



# Parking Services Annual Report 2009/10

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## **1. Summary**

This is Bristol City Council's second annual report for Parking Services.

Our first annual report outlined the background and history of the service since Bristol City Council took on the powers of Decriminalised Parking Enforcement in April 2000.

This report will look at changes and developments made to the service during the 2009-10 financial year. It will examine how the service supports a range of corporate policies and transport initiatives. The report 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).

This report will be published on the Parking Services pages of the Bristol City Council website.

## **2. 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>1</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).

LTP2, 6 & 7 are shown to be 'On Track' in the 2009 JLTP Review.

## **3. Cycling City**

The area of Greater Bristol received the UK's first Cycling City status in June 2008. The status was awarded jointly to the two councils in Greater Bristol - Bristol City Council and South Gloucestershire Council. Since then a significant amount of work has been done to encourage cycling within the city, both through improvements to existing routes, creation of new routes and other measures such as trial 20mph speed zones, provision of additional cycle parking and other general promotion and training initiatives.

Parking Services has supported Cycling City in a number of ways. Direct support has come from the development of a number of city centre Pay & Display parking bays into new cycle parking areas as well as including a large number of cycle stands in the plans for the new College Street car park. Indirectly, Parking Services' enforcement activity which prioritises bus lanes and the busy arterial routes at peak times aims to improve the safety of cyclists using these key routes.

## **4. Showcase Bus Routes**

Bristol City Council is working with Bath and North East Somerset, North Somerset and South Gloucestershire Councils and First to improve public transport. Showcase bus routes aim to reduce traffic congestion and pollution by making bus travel easier and more attractive, while also improving safety and the environment for other road users, local residents and businesses.

Parking Services plays a significant role in the success of showcase bus routes. Enforcement of bus lanes through CCTV (see Chapter 7) and other parking restrictions ensures that the bus routes are kept clear during their hours of operation. This means that congestion is reduced, safety for cyclists is improved and buses are able to run on time.

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<sup>1</sup> [Joint Local Transport Plans](#)

These improvements encourage commuters to use more sustainable modes of transport which in turn reduces congestion, improves road safety and improves air quality.

Parking Services also manage a number of district car parks near to the regional shopping areas affected by showcase bus routes. These car parks provide parking for customers of local businesses and these are managed in a way that promotes turnover of spaces to allow customers to enjoy their shopping and leisure activities without causing undue congestion on the arterial routes at peak times.

## **5. Controlled Parking Zone Expansion**

In September 2009 the Controlled Parking zone that covers the city centre was expanded to include the area surrounding Cabot Circus. This was to ensure that parking in the neighbouring residential streets could be managed effectively and not abused by visitors to Cabot Circus. Parking Services manages the Pay & Display parking in this area, issues permits to residents and enforces the parking restrictions.

## **6. Neighbourhood agenda**

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

Issues raised at these 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 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.

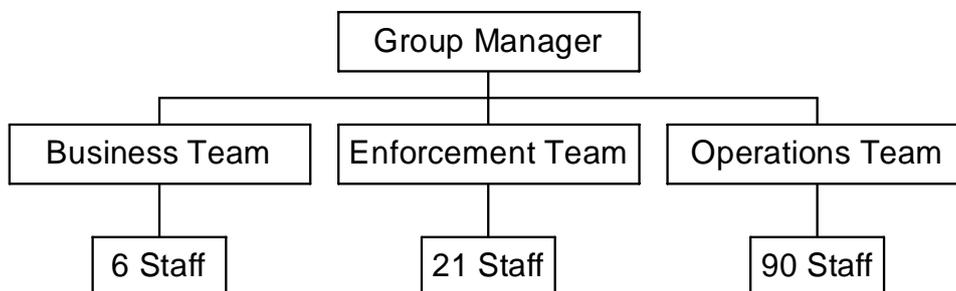
## **7. Bus Lane Enforcement**

The council has adopted powers to enforce Bus Lanes by CCTV camera under the Transport Act 2000. The aim of this is to ensure that public transport is able to provide its services to schedule. Enforcement of a number of key arterial routes began in January 2010 after a significant advertising campaign to raise awareness amongst drivers. Parking Services is working in conjunction with the Council's Traffic Control Centre to monitor the bus lanes by CCTV and enforcement will be extended to additional sites during 2010-11 and beyond.

## 8. Human Resources

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

Parking Services has 119 staff divided between 3 teams.



