



# Parking Services Annual Report 2008/09

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### 1. Summary

This is the first annual report for Parking Services. It aims to outline the history of the service, including the move to Decriminalised Parking Enforcement (DPE) and the subsequent wide-ranging review of progress.

It will outline the individual services provided, projects undertaken and planned, issues facing the service and a financial statement. Performance will be demonstrated through a series of Key Performance Indicators (KPIs).

The report will be submitted to the Department for Transport, as required by Part VI of the Traffic Management Act 2004. It will also be published on the Parking Services pages of the Bristol City Council website.

## **2. Background to Decriminalised Parking Enforcement (DPE)**

The government widened the scope of Decriminalised Parking Enforcement to local authorities outside London in the late 1990s. Bristol City Council (BCC) compiled a business case and applied for DPE powers in 1999 and this became effective on the 1<sup>st</sup> April 2000. The section was created from existing Parking Services staff, those transferred from TFM (the BCC contractor who enforced on street Pay & Display car parking) and Traffic Wardens who transferred from the Police under a TUPE agreement.

## **3. Review of DPE**

An external consultant was commissioned to undertake an assessment of Parking Services in 2005. This assessment reviewed the progress made by the service against the aspirations of the original business case for the move to DPE in 2000. It recommended:

- Updating the business case
- Developing a Parking Strategy
- Reviewing the role and deployment of Parking Attendants
- Introducing measures of the effectiveness of a Parking Attendant
- Updating the financial basis of the service

## **4. Parking Strategy**

As a result of the review of DPE, Cabinet agreed a Parking Strategy for Bristol on the 13<sup>th</sup> October 2005<sup>1</sup>. It approved:

- a) Changes to parking tariffs based on a desire to encourage short stay and discourage long stay parking, thus promoting local businesses whilst deterring the commuter.
- b) The prioritisation of parking enforcement activity is aimed at keeping traffic moving, preventing road safety hazards and maintaining journey time reliability for buses.
- c) A review to develop and implement more effective deployment of parking resources.
- d) Further development of parking initiatives such as a review of district car park usage, residents' parking schemes, and the use and price of parking permits.

On 15<sup>th</sup> November 2007 a follow up cabinet report (Parking Strategy – Next Steps)<sup>2</sup> was approved, the highlights of which included:

- a) A requirement to expand and develop variable message signing within the city centre to ensure city car parks are used effectively and to reduce mileage wasted looking for parking spaces.
- b) Proposed increase of long stay tariffs whilst freezing short stay tariffs and park and ride fares.
- c) Implementation of a strategy to displace long stay parking to park and ride sites, and subsequent development of both existing and new sites.

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<sup>1</sup> [Cabinet Report - Parking Strategy \(Oct 05\)](#)

<sup>2</sup> [Cabinet Report - Parking Strategy Next Steps \(Nov 07\)](#)

- d) Proposed implementation of resident's parking zones and expansion of the central Controlled Parking Zones (CPZ).
- e) Review of district centre car parks to support residents parking and to ensure fitness for purpose to help district centres to thrive economically.

## **5. Parking Services Review**

A review of Parking Services was carried out between October 2005 and April 2007. The review carried forward points from the 2005 cabinet report. The review examined:

- The prioritisation of enforcement activities
- The deployment of Parking Attendant resources in time and place.
- The roles of operational staff, including the management structure.
- The shift systems and rosters in order to better align resources to the Parking Strategy.

## **6. Traffic Management Act 2004**

More recently, the implementation of Part VI of the Traffic Management Act 2004<sup>3</sup> on 31<sup>st</sup> March 2008 brought the most significant changes to parking enforcement since the operation began in 2000. Parking Attendants were re-branded as Civil Enforcement Officers to reflect their potential new powers in respect of certain moving traffic offences. Work is underway to implement some of these extensions to the legislation and progress will be reported in next year's Annual Report. More immediate changes included the introduction of differential charging where more serious contraventions incur higher penalties than less serious ones.

## **7. Alignment to Corporate Priorities**

Parking Services supports a number of City Development's Corporate Priorities for 2009-2012, but primarily the need to improve Accessibility and Connectivity. This includes:

- Enhancing public transport.
- Reducing congestion.
- Increasing quality and safety of travel by sustainable modes by improving cycling and walking networks.

Parking Services also has a role to play in supporting the Joint Local Transport Plan (JLTP)<sup>4</sup>, which is produced by the West of England Partnership on behalf of the council areas of Bath & North East Somerset, Bristol City, North Somerset and South Gloucestershire. The JLTP recognises that Parking Services has a role to play by contributing to:

- Changes in area-wide road traffic mileage across the region (LTP2).
- Changes in peak period flows to Bristol city centre (LTP6).
- Reducing congestion (LTP7).
- Improving air quality (LTP8).

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<sup>3</sup> [Traffic Management Act 2004, Part VI](#)

<sup>4</sup> [Joint Local Transport Plan 2006/07 to 2010/11](#)

LTP2, 6 & 7 are shown to be 'On Track' in the 2008 JLTP Review, although LTP8 is shown to be 'Not On Track'. Bristol City Council's Annual Performance Plan 2008<sup>5</sup> mirrors the wider area trend regarding air quality (KL136).

## 8. How are policies & objectives measured?

In addition to those activities measured by corporate or national indicators, Parking Services also regularly assesses its own performance. Policies and objectives can be measured in a number of different ways.

A monthly review of Key Performance Indicators ensures performance remains on target and identifies any potential problems as soon as they occur. This report measures workloads, customer service levels and issues that may have an impact on performance such as vacancies or sickness levels.

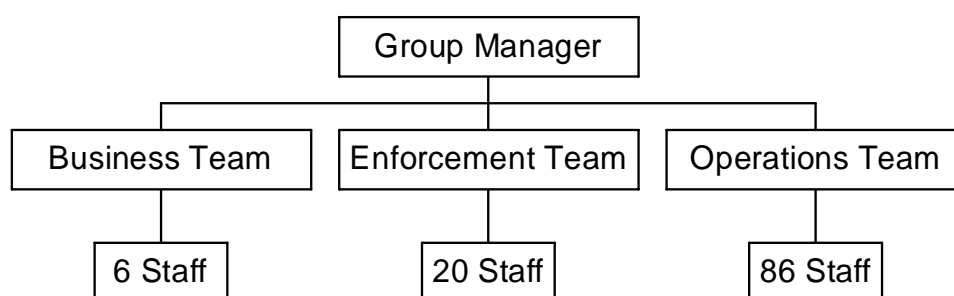
Parking Services also benchmarks itself against other Local Authorities every year, through Transport Research Laboratory's (TRL) annual benchmarking report. This enables comparisons to be drawn with other authorities with a similar profile to Bristol to ensure our performance in key areas is in line with industry averages.

Specific policies are also regularly measured and assessed. Car park usage, for example, is analysed annually to determine whether customers' parking profiles have changed and thus whether the strategic aim of reducing commuter parking is being achieved.

## 9. Human Resources

Parking Services is part of the Transport Division of the City Development Directorate.

Parking Services has 113 staff divided between 3 teams.



