



**Parking Services
Annual Report
2010-11**

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1. Summary

This is Bristol City Council's third 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.

Subsequent reports look at changes and developments made to the service and examines how the service supports a range of corporate policies and transport initiatives. Reports outline the individual services provided, projects undertaken and planned, issues facing the service and a financial statement. Performance is demonstrated through a series of Key Performance Indicators (KPIs).

Parking Services Annual Reports are published on the Parking Services pages of the Bristol City Council website at <http://www.bristol.gov.uk/page/parking-annual-reports>

2. Joint Local Transport Plan 3

The West of England Partnership has recently produced the third Joint Local Transport Plan (JLTP3) to cover the period from 2011 – 2026. JLTP3 covers the four local authorities of Bath & North East Somerset, Bristol City, North Somerset and South Gloucestershire. The plan has been approved and although some of the supplementary documents are still being revised the general principles within the Parking Supplementary Document underline our current objectives. JLTP3's vision

“is for a network of safe, convenient and accessible parking facilities, provided and managed as part of an integrated transport system. Our aim is to support the local economy, protect the environment, regenerate city and town centres and reduce congestion and traffic growth.”

JLTP3 has five main transport goals and appropriate management of parking can contribute to all of them:

Reduce carbon emissions:

Bristol City Council (BCC) actively supports this aim with a number of activities completed in recent years and others in development.

- Our main car parks are included in matrix signing which advertises the number of vacant spaces. This reduces the amount of circulating traffic and helps to reduce emissions.
- Our tariff strategy is based on promoting short stay leisure and shopping and deterring long stay commuter parking. This encourages commuters to use Park&Ride facilities or to switch to other, more sustainable, modes of transport.
- Parking Services will be working with Source West during 2011-12 to develop and install facilities for charging electric vehicles.

We have also been proactive in reducing our own carbon emissions:

- The lighting in our multi-storey car parks has been upgraded and, combined with motion sensitive light sensors, this has considerably reduced our electricity consumption.
- The replacement of the lifts at Trenchard Street multi-storey car park (MSCP) has also reduced electricity usage and replacement of lifts at West End and Temple Gate will be undertaken in 2011-12.

Support economic growth:

Effective management of parking facilities can support economic growth:

- High long stay tariffs helps to deter commuter traffic.
- Low short stay tariffs encourage parking by visitors, shoppers and leisure users.
- Turnover of spaces can also be achieved by restricting the maximum length of stay, particularly in city centre Pay & Display areas and limited waiting areas in district shopping areas.

Accessibility:

A number of factors can increase accessibility:

- All main council car parks include dedicated disabled bays.
- Enforcement of main bus corridors, especially at peak times, supports local bus services, which are vitally important, both to promote bus travel as a sustainable choice

for those with vehicles but also as an essential travel method for those without alternative options.

- As part of BCC's Cycling City project a number of city centre parking bays have been transformed into cycle parks. This has improved accessibility for cyclists and also promotes cycling as another sustainable transport choice.

Safety, health & security:

Parking Services plays an important part in managing the highway network to ensure that the movement of all traffic, whether vehicle, cycle or pedestrian is as safe as possible.

- Enforcement of bus lanes and parking restrictions reduces hold ups, especially at peak times, and enables the network to move freely by reducing congestion.
- Clear bus lanes enable bus operators to meet timetables and provide better customer service. Clear bus lanes also enhance safety for cyclists.
- Enforcement of school zigzags has also been a priority in recent years to increase safety around schools and to help promote children walking and cycling to school.

Quality of life:

Like most cities Bristol has conflicting demands for limited parking places in both city centre and residential areas. Managing the available space is a balance between promoting economic vitality, deterring commuter traffic and managing resident's parking – particularly in the areas immediately surrounding the city centre where pressure for parking is greatest. Bristol has had a resident's scheme for city centre resident's for a number of years, and has now introduced the first Resident's Parking Scheme outside the direct city centre. This will be covered in more detail in Chapter 6 but has been deemed a great success. BCC is therefore developing proposals to introduce additional RPS schemes in areas where traffic congestion is a serious issue.

For further information on JLTP3, please visit <http://www.travelplus.org.uk/our-vision/joint-local-transport-plan-3>

3. Greater Bristol Bus Network (GBBN)

With financial support from the government, the four councils in the West of England Partnership, First Bus and developers are investing in a reliable, more comfortable showcase experience for the 52 million + bus journeys made in the sub-region each year. GBBN routes support JLTP3 by aiming 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.

Summary of benefits:

- Alterations to traffic signals and approach lanes to improve capacity for general traffic.
- Installation of bus priority measures (including intelligent traffic signals).
- 24 hour/peak inbound and outbound bus lanes along sections of the route.
- Parking and loading restrictions to support bus priorities and assist the improvement of traffic flow with high levels of enforcement, including the use of CCTV.
- New pavements along sections of the routes, improved and new pedestrian crossings.
- Kerb build-outs to improve safety at junctions.
- Cycle lanes and advance stop lines
- New, low emission, low floor vehicles to allow access for wheelchairs, parents with buggies and shoppers with trolleys.

- Improved reliability of buses with improved timetable and real-time information.

Parking Services' role

Parking Services' enforcement officers play a significant role in the success of GBBN's showcase bus routes.

The council 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 has been extended to additional sites during 2010-11. Further phases are planned for 2011-12 to complement the work on GBBN.

In addition to CCTV, the Council also has a small fleet of mopeds so that specially trained and equipped Civil Enforcement Officers can enforce the bus lanes during peak hours. Moped riders can be more effective than regular patrols because mopeds, like bicycles and motorcycles, are permitted to use bus lanes which means that they can travel across the city more effectively.

Enforcement of bus lanes 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. 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 manages a number of district car parks near to the regional shopping areas affected by GBBN routes. These car parks provide parking for customers of local businesses and these are managed and enforced 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.