### Business Team Responsibilities

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

### Enforcement Team Responsibilities

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

### Operations Team Responsibilities

- On street enforcement.
- Bus Lane 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.

## 9. Managing performance

In addition to those activities measured by corporate or national indicators, Parking Services also regularly assesses its own performance to ensure that customer service levels are being maintained and to identify any potential problems as soon as they occur.

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.

The following chapters in this annual report explain Parking Services' main work areas in more detail and review performance and trends in a number of key areas. These chapters will demonstrate the work done within the team and the levels of customer service being achieved. Figures for last year have also been included to show how performance and trends are changing over time.

## 10. Car Parking

Parking Services is responsible for the operation and enforcement of BCCs car parks<sup>2</sup> and On Street car parking provision.

The role of the MSCPs and 5 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 and leisure facilities.

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 length 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>2</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

## 11. 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>3</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 in Bristol 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.

As the table below shows, occupancy levels have remained static in the last year, despite increased use of both multi-storey car parks during the exhibition of works by the internationally acclaimed street artist, Banksy. This suggests that if the additional customers visiting the exhibition are excluded, our aims of reducing commuter parking have been achieved.

<b>Car Parking Area</b> (Pay on Foot areas)	<b>Average Occupancy</b> <b>2008/09</b>	<b>Average Occupancy</b> <b>2009/10</b>	<b>% Variance</b>
West End MSCP	38.0%	37.7%	-0.3%
Trenchard MSCP	56.0%	55.8%	-0.2%

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

Pay & Display figures have also remained constant as the minor percentage reduction in on street parking has been offset by an increase in both long and short stay off street parking. The increase in commuter parking may be due to the increased reliability of the pay and display machines at two key off street car parks, and the introduction of telephone parking.

<sup>3</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](#).

<b>Pay &amp; Display Parking Areas</b>	<b>Number of transactions 2008/09</b>	<b>Number of transactions 2009/10</b>	<b>% Variance</b>
Off Street CPs > 4 Hours	88,326	102,882	+16%
Off Street CPs < 4 Hours	115,893	123,032	+6%
On street – All zones	1,500,962	1,479,684	-1%
<b>Total</b>	<b>1,705,181</b>	<b>1,705,598</b>	<b>+0.02%</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.
- Telephone transactions are not included in 2008-09 figures (5464 transactions from Dec 08 to March 09).
- ALL telephone transactions are included in 2009-10 figures as it isn't possible to break down by timeband.
- Excludes pre-paid parking tickets.

## 12. Permits

A variety of parking permits are issued by Parking Services:

<b>Permit Type</b>	<b>Number on Issue 2009-10</b>	<b>Annual Cost Per Permit (Incl. VAT if applicable)</b>
West End	80	£1850
Trenchard	36	£2074
Temple Gate	211	£1474
Welsh Back	0	£2074
Redcliffe Parade	1	£1850
Queen Square	33	£2074
Mardyke Wharf	2	£875
District car park	23	£189
Residents' Parking Permits	383	£50.00
Midwife/District nurse	366	No Charge
Statutory Undertakings	37	No Charge
<b>Total</b>	<b>1172</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 1742 packs of magnetic cards and 494 books of scratch cards in 2009-10. This represents a year on year reduction of 25%, indicating that long term commuters have been discouraged from using the car parks.

### 13. Enforcement Activity - Compliance

Civil Enforcement Officers (CEOs) patrol in line with the priorities set by the Parking Strategy<sup>4</sup>. 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 visits to each street which make up the main arterial routes within the city, the city centre area, the wider areas within the Civil Enforcement Area (CEA) and the off street car parks.

Location	Number of visits during 2008-09	Number of visits during 2009-10	% Variance
Bath Road	440	816	+85%
Bedminster	1008	2445	+143%
Church Road	1705	4356	+155%
Fishponds Road	1482	3600	+143%
Gloucester Road	3473	6539	+88%
Hotwells Road	1046	1770	+69%
Wells Road	1180	2077	+76%
Whiteladies Road	8033	13182	+64%
<b>Total of Main Arterial Routes</b>	<b>18367</b>	<b>34785</b>	<b>+89%</b>
City Centre Zone	50720	72354	+43%
Areas outside the City Centre	73387	141105	+92%
Off street car parks	2696	3512	+30%
<b>Grand Total</b>	<b>126803</b>	<b>216971</b>	<b>+71%</b>

