil Enforcement Officer notes to confirm what customer says</li> <li>· Check maintenance and work request log</li> <li>· Check Google Streetview, Bing Streetside or Request a site visit</li> </ul>	<ul style="list-style-type: none"> <li>· Scanned copy of any reports or site visits</li> <li>· Make detailed notes</li> </ul>
<b>Sign bent/facing the wrong way</b>	NSL – On Street Errors  Street Furniture Fault	Customer states that the sign bent or facing the wrong way at the time of the contravention.	<ul style="list-style-type: none"> <li>· Check photos and footage for CCTV</li> <li>· Check the Civil Enforcement Officer notes to confirm what customer says</li> <li>· Check maintenance and work request log</li> <li>· Request a site visit</li> </ul>	<ul style="list-style-type: none"> <li>· Scanned copy of any reports or site visits</li> <li>· Make detailed notes</li> </ul>



<p><b>Missing CPZ entry sign</b></p>	<p>NSL – On Street Errors</p> <p>Street Furniture Fault</p>	<p>Customer states that one or both CPZ entry signs were missing at the time of the contravention.</p>	<ul style="list-style-type: none"> <li>Identify what entry point to the CPZ the driver used. (May require request for further information)</li> <li>Check photos and footage for CCTV</li> <li>Check the Civil Enforcement Officer notes to confirm what customer says</li> <li>Check maintenance and work request log</li> <li>Check Google Streetview, Bing Streetside or Request a site visit</li> </ul>	<ul style="list-style-type: none"> <li>Scanned copy of the pocket book</li> <li>Make detailed notes</li> </ul>
<p><b>Incorrect parking place markings (not to legal requirements)</b></p>	<p>NSL – On Street Errors</p> <p>Road Marking Issues</p>	<p>Customer states that there were incorrect bay markings at the time of the contravention</p>	<ul style="list-style-type: none"> <li>Check photos and footage for CCTV</li> <li>Check the Civil Enforcement Officer notes to confirm what customer says</li> <li>Check maintenance and work request log</li> <li>Check Google Streetview, Bing Streetside or Request a site visit</li> </ul>	<ul style="list-style-type: none"> <li>Scanned copy of any reports or site visits</li> <li>Make detailed notes</li> </ul>
<p><b>Parking place not suspended (or suspension was not indicated at time)</b></p>	<p>NSL – On Street Errors</p> <p>NSL CEO Invalid Issue</p>	<p>Customer states that there was no suspension at the time of the contravention</p>	<ul style="list-style-type: none"> <li>Confirm with permits and enforcement whether a suspension was in place and that any appropriate signs and cones were out at the time of the contravention.</li> </ul>	<ul style="list-style-type: none"> <li>Scanned copy of all records</li> <li>Make detailed notes</li> </ul>

<b>PBP System Error/PBP Operator Error /Faulty pay and display machine</b>	<p>TP – Third Party Errors PbP Operator/System Error</p> <p>NSL – On-Street Errors Faulty Pay &amp; Display Machine</p>	<p>Customer states that there had been a PBP System error/PBP Operator Error/ the pay and display machine was faulty at the time of the contravention</p>	<ul style="list-style-type: none"> <li>Check the Civil Enforcement Officer notes to confirm what customer says</li> <li>Check PBP maintenance log with the service provider</li> <li>Check with PBP the details recorded by the telephone operator and if required request copy of phone recording to ensure what details were provide and confirmed by the driver of the vehicle.</li> <li>Check Parkeon maintenance log</li> <li>Check if alternative payment method available or P&amp;D machine located nearby as working</li> </ul>	<ul style="list-style-type: none"> <li>Scanned copy of the Maintenance</li> <li>Scanned copy of any reports or site visits</li> <li>Make detailed notes</li> </ul>
<b>No sign</b>	<p>NSL – On Street Errors</p> <p>Street Furniture Fault</p>	<p>Customer states that there was no sign at the time of the contravention</p>	<ul style="list-style-type: none"> <li>Check if a sign is required for the contravention in question</li> <li>Check photos and footage for CCTV</li> <li>Check the Civil Enforcement Officer notes to confirm what customer says</li> <li>Check maintenance and work request log</li> <li>Check Google Streetview, Bing Streetside or Request a site visit</li> </ul>	<ul style="list-style-type: none"> <li>Scanned copy of any reports or site visits</li> <li>Make detailed notes</li> </ul>
<b>Incorrect signage</b>	<p>NSL – On Street Errors</p> <p>Street Furniture Fault</p>	<p>Customer states that the sign at the location was incorrect or after an investigation it turns out that the signage at the location is incorrect</p>	<ul style="list-style-type: none"> <li>Check if a sign is required for the contravention in question</li> <li>Check photos and footage for CCTV</li> <li>Check maintenance and work request log</li> <li>Check Google Streetview, Bing Streetside or Request a site visit</li> </ul>	<ul style="list-style-type: none"> <li>Scan copy of any reports or site visits</li> <li>Make detailed notes</li> </ul>



## 2.1 Administrative Error

<b>Cancellation Description</b>	<b>Cancellation Code</b>	<b>Trigger</b>	<b>Investigation needed</b>	<b>Evidence required for cancellation</b>
<b>Incorrect documentation sent (correct process not followed)</b>	SER - NSL Back Office Errors  Incorrect Documentation Sent /Procedure followed	Customer states that incorrect documentation has been sent	<ul style="list-style-type: none"> <li>Check the correspondence screen to confirm which documentation has been sent out. View letters sent to ensure accurate and correct documentation has been sent.</li> </ul>	<ul style="list-style-type: none"> <li>Make suitable notes referring to the Correspondence and History screens and explain exactly why the case was cancelled.</li> <li>Make detailed notes</li> </ul>
<b>Council did not respond to representation</b>	CP – Cannot Pursue Notice out of time - NSL  LBB – LBB Errors LBB Error	Customer (registered keeper) made representation and did not received a reply to their letter. They have since received a Charge Certificate or Order for Recovery	<ul style="list-style-type: none"> <li>Check the History to see if a Representation was logged on and not dealt with.</li> <li>Check Parseq to locate correspondence if it has not been scanned.</li> </ul>	<ul style="list-style-type: none"> <li>Put notes on Taranto referring to the lost representation or incorrect process in Representation not being responded to.</li> </ul>
<b>Incorrect procedure followed when processing representation</b>	SER – NSL Back Office Errors Letter Content  LBB – LBB Errors LBB Error	Investigation shows that the circumstances of the case where not fully investigated at the appropriate time i.e. Incorrect case investigation or site investigation at reps / challenge stage	<ul style="list-style-type: none"> <li>Check photos and footage from CCTV</li> <li>Check the Civil Enforcement Officer notes to confirm what customer says</li> <li>Check through History to locate any additional evidence</li> <li>Check all images and correspondence</li> </ul>	<ul style="list-style-type: none"> <li>Scan all documentation</li> <li>Make detailed notes</li> </ul>
<b>Dispensation not processed</b>	SER – NSL Back Office Errors  Disregard Issuing Error	Customer states that they had applied for a dispensation that would have been valid for the time of the contravention	<ul style="list-style-type: none"> <li>Check the dispensation screens in Taranto/Permitsmarti to see if logged and if so when one was logged</li> <li>Check with the Permit team to confirm a dispensation had been applied for before the time of the contravention</li> </ul>	<ul style="list-style-type: none"> <li>Make notes and refer to dispensation number if a valid dispensation was held</li> </ul>

