



Parking Services Annual Report 2024 to 2025

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Welcome

At Bristol City Council we aim to ensure Bristol remains a great place to live, work, study and visit. It's our duty to manage the road and traffic network through various means, such as the provision of on and off-street parking, ensuring primary routes are kept free of obstructions through effective enforcement and providing efficient and attractive sustainable methods of travel. The following report will demonstrate the role that Parking Services plays in meeting these demands.

Bristol Transport Strategy

Our main focus revolves around working towards the Bristol Transport Strategy, which sets out how the Council will:

- Improve transport to meet increased demand from the growth in housing, jobs and regeneration.
- Create an inclusive transport system that provides realistic transport options for everyone.
- Create healthy places that promote active transport, improve air quality and improve road safety.
- Make better use of our streets to enable more efficient journeys.
- Enable more reliable journeys by minimising the negative impact of congestion.
- Support sustainable growth by enabling efficient movement of people and goods, reducing carbon emissions and embracing new technology.

More information on this can be found here: <https://www.bristol.gov.uk/policies-plans-strategies/bristol-transport-strategy>

The Joint Local Transport Plan 4

The Joint Local Transport Plan 4 (JLTP4) – led by the West of England Combined Authority, working with Bath and North East Somerset, Bristol, North Somerset and South Gloucestershire councils – sets out the vision for transport up to 2036. It shows how we will aim to achieve a well-connected sustainable transport network that works for residents across the region; a network that offers greater, realistic travel choices and makes walking, cycling and public transport the natural way to travel.

More information about the JLTP4 can be found on the Council's website: <https://www.bristol.gov.uk/residents/streets-travel/transport-plans-and-projects/joint-local-transport-plan-2020-to-2036>

Car Parking

Throughout Bristol we have several open-air car parks, as well as 3 multi-story car parks. The multi-story car parks, Trenchard Street, West End and Temple Gate hold over 2,000 spaces between them, with a further 1,900 spaces in 37 car parks across the city. On top of this, we have 3 park and ride car parks, situated in Brislington, Long Ashton and the Portway.

We offer season tickets at many of our car parks, and specific information for each car park, including their tariffs (if applicable) can be found on our website [here](#).

What we've done in 2024-25

- Achieved the ParkMark Award for Portway, Long Ashton, and Brislington Park & Ride sites, recognising their safety and quality. More information about ParkMark can be found on their website: [ParkMark - Home](#)
- Updated parking charges at various on-street and off-street location
- Refreshed all the RingGo signage.
- Relined a number of car parks.
- Continued with the installation, management, and maintenance of barriers in the Old City to support the pedestrianisation of the area.
- Upgraded the CCTV at Portway Park & Ride and worked with The West of England Combined Authority (WECA) to help deliver a new mobility hub.



Enforcement

Parking Services aim to keep Bristol's roads safe and traffic flowing smoothly through a combination of enforcement, education, and partnership working.

Over the past year, we've taken part in several joint operations with the Police, Housing, Neighbourhood Enforcement Team (NET), and Anti-Social Behaviour (ASB) teams. These included targeted enforcement days in areas such as Stapleton Road, where up to 50 Penalty Charge Notices (PCNs) were issued in a single event.

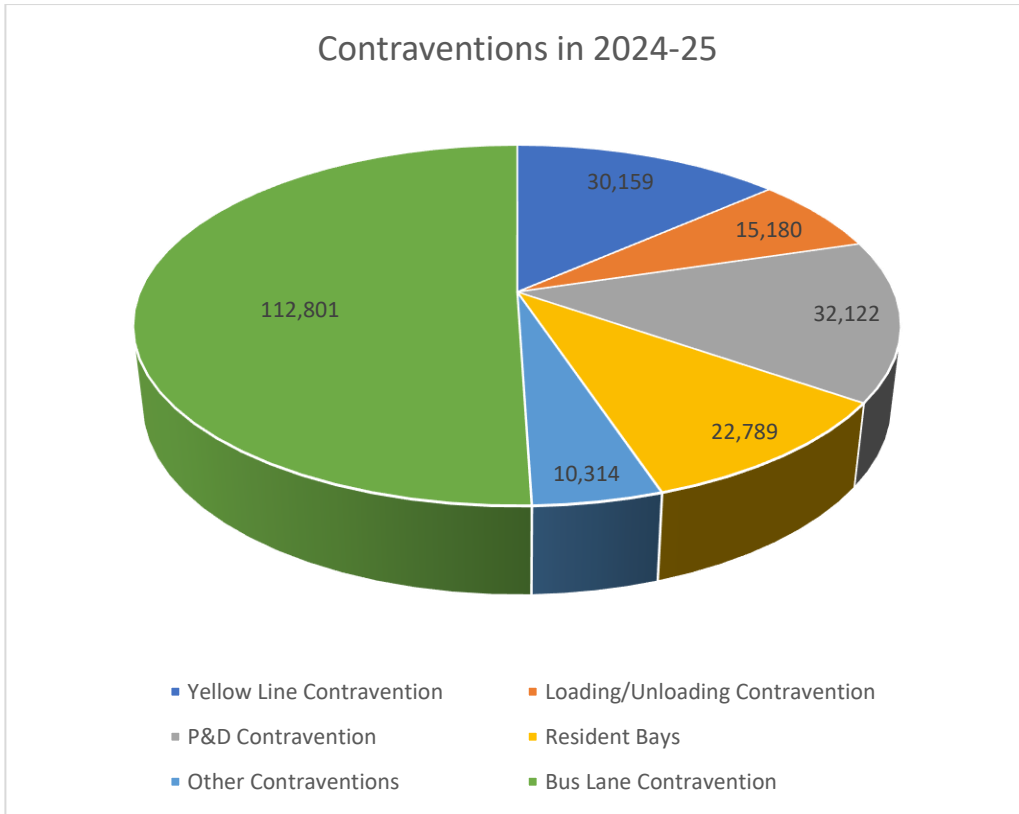
We've continued to respond to feedback from residents and partners by maintaining regular enforcement of the 5-hour limited waiting restrictions at the Downs. Given the sensitivity of the area, Civil Enforcement Officers (CEOs) have taken a fair and proportionate approach to encourage compliance.