<sup>5</sup> [BCC Annual Performance Plan 07-10](#)

### **Business Team Responsibilities**

- Financial management & administration
- Business planning
- Key Performance Indicators / performance measures
- Management of car park assets.
- Management of Parking Services' projects.
- Audit
- Health & safety

### **Enforcement Team Responsibilities**

- Administration of Penalty Charge Notices (PCNs)
- Traffic Penalty Tribunal (TPT) cases.
- Management of bailiff & vehicle removal contracts
- Blue Badge Scheme
- Disabled Bay Scheme
- Permits, season tickets & pre-paid parking tickets
- Parking shop
- Maintenance of equipment such as Pay & Display machines

### **Operations Team Responsibilities**

- On street enforcement
- Management of multi-storey car parks (MSCPs) and off street enforcement
- Control room function to support members of the public and Civil Enforcement Officers
- Bay suspension service
- Administrative support

## **10. External Links**

Parking Services regularly works in partnership with other departments and external agencies, the best example of which are the local 'Partners and Communities Together' (PACT) meetings which are community partnerships between a variety of council departments, the Police and other external agencies. Parking Services has attended PACT meetings in Clifton, Henleaze, Lawrence Hill, St Pauls & Westbury-on-Trym. Parking Services staff answer questions from local residents and discuss the enforcement activity that takes place in their neighbourhood.

Requests at PACT meetings often lead to 'Days of Action', where enforcement officers from the Police, Parking Services, DVLA & Street Scene all work together to target a specific location for a day.

Parking Services also supports other operations led by the Police (for example a recent Cycling Initiative) and the Safer Bristol Partnership (SBP). Parking Services works closely with the SBP to enforce the pedestrian zone in the Corn Street area within the city centre during its hours of operation.

In 2009-10 Parking Services will be working with the Safer Bristol Partnership and the Police to utilise temporary cameras to monitor and deter fly tipping in a number of district car parks.

At a national level, Parking Services is a member of the British Parking Association and regularly attends conferences, seminars and workshops to discuss national trends, legislative changes and initiatives and developments affecting the parking industry. This helps to ensure consistency and best practice countrywide.

## 11. Car Parking

Parking Services is responsible for the operation and enforcement of BCCs car parks<sup>6</sup> and on street car parking provision.

The role of the MSCPs and 3 of the surface car parks is primarily to provide long stay parking.

The remaining surface car parks are short stay and provide parking for visitors and shoppers and are largely located near shopping areas or places that attract large numbers of visitors. Short stay parking allows for higher turnover of spaces to maximise accessibility to those areas to promote the use of local businesses.

District car parks are located near local shopping areas throughout the outer areas of the city. They facilitate parking for those using local amenities.

On street parking facilities are rationed by price and maximum duration of stay according to their location within the central Controlled Parking Zone (CPZ).

West End and Trenchard Street MSCPs are operated on a pay on foot basis and are staffed during opening hours. Civil Enforcement Officers patrol all other parking areas on a regular basis.

Type of Parking	Number of locations	Total number of Spaces	Short or Long Stay?	Cost
Multi-Storey CP	3	2181	Long stay	Up to £10
Surface CP	3	298	Long stay	Up to £10
Surface CP	7	454	Short stay	Up to £5
District CP	26	1160	Majority short stay	Free
On Street – 1 hour	24	175	Short stay + evening charge	Up to £2
On Street – 2 hour	38	429	Short stay + evening charge	Up to £3.20
On Street – 2 hour	33	623	Short stay	Up to £3.20
On Street – 4 hour	17	308	Short stay	Up to £4

There are also three Park and Ride sites serving Bristol City Centre. For further details for all three sites, please visit [www.bristol.gov.uk/parkandride](http://www.bristol.gov.uk/parkandride).

<sup>6</sup> [Car Park Finder](#)

The council makes provision for disabled drivers by dedicating a number of spaces as Disabled Bays as indicated in the following table:

<b>Designated Disabled Bays</b>	
Multi-Storey Car Parks	24
Surface Car Parks	9
District Car Parks	18
On Street bays	60

Parking Services has lost 2002 or 31% of it's parking spaces since 2004 due to development works. The most significant areas of loss are from the Cabot Circus development (over 1300 spaces) and the Cabot House development (over 250 spaces). However, Cabot Circus now has it's own 2500 space private car park and the new Cabot House car park is expected to open in Autumn 2010.

## 12. Car Park Occupancy Levels

Parking prices are the mechanism by which Parking Services is able to influence parking habits. Charging higher prices for long stay car parks discourages commuters from parking and encourages them to choose more sustainable modes of transport. Off street short stay prices are proportionately cheaper, to encourage shoppers and visitors. On street prices are based on location and demand and are set at a level to ensure appropriate turnover of spaces.

According to the Department for Transport's statistics on experiences of and attitudes towards parking a quarter of car drivers and passengers said that they limited their car use because of the cost or availability of parking.<sup>7</sup> Occupancy levels in the car parks can therefore show how effective the pricing policy is at achieving the strategic aims.

It should be noted however, that with the prevalence of private long stay car parks over which BCC has no control, the measure is an indicator only, as reduced occupancy in BCC car parks may simply be indicative of increased patronage elsewhere.

<b>Car Parking Area</b> (Pay on Foot areas)	<b>Average Occupancy 2007/08</b>	<b>Average Occupancy 2008/09</b>	<b>% Variance</b>
West End MSCP	37.6%	38%	+0.4%
Trenchard MSCP	55.9%	56%	+0.1%

Pay on Foot technology has a barrier controlled entry / exit system that allows collection of occupancy data. All figures show data for 08:00 to 18:00, Monday to Friday only.

However, more detailed analysis of occupancy levels throughout the day shows that the highest levels of occupancy in both car parks are between 11am and 4pm with Trenchard MSCP peaking at 71% and West End MSCP at 48%. This suggests that although the multi-storey car parks are still being used for long stay parking, they are not primarily being

<sup>7</sup> Based on results from the December 2008 Opinions (Omnibus) Survey undertaken by the Office for National Statistics. For the full report see [Public experiences of & attitudes towards parking](#).



used for commuter parking. Commuter parking would result in a more even occupancy profile with the car parks showing higher occupancy levels in the early morning and late afternoon periods.

Pay & Display figures also show a reduction in commuter parking and an increase in short stay parking.

<b>Pay &amp; Display Parking Areas</b>	<b>Number of transactions 2007/08</b>	<b>Number of transactions 2008/09</b>	<b>% Variance</b>
Off Street CPs > 4 Hours	93,185	88,326	-5%
Off Street CPs < 4 Hours	94,484	115,893	+23%
On street – All zones	1,373,682	1,500,962	+9%
<b>Total</b>	<b>1,561,351</b>	<b>1,705,181</b>	<b>+9%</b>

- Pay & Display technology cannot calculate occupancy figures, so transaction numbers are used instead.
- All figures show data for 08:00 to 18:00, Monday to Friday only.
- Excludes payments by telephone parking (available at selected on and off street sites, 5464 transactions from January to March 09 only).
- Also excludes pre-paid parking tickets.

### 13. Permits

A variety of parking permits are issued by Parking Services:

<b>Permit Type</b>	<b>Number on Issue 2008-09</b>	<b>Annual Cost Per Permit</b> (Incl. VAT if applicable)
West End	92	£1850
Trenchard	41	£2074
Temple Gate	204	£1474
Welsh Back	0	£2074
Redcliffe Parade	1	£1850
Queen Square	35	£2074
Mardyke Wharf	2	£875
District car park	22	£189
Residents' Parking Permits	385	£50.00
Midwife/District nurse	372	No Charge
Statutory Undertakings	34	No Charge
<b>Total</b>	<b>1188</b>	

Parking Services also sells pre-paid daily parking tickets in packs of 20. There are two different types of ticket:

- Magnetic cards for use in Trenchard or West End MSCPs
- Scratch cards for use in The Grove, Portwall Lane and Redcliffe Parade car parks.

Parking Services sold 2376 packs of magnetic cards and 630 books of scratch cards in 2008-09.

#### 14. Enforcement Activity - Compliance

Civil Enforcement Officers patrol in line with the priorities set by the Parking Strategy. This emphasises the need to keep the main arterial routes into the city clear during peak times to support public transport and reduce congestion.