The following table shows the number of Penalty Charge Notices (PCNs) issued in the same locations:

Location	Number of PCNs during 2008-09	Number of PCNs during 2009-10	% Variance
Bath Road	66	73	+11%
Bedminster	397	511	+29%
Church Road	645	1187	+84%
Fishponds Road	547	1191	+118%
Gloucester Road	2340	3919	+67%
Hotwells Road	515	779	+51%
Wells Road	228	225	-1%
Whiteladies Road	2338	3322	+42%
<b>Total of Main Arterial Routes</b>	<b>7076</b>	<b>11207</b>	<b>+58%</b>
City Centre Zone	12784	15460	+21%
Areas outside the City Centre	27184	41328	+52%
Off street car parks	1668	2100	+26%
<b>Grand Total</b>	<b>41636</b>	<b>58888</b>	<b>+41%</b>

<sup>4</sup> [Cabinet Report – Parking Strategy \(Oct 05\)](#)  
[Cabinet Report - Parking Strategy - Next Steps \(Nov 07\)](#)

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:

<b>Location</b>	<b>Compliance Levels 2008-09</b>	<b>Compliance Levels 2009-10</b>
Bath Road	0.15	0.09
Bedminster	0.39	0.21
Church Road	0.38	0.27
Fishponds Road	0.37	0.33
Gloucester Road	0.67	0.60
Hotwells Road	0.49	0.44
Wells Road	0.19	0.11
Whiteladies Road	0.29	0.25
<b>Total of Main Arterial Routes</b>	<b>0.39</b>	<b>0.32</b>
City Centre Zone	0.25	0.21
Areas	0.37	0.29
Off street car parks	0.62	0.60
<b>Grand Total</b>	<b>0.33</b>	<b>0.27</b>

In broad terms the aim of these figures is to assess which areas require more 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 2009-10, which is a direct result of some organisational changes and of filling vacant posts. Until satisfactory compliance levels have been achieved, increases in patrol levels will inevitably lead to an increase in the number of PCNs being issued.

Overall, the number of PCNs issued has grown less than the number of street visits, meaning that compliance levels have improved. Detailed analysis of the arterial routes suggest that:

- Compliance levels in Bath Road have increased and are the best within the city. The number of PCNs issued has increased just 11% despite a much higher increase in the number of visits.
- Considerably more visits took place in Bedminster during 2009-10 and this has led to the greatest improvement in compliance levels.
- Church Road & Fishponds Road saw the highest increases in the number of visits and in the number of PCNs. Compliance in both areas has improved as a result, although the modest improvement at Fishponds Road suggests that further visits will be needed to bring compliance down further.
- Gloucester Road has the worst compliance levels and although visits and PCNs have both increased, there has only been a marginal improvement in compliance levels. Further visits will be required to significantly improve compliance levels.
- Hotwells Road & Whiteladies Road show similar figures with compliance in both areas improving following an increased number of visits.

- Wells Road is the only arterial route to show a reduction in the number of PCNs issued despite an increase in the number of visits. This suggests that compliance in this area is good and that increasing the number of visits will have little further effect on compliance levels.

#### 14. Penalty Charge Notice Statistics

Recruitment of vacant posts, changes to team structures and reduced sickness levels have all improved morale and enabled staff to be more effectively deployed. Increased enforcement time has inevitably led to a higher number of PCNs being issued and a higher number of appeals being received.

	<b>2008/09</b>	<b>2009/10</b>	<b>Variance</b>
On Street	40,617	57,742	+42%
Off Street	1,523	2532	+66%
Bus Lane	0	4219	N/A
<b>Total</b>	<b>42,140</b>	<b>64,493</b>	<b>+53%</b>

In both 2008-09 & 2009-10, 96% of PCNs were issued in on street locations. All notices issued are either attached to the vehicle or handed to the driver.

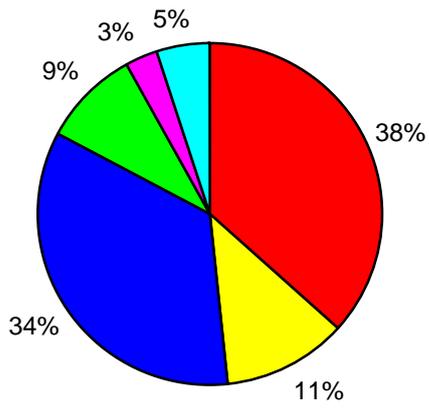
#### Why are PCNs issued?