We also carried out regular 'Days of Action' to monitor Blue Badge usage. These were delivered in partnership with Internal Audit and the Police. Some operations were supported on-site by Audit officers, while others were carried out independently, with Audit providing remote verification of badge details.

Our supervisors have supported the Highways team by identifying and refreshing worn or missing bay markings across the city. This work was delivered in partnership with ETM, helping to ensure that restrictions remain enforceable.

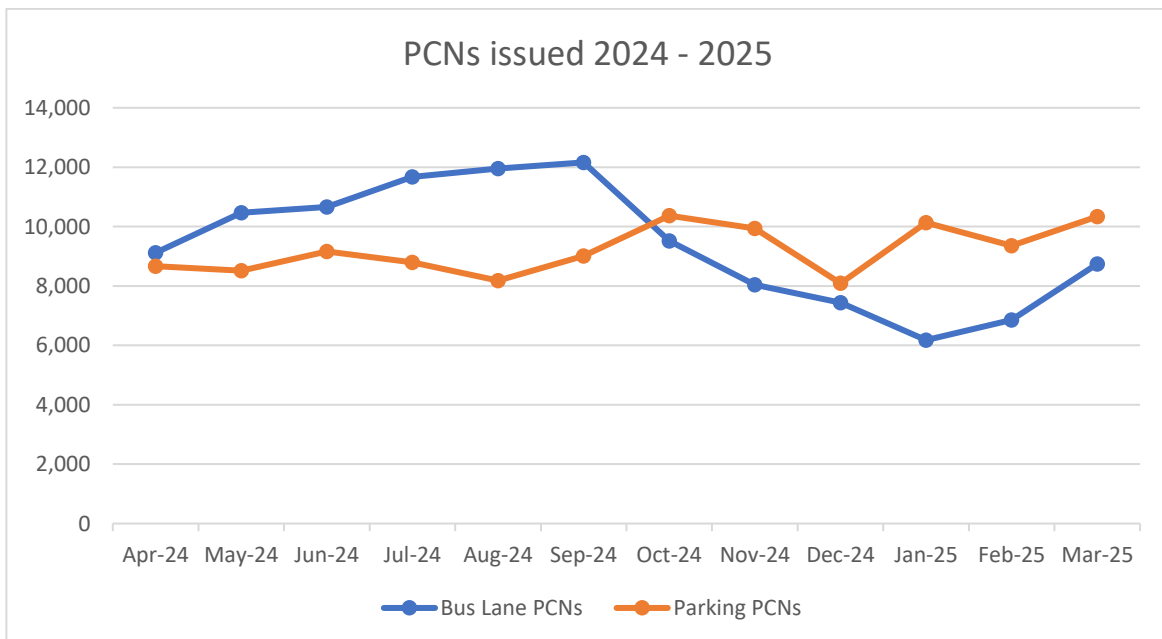
Parking Services helped organise the annual Remembrance Day parade by working with the Lord Mayor's Office, Police, and other partners. This included suspending parking, arranging space for military vehicles, and helping ensure the event ran smoothly and safely.