The following table shows the annual number of CEO patrols for the main arterial routes within the city, the central Controlled Parking Zone, the wider areas within the Civil Enforcement Area (CEA) and the off street car parks:

Location	Number of patrols during 2007-08	Number of patrols during 2008-09	% Variance
Bath Road	770	440	-43%
Bedminster	324	849	+162%
Church Road	1186	1705	+44%
Fishponds Road	1111	1482	+33%
Gloucester Road	3728	3416	-8%
Hotwells Road	1036	825	-20%
Wells Road	722	444	-39%
Whiteladies Road	1072	1836	+71%
<b>Total of Main Arterial Routes</b>	<b>9949</b>	<b>10997</b>	<b>+11%</b>
Central CPZ	48542	74241	+53%
Areas outside the CPZ	18443	36377	+97%
Off street car parks	2461	4244	+73%
<b>Grand Total</b>	<b>79395</b>	<b>125859</b>	<b>+59%</b>

The following table shows the number of PCNs issued in the same locations:

Location	Number of PCNs during 2007-08	Number of PCNs during 2008-09	% Variance
Bath Road	71	68	-4%
Bedminster	67	384	+473%
Church Road	363	648	+79%
Fishponds Road	373	545	+46%
Gloucester Road	2426	2332	-4%
Hotwells Road	536	477	-11%
Wells Road	53	41	-23%
Whiteladies Road	250	696	+178%
<b>Total of Main Arterial Routes</b>	<b>4139</b>	<b>5191</b>	<b>+25%</b>
Central CPZ	14139	24150	+71%
Areas outside the CPZ	5543	11276	+103%
Off street car parks	1031	1523	+48%
<b>Grand Total</b>	<b>24852</b>	<b>42140</b>	<b>+70%</b>

By working out the number of PCNs issued per visit, we are able to gauge the degree of compliance with Parking Restrictions. Figures higher than 1 would indicate a location where more than one ticket is issued per visit on average, suggesting poor compliance levels. Perfect compliance, where there are no contraventions, would result in a score of zero:

Location	Compliance Levels 2007-08	Compliance Levels 2008-09
Bath Road	0.1	0.2
Bedminster	0.2	0.5
Church Road	0.3	0.4
Fishponds Road	0.3	0.4
Gloucester Road	0.7	0.7
Hotwells Road	0.5	0.6
Wells Road	0.1	0.1
Whiteladies Road	0.2	0.4
<b>Total of Main Arterial Routes</b>	<b>0.4</b>	<b>0.5</b>
Central CPZ	0.3	0.3
Areas	0.3	0.3
Off street car parks	0.4	0.4
<b>Grand Total</b>	<b>0.3</b>	<b>0.3</b>

In broad terms the aim of compliance figures is to assess which areas require higher levels of CEO patrols in order to increase compliance levels. Once satisfactory compliance levels are achieved, patrols can then be maintained at that level or even reduced to allow CEOs to concentrate on areas where compliance is not so good.

Considerably more patrols took place in 2008-09, which is a direct result of some organisational changes and filling of vacant posts. Until satisfactory compliance levels have been achieved, increases in patrol levels will inevitably lead to increases in PCNs.

Overall, the number of PCNs issued has risen in line with the number of patrols, meaning that compliance levels have remained quite stable. Detailed analysis of the arterial routes suggest that the following conclusions can be drawn:

- Compliance levels in Bath Road and Wells Road were very good in 2007-08 so the number of visits were reduced in 2008-09 by approximately 40% in both cases. This had no impact on compliance in Wells Road suggesting the level of patrols there is about right, however, the situation has worsened slightly in Bath Road, suggesting patrols need to be increased slightly.
- Visits in Gloucester Road and Hotwells Road were reduced in 2008-09. Compliance in Gloucester Road did not change but Hotwells Road has worsened slightly. However, as both areas have the worst compliance levels of all the main arterial routes, the number of visits to both need to be increased in 2009-10.
- In Bedminster and Whiteladies Road the number of visits was increased significantly and this led to a proportionately very high increase in PCN numbers. This shows that compliance levels have worsened and that visit numbers need to be increased further until compliance stabilises and begins to reduce. Church Road & Fishponds Road show a similar pattern, although the year on year variation is much smaller

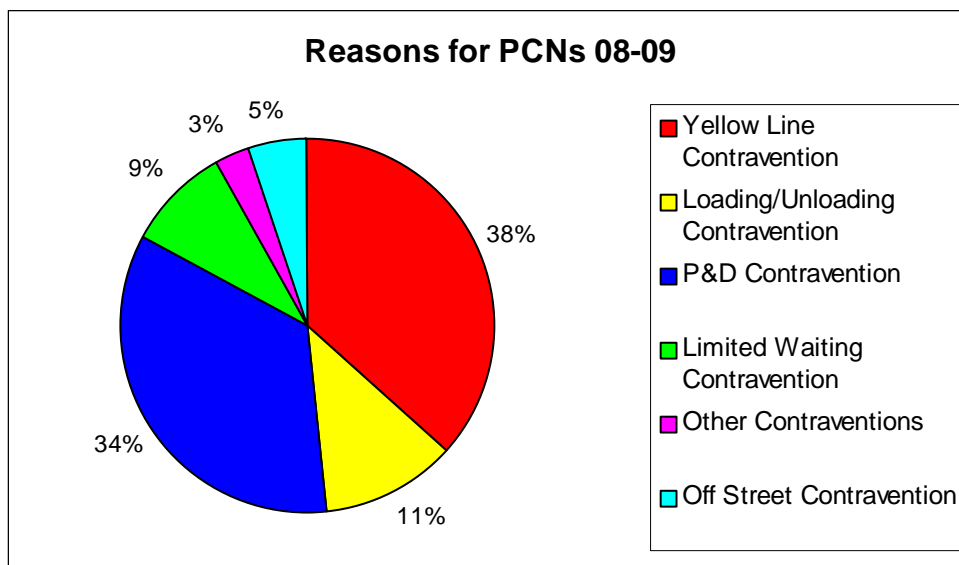
## 15. Penalty Charge Notice Statistics

### Number of PCNs issued

	2007/08	2008/09	Variance
On Street	23821	40617	+71%
Off Street	1031	1523	+48%
<b>Total</b>	<b>24852</b>	<b>42140</b>	<b>+70%</b>

In 2008-09 96% of PCNs were issued in on street locations. All notices issued are either attached to the vehicle or handed to the driver. BCC has not yet implemented its new powers under Part VI of the Traffic Management Act 2004 to issue PCNs by post in situations where it has not been possible to serve the notice by hand, for example where the driver has returned and driven away. It is intended that BCC will begin to issue postal PCNs (in certain circumstances) in early 2010.

### Why are PCNs issued?



The majority of PCNs are issued for contraventions relating to Yellow Line offences, which include situations where a vehicle has parked on a Double Yellow Line or on a Single Yellow Line outside the permitted hours. Control of this type of contravention is aimed at reducing congestion and improving road safety, especially on the arterial routes into and out of the city centre at peak times. These are also linked to loading and unloading contraventions, which also typically take place on the arterial routes at peak times.

A large number of PCNs are issued for contraventions relating to on street Pay & Display areas. These include offences such as not displaying a valid permit or Pay & Display ticket or for displaying an expired ticket. With over 1500 on street Pay & Display bays in central Bristol it is important to ensure that the bays are used correctly. Time limits and prices are designed to ensure a level of turnover that supports the local economy by ensuring that shoppers and visitors are able to park near to their destination.