Further information on all aspects of GBBN can be found at:
<http://www.bristol.gov.uk/page/greater-bristol-bus-network-gbbn>

4. Britain's first Cycling City

In 2008 Greater Bristol was chosen as England's first Cycling City and received £11m from the Department for Transport to transform cycling. New, dedicated on-road cycle lanes, new traffic-free routes, 3400 new cycle parking spaces, 20mph speed zones as well as cycling training and lots of other projects has encouraged thousands of people to take to their bikes.

Momentum is continuing through the Local Sustainable Transport Fund, which sees Bristol working with the three other authorities in the West of England region to improve transport routes and services between towns and cities. Cycling plays a big part in that and is central to Bristol's vision of the future.

Parking Services has supported Cycling City in a number of ways. Direct support has come from the transformation 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.

For further information on cycling please visit <http://www.betterbybike.info/>

5. Neighbourhood Partnerships

Neighbourhood Partnerships are a series of 14 local governing bodies (each made up of two or three electoral wards), which have been developed to set priorities for their area and to make and influence key decisions which will have an impact on their areas. The populations served by these partnerships range from 20,000 – 40,000. They meet 4 – 6 times per year and are supported by staff from Bristol City Council. Partnerships are made up of local Councillors, and representatives from local business, community groups and representatives from the council, police, fire & rescue service etc. Neighbourhood Partnerships have control of some devolved budgets, which includes elements of the Highway maintenance and minor traffic works budgets.

These Neighbourhood Partnerships are linked to Neighbourhood Forums, which are a type of public meeting, much less structured, and less formal than the Neighbourhood Partnership, where anyone from the neighbourhood can come and raise issues, concerns about services delivered in their area or ideas for way to improve their neighbourhood.

Parking Services regularly attends Neighbourhood Forums meetings such as those held recently in Westbury on Trym and Henleaze, staff answer specific 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. For example, a recent Day of Action has targeted abuse of disabled parking bays in Southmead by checking drivers' Blue Badges.

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.

More detail on Neighbourhood Partnerships and Neighbourhood Forums can be found at: <http://bristolpartnership.org/neighbourhood-partnerships>

6. Residents' Parking Schemes

In 2008, the Council surveyed local residents in a number of areas close to the existing city centre Controlled Parking Zone to identify the parking issues in each neighbourhood in more detail. In the Kingsdown area, a majority of respondents to the survey indicated that they were supportive of the introduction of a Residents' Parking Scheme for their area.

Following an extensive period of consultation, a pilot scheme was agreed and implemented in 2010-11. The scheme aimed to manage commuter parking to help ensure the expeditious, convenient and safe movement of traffic and provide suitable and adequate parking facilities for residents, local businesses and visitors. Particular regard

was been given to the desirability of securing and maintaining reasonable access to premises, enhancing local amenities, improving air quality and reducing congestion.

The Residents' Parking Scheme contains waiting restrictions, loading restrictions, mandatory school keep clears and various parking bays for permit holders, pay & display parking, loading, car club vehicles, and disabled drivers.

Residents' were approached for feedback in May 2011 and the responses showed that the majority of resident's felt the scheme has been a success. The key benefits that the local community has reported are:

- Greater community cohesion as residents are less stressed and are more communicative with one another;
- Improved quality of life as residents find it much easier to use their car when they need to without worrying about being able to park it again afterwards;
- The streets are quieter and safer now that vehicles are not circling the area searching for a parking space, particularly early in the mornings;
- It is easier and safer for pedestrians to walk around the neighbourhood;
- Access to properties has improved, which has benefited people with limited mobility and will ensure access for emergency vehicles and deliveries is as easy as possible;
- The introduction of pay & display has improved access to local amenities, particularly as parking is free for the first 15 minutes.

Cabinet has subsequently approved a number of minor changes to the original scheme as a result of the feedback received and has also approved engagement with the Neighbourhood Partnerships regarding the potential to develop residents' parking schemes for other local communities.

More details on the Kingsdown Scheme are available at:
<http://www.bristol.gov.uk/page/kingsdown-residents-parking-scheme>

7. School Parking

Bristol City Council has a programme for updating parking restrictions around schools. This initiative is twofold – it aims to improve safety around the schools by reducing the risks from vehicular traffic and also encourages parents and children to travel to school in more sustainable ways. The Council's Road Safety team actively works with schools and parents to encourage walking and cycling to school and Parking Services is pleased to be able to support these activities by enforcing the parking restrictions. Restrictions in sixteen schools have been completed and a further ten are due to be added during 2011-12. Our ability to enforce these restrictions will be greatly enhanced by the implementation of a CCTV camera car during 2011-12.

8. Human Resources

Parking Services is part of the Transport Division of the City Development Directorate. It has the following responsibilities:

Business Team (6 staff)

- Business planning, financial management & administration.
- Key Performance Indicators / performance measures.

- Management of car park assets.
- Management of Parking Services' projects.
- Health & safety.

Enforcement Team (22 staff)

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

Operations Team (96 staff)

- 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.

Parking Services is also supporting two young apprentices as part of Bristol's Apprenticeship Training Programme. Apprentices gain valuable work experience and training as well as support through an NVQ college course.

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 teams 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

Bristol City Council is able to support transport policy through the way it operates and charges for parking spaces depending on their location and use. However, Parking Services is only responsible for Council operated public car parks and for on street parking provision. One of the biggest challenges facing Bristol City Council is how to influence the operators of commercial, non-residential car parks to take a similar view when setting their own hours of operation and charges.