There are times where we need to issue Penalty Charge Notices to vehicles who contravene the restrictions in place. When we do, our enforcement is carried out in a variety of ways; we have foot patrols, CCTV enforcement of bus lanes and the use of a camera car. The pie chart below shows the most common reasons why Parking and Bus Lane Penalty Charge Notices are issued:



Parking PCNs are broken into higher and lower categories, based on the severity of the infringement. In 2024 – 25 we issued:

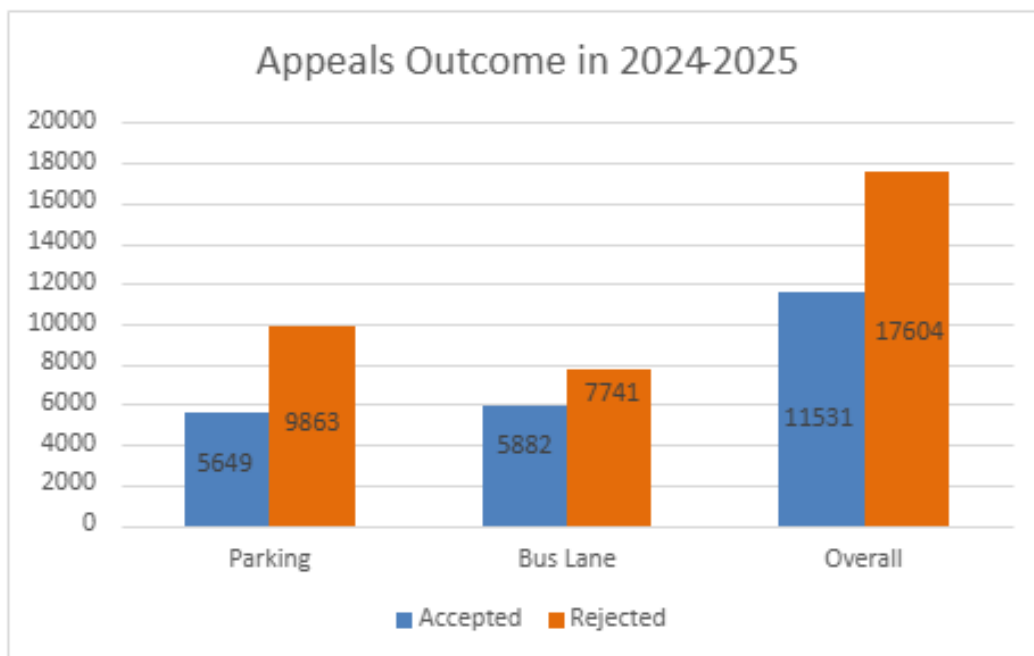
	ON STREET PCNS	OFF STREET PCNS
HIGHER RATE	75,182	525
LOWER RATE	28,611	6,246
TOTAL	103,792	6,771



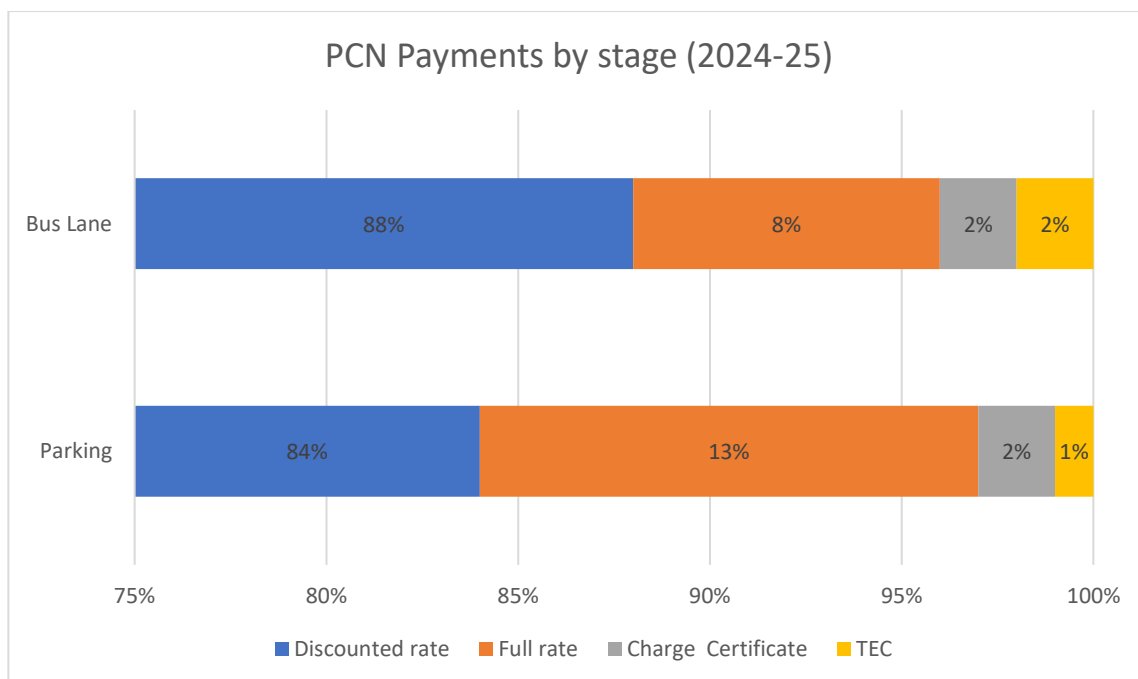
During the 2024–25 financial year, a total of 112,798 Bus Lane PCNs were issued and 110,564 Parking PCNs were issued.