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.

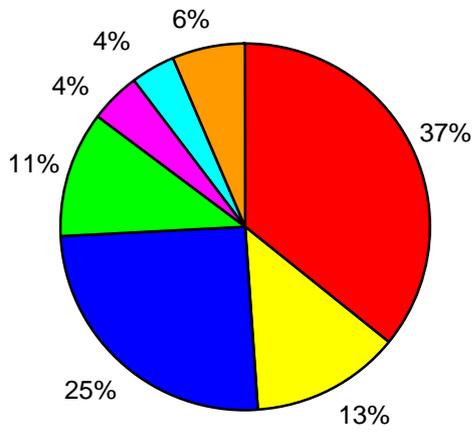
Bus Lane Enforcement was introduced in 2009-10 and is aimed at ensuring only authorised vehicles use bus lanes. This is an important means of ensuring that buses are able to run on time, which promotes the use of public transport.

### Reasons for PCNs 08-09



- Yellow Line Contravention
- Loading/Unloading Contravention
- P&D Contravention
- Limited Waiting Contravention
- Other Contraventions
- Off Street Contravention

### Reasons for PCNs 09-10



- Yellow Line Contravention
- Loading/Unloading Contravention
- P&D Contravention
- Limited Waiting Contravention
- Other Contraventions
- Off Street Contravention
- Bus Lane Contravention

## Vehicle Removals

	2008/09	2009/10	Variance
Number of Vehicle Removals	1870	122	-93%

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. The reduction in vehicle removals does not appear to have had an adverse affect on the number or type of contravention committed.

During 2009-10 an experienced contractor carried out vehicle removals on behalf of Parking Services. (A new citywide contractor will be appointed in Autumn 2011)

## 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 2009-10 57% of PCNs issued by Bristol City Council were for higher level contraventions and 43% were for lower level contraventions.

Bus Lane PCNs are not categorised in this way as they are issued under the Transport Act 2000. The charge for a Bus Lane PCN is £60 (discounted to £30 if paid within 14 days).

## 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	2008/09	2009/10	Variance
Informal Appeal (Pre NTO)	5459	8331	+53%
Formal Appeal (NTO / Removal)	1512	2128	+41%
TPT Appeal	127	202	+59%
<b>Total</b>	<b>7098</b>	<b>10,661</b>	<b>+50%</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	2008/09	2009/10	Variance
Informal Appeal (Pre NTO)	13%	13%	No Change
Formal Appeal (NTO / Removal)	4%	3%	No Change
TPT Appeals	0.3%	0.3%	No Change

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 2009-10, 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 this has remained constant since 2008-09.

According to the Department for Transport's statistics on experiences of and attitudes towards parking<sup>5</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.

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<sup>5</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 2008-09	% Appeals Upheld 2009-10	Variance
Informal Appeal (Pre NTO)	38%	40.5%	+2.5%
Formal Appeal (NTO / Removal)	24%	26%	+2%
<b>Total</b>	<b>35%</b>	<b>38%</b>	<b>+3%</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 2008-09	% Appeals Rejected 2009-10	Variance
Informal Appeal (Pre NTO)	62%	59.5%	-2.5%
Formal Appeal (NTO / Removal)	76%	74%	-2%
<b>Total</b>	<b>65%</b>	<b>62%</b>	<b>-3%</b>