The role of the Council's MSCPs and 5 of the surface car parks is primarily to provide long stay parking. The remaining short stay surface car parks 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).

| Type of Parking | Number of locations | Approx number of Spaces | Short or Long Stay? | Cost |
|--------------------|---------------------|-------------------------|-----------------------------|--------------|
| Multi-Storey CP | 3 | 1671 | Long stay | Up to £10.00 |
| Surface CP | 3 | 306 | Long stay | Up to £10.00 |
| Surface CP | 8 | 666 | Short stay | Up to £5.00 |
| District CP | 26 | 957 | Majority short stay | Free |
| On Street – 1 hour | 24 | 203 | Short stay + evening charge | Up to £2.00 |
| On Street – 2 hour | 38 | 429 | Short stay + evening charge | Up to £3.50 |
| On Street – 2 hour | 33 | 650 | Short stay | Up to £3.50 |
| On Street – 4 hour | 17 | 320 | Short stay | Up to £4.00 |
| Kingdown | 23 | 393 | Short stay | Up to £2.00 |

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

Bristol City Council run car parks also generally have a number of dedicated disabled parking bays.

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.

Occupancy levels in the car parks can show how the pricing policy is effective at achieving strategic aims in long stay multi-storey car parks. As the table below shows, occupancy levels have reduced considerably in the last year. Although the impact of the economic situation cannot be excluded, these figures do suggest that the pricing policy is successfully deterring long stay commuter parking.

| Car Parking Area (Pay on Foot areas) | Average Occupancy 2009- 10 | Average Occupancy 2010- 11 | % Variance |
|--|---|---|-------------------|
| West End MSCP | 37.7% | 30.67% | -7.03% |
| Trenchard MSCP | 55.8% | 52.35% | -3.45% |

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

Pay & Display figures do not show the same trend. Overall, off street transactions have reduced by less than 1%, however a more detailed breakdown shows that 1 and 2 hour parking has reduced while longer stays have increased. Similarly, it is disappointing that the largely short stay on street parking has reduced transaction levels. The reduction in short stay parking may reflect the economic situation during 2010-11 if people were making less leisure and shopping trips as a result of financial constraints.

| Pay & Display Parking Areas | Number of transactions 2009-10 | Number of transactions 2010-11 | Variance | % Variance |
|--|---|---|-----------------|-------------------|
| Off Street - long stay | 102,882 | 116,582 | +13,700 | +13.32% |
| Off Street - short stay | 123,032 | 107,407 | -15,625 | -12.70% |
| On street - all zones | 1,479,684 | 1,381,384 | -98,300 | -6.64% |
| Total | 1,705,598 | 1,605,373 | 100,225 | -5.88% |

- Pay & Display technology cannot calculate occupancy figures, so transaction numbers are used instead.
- P&D data is for 08:00 to 18:00, Monday to Friday only, however, ALL telephone transactions are included as it isn't possible to break down by time band.
- Short stay is less than 4 hours; long stay is 4 hours or more.
- 2010-11 figures exclude College Street and Kingsdown RPS in order to allow comparison to 2009-10.
- Excludes pre-paid parking tickets.

12. Car Park Customer Survey

Parking Services first car park survey was undertaken in September 2010. Although the response rate was fairly modest some important information was obtained about our service users and their perception of the car parks. Key findings included:

- Overall, 83% of respondents said their opinion of the car park was satisfactory (or better).
- Only 50% of respondents were commuters and less than half stay for more than 4 hours, which is an encouraging reflection of the council transport policy.
- Most people choose where to park based on a car park's location and are less influenced by other factors.
- 25% of respondents would like to be able to pay by credit or debit card or by using telephone parking.
- Over 10% would like signage to be clearer.
- Approximately 30% favoured the introduction of some kind of help point.

In response to this, Parking Services has:

- Commissioned the procurement of a supplier to provide telephone parking in all Pay & Display locations throughout the city. It is hoped that this will be introduced in 2011-12.

- Undertaken a rolling programme of signage reviews and improvements starting with Trenchard Street MSCP.
- Procured an emergency phone system to be installed at selected car parks during 2011-12.

13. Permits

A variety of parking permits are issued by Parking Services:

| Permit Type | Number Issued during 2010-11 | Annual Cost Per Permit (Incl. VAT if applicable) |
|--------------------------------------|-------------------------------------|--|
| West End | 75 | £1850 |
| Trenchard | 38 | £2074 |
| Temple Gate | 94 | £1474 |
| Welsh Back | 0 | £2074 |
| Redcliffe Parade | 1 | £1850 |
| Queen Square | 30 | £2074 |
| Mardyke Wharf | 2 | £875 |
| District car park | 23 | £189 |
| CPZ Residents' Parking Permits | 398 | £50.00 |
| Kingsdown Residents' Parking Permits | 1057 | £30.00 (1 st Permit) |
| Kingsdown Business Permits | 16 | £100.00 |
| Midwife/District nurse | 77 | No Charge |
| Statutory Undertakings | 28 | No Charge |
| Total | 1839 | |

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 1518 pks of magnetic cards and 125 books of scratch cards in 2010-11. This represents a year on year reduction of 27%, indicating that long-term commuters continue to be discouraged from using the car parks.