## Vehicle Removals

	2007/08	2008/09	Variance
Number of Vehicle Removals	3070	1870	-39%

Parking Services' policy in respect of vehicle removals has changed in recent years. Clamping of vehicles was suspended and removals are now only used for contraventions that have an impact on congestion or pose a hazard. Vehicles with multiple unpaid PCNs may also be removed.

An experienced contractor who also works for several breakdown companies and Avon & Somerset Constabulary currently carries out vehicle removals on behalf of Parking Services. Their established car pound is in Whitchurch.

## Differential Charging

Part VI of the Traffic Management Act 2004 introduced Differential Charging on 31<sup>st</sup> March 2008. It designated a number of more serious contraventions and allowed Local Authorities to impose a higher charge than for less serious contraventions.

Bristol City Council charges £70 for a Higher Level PCN and £50 for a Lower Level PCN. Both amounts are discounted by 50% if the charge is paid within 14 days of the PCN being issued.

Higher level contraventions include yellow line and loading / unloading offences, while lower level contraventions include Pay & Display and limited waiting offences.

In 2008-09 52% of PCNs issued by Bristol City Council were for higher level contraventions and 48% were for lower level contraventions.

## Number of appeals against PCNs

There are three types of appeal against a PCN:

- An informal appeal is one received before the Notice to Owner (NTO) is issued.
- A formal appeal is one received after a Notice to Owner has been issued. This category also includes initial appeals against a PCN where a vehicle has been removed.
- TPT appeals are those made to the Traffic Penalty Tribunal, which is the independent parking adjudication service.

Type of Appeal Received	2007/08	2008/09	Variance
Informal Appeal (Pre NTO)	2336	5459	+134%
Formal Appeal (NTO / Removal)	924	1512	+64%
TPT Appeal	106	127	+20%
<b>Total</b>	<b>3366</b>	<b>7098</b>	<b>+111%</b>

Figures relate to the number of appeals received in each financial year, irrespective of when the PCN was issued.

## Percentage of PCNs resulting in an appeal

Type of Representation / Appeal	2007/08	2008/09	Variance
Informal Appeal (Pre NTO)	9%	13%	+4%
Formal Appeal (NTO / Removal)	4%	4%	No Change
TPT Appeals	0.4%	0.3%	-0.1%

Figures show the number of appeals received in each financial year (irrespective of when the PCN was issued) as a percentage of the PCNs that were issued during the financial year.

Although more people appealed against PCNs in 2008-09, this is a direct result of the increased number of PCNs that were issued. It is the proportion of appeals received which is the more significant figure and that has risen just 4% overall at the informal appeal stage, with little if any change at the formal appeal or TPT stages. It is likely that this small increase in the number of informal appeals is due to the current economic climate.

According to the Department for Transport's statistics on experiences of and attitudes towards parking<sup>8</sup>:

- In 65% of cases, the recipient accepted the ticket without appeal and paid straightaway.
- In 5% of cases the recipient paid straightaway but complained to the Local Authority.
- In 26% of cases the recipient formally appealed.

This suggests that an informal appeal rate of only 13% is a very positive reflection of the quality of work that Parking Services produces.

## Civil Enforcement Officers and Appeals

Bristol City Council had approximately 40 CEOs covering the On Street areas during 2007-08 and 2008-09 (allowing for vacancies). The average number of appeals received per CEO is shown in the table below.

Appeals per CEO	2007/08	2008/09	Variance
Informal Appeal (Pre NTO)	58	136	+134%
Formal Appeal (NTO / Removal)	23	38	+65%
TPT Appeal	3	3	No Change
<b>Total</b>	<b>84</b>	<b>177</b>	<b>+111%</b>

New team structures and reduced sickness levels improved morale and enabled staff to be more effectively deployed. Increased enforcement time inevitably led to a higher number of PCNs being issued and a higher number of appeals being received.

<sup>8</sup> Based on results from the December 2008 Opinions (Omnibus) Survey undertaken by the Office for National Statistics. For the full report see [Public experiences of & attitudes towards parking](#).

## Outcome of Informal & Formal appeals

Type of Representation / Appeal	% Appeals Upheld 2007-08	% Appeals Upheld 2008-09	Variance
Informal Appeal (Pre NTO)	35%	38%	+3%
Formal Appeal (NTO / Removal)	16%	24%	+8%
<b>Total</b>	<b>30%</b>	<b>35%</b>	<b>+5%</b>

These figures compare the position at the end of each financial year, and exclude cases that were still awaiting a decision at that time.

Type of Representation / Appeal	% Appeals Rejected 2007-08	% Appeals Rejected 2008-09	Variance
Informal Appeal (Pre NTO)	65%	62%	-3%
Formal Appeal (NTO / Removal)	84%	76%	-8%
<b>Total</b>	<b>70%</b>	<b>65%</b>	<b>-5%</b>

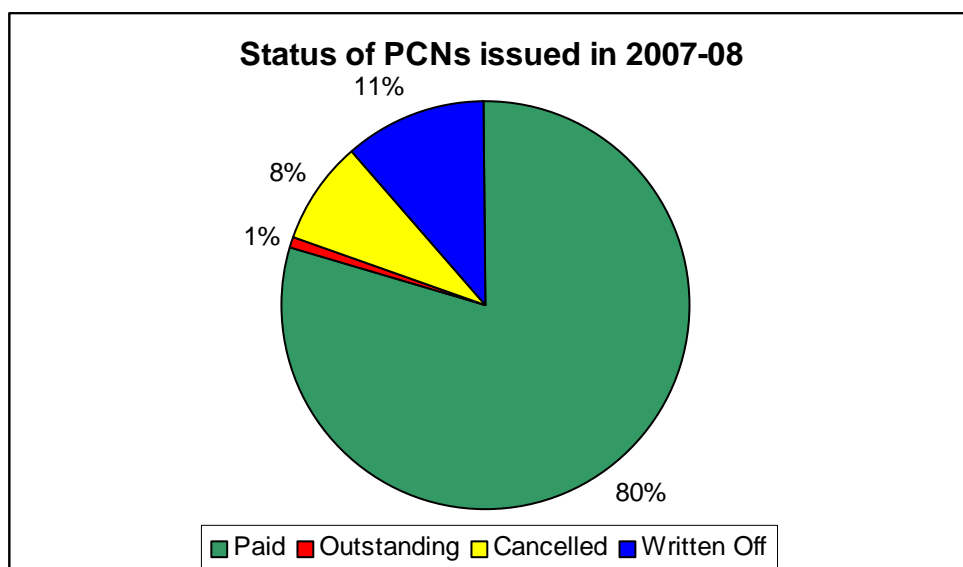
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## Outcome of TPT Appeals