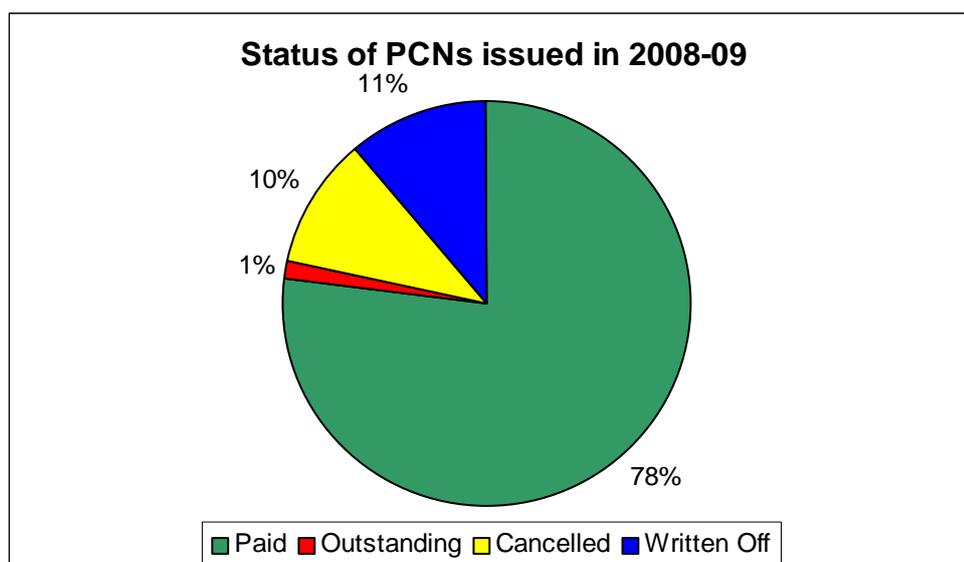
These figures compare the position at the end of each financial year, and exclude cases that were still awaiting a decision at that time.

## Outcome of TPT Appeals

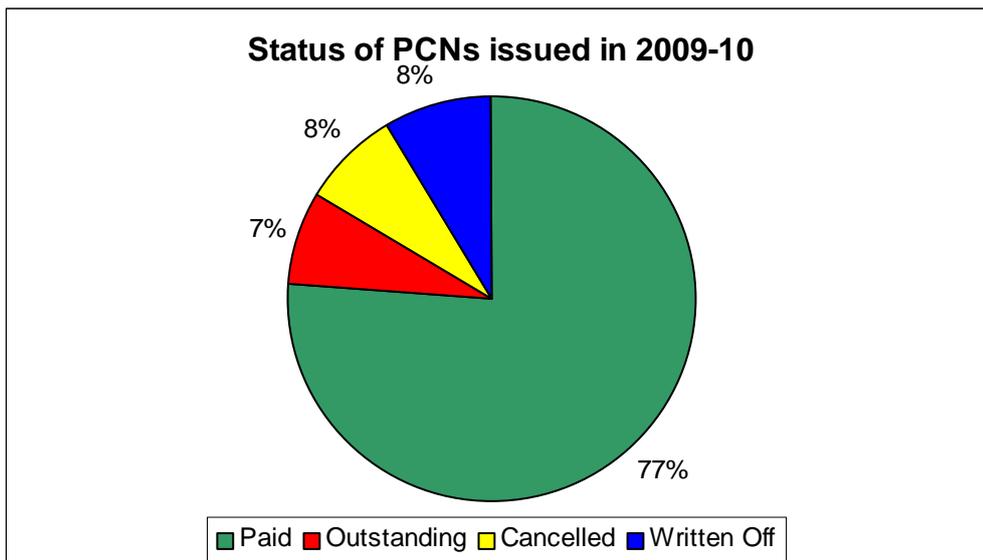
Outcome of Appeal	2008-09	2009-10	Variance
Appeal Upheld	19%	17%	-2%
Appeal Rejected	26%	41%	+15%
Appeal Not Contested	55%	42%	-13%
<b>Total</b>	<b>100%</b>	<b>100%</b>	

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

## Payment of PCNs



Figures as at August 2010



Figures as at August 2010

It typically takes approximately 12 months for PCNs to be either paid, cancelled or written off. Figures traditionally show that after this time close to 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 2010.