<b>Out of time</b>	<p>CP – Cannot Pursue Notice out of time - NSL</p> <p>CP – Cannot Pursue Notice out of time - LBB</p>	<p>Customer states we are out of time in responding to correspondence i.e. over 56 days.</p> <p>Also by running reports from Taranto to check and identifying if correspondence is outstanding</p>	<ul style="list-style-type: none"> <li>Check History for natural progression of the case and compare this to the Statutory (legal) time frames and Code of Practice</li> </ul>	<ul style="list-style-type: none"> <li>Make suitable notes referring to the History, the Code of Practice and statutory/legal time frames</li> </ul>
<b>Incorrect site visit</b>	<p>NSL – On Street Errors</p> <p>Incorrect site visit</p>	<p>Customer states that our site check was incorrect. They might submit photographic proof should they feel that it was definitely an incorrect site check. Also by further investigations for Case Summaries when looking for TMO's</p>	<ul style="list-style-type: none"> <li>Consult photographic evidence/CCTV and check Traffweb/Maptile to see if the location was incorrect and request another site check</li> </ul>	<ul style="list-style-type: none"> <li>Make notes referring to the Traffweb/maptile, photos and site visit</li> <li>Scan all records onto Taranto</li> </ul>
<b>Systems Error</b>	<p>SER – NSL Back Office Errors</p> <p>System Progression</p>	<p>Customer states we have made an error or further investigation due to a case going to adjudication or any other enquiry</p>	<ul style="list-style-type: none"> <li>Check the History and Correspondence and notes to see if anything seems to be out of order, for e.g. a Notice to Owner not being issued. This must always be investigated by an officer and Supervisor/Manager</li> </ul>	<ul style="list-style-type: none"> <li>Notes should be made with reference to the error for a Supervisor/Manager to AUTHORISE cancelling the Penalty Charge Notice.</li> </ul>
<b>Incorrect Permit or Visitor Vouchers Issued</b>	<p>SER – NSL Back Office Errors</p> <p>Permit Issuing Error</p>	<p>Customer states that they were issued with the wrong permit or visitor vouchers</p> <p>Or during an investigation it transpires that the appellant was issued with the wrong permit or visitor voucher</p>	<ul style="list-style-type: none"> <li>Check the permit records on Permitsmarti to see if the correct permit or visitor voucher were issued.</li> </ul>	<ul style="list-style-type: none"> <li>Scan all documentation onto Taranto</li> <li>Make details notes</li> </ul>

<p><b>Did not receive a permit reminder letter</b></p>	<p>SER – NSL Back Office Errors</p> <p>Did not receive a permit reminder letter</p>	<p>Customer states that they did not receive a permit reminder letter and had not renewed their permit</p>	<ul style="list-style-type: none"> <li>· Check the permit records on Permitsmarti to see if and when the permit reminder letter was issued and the old permit expired i.e. less or more than 1 month.</li> <li>· Check the permit records on Permitsmarti to see that the permit reminder letter was issued to the correct address</li> </ul>	<ul style="list-style-type: none"> <li>· Scan all documentation onto Taranto</li> <li>· Make details notes</li> </ul>
<p><b>Incorrectly scanned document</b></p>	<p>NSL - Back Office Errors</p> <p>Parseq Scanning</p>	<p>Investigation shows that although customer sent in correspondence it was not scanned properly, resulting in no scanned document being available for the Penalty Charge Notice.</p>	<ul style="list-style-type: none"> <li>· Check with Parseq if image can be retrieved</li> <li>· Check if a copy of the original documents had been provided/ available</li> </ul>	<ul style="list-style-type: none"> <li>· Make details notes</li> </ul>

2.2 No liability

<i>Cancellation Description</i>	<i>Cancellation Code</i>	<i>Trigger</i>	<i>Investigation needed</i>	<i>Evidence required for cancellation</i>
<b>Police already issued penalty</b>	MIT - Mitigation  Police already issued penalty	Customer states that the police have already issued them with a penalty for this contravention (contravention code 99 only)	<ul style="list-style-type: none"> <li>Request copy of the police penalty</li> </ul>	<ul style="list-style-type: none"> <li>Scan all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Stolen vehicle</b>	CP – Cannot Pursue  Stolen vehicle	Customer states the vehicle was stolen at the time of the contravention	<ul style="list-style-type: none"> <li>Obtain a crime reference number</li> <li>Verify crime reference number and date with police evidence/report</li> <li>Note the name or shoulder number of the police officer</li> </ul>	<ul style="list-style-type: none"> <li>Make notes as the investigation and details obtained</li> <li>Scan all documentation including crime reference number onto Taranto</li> </ul>
<b>Vehicle taken by relative of friend</b>	CP – Cannot Pursue  Stolen vehicle	Customer states the vehicle was taken by a relative or friend without their consent at the time of the contravention	<ul style="list-style-type: none"> <li>Obtain a crime reference number</li> <li>Verify crime reference number and date with police evidence/report</li> <li>Note the name or shoulder number of the police officer</li> </ul>	<ul style="list-style-type: none"> <li>Make notes as the investigation and details obtained</li> <li>Scan all documentation including crime reference number onto Taranto</li> </ul>
<b>Bankrupt</b>	CP – Cannot Pursue  Company In Liquidation/Bankruptcy	Customer states that they are bankrupt	<ul style="list-style-type: none"> <li>Obtain proof of bankruptcy at county court</li> </ul>	<ul style="list-style-type: none"> <li>Scan all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>