14. Enforcement Activity – Compliance with Parking restrictions

Civil Enforcement Officers (CEOs) 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. Parking Strategy documents can be found at:

- https://www.bristol.gov.uk/committee/2007/ua/agenda/1115_1800_ua000.html

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 2009-10 | Number of visits during 2010-11 | % Variance |
|--------------------------------------|---------------------------------|---------------------------------|-------------|
| Bath Road | 816 | 1301 | +59% |
| Bedminster | 2445 | 3482 | +42% |
| Church Road | 4356 | 5784 | +33% |
| Fishponds Road | 3600 | 4132 | +15% |
| Gloucester Road | 6539 | 9195 | +41% |
| Hotwells Road | 1770 | 2168 | +22% |
| Wells Road | 2077 | 2954 | +42% |
| Whiteladies Road | 13182 | 16238 | +23% |
| Total of Main Arterial Routes | 34785 | 45254 | +30% |
| City Centre Zone | 72354 | 77187 | +7% |
| Areas outside the City Centre | 141105 | 194613 | +38% |
| Off street car parks | 3512 | 8895 | +153% |
| Grand Total | 216971 | 280695 | +29% |

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

| Location | Number of PCNs during 2009-10* | Number of PCNs during 2010-11* | % Variance |
|--------------------------------------|--------------------------------|--------------------------------|-------------|
| Bath Road | 73 | 103 | +41% |
| Bedminster | 511 | 590 | +15% |
| Church Road | 1187 | 1321 | +11% |
| Fishponds Road | 1191 | 913 | -23% |
| Gloucester Road | 3919 | 4614 | +18% |
| Hotwells Road | 779 | 739 | -5% |
| Wells Road | 225 | 248 | +10% |
| Whiteladies Road | 3322 | 3229 | -3% |
| Total of Main Arterial Routes | 11207 | 11757 | +5% |
| City Centre Zone | 15460 | 15226 | -2% |
| Areas outside the City Centre | 41328 | 48262 | +17% |
| Off street car parks | 2100 | 2432 | +16% |
| Grand Total | 58888 | 65920 | +12% |

* Figures for PCNs issued via handheld computer only, during 2010-11 calendar year (excludes manual tickets)

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 2009-10 | Compliance Levels 2010-11 |
|--------------------------------------|------------------------------|------------------------------|
| Bath Road | 0.09 | 0.08 |
| Bedminster | 0.21 | 0.17 |
| Church Road | 0.27 | 0.23 |
| Fishponds Road | 0.33 | 0.22 |
| Gloucester Road | 0.60 | 0.50 |
| Hotwells Road | 0.44 | 0.34 |
| Wells Road | 0.11 | 0.08 |
| Whiteladies Road | 0.25 | 0.20 |
| Total of Main Arterial Routes | 0.32 | 0.26 |
| City Centre Zone | 0.21 | 0.20 |
| Areas | 0.29 | 0.25 |
| Off street car parks | 0.60 | 0.27 |
| Grand Total | 0.27 | 0.23 |

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.

The number of patrols increased by 29% during 2010-11, which is largely due to the recruitment of additional CEOs to work during the evening periods. Until satisfactory compliance levels have been achieved, any increases in patrol levels will inevitably lead to an increase in the number of PCNs being issued.

As last year, the overall number of PCNs issued has grown less than the number of street visits, meaning that compliance levels are continuing to improve. Detailed analysis of the arterial routes suggest that:

- Compliance levels in Wells Road have improved and together with Bath Road have the best compliance rates within the city.
- Compliance levels in Fishponds Road, Hotwells Road & Whiteladies Road all improved significantly in 2010-11. In all three locations the number of PCNs reduced despite a higher number of patrols which means that more and more people are adhering to the parking restrictions.
- Gloucester Road, which has the worst compliance in the city, saw yet another large increase in the number of patrols. Although this led to more PCNs during 2010-11, compliance levels continue to reduce year on year, which is a positive outcome.
- Compliance in Bedminster & Church Road continues to improve at a steady rate.

15. Enforcement Activity – Compliance with Bus Lane restrictions

As 2010-11 was the first full year of bus lane enforcement using CCTV it won't be possible to assess compliance levels properly until we have data for two full years. However, the table below shows the bus lanes that are currently being enforced and the number of PCNs issued for each during each quarter of 2010-11.

| Bus Lane | Q1 | Q2 | Q3 | Q4 | Total |
|---------------------|--------------|--------------|--------------|--------------|---------------|
| A37 Wells Road | 88 | 96 | 45 | 6 | 235 |
| A38 Bedminster | 1,851 | 2,375 | 1,516 | 859 | 6,601 |
| A38 Cheltenham Road | 592 | 34 | 28 | 157 | 811 |
| A38 Gloucester Road | 146 | 198 | 341 | 384 | 1,069 |
| A4018 Westbury Road | | | | 108 | 108 |
| A420 Church Road | 18 | 15 | 432 | 1,070 | 1,535 |
| A432 Fishponds Road | 2,263 | 1,269 | 610 | 843 | 4,985 |
| William Jessop Way | | 2 | 66 | 87 | 155 |
| Total | 5,090 | 4,201 | 3,082 | 3,131 | 15,499 |

16. Penalty Charge Notice Statistics

Recruitment of a new team of CEOs to patrol during the evening period has enabled staff to be more effectively deployed throughout the day. Increased enforcement time has inevitably led to a higher number of PCNs being issued and a higher number of appeals being received.

Bus Lane enforcement by CCTV was introduced in late 2009-10, so figures for 2010-11 represent the first full year of enforcement.

| Number PCNs issued | 2009-10 | 2010-11 | Variance |
|--------------------|---------------|---------------|-------------|
| On Street | 57,742 | 65,526 | +13% |
| Off Street | 2,532 | 2,738 | +8% |
| Sub total | 60,274 | 68,264 | +13% |
| Bus Lane | 4,219 | 15,499 | +367% |
| Total | 64,493 | 83,763 | +30% |

96% of all parking PCNs continue to be issued in on street locations. All parking notices are either attached to the vehicle or handed to the driver, while all bus lane PCNs are issued by post.