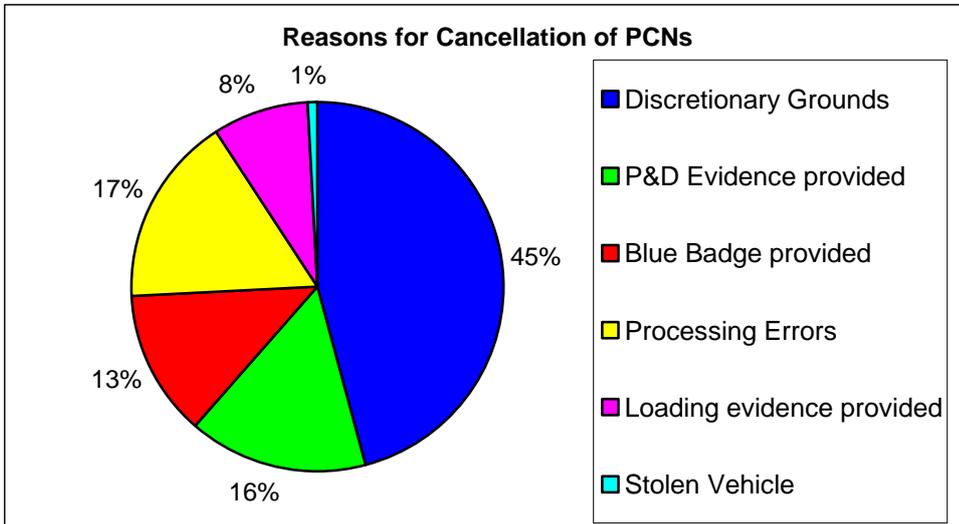
### Breakdown of Paid PCNs

Payment Type	2008/09	2009/10
Paid at discounted rate	83%	84%
Paid at full rate	13%	12%
Paid at Charge Certificate	2%	2%
Paid after TEC Registration	2%	1%

% of PCNs paid at each rate as a percentage of all paid PCNs.  
Data as at 01.11.10.

## Breakdown of Cancelled PCNs

A PCN may be cancelled as a result of a successful appeal. The table below shows the main reasons for cancelling a PCN and the percentage of cases cancelled for each reason. These results from 2008-09 are typical; unfortunately data for PCNs issued in 2009-10 is not available, due to a temporary change of process which did not record the required information.



Figures relate to PCNs issued in 2008-09 only.

### Breakdown of Written Off PCNs

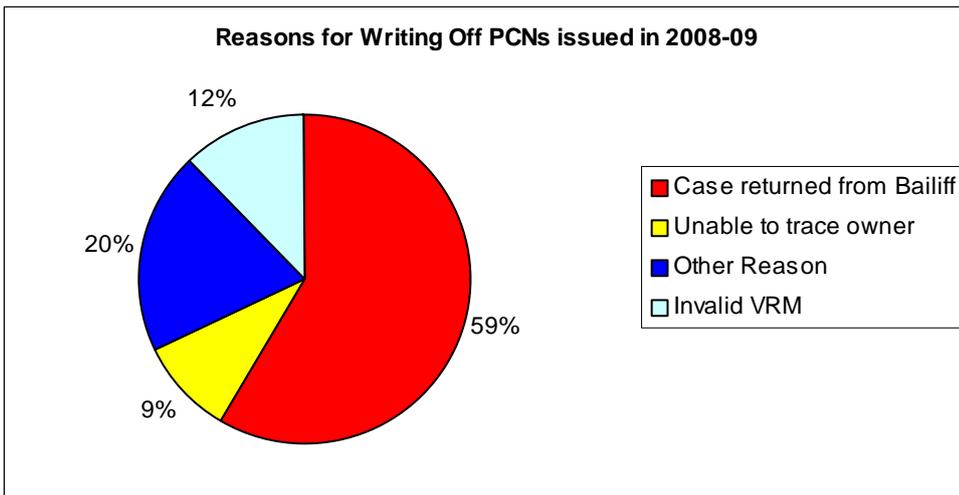
Debts from unpaid PCNs are registered with the Traffic Enforcement Centre at Northampton County Court.

	2008-09	2009-10
<b>Number of debts registered at TEC</b>	2282	3683

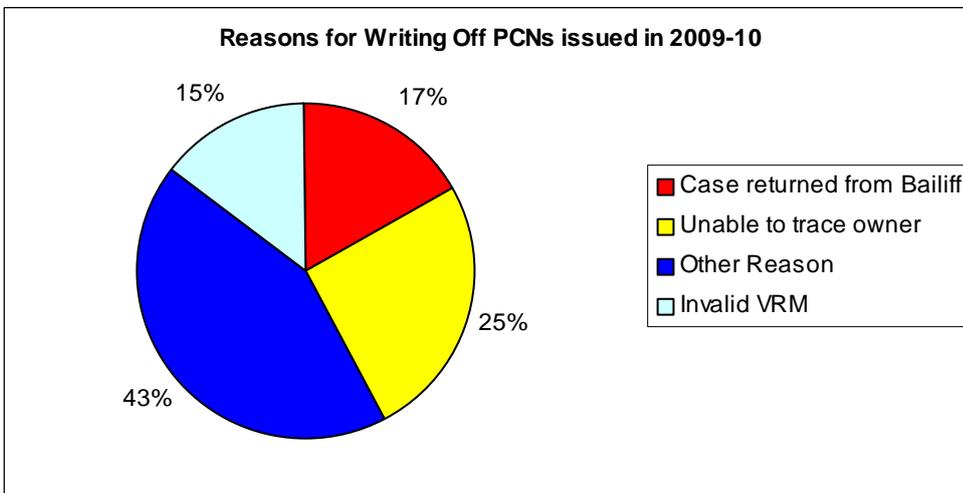
If the debt remains unpaid the case is referred to a firm of bailiffs, which has 12 months to execute the warrant from the County Court. The bailiffs are an ethical firm with capped fees, who work closely with debtors to secure payment. 1496 debts were referred to the bailiffs in 2008-09. Of these, 29% were recovered. 2138 debts were referred in 2009-10 of which 19% have been recovered and 30% are still outstanding as at September 2010.