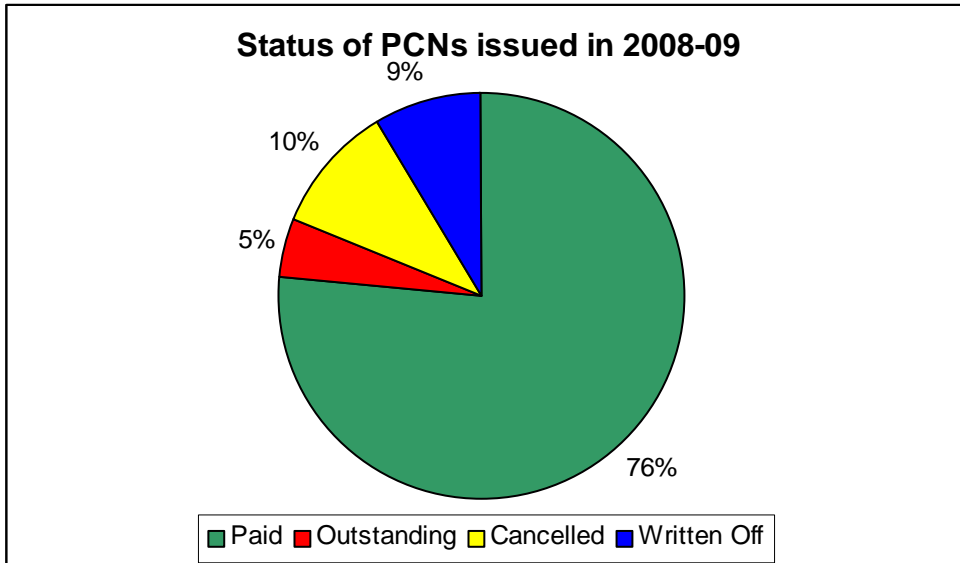
Outcome of Appeal	2007-08	2008-09	Variance
Appeal Upheld	26%	19%	-7%
Appeal Rejected	30%	26%	-4%
Appeal Not Contested	44%	55%	+11%
<b>Total</b>	<b>100%</b>	<b>100%</b>	

These figures compare the position at the end of each financial year, and exclude cases that were still awaiting a decision at that time.

## Payment of PCNs



Figures as at August 2009



Figures as at August 2009

It typically takes approximately 12 months for PCNs to be either paid, cancelled or written off. Figures traditionally show that after this time 80% of all PCNs are paid, approximately 10% are written off (not able to trace keeper or collect payment) and approximately 10% are cancelled (usually following an appeal against the PCN). This is shown in the pie charts above, which also show the percentage of outstanding cases each year as at August 2009.

**Breakdown of Paid PCNs**

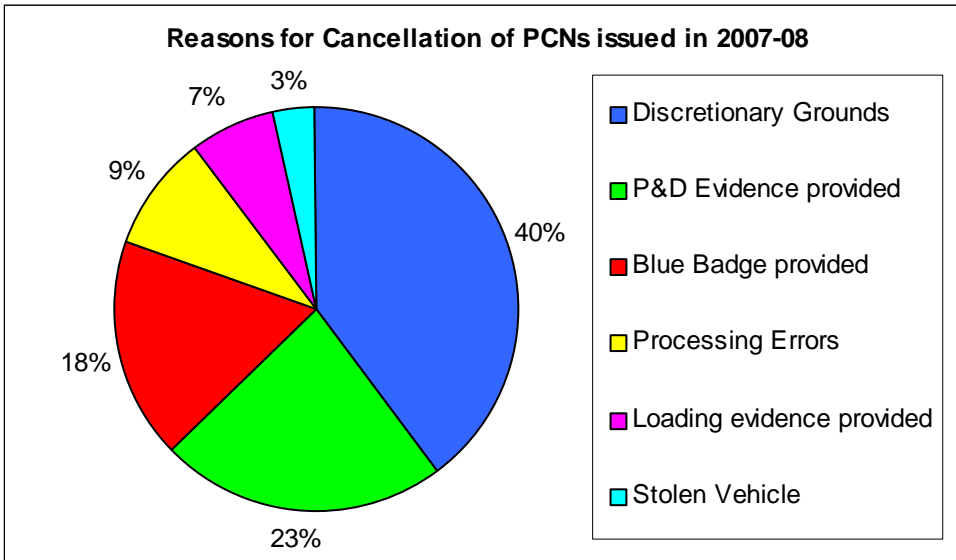
Payment Type	2007/08	2008/09
Paid at discounted rate	83%	84%
Paid at full rate	12%	13%
Paid at Charge Certificate	2%	2%
Paid after TEC Registration	3%	2%

% of PCNs paid at each rate as a percentage of all paid PCNs

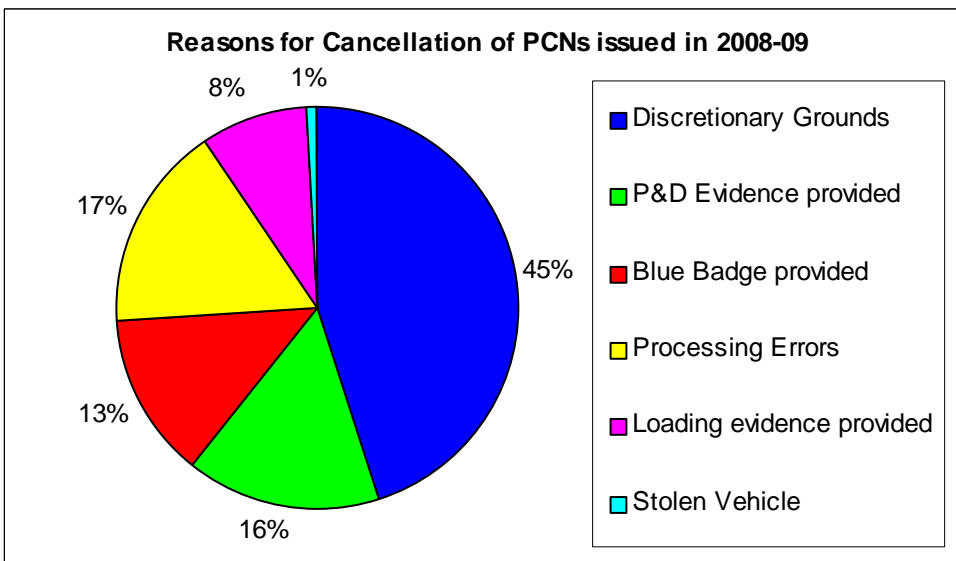


## Breakdown of Cancelled PCNs

A PCN may be cancelled as a result of a successful appeal. These tables show the main reasons behind successful appeals.



Figures relate to PCNs issued in 2007-08 only.



Figures relate to PCNs issued in 2008-09 only.

The reduction of cases where Pay & Display evidence is provided has reduced year on year. This is largely due to the successful implementation of measures to prevent vandalism of the machines.

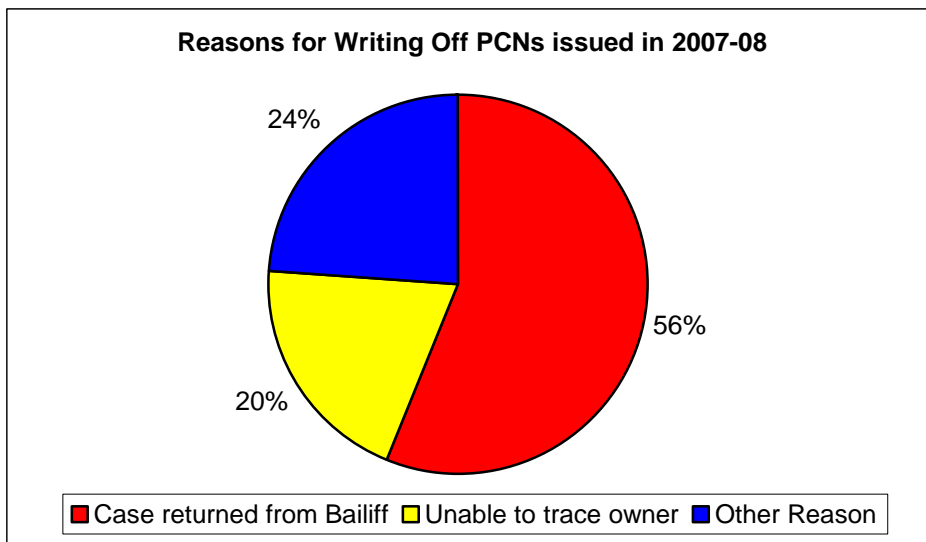
## Breakdown of Written Off PCNs

Debts from unpaid PCNs are registered with the Traffic Enforcement Centre at Northampton County Court.