Parking and Bus Lane PCNs issued monthly		
Month	Parking PCNs issued	Bus Lane PCNs issued
April	8,669	9,117
May	8,516	10,469
June	9,166	10,661
July	8,793	11,671
August	8,185	11,951
September	9,012	12,161
October	10,368	9,521
November	9,934	8,044
December	8,091	7,436
January	10,128	6,177
February	9,359	6,853
March	10,343	8,737
Total	110,564	112,798

Once a PCN is issued, and a motorist believes it was either incorrectly issued or there is sufficient mitigation, the statutory appeals procedure can be used. More information about the appeals procedure can be found on Patrol's website here: <https://www.patrol-uk.info/i-have-received-a-pcn/>



Overall, 169,934 (76.1%) of all Parking and Bus Lane PCNs issued in 2024-25 have been paid of which 147,964 (66.2%) were paid at the discounted rate (data as at 20/08/2025).



Locations with the Highest Number of Parking PCNs Issued		
Location	PCNs issued	Revenue Generated
The Horsefair (City Centre)	2,016	£61,920
Gloucester Road (Bishopston)	1,713	£64,315
Callowhill Court (City Centre)	1,421	£39,750
Stapleton Road (Eastville)	1,199	£37,615
Union Street (City Centre)	1,190	£35,667
Whiteladies Road (Clifton)	1,114	£41,114
Berkeley Square (Clifton)	1,072	£34,417
Elmdale Road (Clifton)	927	£27,825
West Street (St Philips)	918	£30,366
Redcliffe Street (Redcliffe)	906	£25,590

Locations with the Highest Number of Bus Lane PCNs Issued		
Location	PCNs issued	Revenue generated
Cumberland Road	37,862	£1,410,531
High Street (Junction Baldwin Street)	14,635	£492,823
Baldwin Street (Junction High Street)	14,066	£433,653
Baldwin Street (Junction Marsh Street)	7,168	£216,242
Victoria Street (Bristol Bridge)	6,781	£237,094
Bath Road (A4) (Bus Lane 1)	5,785	£189,038
Stoke Lane Off Slip MetroBus Only Link	4,862	£175,299
A37 Wells Road (Three Lamps)	3,792	£101,254
Baldwin Street (Junction Broad Quay)	2,610	£57,110
Colston Street (Bus Lane 3)	2,191	£66,415

Clean Air Zone Enforcement

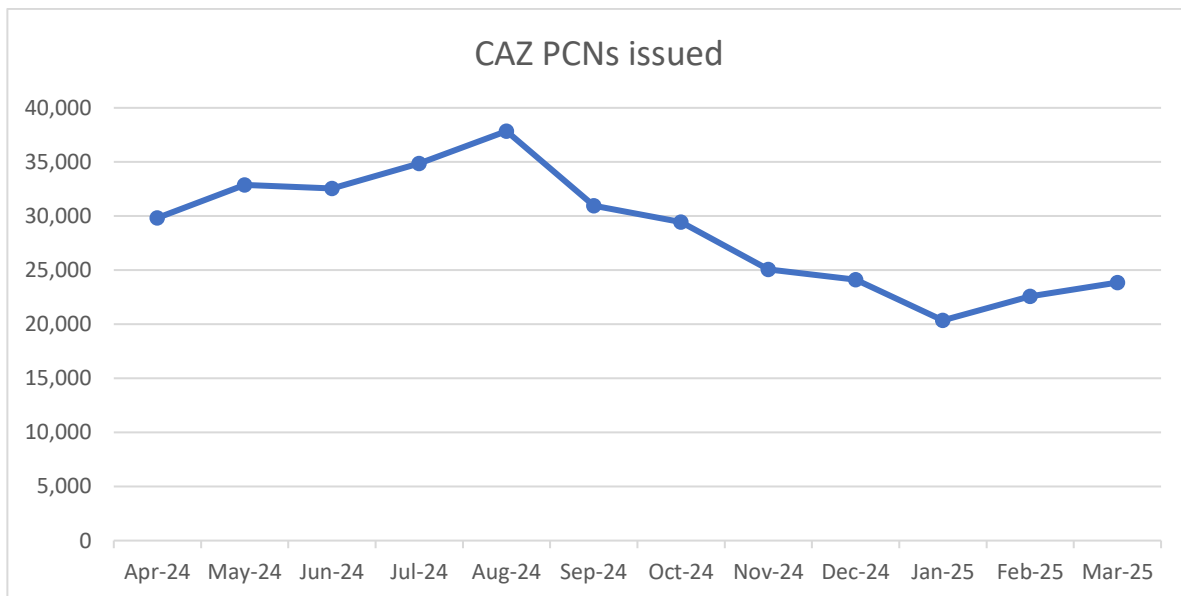
The Clean Air Zone in Bristol remains fully operational. Introduced on 28th November 2022, to address the city's illegal levels of air pollution, the initiative aims to reduce pollution levels to legal limits in the shortest possible time, contributing to a healthier environment for residents and visitors. It requires non-compliant vehicles who enter the Clean Air Zone to pay a charge for every day they enter the Zone.