Cases where the bailiff is unable to recover the debt and cases where the registered keeper cannot be traced are written off.

It should be noted that at the time the figures for PCNs issued in 2009-10 were produced, the majority of bailiff warrants were still in force, which is why the number written off following return from the bailiff is still relatively low. This figure will rise over the course of 2010-11.



Figures relate to PCNs issued in 2008-09 only as at October 2010.



Figures relate to PCNs issued in 2009-10 only, as at October 2010.

## 15. Blue Badge Scheme

Parking Services operates the national Blue Badge Scheme<sup>6</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 reduced the target to 6 weeks and achieved 89%.

<b>Blue Badges issued</b>	<b>2008/09</b>	<b>2009/10</b>	<b>Variance</b>
Total number of automatic Blue Badges	2206	2746	+25%
Total number of discretionary Blue Badges	3758	3889	+4%
<b>Total Number of Blue Badges issued</b>	<b>5964</b>	<b>6635</b>	<b>+11%</b>

<b>Total Number of Blue Badges on Issue</b>	<b>At 31/3/10</b>
Total number of automatic Blue Badges	6765
Total number of discretionary Blue Badges	12473
<b>Total Number of Blue Badges issued</b>	<b>19238</b>

## 16. 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 387 applications in 2008-09 and 332 in 2009-10. Of those applications processed each year, 28% were determined within six weeks in 2008-09 and 40% in 2009-10. Customer service levels are improving in 2010-11 following a restructure of the administration team and the provision of dedicated resource to deal with Disabled Bay applications.

## 17. Bay Suspensions & 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 regular 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

<sup>6</sup> [Blue Badges and Disabled Bays](#)

Ground. Parking Services also supported other more unique events such as the Banksy Exhibition.

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.

## **18. 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.

Three of the old lifts in Trenchard MSCP were replaced in 2009-10. The new lifts incorporate ticket readers to ensure that only car park customers are able to access the lifts. This has had the combined benefit of further reducing energy usage at the car park and also of preventing vandalism and graffiti within the lifts themselves.

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 also led to a reduction in the amount of graffiti.

Both Westbury on Trym and The Grove car parks were resurfaced during 2009-10. Both car parks are well used and the resurfacing and new bay markings have improved the ease of use and appearance of the car parks as well as removing a number of trip hazards.

## **19. 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.

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. The introduction of conference calls enables hearings to take place over the phone – a facility that saves time and money for the appellant, adjudicator and councils.

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 2010-11.

The introduction of Bus Lane Enforcement using CCTV in early 2010 utilises digital CCTV cameras, which are monitored using a CCTV enforcement system that has been integrated within the Council's existing Penalty Charge Notice processing system.

## **20. Other Activities**

Parking Services fleet vehicles were replaced in 2009-10. Six mopeds were 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.

## **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.
- Civil Enforcement Officers who record Bus Lane contraventions using CCTV have been trained and are also licensed by the SIA.
- 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. 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.

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.

The handheld computers used by Civil Enforcement Officers to issue PCNs will be replaced in autumn 2010 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. 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.

Kingsdown Residents' Parking Scheme is due to be introduced in 2010-11. This will control the parking in this residential area which suffers from congestion due to its proximity to the university, hospital and city centre.

Following on from the success of Bus Lane Enforcement through CCTV, Parking Services will be investigating the potential of unattended and mobile CCTV cameras in order to maximise its ability to enforce key areas such as additional bus lanes, taxi ranks and school restrictions, which all require significant resources - often at the same time of day.

