



**Parking Services  
Annual Report  
2011-12**

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## **1. Summary**

This is Bristol City Council's fourth 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

Parking Services continues to support JLTP3's vision, which:

“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.

- Parking Services has continued its capital programme of lift replacement in our multi-storey car parks. The lifts in both Westend and Templegate car parks have now been replaced and the capital programme is now complete.
- In conjunction with Source West, Parking Services has installed a number of electric vehicle charging points in its car parks. Please see <http://www.sourcewest.info/> for full details of the scheme.

### **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.

### **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 residents' for a number of years, and our first Residents' Parking Scheme outside the direct city centre was successfully introduced last year. 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 a programme of development has been established to extend coverage to all bus lanes. This will continue through 2011-12 and beyond.

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.

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. Neighbourhood Partnerships**

Parking Services regularly attends Neighbourhood Forums meetings where 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.

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>

#### **5. Residents' Parking Schemes**

Kingsdown Residents' Parking Scheme was implemented in 2010-11. The scheme manages commuter parking to help ensure the expeditious, convenient and safe movement of traffic and provides suitable and adequate parking facilities for residents, local businesses and visitors. Parking is controlled through 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.

The success of the Kingsdown Residents' Parking Scheme has led to the development of new schemes in Cotham and Redcliffe which should be implemented during 2012-13.

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

## **6. 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.

Parking restrictions around schools with enforceable markings are now being undertaken using the Council's new CCTV Camera Car. Operated by trained Civil Enforcement Officers, this equipment enables a much larger number of schools to be enforced during the very limited times of the day when the restrictions are being abused (at the start and end of the school day). The camera car records the evidence required to issue a Penalty Charge Notices which are reviewed and approved by staff before being issued to drivers through the post.

## **7. 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.

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.

## **8. 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 RPS	23	393	Short stay	Up to £3.00

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](http://www.bristol.gov.uk/parkandride)

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

## 9. Permits

A variety of parking permits are issued by Parking Services:

Permit Type	Number Issued during 2011-12	Annual Cost Per Permit (Incl. VAT if applicable)
West End	74	£1850
Trenchard	46	£2074
Temple Gate	77	£1474
Other car parks	49	Various
CPZ Residents' Parking Permits	377	£50.00
Kingsdown Residents' Parking Permits	928	£30.00 (1 <sup>st</sup> Permit)
Other Kingsdown Permits	24	Various
Midwife/District nurse	20	No Charge
Statutory Undertakings	26	No Charge
<b>Total</b>	<b>1621</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 1439 packs of magnetic cards and 270 books of scratch cards in 2011-12. This represents a year on year increase of 5%.

## 10. 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](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, on street parking as a whole and the off street car parks.

Location	Number of visits during 2010-11	Number of visits during 2011-12	% Variance
Bath Road	1301	1207	-7%
Bedminster	3482	2315	-34%
Church Road	5784	5291	-9%
Fishponds Road	4132	2527	-39%
Gloucester Road	9195	10164	11%
Hotwells Road	2168	2240	3%
Wells Road	2954	2726	-8%
Whiteladies Road	16238	15460	-5%
<b>Total of Main Arterial Routes</b>	<b>45254</b>	<b>41930</b>	<b>-7%</b>
On Street areas	271800	274239	1%
Off street car parks	8895	15077	69%
<b>Grand Total</b>	<b>280695</b>	<b>289316</b>	<b>3%</b>

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

Location	Number of PCNs during 2010-11*	Number of PCNs during 2011-12*	% Variance
Bath Road	103	117	14%
Bedminster	590	362	-39%
Church Road	1321	1333	1%
Fishponds Road	913	478	-48%
Gloucester Road	4614	5201	13%
Hotwells Road	739	636	-14%
Wells Road	248	387	56%
Whiteladies Road	3229	3281	2%
<b>Total of Main Arterial Routes</b>	<b>11757</b>	<b>11795</b>	<b>-</b>
On Street areas	63488	69046	9%
Off street car parks	2432	4086	68%
<b>Grand Total</b>	<b>65920</b>	<b>73132</b>	<b>11%</b>