<b>Cloned Car/Stolen number plate</b>	MIT – Mitigation  Cloned Vehicle	Customer states their vehicle was never at the location or that their vehicle / number plates have been cloned	<ul style="list-style-type: none"> <li>Obtain a police report if available</li> <li>If it is a bus lane/CCTV penalty verify colour and make from photos and obtain photos from the customer if necessary</li> <li>Check images and footage for CCTV</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Vehicle broken down</b>	EX – Exemption Applied  Vehicle Breakdown	Customer states the vehicle was broken down at the time of the contravention	<ul style="list-style-type: none"> <li>Check photos and footage for CCTV</li> <li>Check Civil Enforcement Officers notes on handheld computer for a record of any notes in vehicle</li> <li>Obtain proof of recovery or repair of vehicle - verify dates correspond to date of contravention. Breakdown must be out of drivers control, i.e. ran out of petrol is not sufficient.</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes.</li> </ul>
<b>Printer defect</b>	NLS - On Street Errors  Printer Defect	Copy of penalty sent in shows missing or unreadable text and customer is unable to read details of the penalty issued	<ul style="list-style-type: none"> <li>Obtain a copy of the original penalty issued from the customer</li> <li>Check the CEO notes for any additional information</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Not owner at time of contravention</b>	CP - Cannot Pursue  Not owner at time of contravention	Customer states they were not the owner of the vehicle at the time of the contravention	<ul style="list-style-type: none"> <li>Obtain a letter from the DVLA confirming this</li> <li>Verify with the DVLA the date and time the vehicle changes hands.</li> <li>Obtain the new keepers name and address if possible</li> <li>Make a check of address with Royal Mail to establish if genuine</li> <li>If no keeper or valid addresses available after all investigations have been carried out, the penalty should be cancelled.</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>



<b>Not known at the address / Owner Untraceable</b>	CP – Cannot Pursue  Incomplete Address From DVLA	Is someone falsely uses someone else's address to register a vehicle, or;  Where investigation have been carried out i.e. returned post or processing of VQ5s, the registered keeper of the vehicle is not traceable	<ul style="list-style-type: none"> <li>Obtain a letter from the DVLA confirming that vehicle removed from address</li> <li>Obtain a copy of the council tax or make enquiries with council tax department</li> <li>Make a check of address with Royal Mail or internet check to establish if genuine</li> <li>All possible avenues to trace the registered keeper have been exhausted. i.e. data held on Taranto, bailiff information.</li> </ul>	<ul style="list-style-type: none"> <li>Scan all supporting evidence onto Taranto and make notes detailing what investigation have been carried and what results were found.</li> <li>Make notes detailing what investigation have been carried and what results were found.</li> </ul>
<b>Owner deceased</b>	CP – Cannot Pursue  Deceased	If advised that the registered owner of the vehicle is deceased	<ul style="list-style-type: none"> <li>Obtain a copy of the death certificate to establish date of death. If after contravention date, close notice.</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Emergency services vehicle</b>	EX – Exemption Applied  Emergency Services Vehicle	Representation states the vehicle was being used for fire, police or ambulance purposes at the time of the contravention	<ul style="list-style-type: none"> <li>The police may use a standard form for this (4737), but it is not essential.</li> <li>Obtain evidence endorsed by a senior officer of the vehicle being used for emergency service's purposes (NB the vehicle does not have to be attending an emergency for parking contraventions)</li> <li>For bus lanes, check photo images and footage for CCTV</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Loading / unloading or collecting or delivering</b>	EX – Exemption Applied  Loading/Unloading	Customer states they were loading / unloading or collecting or delivering at the time of the contravention	<ul style="list-style-type: none"> <li>Obtain evidence of loading / unloading, collecting or delivering</li> <li>Confirm this is permitted at location and time of contravention</li> <li>Check the Civil Enforcement Officers notes to see if loading observed</li> <li>Check images and footage for CCTV</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> <li>See loading and unloading notes</li> </ul>

<b>Passengers boarding or alighting</b>	EX – Exemption Applied  Picking Up/Setting Down	Customer states passengers were boarding or alighting at the time of the contravention	<ul style="list-style-type: none"> <li>Obtain evidence if available</li> <li>Confirm this is permitted at location and time of contravention</li> <li>Check the Civil Enforcement Officers notes to see if this was observed</li> <li>Check images and footage for CCTV</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Vehicle is below 5T MGW weight limit</b>	NSL – On Street Errors  NSL CEO Invalid Issue	(Overnight waiting restriction) Customer claims vehicle is not in excess of 5T gross weight	<ul style="list-style-type: none"> <li>Request documentary evidence that the vehicle is not in excess of 5 tonnes MGW</li> <li>Check Google Streetview, Bing Streetside or Request a site visit</li> <li>Review CEO notes for evidence (e.g. weight seen to be defined on plates)</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Vehicle was on private land</b>	NSL – On Street Errors  NSL CEO Invalid Issue	Customer claims vehicle was not on the highway and was in a private road, forecourt, etc.	<ul style="list-style-type: none"> <li>Review CEO notes and photo's showing clearly where the vehicle was parked at the location of the contravention</li> <li>Contact land registry and confirm if land is private as per location of contravention</li> <li>Check Google Streetview, Bing Streetside or Request a site visit</li> <li>Request a site investigation</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Scan confirmation from land registry that land is private</li> </ul>
<b>Police instructed vehicle to be left in contravention of restriction / Detained by police</b>	EX – Exemption Applied  Police left vehicle	Driver was arrested and required to leave vehicle at place of contravention, or was instructed to leave it by police for another reason	<ul style="list-style-type: none"> <li>Obtain confirmation from the police in writing, confirming the location, date, time and police shoulder number</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>



## 2.3 Traffic Management Orders

<i>Cancellation Description</i>	<i>Cancellation Code</i>	<i>Trigger</i>	<i>Investigation needed</i>	<i>Evidence required for cancellation</i>
<b>No TMO</b>	TP – Third Party Errors  No TMO	When verifying a Traffic Management Order for an enquiry, representation or appeal	<ul style="list-style-type: none"> <li>Establish whether a Traffic Management Order is held (verify with the Parking Design Team). If unable to obtain for the location of the contravention the penalty should be cancelled.</li> <li>NB. Not all contraventions require a Traffic Order e.g. Box junctions</li> </ul>	<ul style="list-style-type: none"> <li>Make detailed notes</li> <li>Scan all documentation</li> </ul>
<b>Invalid TMO</b>	TP – Third Party Errors  Invalid TMO	When verifying a Traffic Management Order for an challenge, representation or appeal	<ul style="list-style-type: none"> <li>Establish whether a Traffic Management Order is held. If the order appears to not cover the type of contravention observed or is invalid in some other way (if necessary verify with the Design Team) the penalty should be cancelled</li> </ul>	<ul style="list-style-type: none"> <li>Make detailed notes</li> <li>Scan all documentation i.e. copy of the TMO</li> </ul>
<b>TMO does not define a restriction in force when PCN issued</b>	TP – Third Party Errors  TMO does not define a restriction	When verifying a Traffic Management Order for a challenge, representation or appeal	<ul style="list-style-type: none"> <li>Establish whether a Traffic Management Order is held. If the order appears to adequately define the restriction but not at the time the PCN was issued (if necessary verify with the Parking Design Team) the penalty should be cancelled</li> </ul> <p>This may potentially be a Civil Enforcement Officer error – refer to a Supervisor/Manager</p>	<ul style="list-style-type: none"> <li>Make detailed notes</li> <li>Scan all documentation i.e. copy of the TMO</li> </ul>