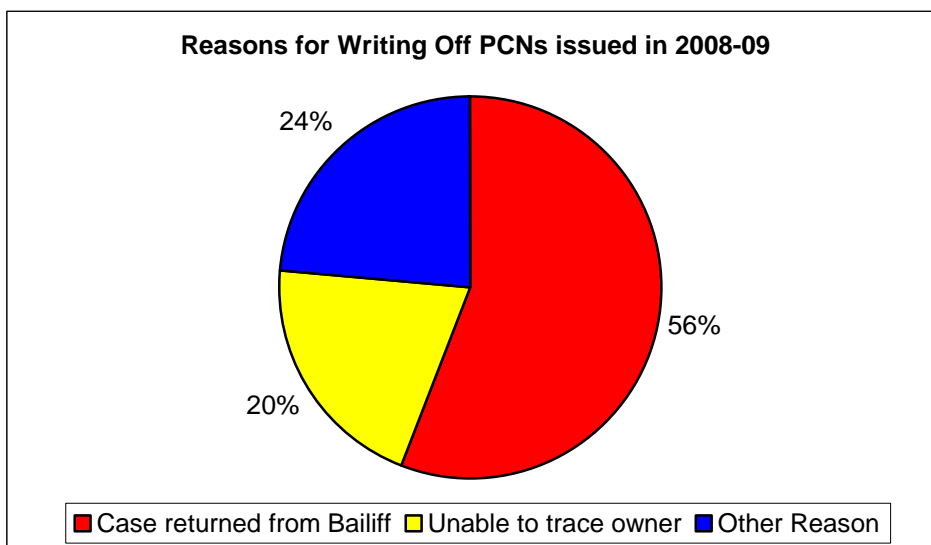
	2007-08	2008-09
<b>Number of debts registered at TEC</b>	1683	2282

If the debt remains unpaid the case is referred to a firm of bailiffs, which has 12 months to execute the warrant from the County Court. The bailiffs are an ethical firm with capped fees, who work closely with debtors to secure payment. 1496 debts were referred to the bailiffs in 2008-09. Of these, 27% have been recovered and 30% are still outstanding as at September 2009.

Cases where the bailiff is unable to recover the debt and cases where the registered keeper cannot be traced are written off. The breakdown of written off cases in 2008-09 has not changed since 2007-08.



Figures relate to PCNs issued in 2007-08 only.

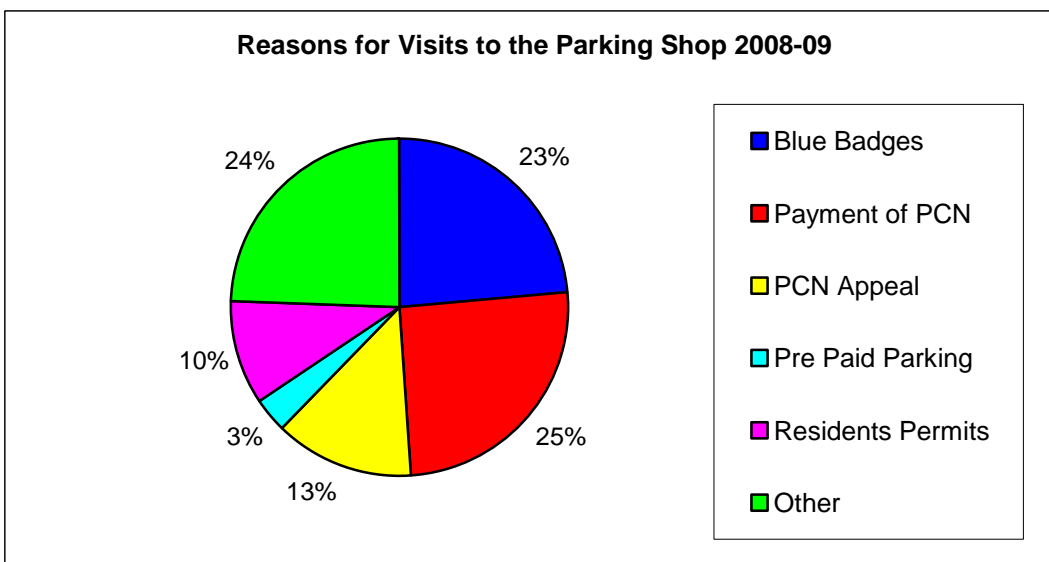
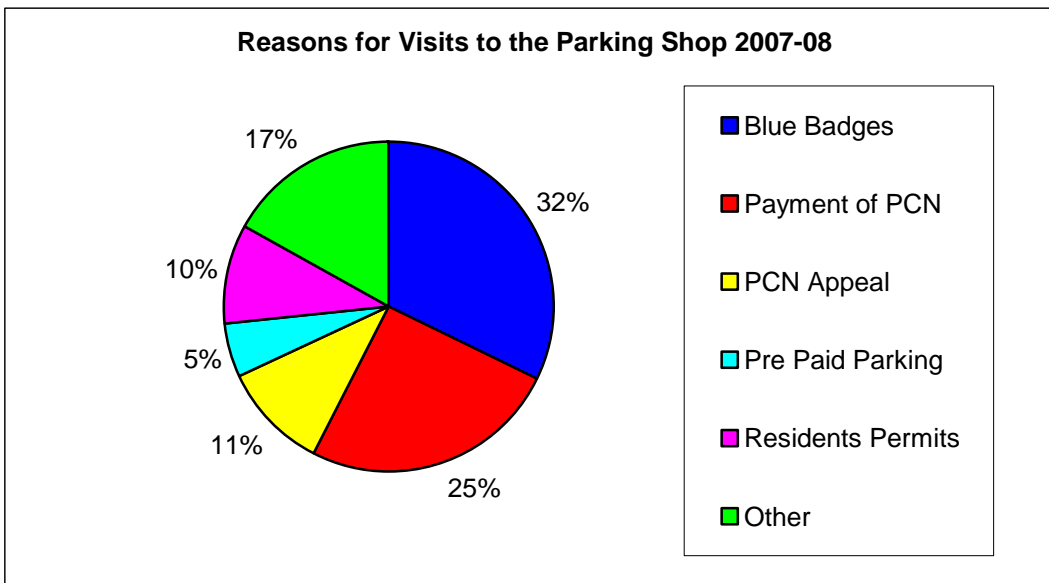


Figures relate to PCNs issued in 2008-09 only.

## 16. Parking Shop

The Parking Shop is open to members of the public during normal office hours Monday to Friday. It provides an opportunity for the public to visit in person to deal with their parking requirements. The following graph shows the number of visits per year and the reasons why people visit the Parking Shop.

In line with corporate policy, the Parking Shop is due to close in October 2009. Members of the public will be redirected to their local Customer Service Point or to the new CSP in Cabot Circus. Anyone needing to speak directly to Parking Services staff in Wilder House will be able to do so, but will need to have made an appointment in advance.



Visitor numbers dropped 10% in 2008-09. The largest area of change was the reduction in the number of Blue Badge applicants who visited the Parking Shop. This was primarily because Blue Badge application forms were made available in the Customer Service Points.

## 17. Blue Badge Scheme

Parking Services operates the national Blue Badge Scheme<sup>9</sup>. Blue Badges are automatically given to applicants who meet specified criteria such as receipt of the higher rate mobility component of the Disability Living Allowance. Blue Badges can also be issued, at the Council's discretion, to those who do not meet the standard criteria, but nevertheless have proven mobility difficulties.