\* Figures for parking PCNs issued via handheld computer only, during calendar years (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:

<b>Location</b>	<b>Compliance Levels 2010-11</b>	<b>Compliance Levels 2011-12</b>
Bath Road	0.08	0.10
Bedminster	0.17	0.16
Church Road	0.23	0.25
Fishponds Road	0.22	0.22
Gloucester Road	0.50	0.51
Hotwells Road	0.34	0.28
Wells Road	0.08	0.14
Whiteladies Road	0.20	0.21
<b>Total of Main Arterial Routes</b>	<b>0.26</b>	<b>0.28</b>
On Street areas	0.23	0.25
Off street car parks	0.27	0.27
<b>Grand Total</b>	<b>0.23</b>	<b>0.25</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.

During 2011-12 the number of patrols increased by 3% and the number of PCNs increased by 11%.

The number of PCNs issued on the arterial routes has remained stable despite the number of patrols being reduced suggesting that, overall, compliance in these areas is improving. This probably reflects greater driver awareness on the arterial routes as a result of bus lane enforcement.

Compliance in the on street areas has worsened, with a 9% increase in PCNs being issued with virtually the same number of patrols.

## **11. 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 stable data for two full years. The table below shows the bus lanes that are currently being enforced and the number of PCNs issued for each. Where numbers have changed significantly, it is more likely to be the result of adding a new camera or temporarily suspending an existing camera due to road works, rather than compliance improving.

<b>Bus Lane</b>	<b>Number of PCNs during 2010-11</b>	<b>Number of PCNs during 2011-12</b>	<b>% Variance</b>
A37 Wells Road	235	14	-94%
A38 Bedminster Parade	6,601	2355	-64%
A38 Cheltenham Road	811	8990	1009%
A38 Gloucester Road	1,069	1472	38%
A4018 Westbury Road	108	247	128%
A420 Church Road	1,535	2595	69%
A432 Fishponds Road	4,985	788	-84%
William Jessop Way	155	-	-100%
A4 Bath Road	-	4179	New
A4 Brislington Hill	-	565	New
A4 Bristol Hill	-	88	New
Broadmead	-	826	New
<b>Total</b>	<b>15,499</b>	<b>22119</b>	<b>43%</b>

## 12. Penalty Charge Notice Statistics

<b>Number PCNs issued</b>	<b>20010-11</b>	<b>2011-12</b>	<b>Variance</b>
On Street	65,526	71890	10%
Off Street	2,738	4370	60%
<b>Sub total</b>	<b>68,264</b>	<b>76260</b>	<b>12%</b>
Bus Lane	15,499	20416	32%
<b>Total</b>	<b>83,763</b>	<b>96676</b>	<b>15%</b>