## 2.4 Mitigation

<i>Cancellation Description</i>	<i>Cancellation Code</i>	<i>Trigger</i>	<i>Investigation needed</i>	<i>Evidence required for cancellation</i>
<b>Mitigation (Medical)</b>	MIT – Mitigation  Medical Reason	Customer states that they had a medical emergency at the time of the contravention i.e. a life threatening situation or they were in labour. Pre-existing condition may not be classed as a medical emergency nor collecting medication from a pharmacy	<ul style="list-style-type: none"> <li>Request documentary evidence from their GP or hospital</li> <li>Check the Civil Enforcement Officers notes to see if this was observed</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Mitigation (Other)</b>	MIT – Mitigation  Other  Mitigation – Proof Accepted	Customer states that they had an emergency at the time of the contravention i.e. sick child, fire / security alert in shop, detained by police	<ul style="list-style-type: none"> <li>Check the Civil Enforcement Officers notes to see if this was observed i.e. conversation with driver</li> <li>e.g. late returning to a vehicle because of circumstances beyond the drivers control such a security alert,</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Mitigation (Blue Badge)</b>	MIT - Mitigation        Disabled 1st PCN	<p>Customer states they were displaying a valid Blue Badge at the time of the contravention</p> <p>or that they have a valid blue badge but did not display it for fear of theft (not valid for multiple contraventions)</p> <p>or that they forgot to display it at the time of the contravention (not valid for multiple contraventions)</p> <p>or that they had displayed it at the time of the contravention but had fallen off the dashboard or knocked off (not valid for multiple contraventions)</p>	<ul style="list-style-type: none"> <li>Check the Civil Enforcement Officers photos and notes to see if this was observed</li> <li>Obtain a copy of the blue badge if not already provided</li> <li>Check that the blue badge is valid for the location of the contravention</li> <li>Check that previous penalties have not been cancelled for this reason previously (received 1st contravention cancellation letter)</li> </ul> <p>NB: this code may be used even if a previous contravention has been cancelled for the same reason, however surrounding mitigation must be evident.</p>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>

## 2.5 Civil Enforcement Officer (CEO) and CCTV Officer error

<i>Cancellation Description</i>	<i>Cancellation Code</i>	<i>Trigger</i>	<i>Investigation needed</i>	<i>Evidence required for cancellation</i>
<b>Vehicle had valid dispensation</b>	NSL – On Street Errors  NSL CEO Invalid Issue	Customer states that they had a valid dispensation at the time of the contravention	<ul style="list-style-type: none"> <li>Check the dispensation screens in Taranto/Permitsmarti to see if and when one was logged</li> <li>Check with the Permit team to confirm a valid dispensation was held for the contravention</li> </ul>	<ul style="list-style-type: none"> <li>Make notes and refer to dispensation number if a valid dispensation was held</li> <li>Scan photocopy of paper file if the VRM was incorrect, in the case where the dispensation was logged on incorrectly</li> </ul>
<b>Wrong colour/body type of vehicle (does not invalidate penalty, but could indicate cloned vehicle)</b>	NSL – On Street Errors  NSL CEO Invalid Issue  MIT – Mitigation  Cloned Vehicle	<p>If the vehicle in question is completely different in colour/body type to what is printed on the penalty</p> <p>E.g. owner disputes colour/body type given - demonstrates that it is black, but the CEO noted blue on their notes or model is of an older/newer type to their vehicle.</p>	<ul style="list-style-type: none"> <li>Obtain a copy of the vehicle registration document (V5) to confirm the colour/body type difference and if possible all sides photos of the vehicle.</li> <li>Obtain a police report if available</li> <li>Check CEO photos and footage for CCTV</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of the vehicle registration document to the penalty number.</li> <li>Make detailed notes</li> </ul>
<b>Incorrect location</b>	NSL – On Street Errors       NSL CEO Invalid Issue	Customer states the wrong location was recorded on the penalty or that they were not in the street recorded. Inadequate information provided by the CEO to position the exact location of the contravention	<ul style="list-style-type: none"> <li>Check CEO photos, notes and/or footage for CCTV</li> <li>Check Google Streetview, Bing Streetside</li> <li>Check Traffweb/Maptile to determine whether the location matches that which was recorded on the penalty.</li> <li>Produce a tour guide report from Taranto to check if CEO was in area</li> <li>Request a site visit</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>

<b>Unable to establish location of vehicle from evidence collected by CEO/CCTV officer</b>	NSL – On Street Errors  Location Issues/Errors  CCTV  CCTV – Incorrect Location	Whilst investigating the representation, it transpires that the details collected are insufficient to identify where the vehicle was parked	<ul style="list-style-type: none"> <li>Establish from CEO notes and PCN details/additional information on Taranto, whether the location can be accurately established. Where there is ambiguity in location this means the contravention cannot be confirmed, the penalty may have to be cancelled</li> <li>Check Google Streetview, Bing Streetside or Request a site visit</li> <li>Check CEO photos, notes and/or footage for CCTV</li> </ul>	<ul style="list-style-type: none"> <li>Scan all available evidence</li> <li>Make detailed notes</li> </ul>
<b>Incorrect contravention code</b>	NSL – On Street Errors  Incorrect Contravention Code  CCTV  CCTV – Incorrect Contravention Code	Customer claims the contravention on the penalty was not committed. Or, investigation of a representation shows that an incorrect contravention code was used when the penalty was issued  CCTV – Penalty Charge Notice.  No Specific Location Recorded/Photographed	<ul style="list-style-type: none"> <li>Check that the map for the location matches the details recorded on the penalty</li> <li>Request a site visit</li> <li>Check the CEO notes for additional notes to prove vehicle was there</li> <li>Check images and footage for CCTV</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Penalty not affixed or handed to driver</b>	NSL – On Street Errors  Penalty not Affixed or Handed to Driver	Customer states penalty was not received or was not affixed to vehicle at the time of the contravention	<ul style="list-style-type: none"> <li>Check the CEO photos and notes and Taranto to ensure that the penalty was either affixed to vehicle, handed to driver or driver advised. Alternatively, was the PCN issued as a Reg 10 (postal) penalty. Any other description given is invalid and should be cancelled.</li> <li>Alternatively, was the PCN issued as a Reg 10 (postal) penalty. Any other description given is invalid and should be cancelled.</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Incorrect registration entered</b>	NSL – On Street Errors  Incorrect VRM Recorded  CCTV  CCTV – Incorrect VRM	Customer writes in stating they were not in Barnet / at the location or that they did not receive the penalty  Investigations / reports showing vehicle mismatch	<ul style="list-style-type: none"> <li>Check CEO photos and notes</li> <li>Check vehicle details on Taranto match the return details from the DVLA</li> <li>Request copy of V5</li> </ul>	<ul style="list-style-type: none"> <li>Scan all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>