Parking Services is also looking forward to the reopening of College Street car park following the redevelopment of the Cabot House site behind the Council House.

## 23. 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.

The following table shows the breakdown of Parking Services' income and expenditure for 2009-10.

### 2009/10 Account Summary<sup>7</sup>

	Income <sup>8</sup>	Expenditure <sup>8</sup>
<b>Parking Income</b>		
Permit & Pre-Paid Parking	£839,000	
Cash, Credit Card & Telephone Parking	£6,291,000	
<b>Total Parking Income</b>	<b>£7,130,000</b>	
<b>Enforcement Income</b>		
Bay Suspensions / Coning	£214,000	
Penalty Charge Notices	£1,854,000	
Residents' Parking Permits	£15,000	
<b>Total Enforcement Income</b>	<b>£2,083,000</b>	
<b>Other Income</b>		
Other Income	£84,000	
<b>Total Other Income</b>	<b>£84,000</b>	
<b>Total Income</b>	<b>£9,297,000</b>	
<b>Expenditure</b>		
Employee Costs		£3,270,000
Premises Costs		£1,254,000
Transport Costs		£136,000
Supplies & Services Costs		£380,000
Third Payments		£63,000
Support Services		£625,000
<b>Total Expenditure</b>		<b>£5,728,000</b>
<b>Total Surplus</b>	<b>£3,569,000</b>	

<sup>7</sup> [BCC Statement of Accounts 2009-10](#)

<sup>8</sup> Figures are rounded to nearest £1000

## 2009/10 Section 55 Parking Summary

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.

The following table shows the breakdown of Parking Services' Section 55 income and expenditure and also shows how the resulting surplus has been spent.

	Income <sup>9</sup>	Expenditure <sup>9</sup>
<b>Income</b>		
On Street Parking related income	£3,314,000	
PCN Income	£1,841,000	
Removal Income	(£2,000)	
<b>Total Income</b>	<b>£5,153,000</b>	
<b>Expenditure</b>		
<b>Direct Expenditure</b>		
Premises Costs		£21,000
Supplies & Services		£2,000
<b>Total Direct Expenditure</b>		<b>£23,000</b>
<b>Indirect Expenditure</b>		
Employees		£2,046,000
Premises		£91,000
Supplies & Services		£215,000
Third Party Payments		£3,000
Transport		£113,000
Support Services		£367,000
<b>Total Indirect Expenditure</b>		<b>£2,835,000</b>
<b>Total Expenditure</b>		<b>£2,858,000</b>
<b>Operating Surplus</b>	<b>£2,295,000</b>	
Overhead Allocation		£492,000
<b>Net Surplus</b>	<b>£1,803,000</b>	
<b>Use of Surplus</b>		
This surplus has contributed to expenditure on the following allowable items <sup>10</sup> :		
<b>Gross Expenditure</b>		
Concessionary Fare Scheme		£5,812,000
Public Transport		£4,451,000
Other items		£6,994,000
<b>Total Allowable Expenditure</b>		<b>£17,257,000</b>
<b>Excess of Allowable Expenditure over Net Surplus</b>		<b>£15,454,000</b>

<sup>9</sup> Figures are rounded to nearest £1000

<sup>10</sup> See [BCC Statement of Accounts 2009-10](#) for a complete list.

## 24. 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 (from Autumn 2011) 01275 462503

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)

## 25. References

- 1 Joint Local Transport Plan  
<http://travelplus.org.uk/our-vision/joint-local-transport-plan-3>
- 2 Car Park Finder  
<http://www.travelbristol.org/drive>
- 3 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)
- 4 Parking Strategy & Parking Strategy - Next Steps  
Bristol City Council Cabinet Reports from October 2005 and November 2007  
[https://www.bristol.gov.uk/committee/2005/ua/agenda/1013\\_1800\\_ua000.html](https://www.bristol.gov.uk/committee/2005/ua/agenda/1013_1800_ua000.html)  
[https://www.bristol.gov.uk/committee/2007/ua/agenda/1115\\_1800\\_ua000.html](https://www.bristol.gov.uk/committee/2007/ua/agenda/1115_1800_ua000.html)
- 5 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)
- 6 Blue Badges and disabled bays  
[www.bristol.gov.uk/disabledparking](http://www.bristol.gov.uk/disabledparking)
- 7 BCC Statement of Accounts 2009-10  
<http://www.bristol.gov.uk/node/5372>