Further information on the Clean Air Zone can be found on the Council's website:

<https://www.bristol.gov.uk/residents/streets-travel/bristols-caz>

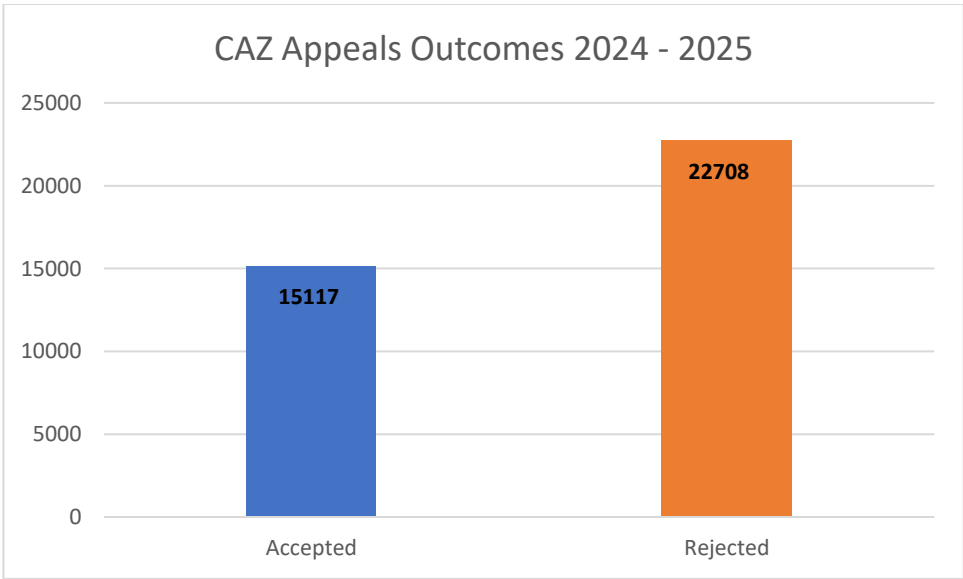
Motorists can check whether their vehicle is compliant, or make a payment, by using the DVLA's website: [Drive in a clean air zone - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

There are times where we need to issue Penalty Charge Notices to non-compliant vehicles who haven't paid the charge and don't have a valid exemption. When we do, our enforcement is carried out by CCTV enforcement of the Clean Air Zone. The graph below shows the number of Clean Air Zone Penalty Charge Notices issued:

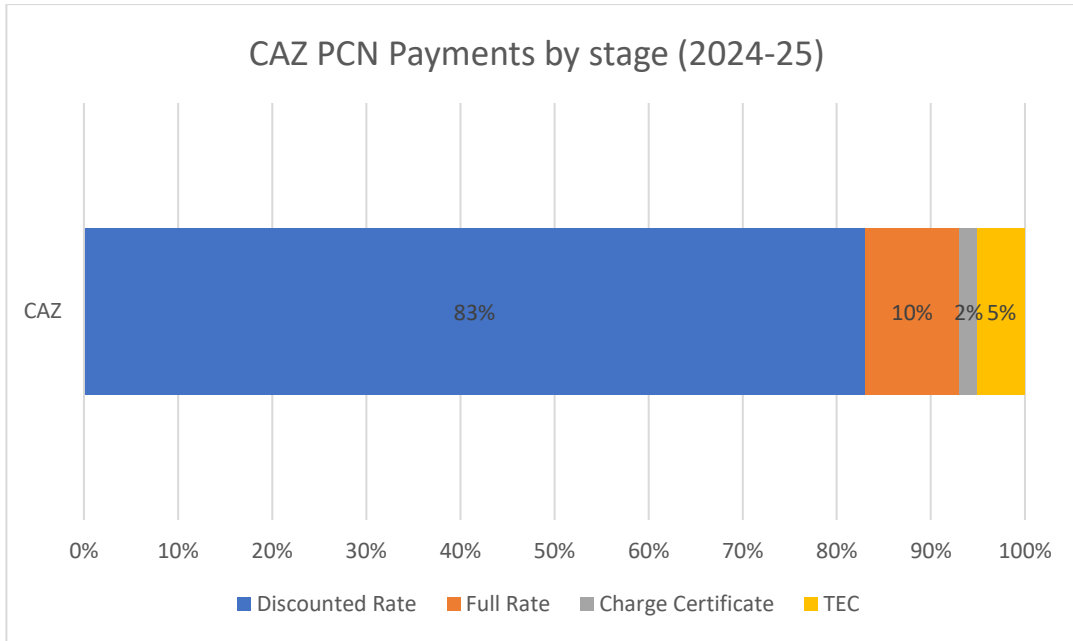


During the 2024–25 financial year, a total of 344,365 Clean Air Zone Penalty Charge Notices were issued.

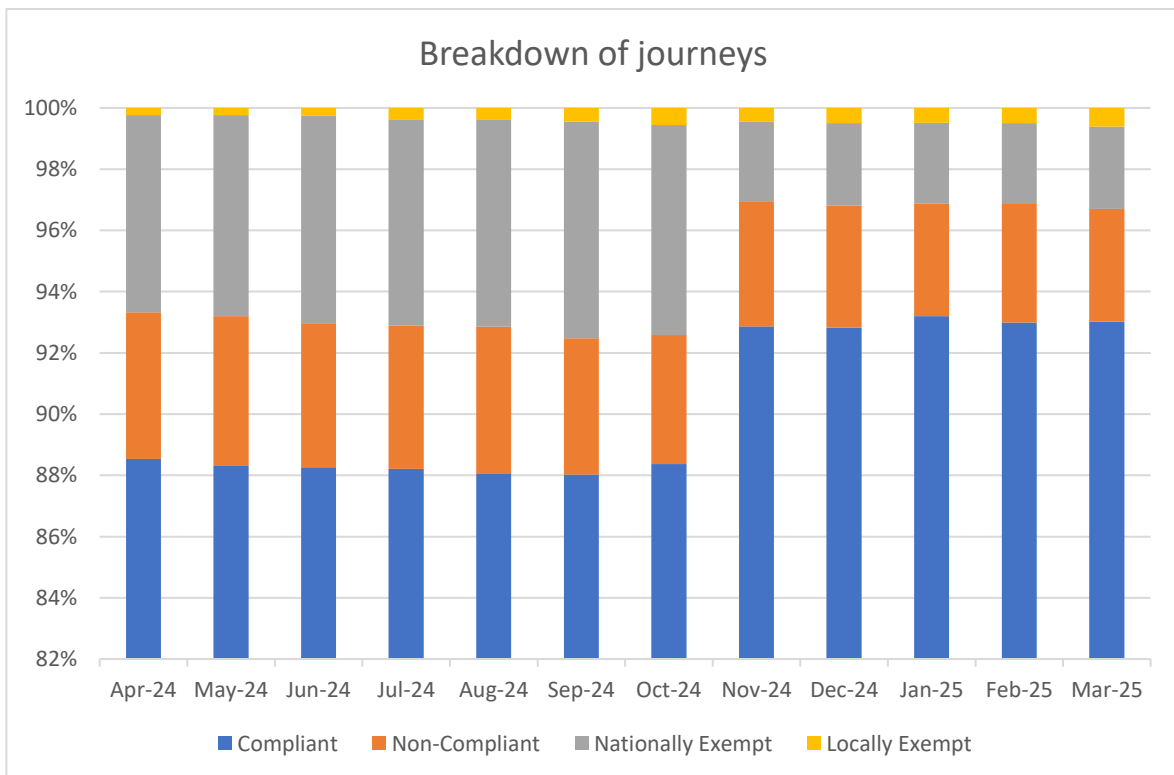
Clean Air Zone PCNs issued monthly	
Month	PCNs issued
April	29,842
May	32,886
June	32,565
July	34,857
August	37,848
September	30,958
October	29,436
November	25,070
December	24,121
January	20,358
February	22,571
March	23,853
Total	344,365