<b>Duplicate penalty</b>	NSL – On Street Errors		<ul style="list-style-type: none"> <li>Check CEO photos and notes along with additional information or CCTV</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> </ul>
	Duplicate PCN	Customer states that have been issued with 2 penalties in one day (within a 24 hours period) or that they have already paid the penalty and have now received a Notice to Owner	<ul style="list-style-type: none"> <li>Check to see if the date, valve positions (if vehicle had been moved and returned to location) and location of the penalty are the same, if so cancel the second-issued and uphold the first-issued.</li> <li>Check to see if the indicated payment can be identified and if payment has been made. Ensure Payment Team checks suspense account for any unallocated payment</li> <li>Check the links for other penalties issued at location and date</li> </ul>	<ul style="list-style-type: none"> <li>Make detailed notes</li> </ul>
<b>Incorrect make of vehicle</b>	NSL – On Street Errors		<ul style="list-style-type: none"> <li>Check the make of the vehicle recorded by the CEO match the returned details from the DVLA.</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> </ul>
	NSL CEO Invalid Issue	Customer states they have not been to area or that they were at a different location or that the make of their vehicle is different from that recorded on the penalty	<ul style="list-style-type: none"> <li>Check the CEO photos and notes for any additional information</li> <li>Obtain a copy of the vehicle registration documents (V5)</li> <li>Check images and footage for CCTV (MTC)</li> </ul>	<ul style="list-style-type: none"> <li>Make detailed notes</li> </ul>



<b>Valid Resident's Permit</b>	NSL – On Street Errors  CEO Issue Error - Valid Permit	Customer states they had a valid resident's permit at the time of the contravention	<ul style="list-style-type: none"> <li>Check the Permitsmarti screen to verify if a valid permit was held at the time of the contravention, also check the time and date the permit was issued if close to the issue date of the penalty</li> <li>Check that the permit is valid for the vehicle and the zone for the location of the contravention</li> <li>Check CEO's photos and notes</li> <li>Check to ensure this is not a regular cancellation reason for this vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Valid Visitor's Voucher</b>	NSL – On Street Errors  NSL CEO Invalid Issue	Customer states they had a valid visitors voucher on display at the time of the contravention	<ul style="list-style-type: none"> <li>Check that the voucher is valid for the zone for the location of the contravention and correctly validated</li> <li>Check CEO photos and notes to confirm what customer says</li> <li>Check to ensure this is not a regular cancellation reason for this vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Valid Business Permit</b>	NSL – On Street Errors  CEO Issue Error - Valid Permit	Customer states they had a valid business permit at the time of the contravention	<ul style="list-style-type: none"> <li>Check the Permitsmarti screen to verify if a valid permit was held at the time of the contravention, also check the time and date the permit was issued if close to the issue date of the penalty</li> <li>Check that the permit is valid for the vehicle and the zone for the location of the contravention NB some permits are valid in any vehicle.</li> <li>Check CEO's photos and notes</li> <li>Check to ensure this is not a regular cancellation reason for this vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>



<p><b>Valid Event Day permit</b></p>	<p>NSL – On Street Errors</p> <p>CEO Issue Error - Valid Permit</p>	<p>Customer states they had a valid Event Day permit at the time of the contravention</p>	<ul style="list-style-type: none"> <li>· Check the Permitsmarti screen to verify if a valid permit was held at the time of the contravention, also check the time and date the permit was issued if close to the issue date of the penalty</li> <li>· Check that the permit is valid for the vehicle and the zone for the location of the contravention</li> <li>· Check it was a scheduled Event Day (Saracens home game)</li> <li>· Check CEO's photos and notes</li> <li>· Check to ensure this is not a regular cancellation reason for this vehicle</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<p><b>Valid Designated Disabled Permit</b></p>	<p>NSL – On Street Errors</p> <p>CEO Issue Error - Valid Permit</p>	<p>Customer states they had a valid designated disabled permit at the time of the contravention</p>	<ul style="list-style-type: none"> <li>· Check the Permitsmarti screen to verify if a valid permit was held at the time of the contravention, also check the time and date the permit was issued if close to the issue date of the penalty</li> <li>· Check that the permit is valid for the vehicle and the designated location of the contravention</li> <li>· Check CEO's photos and notes, also that a Blue Disabled Badge was displayed</li> <li>· Check to ensure this is not a regular cancellation reason for this vehicle</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>





<b>Valid Builders Permit</b>	NSL – On Street Errors  CEO Issue Error - Valid Permit	Customer states they had a valid builder's permit at the time of the contravention	<ul style="list-style-type: none"> <li>Check the Permitsmarti screen to verify if a valid permit was held at the time of the contravention, also check the time and date the permit was issued if close to the issue date of the penalty</li> <li>Check that the permit is valid for the vehicle and the zone for the location of the contravention NB some permits are valid in any vehicle.</li> <li>Check CEO's photos and notes</li> <li>Check to ensure this is not a regular cancellation reason for this vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Valid Motorcycle Permit</b>	NSL – On Street Errors  CEO Issue Error - Valid Permit	Customer states they had a valid motorcycle permit at the time of the contravention	<ul style="list-style-type: none"> <li>Check the Permitsmarti screen to verify if a valid permit was held at the time of the contravention, also check the time and date the permit was issued if close to the issue date of the penalty</li> <li>Check that the permit is valid for the vehicle at the specified location of the contravention</li> <li>Check CEO's photos and notes</li> <li>Check to ensure this is not a regular cancellation reason for this vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Valid Essential Service Voucher</b>	NSL – On Street Errors  NSL CEO Invalid Issue	Customer states they had a valid essential service voucher on display at the time of the contravention	<ul style="list-style-type: none"> <li>Check that the permit is valid for the zone for the location of the contravention</li> <li>Check CEO photos and notes to confirm what customer says</li> <li>Check to ensure this is not a regular cancellation reason for this vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>