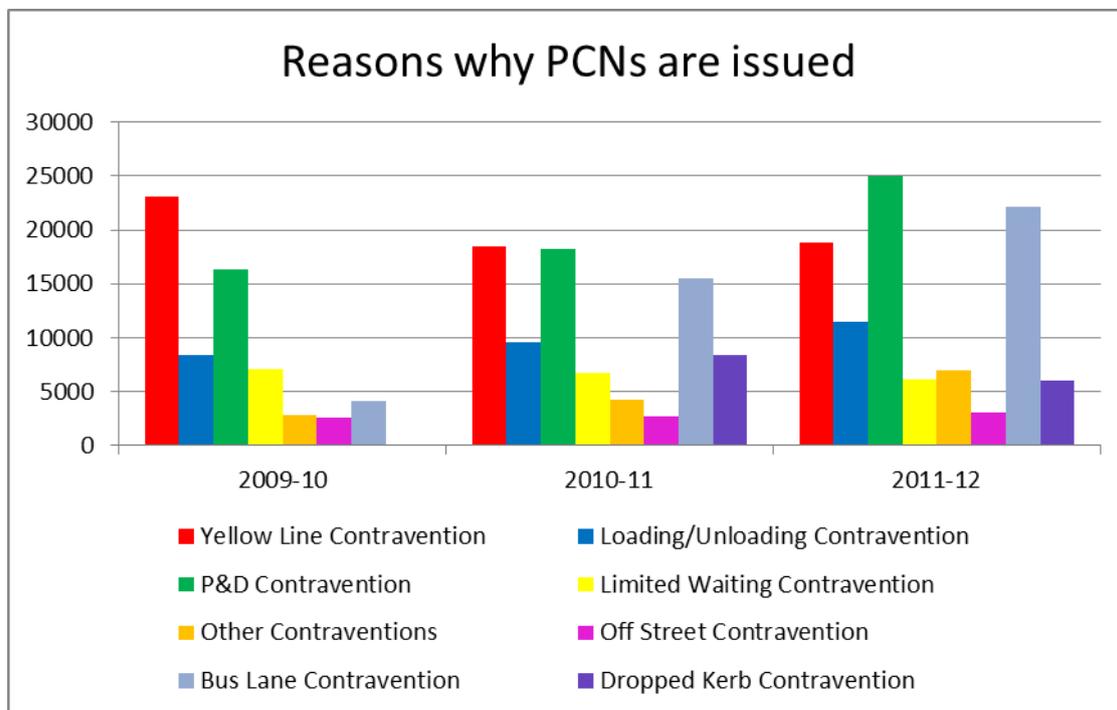
95% of all parking PCNs are issued in on street locations. All parking notices are either attached to the vehicle or handed to the driver, while all bus lane PCNs are issued by post.

### 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.

For the first time, the majority 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.

A large number 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.



## 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.

A corporate contract for vehicle removals has been put in place with Sims Metal Management with a new car pound in Avonmouth which is operated locally by BAS Parking Services.

618 vehicles were removed in 2011-12, which reflects the new vehicle removal contract. 89% of those removals were for contraventions which occurred on the arterial routes during peak times when no waiting and no loading restrictions were in force.

## 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 2011-12 56% of parking PCNs issued by Bristol City Council were for higher-level contraventions and 44% were for lower level contraventions (compared to 60% and 40% respectively in 2010-11). The increase in lower level PCNs is due to a 37% increase in the number of PCNs issued for P&D related contraventions. This is due to the enforcement of Kingsdown Residents' Parking Scheme.

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](mailto: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	2010-11	2011-12	Variance
Informal Challenge	8,773	10,060	15%
Formal Representations (Parking)	2,164	2,147	-1%
TPT Appeals (Parking)	240	289	20%
<b>Parking PCN Sub total</b>	<b>11,177</b>	<b>12,496</b>	<b>12%</b>
Formal Representations (Bus Lanes)	2,165	2,432	12%
TPT Appeals (Bus Lanes)	118	124	5%
<b>Bus Lane PCN Sub total</b>	<b>2,283</b>	<b>2,556</b>	<b>12%</b>
<b>Total</b>	<b>13,460</b>	<b>15,052</b>	<b>12%</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	2010-11	2011-12	Variance
Informal Challenges	13%	13%	No Change
Formal Representations (Parking)	3%	3%	No Change
TPT Appeals (Parking)	0.35%	0.38%	Marginal increase
<b>Parking PCN Sub Total</b>	<b>16.37%</b>	<b>16.39</b>	<b>-</b>
Formal Representations (Bus Lanes)	14%	12%	Decrease
TPT Appeals (Bus Lane)	0.76%	0.61%	New Measure
<b>Bus Lane PCN Sub total</b>	<b>14.73%</b>	<b>12.52%</b>	<b>Decrease</b>
<b>Overall</b>	<b>16.07%</b>	<b>15.57%</b>	<b>Decrease</b>

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.