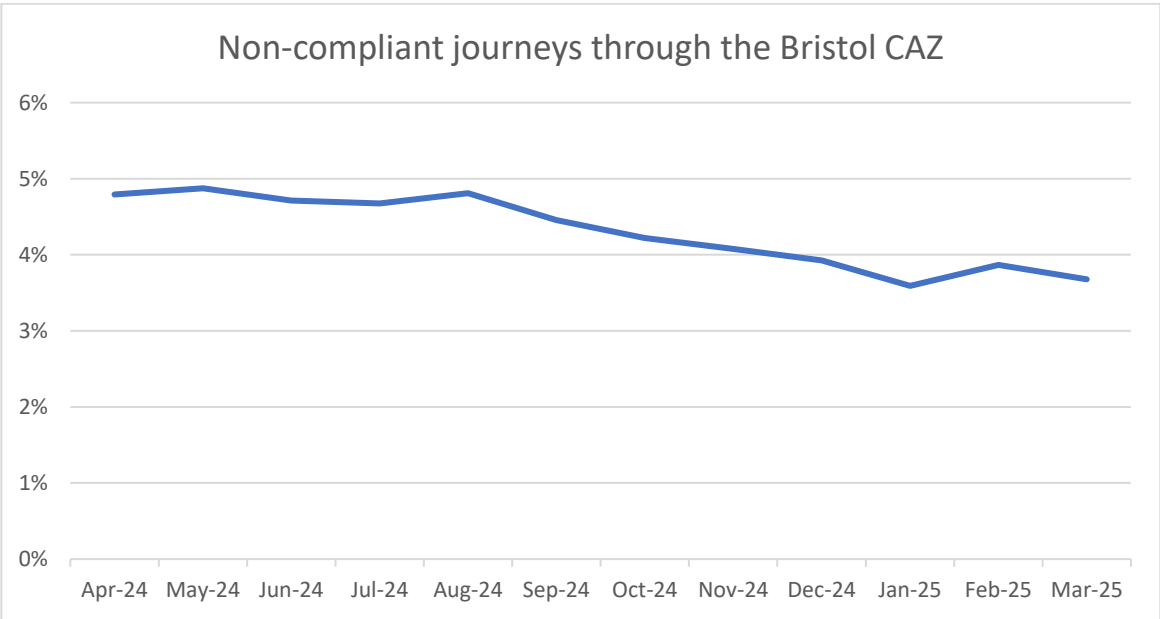
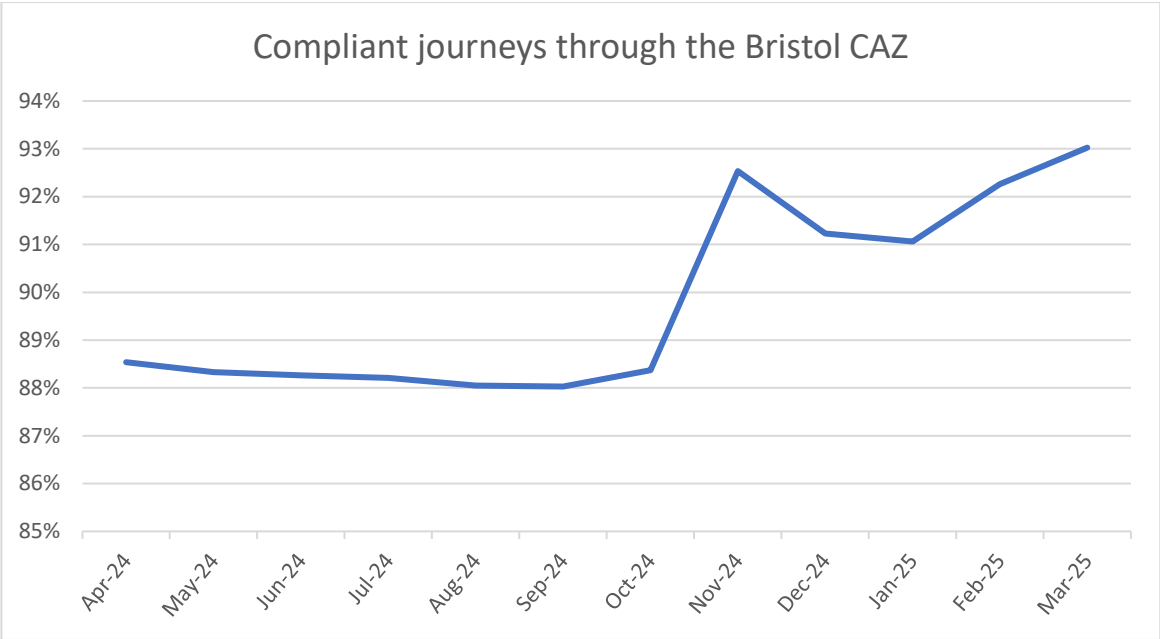


Overall, 148,917 (50.5%) of all CAZ PCNs issued in 2024-25 have been paid to date, of which 123,052 (41.8%) of these were paid at the discounted rate (Data as at 08/08/2025).



A significant number of vehicles receive a national exemption from the Clean Air Zone. The chart below shows how compliant and non-compliant journeys compared to the exempt journeys. From the beginning of November 2024, the DVLA reclassified Electric Vehicles from 'Nationally Exempt' to 'Compliant', which is why those figures show a significant change in both the Breakdown of Journeys chart and Compliant Journeys graph.