Parking Services processed 90% of applications within 8 weeks of receipt in 2007-08 and 87% in 2008-09. In 2009-10 Parking Services will be reducing the target service standard to 6 weeks in order to improve customer service levels.

<b>Blue Badges issued</b>	<b>2007/08</b>	<b>2008/09</b>	<b>Variance</b>
Total number of automatic Blue Badges	1813	2206	+22%
Total number of discretionary Blue Badges	4826	3758	-22%
<b>Total Number of Blue Badges issued</b>	<b>6639</b>	<b>5964</b>	<b>-10%</b>

<b>Total Number of Blue Badges on Issue</b>	<b>At 31/3/09</b>
Total number of automatic Blue Badges	5885
Total number of discretionary Blue Badges	12886
<b>Total Number of Blue Badges issued</b>	<b>18771</b>

## 18. Disabled Bay Scheme

The Advisory Disabled Bay Scheme originally introduced by Avon County Council was revised by BCC Cabinet in 1999<sup>6</sup>. It allows Blue Badge holders with their own vehicles and no private off street parking facilities to apply for a disabled parking bay near to their homes. These white bays are advisory and cannot be legally enforced, however they work well in most cases and greatly improve accessibility for those who have them. There is also scope within the scheme to provide lines to protect dropped kerbs for disabled drivers with private parking facilities and to provide access to the highway for those without their own cars.

Parking Services received 358 applications in 2007-08 and 387 in 2008-09. Of those applications processed each year, 62% were determined within six weeks in 2007-08 and 28% in 2008-09. Customer service levels are improving in 2009-10 following a restructure of the administration team and the provision of dedicated resource to deal with Disabled Bay applications.

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<sup>9</sup> [Blue Badges and Disabled Bays](#)

## **19. Car Park Maintenance**

Parking Services is working to reduce the environmental impact of its operation. In recent years, an initiative to update the lighting in the Council's three multi-story car parks and to introduce a proportion of motion-activated lights has significantly reduced energy usage.

The stairwells in Trenchard MSCP have been repainted and murals painted on each of the landings in conjunction with BCC Waste Management's Clean & Green Team. This has greatly improved the overall environment within the car park and has led to a reduction in the amount of graffiti.

## **20. Other Activities & Events**

A bay suspension and coning service is offered where contractors or members of the public can apply to suspend a parking area in order to secure site access to carry out works. The Bristol Film Office regularly uses this service for the considerable amount of filming that takes place in the city. The coning process is also used to control parking and access during events such as the Half Marathon, the Harbour Festival, the Balloon Fiesta and sports events at Ashton Gate, the Memorial Stadium and the County Cricket Ground.

Civil Enforcement Officers played a significant role in the preparations for the opening of Cabot Circus retail centre. CEOs actively patrolled the surrounding areas to ensure that shop fitters could gain access and stocks could be unloaded safely, without blocking the surrounding roads and causing undue congestion and delays for other road users.

## **21. Staff Training**

Parking Services places emphasis on staff training, much of which is done in conjunction with the City of Bristol College.

- 65% of operational staff have completed NVQ Level 2 in Parking Control.
- Control Room staff have completed accredited courses and are now licensed by the Security Industry Authority in relation to CCTV monitoring of car parks.
- Back office staff have received training from Alpha Parking in changes as a result of Part VI of the TMA 2004.
- Training for operational staff in how to deal with potentially violent or aggressive situations, health & safety and lone working is ongoing.
- A rolling programme of leadership training is also underway.

## **22. Use of Technology**

Advances in technology are significantly improving the speed and effectiveness of Parking Services back office and operational activities and offer more flexibility to members of the public.

Email offers members of the public a quicker and less onerous means of contacting Parking Services. Approximately two thirds of all general correspondence is now received by email.

Civil Enforcement Officers carry digital cameras and take photographs of vehicles contravening the parking restrictions. These photographs provide evidence in the event of an appeal and are an integral part of the enforcement process.

Parking Services has worked in partnership with the Traffic Penalty Tribunal to implement a scheme where appeals against PCNs can be submitted to the independent adjudicator electronically.

Bristol City Council's ICT department is also working with Parking Services to develop a secure system through which members of the public can view the details and photographs related to a PCN online and then submit an electronic appeal. The system should be launched during 2009-10.

Parking Services instigated a trial of telephone parking in December 2008. This allows members of the public to create an account with RingGo, the service supplier, and then to pay for Pay & Display parking with their mobile phone. The service is intended to offer increased flexibility as motorists no longer need to ensure they have the correct change before they park. For lone or disabled motorists the service also negates the need to use the Pay & Display machines and may make users feel safer, especially after dark.

An automated telephone line and online payment facility allows PCNs to be paid at a time to suit the customer.

### **23. Issues**

Civil Enforcement Officers report a high level of verbal and physical abuse from members of the public. This is an area of considerable concern and the Police are being involved where appropriate. Staff are trained in techniques to recognise and deal with potentially aggressive situations and all staff are issued with emergency telephones with GPS tracking and links to a monitoring service that records incidents and summons the emergency services if necessary.

Following lone worker training, the number of reported Health & Safety incidents has reduced. To support this further, Parking Services is currently working on developing a link between the emergency telephones and the Council's own Emergency Control Centre who will be able to monitor and record any incidents using the citywide CCTV network.

### **24. Future Projects**

CCTV is being upgraded in all of the MSCPs to improve the quality of images and the accessibility of recordings in the event of an incident. This activity will improve the safety of staff and customers using the car parks.

Parking Services is currently investigating the feasibility of installing charging points for electric vehicles into some or all of the MSCPs. This would help support the use of more environmentally friendly modes of transport.

Work to replace the old lifts in Trenchard MSCP has already started. All three lifts will be completed during 2009-10 and the new lifts will incorporate ticket readers to ensure that only car park customers are able to access the lifts. This will have the combined benefit of further reducing energy usage at the car park and also of preventing vandalism and graffiti within the lifts themselves.

Two key pieces of work will be undertaken in Temple Gate MSCP. The entrance to the permit holder area will be remodelled to improve safety and the number of Pay & Display bays will be increased to provide additional capacity to serve local businesses and Temple Meads station.

Planned work for West End MSCP includes improving access for disabled people.

Westbury-on-Trym car park will be resurfaced to improve safety as the existing surface is badly worn in many areas.

In other areas, Parking Services fleet vehicles are due to be replaced in 2009-10. Six mopeds will be added to the fleet to provide greater flexibility for Civil Enforcement Officers at peak times. The mopeds, which can be used in the city's bus lanes, will allow more regular patrols of the arterial routes into and out of the city centre. The aim of this is to further reduce the number of vehicles parked in bus lanes or in limited waiting bays during restricted hours and consequently to improve the reliability of Bristol's public transport system.

The handheld computers used by Civil Enforcement Officers to issue PCNs will be replaced in late 2009 and will not only increase efficiency, but will also benefit the CEOs as more modern units will be smaller and lighter to carry.

A corporate initiative is due to review council wide arrangements for vehicle removal schemes in 2009-10. A single corporate supplier to provide a removal/clamping service for departments as potentially wide ranging as Parking Services, Parks, Highways, Housing, Docks & Waste Management would be beneficial to customers and more efficient for the council. Any contract will need to incorporate the complex requirements of each department and Parking Services is hopeful that a long-term supplier will be in place by 2010-11. In the meantime, temporary arrangements will continue.

Bus Lane Enforcement using CCTV cameras is to be introduced in Autumn 2009 when the council will adopt powers under the Transport Act 2000. New Civil Enforcement Officer posts will be created and staff will be fully trained in CCTV operation in order to enforce the new regulations.