<b>Valid Green Permit</b>	NSL – On Street Errors  CEO Issue Error - Valid Permit	Customer states they had a valid green permit at the time of the contravention	<ul style="list-style-type: none"> <li>Check the Permitsmarti screen to verify if a valid permit was held at the time of the contravention, also check the time and date the permit was issued if close to the issue date of the penalty</li> <li>Check that the permit is valid for the vehicle at the specified location of the contravention</li> <li>Check CEO's photos and notes</li> <li>Check to ensure this is not a regular cancellation reason for this vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Electric Charge Point bay</b>	NSL – On Street Errors  NSL CEO Invalid Issue	Customer states they were charging their vehicle at the time of the contravention	<ul style="list-style-type: none"> <li>Check CEO photos (identify that the vehicle is connected to a charge point) and notes to confirm what customer says</li> <li>Check Google Streetview, Bing Streetside or Request a site visit</li> <li>Check the vehicle details at the DVLA, that it is an electric vehicle</li> <li>Request a copy of the vehicle registration document (V5), if unable to verify if the vehicle is electric</li> <li>Check to ensure this is not a regular cancellation reason for this vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Valid Health Emergency Badge displayed</b>	NSL – On Street Errors  NSL CEO Invalid Issue	Customer states they had a valid Health Emergency Badge on display at the time of the contravention	<ul style="list-style-type: none"> <li>Check the Health emergency badge is valid</li> <li>Check that the permit is valid for the location of the contravention</li> <li>Check CEO photos and notes to confirm what customer says</li> <li>Check to ensure this is not a regular cancellation reason for this vehicle</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>





<b>Conflicting evidence</b>	NSL – On Street Errors  NSL CEO Invalid Issue	Investigation shows that there is conflicting evidence between the CEOs, photos, notes and additional information	<ul style="list-style-type: none"> <li>Check the details of the penalty on Taranto against the CEO photos, notes and additional information</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Circumstances have changed since contravention</b>	MIT – Mitigation  Circumstances beyond control	On investigating a case, it transpires that maintenance works have been carried out, a road has been resurfaced, or an order amended in such a way that the situation at the time of the contravention can no longer be verified	<ul style="list-style-type: none"> <li>Request site visit</li> <li>Request maintenance records from the Maintenance Manager</li> <li>Request records from Highways</li> <li>Review TMO</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Incorrect Procedure Followed</b>	SER - NSL Back Office Errors  Incorrect Documentation Sent /Procedure followed	Customer states that they were not in the area when the penalty was issued or that they were not issued with a penalty  Or during an investigation it transpires that the Civil Enforcement Officer did not record enough evidence to show that the vehicle was at the location at the time of the contravention	<ul style="list-style-type: none"> <li>Check photos and footage from CCTV</li> <li>Check the Civil Enforcement Officer notes to confirm what customer says</li> <li>Check through History to locate any additional evidence</li> <li>Check all images and correspondence</li> <li>Check Google Streetview, Bing Streetside or Request a site visit</li> <li>Produce a tour guide report from Taranto to check if CEO was in area</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>



Valid Parking Voucher	<p>NSL – On Street Errors</p> <p>NSL CEO Invalid Issue</p>	<p>Customer states they had a valid parking voucher on display at the time of the contravention</p>	<ul style="list-style-type: none"> <li>Check that the parking voucher is valid for the location of the contravention</li> <li>Check CEO photos and notes to confirm what customer says</li> <li>Check to ensure this is not a regular cancellation reason for this vehicle and correctly validated</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
Taxi/Mini cab	<p>NSL – On Street Errors</p> <p>NSL CEO Invalid Issue</p>	<p>Customer states that they are a licensed taxi/hackney carriage</p> <p>Customer states that they are a mini cab and hold a Public Carriage Office (PCO) registration</p>	<p>Check still images and CCTV video footage to make sure that vehicle is a Hackney Carriage (has taxi amber light and/or Hackney Carriage plate. Also, the driver has not pulled over – e.g. to go to a shop</p> <ul style="list-style-type: none"> <li>Request proof that the vehicle is a licensed taxi (Hackney Carriage) if unable to identify</li> <li>Request proof that the vehicle has Public Carriage Office (PCO) registration</li> <li>Request proof of a job sheet/booking form showing that collecting/dropping passenger at date, time and location of contravention. N.B. PCO vehicle are only permitted to undertake pre-booked jobs</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>



2.6 CCTV penalty charge notices (see also - Civil Enforcement Officer (CEO) and CCTV Officer error)

<i>Cancellation Description</i>	<i>Cancellation Code</i>	<i>Trigger</i>	<i>Investigation needed</i>	<i>Evidence required for cancellation</i>
<b>Mini bus in bus lane</b>	CCTV  NSL – CCTV Invalid Issue	Customer states that the vehicle that was driving in the bus lane is a mini bus (8 <u>passenger</u> seats or more)	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage</li> <li>· Request a copy of the vehicle registration document</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>Not in bus lane</b>	CCTV  NSL – CCTV Invalid Issue	Customer states that they were in the location in question at the time of the contravention but they did not drive in the bus lane	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage to see if the vehicle has driven 20 meters (4 car lengths) of the bus lane</li> <li>· Confirm all vehicle details recorded are valid and match the images</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>Taxi in bus lane</b>	CCTV  NSL – CCTV Invalid Issue	Customer states that they are allowed in the bus lane because they are a licensed taxi	<ul style="list-style-type: none"> <li>· Check still images and CCTV video footage to make sure that vehicle is a Hackney Carriage (has taxi amber light and/or Hackney Carriage plate. Also, the driver has not pulled over – e.g. to go to a shop)</li> <li>· Request proof that the vehicle is a licensed taxi (Hackney Carriage) if unable to identify</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>

<b>Dropping off / collecting passenger in Bus Lane</b>	CCTV  CCTV – Dropping Off / collecting passenger in Bus Lane	Customer states that were dropping off of picking up passenger or they are a licensed taxi undertaking drop off or pickup	<ul style="list-style-type: none"> <li>· Check still images /CCTV to ascertain if vehicle has travelled more than 20 metres in the bus lane. Can pull into bus lane and exit straight away</li> <li>· Check still images and CCTV video footage to make sure that vehicle is a Hackney Carriage (has taxi amber light and/or Hackney Carriage plate. Also, the driver has not pulled over – e.g. to go to a shop</li> <li>· Request a copy of the vehicle registration document</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>Facilitating Emergency vehicle movement</b>	CCTV  CCTV - Facilitating Emergency vehicle movement	Customer states that entered a bus lane to allow an emergency vehicle to pass or avoid a collision	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage to see if the vehicle has driven 20 meters in the bus lane or emergency vehicle recorded passing</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>Police already issued penalty</b>	MIT - Mitigation  Police already issued penalty	Customer states that the police have already issued them with a penalty for this contravention	<ul style="list-style-type: none"> <li>· Request copy of the police penalty</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>Post vehicle in bus lane</b>	CCTV  CCTV - Post vehicle in bus lane	Customer states that the vehicle that was driving in the bus lane is a post vehicle and collecting mail	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage</li> <li>· Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>Cleansing vehicle in use collecting refuse</b>	EX – Exemption Applies  Refuse Collection/Clinical Waste	Customer states that the vehicle that was driving in the bus lane was collecting refuse	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage</li> <li>Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>