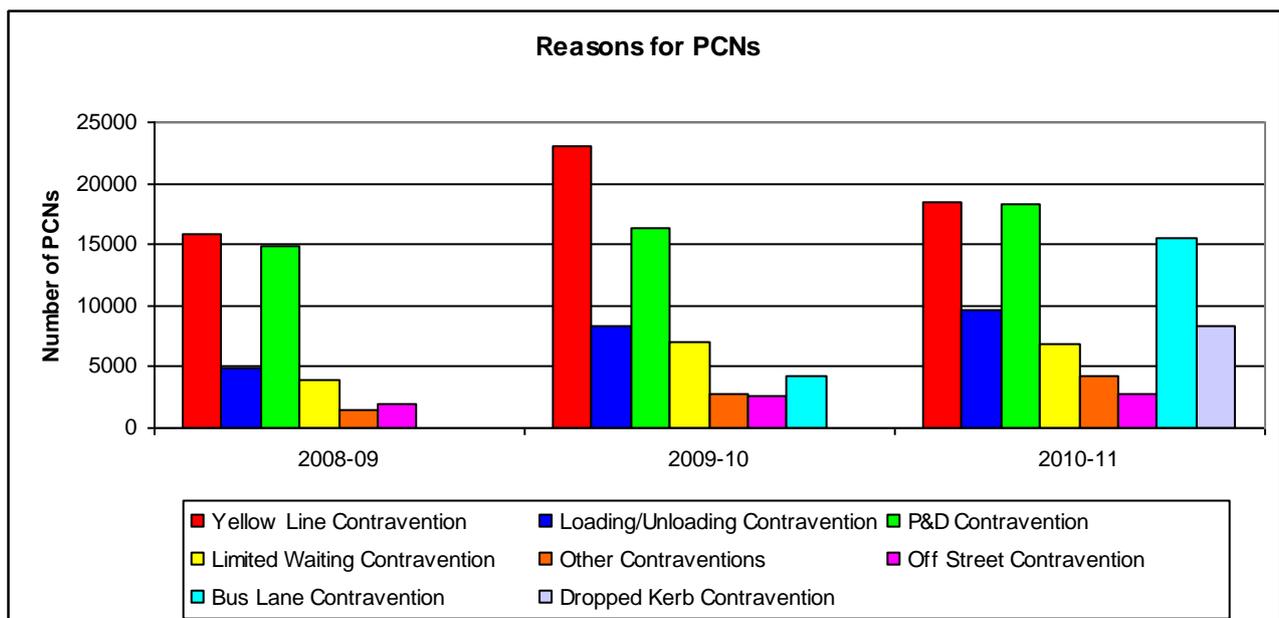
Why are PCNs issued?

Bus lane PCNs are issued to unauthorised vehicles using those bus lanes that are currently enforceable. A rolling programme of works means more and more bus lanes will be enforced over time as Traffic Regulations Orders are amended and cameras are installed. Keeping the bus lanes clear for authorised vehicles (including buses, taxis, motorcycles and emergency response vehicles) ensures that authorised vehicles, particularly buses are able to travel more freely. This enables the bus timetables to be met and aims to make travelling by more sustainable modes of transport a more attractive option than driving.

The majority of parking 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.

In early 2010 Parking Services began enforcing the contravention of 'parking adjacent to a dropped kerb'. This aims to protect access ways and in particular pedestrian crossing points where parked vehicles are not only inconvenient for pedestrians but can also be dangerous if they restrict visibility or prevent wheelchairs or pushchairs from using the crossing point.



Vehicle Removals

Parking Services' does not clamp vehicles and vehicle removals are only used for contraventions that have an impact on congestion or pose a hazard. Vehicles with multiple unpaid PCNs may also be removed. 119 vehicles were removed in 2010-11, which is comparable to the 122 that were removed during 2009-10.

An experienced contractor who also works for several breakdown companies and Avon & Somerset Constabulary carried out vehicle removals on behalf of Parking Services during 2010-11.

Differential Charging

Part VI of the Traffic Management Act 2004 introduced Differential Charging on 31st 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 2010-11 60% of PCNs issued by Bristol City Council were for higher-level contraventions and 40% were for lower level contraventions (compared to 57% and 43% respectively in 2009-10). This increase in higher-level contraventions is largely due to the enforcement of dropped kerb 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).

Appeals against PCNs

Anyone in receipt of a PCN can challenge it. There are different types of challenges, representations and appeals:

- An informal challenge is one submitted before a Notice to Owner (NTO) is issued.
- A formal representation 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 and all bus lane appeals.
- A formal appeal is one issued to the Traffic Penalty Tribunal (TPT), which is the independent parking adjudication service.

Challenges and representations must be made to Bristol City Council in writing. There are several ways to do this:

- By letter to Parking Services, PO Box 480, Bristol, BS99 7AE (CHECK)
- By email to parking.services@bristol.gov.uk
- Online at <https://parkingappeals.bristol.gov.uk/>
- In person at one of the Council's Customer Service Points.

Formal appeals are made directly to TPT, either online or using forms provided by the Council in the event of an unsuccessful formal representation.

| Type of Appeal Received | 2009-10 | 2010-11 | Variance |
|------------------------------------|---------------|---------------|-------------|
| Informal Challenge | 8,331 | 8,773 | +5% |
| Formal Representations (Parking) | 2,128 | 2,164 | +2% |
| Formal Representations (Bus Lanes) | N/A | 2,165 | N/A |
| TPT Appeals (Parking) | 202 | 240 | +19% |
| TPT Appeals (Bus Lanes) | N/A | 118 | N/A |
| Total (Incl Bus Lanes) | 10,661 | 13,444 | +26% |
| Total (Excl Bus Lanes) | 10,661 | 11,177 | +5% |

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 | 2009-10 | 2010-11 | Variance |
|------------------------------------|---------|---------|-------------------|
| Informal Challenges | 13% | 13% | No Change |
| Formal Representations (Parking) | 3% | 3% | No Change |
| Formal Representations (Bus Lanes) | N/A | 14% | New Measure |
| TPT Appeals (Parking) | 0.34% | 0.35% | Marginal increase |
| TPT Appeals (Bus Lane) | N/A | 0.76% | New Measure |

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.