Financial Statements

The following table shows the breakdown of Parking Services' Parking Enforcement income and shows how any resulting surplus has been spent.

Parking Enforcement - Financial Statement 2024-25

	£'000	£'000
Income		
On Street Pay and Display Income	-7,878	
PCN Income	-3,795	
RPS Permits	-2,950	
General Income	-806	
Total Income		-15,429
Expenditure		
Employees	3,195	
Premises Costs	57	
Supplies and Services	744	
Third Party Payments	452	
Transport	0	
Support Services	340	
Total Expenditure		4,789
Operating Surplus		-10,640
Overhead Allocation		1,088
Net Surplus before transfer to reserves		-9,551
Transfer to reserves		108
Net Surplus after transfer to reserves		-9,443
This surplus has contributed to expenditure on the following allowable items:		
Gross Expenditure on Allowable Items		
Provision of Off-Street Parking		3,237
Park and Ride Schemes		800
Public Passenger Transport		0
Highways or Road Improvements		11,663
Total Allowable Expenditure		15,701
Excess of Allowable Expenditure Over Net Surplus		6,258

The following table shows the breakdown of Parking Services' Bus Lane Enforcement income and shows how any resulting surplus has been spent.

Bus Lane Enforcement - Financial Statement 2024-25

	£'000	£'000
Income		
PCN Income	-3,753	
Total Income		-3,753
Expenditure		
Employees	476	
Supplies and Services	453	
Support Services	280	
Total Expenditure		1,209
Operating Surplus		-2,544
Overhead Allocation		125
Net Surplus before transfer to reserves		-2,419
Transfer to/from Reserves		-11
Net Surplus after transfer to reserves		-2,430
This surplus has contributed to expenditure on the following allowable items:		
Public Passenger Transport		1,768
Highways or Road Improvements		12,326
Total Allowable Expenditure		14,094
Excess of Allowable Expenditure over Net Surplus:		11,663

Income from the Clean Air Zone is ringfenced for the purposes set out in the Bristol Clean Air Zone Order 2022.

The following table shows the breakdown of the Clean Air Zone income and expenditure and shows how any resulting surplus has been spent.

Clean Air Zone Financial Statement 2024-25

	£'000	£'000
Income		
Daily CAZ charges	-8,309	
PCN Income	-14,081	
Total Income		-22,390
Employees	854	
Supplies and Services	3,591	
Third Party Payments	52	
Support Services	1,379	
Total Expenditure		5,976
Operating Surplus		-16,413
Overhead Allocation		323
Net Surplus before transfer to reserves		-16,090
Transfer to reserves		16,392
Net balance after transfer to reserves		302
Opening Balance on Reserve:		-23,535
Transfers to reserves:	-16,392	
		-16,392
Transfers from reserves:		
Improving Public Transport	9,625	
Improving and Maintaining Infrastructure	4,450	
Local Transport Projects	252	
Total Transfers from reserves		14,327
Balance on reserve as at 31.03.25		-25,600

Contact details and useful information

Parking Services:

Email: parking.pcnappeal@bristol.gov.uk
caz.pcnappeal@bristol.gov.uk
parking.permits@bristol.gov.uk

Website: www.bristol.gov.uk/parking

Parking & Bus Lane Contact Form: www.bristol.gov.uk/parkingpcncontact

Clean Air Zone PCN Contact Form: www.bristol.gov.uk/cazpcncontact

Parking & Bus Lane PCN enquiries: 0117 9223091

Clean Air Zone PCN enquiries: 0117 903 6385

Bay suspensions: 0117 903 8070

To report an illegally parked vehicle: 0117 903 8070

General telephone enquiries: 0117 922 2198

Post: Parking Services
Bristol City Council
PO Box 3399
Bristol
BS1 9NE

PCN Payments:

Automated Telephone Payment Line: 0117 903 6402

Online Payments: www.bristol.gov.uk/pay

In person at the Citizen Service Point: <http://www.bristol.gov.uk/csp>

Other useful numbers

Abandoned vehicles: 0117 922 2100

Blue Badges, Disabled Bays, Residents' Parking Permits and Concessionary Travel Cards: 0117 922 2600

Car pound: 01275 462 503

Park and Ride information: <http://www.travelbristol.org/parkandride>

MetroBus: <https://metrobusbristol.co.uk>

Residents' Parking Schemes: <http://www.bristol.gov.uk/rps>

Other organisations:

DVLA: www.dft.gov.uk/dvla

Traffic Penalty Tribunal: www.trafficpenaltytribunal.gov.uk

Patrol (for parking enforcement info): www.patrol-uk.info

British Parking Association: www.britishparking.co.uk

Security Industry Authority: www.the-sia.org.uk

Information on Public Services Source West (electric vehicle charging)
<http://www.sourcewest.info/>