## 25. Financial Statement

Parking Services income and expenditure net budgets are set corporately. In recent years, time has been spent developing forecasting models and other tools needed to monitor such a large budget.

Income from Decriminalised Parking Enforcement is known as Section 55 income and, under the terms of DPE, must be spent on Transport related activities. Income from other Parking Services' activities (such as car parking income) is not restricted in this way.

### 2008/09 Account Summary<sup>10</sup>

	Income <sup>11</sup>	Expenditure <sup>11</sup>
<b>Parking Income</b>		
Permit & Pre-Paid Parking	£1,096,000	
Cash & Credit Card	£5,737,000	
<b>Total Parking Income</b>	<b>£6,833,000</b>	
<b>Enforcement Income</b>		
Bay Suspensions / Coning	£245,000	
Penalty Charge Notices	£1,294,000	
Residents' Parking Permits	£18,000	
Removal Income	£175,000	
<b>Total Enforcement Income</b>	<b>£1,732,000</b>	
<b>Other Income</b>		
Other Income	£94,000	
<b>Total Other Income</b>	<b>£94,000</b>	
<b>Total Income</b>	<b>£8,659,000</b>	
<b>Expenditure</b>		
Employee Costs		£3,102,000
Premises Costs		£1,163,000
Transport Costs		£109,000
Supplies & Services Costs		£355,000
Removal Costs		£282,000
Internal Support Costs		£644,000
Internal Recharge Costs		£185,000
<b>Total Expenditure</b>		<b>£5,840,000</b>
<b>Total Surplus</b>	<b>£2,819,000</b>	

<sup>10</sup> [BCC Statement of Accounts 2008-09](#)

<sup>11</sup> Figures are rounded to nearest £1000



## 2008/09 Section 55 Parking Summary

	Income <sup>12</sup>	Expenditure <sup>12</sup>
<b>Income</b>		
On Street Parking related income	£3,187,000	
PCN Income	£1,294,000	
Removal Income	£175,000	
<b>Total Income</b>	<b>£4 656 000</b>	
<b>Expenditure</b>		
<b>Direct Expenditure</b>		
Premises Costs		£30,000
Third Party Payments		£282,000
<b>Total Direct Expenditure</b>		<b>£312,000</b>
<b>Indirect Expenditure</b>		
Employees		£1,765,000
Premises		£89,000
Supplies & Services		£180,000
Third Party Payments		£2,000
Transport		£60,000
Support Services		£329,000
Capital Financing Costs		£158,000
<b>Total Indirect Expenditure</b>		<b>£2,583,000</b>
<b>Total Expenditure</b>		<b>£2,895,000</b>
<b>Operating Surplus</b>	<b>£1,761,000</b>	
Overhead Allocation		£633,000
<b>Net Surplus</b>	<b>£1,128,000</b>	
<b>Use of Surplus</b>		
This surplus has contributed to expenditure on the following allowable items <sup>13</sup> :		
<b>Gross Expenditure</b>		
Concessionary Fare Scheme		£5,695,000
Public Transport		£4,478,000
Other items		£6,988,000
<b>Total Allowable Expenditure</b>		<b>£17,161,000</b>
<b>Excess of Allowable Expenditure over Net Surplus</b>		<b>£16,033,000</b>

<sup>12</sup> Figures are rounded to nearest £1000

<sup>13</sup> See [BCC Statement of Accounts 2008-09](#) for a complete list.

## 26. Contact Details & Useful Links.

### Parking Services:

Email [parking.services@bristol.gov.uk](mailto:parking.services@bristol.gov.uk)  
Website [www.bristol.gov.uk/parking](http://www.bristol.gov.uk/parking)

Post Parking Services  
Bristol City Council  
PO Box 480  
Bristol  
BS99 7AE

General Telephone Enquiries 0117 9222198  
Fax 0117 9223393  
PCN Enquiries 0117 9223091  
Bay Suspensions 0117 9038070  
To report an illegally parked vehicle 0117 9038070

### Payment Facilities:

Automated Telephone Payment Line 0870 7077776  
Online Payment facility [www.bristol.gov.uk/pay](http://www.bristol.gov.uk/pay)  
In person at a Customer Service Point <http://www.bristol.gov.uk/csp>

### Other Useful Numbers:

Abandoned Vehicles 0117 9222100  
Blue Badges, Disabled Bays, Residents' Parking Permits and Concessionary Travel Cards 0117 9222600  
Car Pound 01225 448025  
Park & Ride Information [www.bristol.gov.uk/parkandride](http://www.bristol.gov.uk/parkandride)

### Other Organisations:

DVLA [www.dft.gov.uk/dvla](http://www.dft.gov.uk/dvla)  
Traffic Penalty Tribunal [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)  
Patrol (for parking enforcement info) [www.patrol-uk.info](http://www.patrol-uk.info)  
British Parking Association [www.britishparking.co.uk](http://www.britishparking.co.uk)  
Security Industry Authority [www.the-sia.org.uk](http://www.the-sia.org.uk)  
Information on Public Services [www.direct.gov.uk](http://www.direct.gov.uk)

## 27. References

- 1 An Amended Parking Strategy for Bristol & Associated Matters  
Bristol City Council Cabinet Report from 13<sup>th</sup> October 2005.  
[www.bristol.gov.uk/ccm/content/Council-Democracy/Elected-Representatives/committee-meeting-finder](http://www.bristol.gov.uk/ccm/content/Council-Democracy/Elected-Representatives/committee-meeting-finder)
- 2 Parking Strategy - Next Steps  
Bristol City Council Cabinet Report from 15<sup>th</sup> November 2007  
[www.bristol.gov.uk/ccm/content/Council-Democracy/Elected-Representatives/committee-meeting-finder](http://www.bristol.gov.uk/ccm/content/Council-Democracy/Elected-Representatives/committee-meeting-finder)
- 3 Part VI of Traffic Management Act 2004  
[www.dft.gov.uk/pgr/roads/tpm/tmaportal/tmafeatures/tmapart6/](http://www.dft.gov.uk/pgr/roads/tpm/tmaportal/tmafeatures/tmapart6/)
- 4 Joint Local Transport Plan  
[www.westofengland.org/transport/joint-local-transport-plan](http://www.westofengland.org/transport/joint-local-transport-plan)
- 5 Annual Performance Plan 2007-10  
[www.bristol.gov.uk/ccm/content/Council-Democracy/Best-Value/annual-performance-plan-2008.en](http://www.bristol.gov.uk/ccm/content/Council-Democracy/Best-Value/annual-performance-plan-2008.en)
- 6 Car Park Finder  
[www.bristol.gov.uk/item/wrap/Transport/CarParkComponent/index.html](http://www.bristol.gov.uk/item/wrap/Transport/CarParkComponent/index.html)
- 7 Public experience of and attitudes towards parking.  
[www.dft.gov.uk/pgr/statistics/datatablespublications/trsnstatsatt/parking](http://www.dft.gov.uk/pgr/statistics/datatablespublications/trsnstatsatt/parking)
- 8 Public experience of and attitudes towards parking.  
[www.dft.gov.uk/pgr/statistics/datatablespublications/trsnstatsatt/parking](http://www.dft.gov.uk/pgr/statistics/datatablespublications/trsnstatsatt/parking)
- 9 Blue Badges and disabled bays  
[www.bristol.gov.uk/disabledparking](http://www.bristol.gov.uk/disabledparking)
- 10 BCC Statement of Accounts 2008-09  
[www.bristol.gov.uk/ccm/navigation/council-and-democracy/council-budgets-and-spending/annual-accounts](http://www.bristol.gov.uk/ccm/navigation/council-and-democracy/council-budgets-and-spending/annual-accounts)