Appeal rates for parking contraventions increased by just 5% in 2010-11 compared to a 13% increase in the number of parking PCNs issued. It is very positive that the proportion of challenges, representations and appeals received has remained constant since 2008-09.

The increase in bus lane contraventions has resulted in more appeals at both formal and TPT stages. A slightly higher proportion of these cases result in an appeal. This is partly due to the absence of an informal challenge stage (PCNs issued by post include the Notice to Owner) and partly due to high numbers of people challenging these PCNs during the infancy of the scheme.

Outcome of Informal Challenges & Formal Representations

| Type of Representation / Appeal | % Appeals Upheld 2009-10 | % Appeals Upheld 2010-11 | Variance |
|----------------------------------|--------------------------|--------------------------|-------------|
| Informal Challenge | 40.5% | 41% | +0.5% |
| Formal Representation (Parking) | 26% | 33% | +7% |
| Formal Representation (Bus Lane) | N/A | 36% | New measure |
| Total | 38% | 39% | +3% |

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 2009-10 | % Appeals Rejected 2010-11 | Variance |
|----------------------------------|----------------------------|----------------------------|-------------|
| Informal Challenge | 59.5% | 59% | -0.5% |
| Formal Representation (Parking) | 74% | 67% | -7% |
| Formal Representation (Bus Lane) | N/A | 64% | New measure |
| Total | 62% | 61% | -3% |

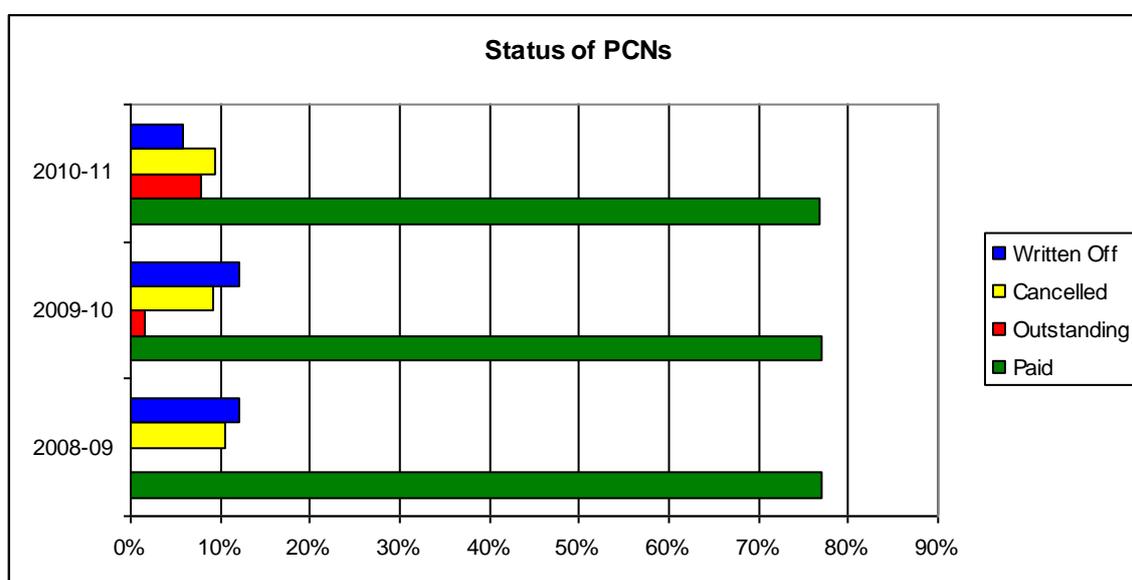
These figures compare the position at the end of each financial year, and exclude cases that were still awaiting a decision at that time.

Outcome of TPT Appeals

| Outcome of Parking Appeals | 2009-10 | 2010-11 | Variance |
|----------------------------|---------|---------|-----------|
| Appeal Upheld | 17% | 17% | No change |
| Appeal Rejected | 41% | 36% | -5% |
| Appeal Not Contested | 42% | 45% | +3% |

| Outcome of Bus Lane Appeals | 2009-10 | 2010-11 | Variance |
|-----------------------------|---------|---------|-------------|
| Appeal Upheld | N/A | 27% | New measure |
| Appeal Rejected | N/A | 34% | New measure |
| Appeal Not Contested | N/A | 37% | New measure |

Payment of PCNs



Figures as at August 2011

It typically takes approximately 12 months for PCNs to be paid, cancelled or written off. As shown in the chart above, 77% of PCNs are paid and the remainder are either written off, if we are unable to trace the keeper or collect payment, or cancelled following a successful challenge, representation or appeal.