<b>Incorrect Contravention Time or Date entered</b>	CCTV  NSL – CCTV Invalid Issue	Customer states they were not in the area  Or It transpires that the time or date on the still images does not match the time noted on Taranto	<ul style="list-style-type: none"> <li>Check still images</li> <li>Check details on Taranto</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Vehicle not stopped in a Box Junction</b>	CCTV  NSL – CCTV Invalid Issue	Customer states that the vehicle that was being driven had not stopped in a yellow box junction.	<ul style="list-style-type: none"> <li>Check still images</li> <li>Check CCTV video footage</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Vehicle only briefly stopped</b>	PCN Issued under minimum stopping period (and not creeping) through  CCTV  NSL CCTV Invalid Issue  PCN Issued at minimum stopping period (and not creeping) through  BOP - Balance Of Probability  BOD - Benefit of Doubt	Customer states they only briefly stopped in a yellow box junction	<ul style="list-style-type: none"> <li>Check still images</li> <li>Check CCTV video footage</li> <li>Ensure that vehicle had stopped for a period over the minimum exempted time and had not been creeping through.</li> <li>Check details on Taranto</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Entered Box Junction for emergency vehicle</b>	CCTV  CCTV - Entered Box Junction for emergency vehicle	Customer states that entered a yellow box junction for an emergency vehicle to pass.	<ul style="list-style-type: none"> <li>Check still images</li> <li>Check CCTV video footage</li> <li>Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>

<b>Entered to undertake a right hand turn</b>	CCTV  CCTV - Entered to undertake a right hand turn	Customer states they entered the yellow box junction to undertake a righthand turn, but were prevented by oncoming vehicle.  N.B. Only relevant is right hand turn is within box junction area. After box junction exemption does not apply.	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage</li> <li>· Check details on Taranto</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>No road markings/not clear. - Box Junction</b>	NSL – On Street Errors  Road Marking Issues	Customer states that there were no road markings or faded.	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage</li> <li>· Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>Did not stop on School Keep Clear Markings</b>	CCTV  NSL – CCTV Invalid Issue	Customer states they had not stopped on school keeper clear markings	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage</li> <li>· Check details on Taranto</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>School Keep Clear restriction not in operation/School Holiday/Bank Holiday</b>	CCTV  NSL – CCTV School Keep Clear restriction not in operation	Customer states that the school keep clear restrictions were not in operation on the date/time of the contravention  N.B. School keep clear restrictions operate as per designated day and time. No exemption during term/half term breaks.	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage</li> <li>· Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>No School Keep Clear signage/road markings</b>	NSL – On Street Errors  Street Furniture Fault  Road Marking Issues	Customer stated that there were no signage or road markings at the location.	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage</li> <li>· Check details on Taranto</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>



<b>Did not undertake a Prohibited Turn</b>	CCTV NSL – CCTV Invalid Issue	Customer states that they had not undertaken a prohibited turn.	<ul style="list-style-type: none"> <li>Check still images</li> <li>Check CCTV video footage</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>No Signage - Prohibited Turn</b>	NSL – On Street Errors Street Furniture Fault	Customer states there was no signage	<ul style="list-style-type: none"> <li>Check still images</li> <li>Check CCTV video footage</li> <li>Check details on Taranto</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Prohibited turn/failed to travel in direction of travel/ entered no entry made under Police instruction</b>	MIT - Mitigation Prohibited turn/Wrong travel direction/Police Instruction	Customer states they undertook manoeuvre under the instruction of a police officer.	<ul style="list-style-type: none"> <li>Check still images</li> <li>Check CCTV video footage</li> <li>Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Did not fail to adhere to Direction of Travel signage/road markings</b>	CCTV NSL – CCTV Invalid Issue	Customer states that they had not failed to adhere to the direction of travel signage /road markings.	<ul style="list-style-type: none"> <li>Check still images</li> <li>Check CCTV video footage</li> <li>Check details on Taranto</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>No direction of travel signage/road markings</b>	NSL – On Street Errors Street Furniture Fault Road Marking Issues	Customer states that there was no direction of travel signage/road markings.	<ul style="list-style-type: none"> <li>Check still images</li> <li>Check CCTV video footage</li> <li>Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>Did not fail to adhere to No Entry signage</b>	CCTV NSL – CCTV Invalid Issue	Customer states they had not failed to adhere to the No Entry signage	<ul style="list-style-type: none"> <li>Check still images</li> <li>Check CCTV video footage</li> <li>Check details on Taranto</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>
<b>No Signage/road Markings - No Entry</b>	NSL – On Street Errors Street Furniture Fault Road Marking Issues	Customer states that there were no 'No Entry' signage or road markings.	<ul style="list-style-type: none"> <li>Check still images</li> <li>Check CCTV video footage</li> <li>Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>Scan a copy of all documentation onto Taranto</li> <li>Make detailed notes</li> </ul>

<b>Did not failed to adhere to width Restricted Vehicle restriction</b>	CCTV  NSL – CCTV Invalid Issue	Customer states they had not failed to adhere to the width restricted vehicle signage	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage</li> <li>· Check details on Taranto</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>No restricted vehicle signage/road markings</b>	NSL – On Street Errors  Street Furniture Fault  Road Marking Issues	Customer states that there were no restricted vehicle width signage/road markings	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage</li> <li>· Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>Vehicle is a local bus</b>	CCTV  NSL – CCTV Invalid Issue	Customer states they were a local bus and therefore an exempted vehicle.	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage</li> <li>· Check details on Taranto</li> <li>· Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>
<b>Vehicle did not enter a weight restriction</b>	CCTV  NSL – CCTV Invalid Issue	Customer states that they had not failed to adhere to the weight restriction signage.	<ul style="list-style-type: none"> <li>· Check still images</li> <li>· Check CCTV video footage</li> <li>· Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>· Scan a copy of all documentation onto Taranto</li> <li>· Make detailed notes</li> </ul>