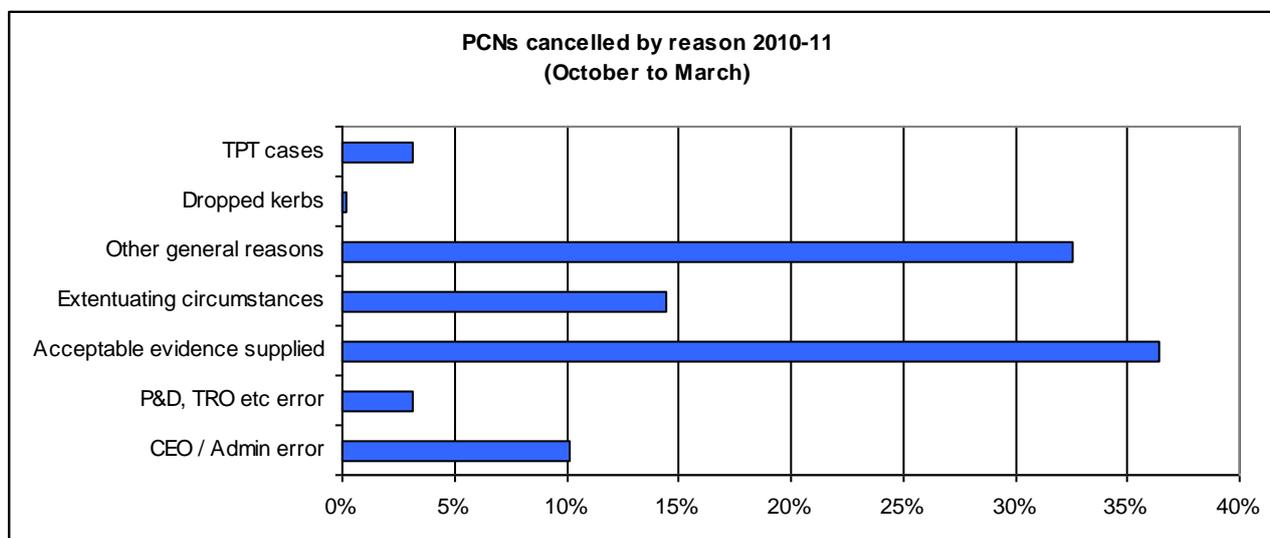
As shown in the following table, the majority of PCNs are paid at the discounted rate.

| Payment Type | 2008-09 | 2009-10 | 2010-11 |
|-----------------------------|---------|---------|---------|
| Paid at discounted rate | 83% | 83% | 83% |
| Paid at full rate | 13% | 12% | 11% |
| Paid at Charge Certificate | 2% | 2% | 5% |
| Paid after TEC Registration | 2% | 3% | 1% |

% of PCNs paid at each rate as a percentage of all paid PCNs as at 14.11.10.

Cancelled PCNs

A PCN may be cancelled as a result of a successful challenge, representation or appeal. The graph below shows the main reasons why PCNs are cancelled and the percentage of cases cancelled for each reason.



Reasons for cancellations were changed and streamlined during 2010-11 to provide more consistent and detailed information. It is intended that the number of PCNs cancelled for 'other general reasons' will reduce in favour of other more specific reasons. This will allow more detailed analysis to understand the reasons why PCNs are cancelled, which will be used to improve performance, accuracy and customer service levels.

Unpaid PCNs

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

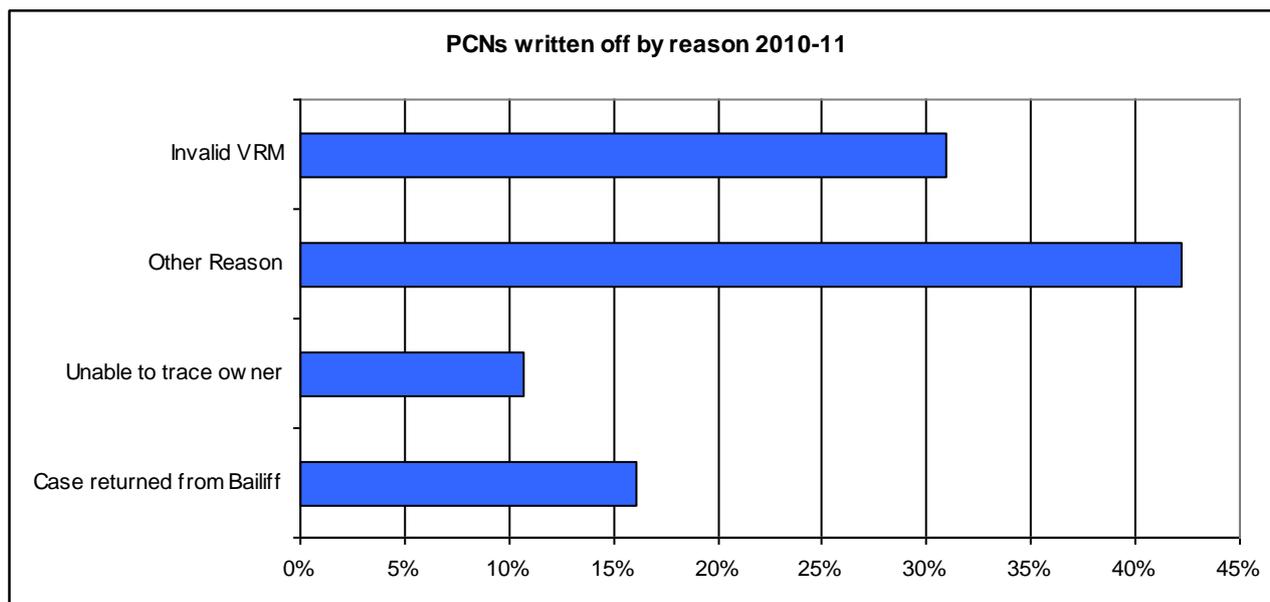
If the debt remains unpaid the case is referred to a firm of bailiffs, which has 12 months to execute the warrant from the County Court.

| | 2008-09 | 2009-10 | 2010-11 |
|--------------------------------------|----------------|----------------|----------------|
| Number of debts registered at TEC | 2282 | 3683 | 8919 |
| Number of debts referred to bailiffs | 1496 | 2138 | 7146 |
| % debts recovered by bailiffs | 29% | 20% | 21% |

The increase in the number of cases referred to TEC in 2010-11 is a direct result of having issued more PCNs rather than any reduction in the number of cases cancelled or paid.

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 most of the warrants for cases from 2010-11 are still in force and the bailiffs are still pursuing these cases. If the

bailiff is unsuccessful, the warrants will be returned and cases will be written off, so the proportion of cases that are returned from the bailiff will rise over the course of 2011-12.