<b>No Weight Restriction signage</b>	NSL – On Street Errors  Street Furniture Fault	Customer states there were no weight restriction signage on street.	<ul style="list-style-type: none"> <li>• Check still images</li> <li>• Check CCTV video footage</li> <li>• Check details on Taranto</li> </ul>	<ul style="list-style-type: none"> <li>• Scan a copy of all documentation onto Taranto</li> <li>• Make detailed notes</li> </ul>
<b>Vehicle undertaking delivery/collection from weight restricted area.</b>	EX – Exemption Applies  Delivery/Collection from weight restricted area	Customer states that they were permitted to enter the weight restricted area, as they were undertaking a delivery/collected within it.	<ul style="list-style-type: none"> <li>• Check still images</li> <li>• Check CCTV video footage</li> <li>• Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>• Scan a copy of all documentation onto Taranto</li> <li>• Make detailed notes</li> </ul>
<b>Vehicle under designated weight</b>	CCTV  NSL – CCTV Invalid Issue	Customer states their vehicle was under the designated maximum permitted weight	<ul style="list-style-type: none"> <li>• Check still images</li> <li>• Check CCTV video footage</li> <li>• Check V5 details online</li> <li>• Check details on Taranto</li> <li>• Request documentary evidence if footage is not of use</li> </ul>	<ul style="list-style-type: none"> <li>• Scan a copy of all documentation onto Taranto</li> <li>• Make detailed notes</li> </ul>

### 3.0 GUIDE TO PERMIT USE IN DESIGNATED BAYS - QUICK VIEW

Permit Type	Resident	Permit	Business	Pay to Park	Doctor	Motorcycle	Disabled	Specific
Business Permit								
Builders Permit								
Carers Permit								
Car Park Permit								ID specific
Disabled Permit								ID specific
Doctors Permit					ID specific			
Essential vouchers								
Event Day – (Saracens)								
Floating Car Club Permit								
Green Permit - Gas or electric vehicle								
Members Permit								
Motorcycle Permit								
Parking voucher								
Religious Permit								
Residents Permit								
School - Northside primary school								ID specific
School - Teacher								
Visitor vouchers – Residential and Event Day								
Dispensations/Temporary Permit								
Hatzola								
Health Emergency Badge								
Disabled Badge								

N.B. Permits only valid in bays for which they were allocated.

Permits are valid in Shared use bays if the relevant permit and zone code is applicable at that location (zone code should be checked to ensure an exemption applies).

## 4.0 RESTRICTIONS ON DISABLED PARKING - QUICK VIEW

Please remember that Disabled Badge holders cannot park:

- On yellow lines during hours where there are loading restrictions;
- On yellow lines over three hours (displaying disabled badge and clock card);
- At a Bus Stop;
- In a Loading Bay;
- When parked on a footway or grass verge (even partially);
- In a Cycle Lane;
- On a Pedestrian Crossing; and
- In the School “keep clear” area.

*It is the driver's responsibility to check for road restrictions that might apply outside of the hours that the bays operate as Civil Enforcement Officers patrol, looking for violations and enforcing the restrictions.*

### Disabled Blue Badge use locations – London Borough of Barnet.

	Will be enforced (Yes/No)	
Restriction type	Disabled Blue Badge Permitted	Conditions (if disabled badge permitted)
Across a dropped kerb	No	N/A
All council car parks (Disabled bay)	Yes	Valid Disabled badge displayed (front up) on dashboard of vehicle, with clock card if maximum waiting period applies.
All council car parks (Electric Vehicle charging bay)	No	N/A
All council car parks (Free)	Yes	If no restriction applies, Disabled badge not required to be displayed.
All council car parks (Pay to Park)	Yes	Valid Disabled badge displayed (front up) on dashboard of vehicle.
All council car parks (Permit bays)	No	N/A
Ambulance bays	No	N/A
Ban turn/No entry	No	N/A
Box Junction	No	N/A
Bus lanes	No	N/A
Bus stops / Bus stand	No	N/A

Business bays	No	N/A
Coach bays	No	N/A
Disabled Permit Holder	No	N/A
Disabled bays	Yes	Valid Disabled badge displayed (front up) on dashboard of vehicle, with clock card if maximum waiting period applies.
Doctor's bays	No	N/A
Double parking / 50 cm from kerb	No	N/A
Double yellow lines	Yes	Valid Disabled badge displayed (front up) on dashboard of vehicle, with clock card up to 3 hours.
Electric vehicle charging bay	No	N/A
Free bay / Limited waiting	Yes	Valid Disabled badge displayed (front up) on dashboard of vehicle, with clock card if maximum waiting period applies.
Library bay	No	N/A
Footway bay (designated)	Yes	If no restriction applies, Disabled badge not required to be displayed.
Footway / Verge parking	No	N/A
Loading bays	No	N/A
Loading restriction	No	N/A
Market Stall bay	No	N/A
Motorcycle bays	No	N/A
Not fully within marked bay	No	N/A
Pay to park /Pay and display bays	Yes	Valid Disabled badge displayed (front up) on dashboard of vehicle, with clock card if maximum waiting period applies.
Pedestrian Zone	No	N/A
Permit bays / Permit passed this point	Yes	Valid Disabled badge displayed (front up) on dashboard of vehicle.
Residents' bays	Yes	Valid Disabled badge displayed (front up) on dashboard of vehicle.
School markings / Keep Clear	No	N/A
Single yellow lines	Yes	Valid Disabled badge displayed (front up) on dashboard of vehicle, with clock card up to 3 hours.
Suspended bays	No	N/A
Taxi rank	No	N/A
Zigzag lines (white)	No	N/A

## 5.0 BANK HOLIDAYS AND CHRISTMAS DAY – QUICK VIEW

Public and Bank Holidays include New Year's Day, Good Friday, Easter Monday, May bank holidays, August bank holiday, Boxing Day, and Christmas Day.

The below table provides examples of restrictions that may or may not be enforced.

Will be enforced (Yes/No)		
Restriction type	Bank Holidays	Christmas Day
Across a dropped kerb	Yes	No
All council car parks (Disabled bay)	No	No
All council car parks (Electric Vehicle)	No	No
All council car parks (Free)	No	No
All council car parks (Pay to Park)	No	No
All council car parks (Permit bays)	No	No
Ambulance bays	No	No
Ban turn/No entry	Yes	Yes
Box Junction	Yes	Yes
Bus lanes	Yes	No
Bus stops / Bus stand	Yes	No
Business bays	No	No
Coach bays	No	No
Disabled Permit Holder	Yes	No
Disabled bays	Yes	No
Doctor's bays	No	No
Double parking / 50 cm from kerb	Yes	Yes
Double yellow lines	Yes	No
Electric vehicle bays	No	No
Free bay / Limited waiting	No	No
Library bay	No	No
Footway bay (designated)	No	No
Footway / Verge parking	Yes	No
Loading bays	Yes	No
Loading restriction	Yes	No
Market Stall bay	No	No
Motorcycle bays	No	No
Not fully within marked bay	No	No
Pay to park /Pay and display bays	No	No
Pedestrian Zone	No	No
Permit bays / Permit passed this point	No	No
Residents' bays	No	No
School markings / Keep Clear	No	No
Single yellow lines	Yes	No
Suspended bays	Yes	No
Taxi rank	Yes	No
Zigzag lines (white)	Yes	No

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