17. Blue Badge Scheme

Parking Services operates the national Blue Badge Scheme¹. Blue Badges are automatically given to applicants who meet specific 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 88% of Blue Badge applications within 6 weeks of receipt during 2010-11.

| Blue Badges issued | 2008-09 | 2009-10 | 2010-11 |
|---|----------------|----------------|----------------|
| Total number of automatic Blue Badges | 2206 | 2746 | 3050 |
| Total number of discretionary Blue Badges | 3758 | 3889 | 3441 |
| Total Number of Blue Badges issued | 5964 | 6635 | 6491 |

| Total Number of Blue Badges on Issue | At 31/3/11 |
|---|-------------------|
| Total number of automatic Blue Badges | 8002 |
| Total number of discretionary Blue Badges | 11088 |
| Total Number of Blue Badges issued | 19090 |

18. Disabled Bay Scheme

In 1999, BCC Cabinet revised the Advisory Disabled Bay Scheme originally introduced by Avon County Council. 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.

The number of applications for Disabled Bays continues to reduce year on year with just 285 applications during 2010-11 (compared with an average of 360 in recent years). Parking Services' aims to process 80% of Disabled Bay applications within 6 weeks of receipt. Performance against this target is steadily increasing and 60% of applications were processed within 6 weeks in 2010-11 (compared with 40% in 2009-10 and just 28% in 2008-09).

For further information on Blue Badges and disabled bays please visit <https://www.bristol.gov.uk/disabledparking>

19. 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 Ground.

20. Other news

The site of Cabot House and three surface car parks at College Street, Brandon Street and Deanery Road have been undergone significant redevelopment in recent years. The derelict building was demolished and the entire site was redesigned to include a state of the art new building with office space, apartments and car parking. The public car park opened in December 2010 and has achieved the British Parking Association's Park Mark Award for safer parking. The car park itself uses modern technology and equipment to minimise its environmental and carbon footprint.

A routine structural survey of Trenchard Street MSCP was undertaken in 2010-11. The results will form the basis of a new lifecare plan for the car park and will inform a schedule of development and maintenance works over the coming years to ensure the car park's useful life is extended as long as possible.

Improvements have been made to Westend MSCP to make access for disabled customers easier. A grant from the Council's access fund has enabled the installation of designated bays, improved signage, an automatic door and a protected walkway.

CCTV has been upgraded in a number of car parks to improve the quality of images and the accessibility of recordings in the event of an incident. This has proved invaluable in deterring anti-social behaviour.

21. Staff Training

- Two members of staff and one of BCCs graduate trainees achieved Prince II accreditation in Project Management.

22. Future Projects

The corporate initiative to review council wide arrangements for vehicle removal schemes has progressed and although not completed in 2010-11 as planned, a new corporate contract for the supply of vehicle removal services council wide will be in place in 2011-12.

Following on from the successful implementation 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.

The capital programme of lift replacements will continue into 2011-12. Procurement is underway for the remaining works at Westend and Templegate.

It is anticipated that changes to the Blue Badge Scheme will come into effect in 2011-12. This may mean the Council will introduce a nominal charge for a Blue Badge in order to offset the increased costs that will be associated with administering the scheme. These are likely to include a centralised national database and extra security measures to combat fraudulent use and increased medical assessment costs aimed at ensuring the eligibility criteria are being met. Parking Services also intends to take positive action to identify and prosecute Blue Badge fraud.

23. Financial Statement

2010-11 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 | Expenditure |
|---|-------------------|--------------------|
| Income | | |
| On Street Parking related income | £3,375,000 | |
| PCN Income | £2,115,000 | |
| Removal Income | (£1,000) | |
| Total Income | £5,489,000 | |
| Expenditure | | |
| Direct Expenditure | | |
| Employees | | £11,000 |
| Premises Costs | | £13,000 |
| Supplies & Services | | £92,000 |
| Third Party Payments | | £8,000 |
| Total Direct Expenditure | | £124,000 |
| Indirect Expenditure | | |
| Employees | | £2,145,000 |
| Premises | | £78,000 |
| Supplies & Services | | £146,000 |
| Third Party Payments | | £294,000 |
| Transport | | £127,000 |
| Support Services | | £15,000 |
| Revenue contribution to capital | | £77,000 |
| Total Indirect Expenditure | | £2,882,000 |
| Total Expenditure | | £3,006,000 |
| Operating Surplus | £2,483,000 | |
| Overhead Allocation | | £583,000 |
| Net Surplus | £1,900,000 | |
| Use of Surplus | | |
| This surplus has contributed to expenditure on the following allowable items: | | |
| Concessionary Fare Scheme | | £5,769,000 |
| Public Transport | | £4,326,000 |
| Other items | | £3,693,000 |
| Total Allowable Expenditure | | £13,788,000 |

2010-11 Bus Lane Enforcement Summary

Income from Bus Lane Enforcement under the Transport Act 2000 must also be accounted for separately and any surplus income must also be spent on Transport related activities.

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

| | Income | Expenditure |
|---|-----------------|--------------------|
| Income | | |
| Bus Lane Enforcement related income | £473,000 | |
| Total Income | £473,000 | |
| Expenditure | | |
| Expenditure | | £118,000 |
| Total expenditure | | £118,000 |
| Operating Surplus | £355,000 | |
| Overhead Allocation | | £19,000 |
| Net Surplus | £336,000 | |
| Use of Surplus | | |
| This surplus has contributed to expenditure on the following allowable items: | | |
| Concessionary Fare Scheme | | £5,769,000 |
| Public Transport | | £4,326,000 |
| Other items | | £3,693,000 |
| Total Allowable Expenditure | | £13,788,000 |

24. Contact Details & Useful Links.

Parking Services:

| | |
|---------------------------------------|---|
| Email | parking.services@bristol.gov.uk or parking.permits@bristol.gov.uk |
| Website | 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 |
| 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 | 01275 462503 |
| Park & Ride Information | http://www.travelbristol.org/parkandride |

Other Organisations:

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