In terms of parking PCNS, overall there was a 12% increase in both the number of appeals received and the number of PCNs issued, so despite the higher totals, the number of PCNs that result in an appeal has remained stable. 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, however the proportion of PCNs that have resulted in an appeal has reduced. This may be because as bus lane enforcement becomes more widespread, it is also more accepted by drivers and also because photographic evidence of the contravention is included within the initial documentation.

## Outcome of Informal Challenges & Formal Representations

Type of Representation / Appeal	% Appeals Upheld 2010-11	% Appeals Upheld 2011-12	Variance
Informal Challenge	41%	49%	Increase
Formal Representation (Parking)	33%	28%	Decrease
Formal Representation (Bus Lane)	36%	19%	Decrease
<b>Total</b>	<b>39%</b>	<b>42%</b>	<b>Increase</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.

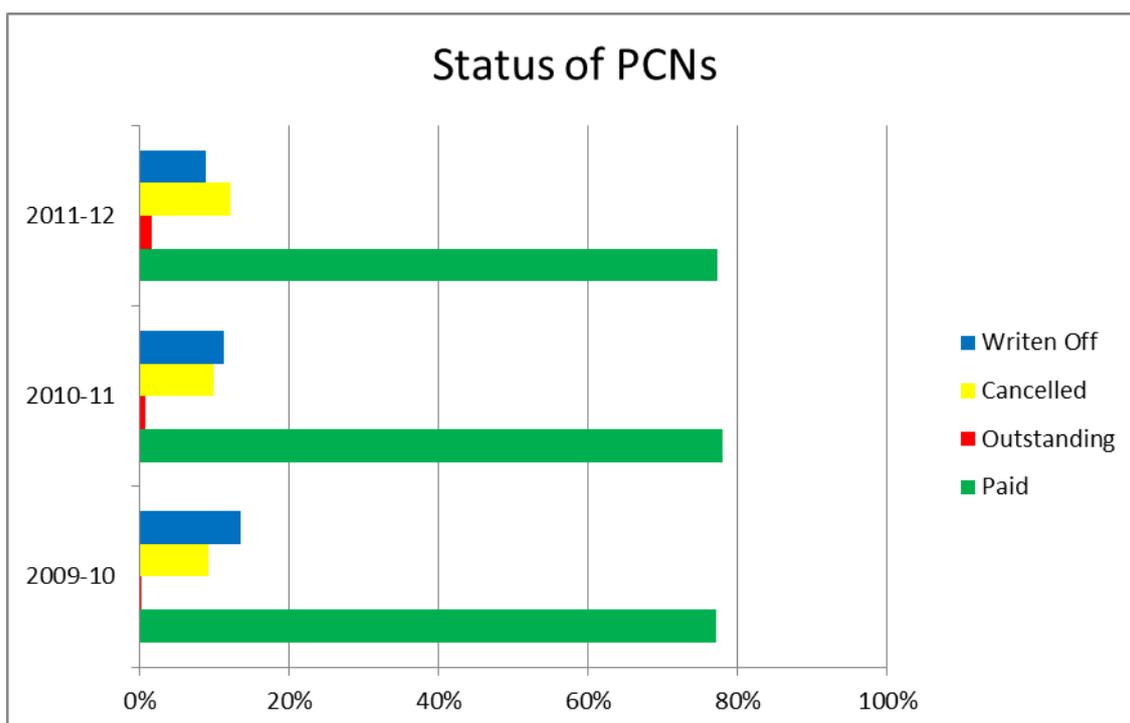
Type of Representation / Appeal	% Appeals Rejected 2010-11	% Appeals Rejected 2011-12	Variance
Informal Challenge	59%	51%	Decrease
Formal Representation (Parking)	67%	72%	Increase
Formal Representation (Bus Lane)	64%	81%	Increase
<b>Total</b>	<b>61%</b>	<b>58%</b>	<b>Increase</b>

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 Appeals	2010-11	2011-12	Variance
Appeal Upheld	21%	11%	Decrease
Appeal Rejected	34%	46%	Increase
Appeal Not Contested	45%	43%	Decrease

## Payment of PCNs



Figures as at September 2014

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.

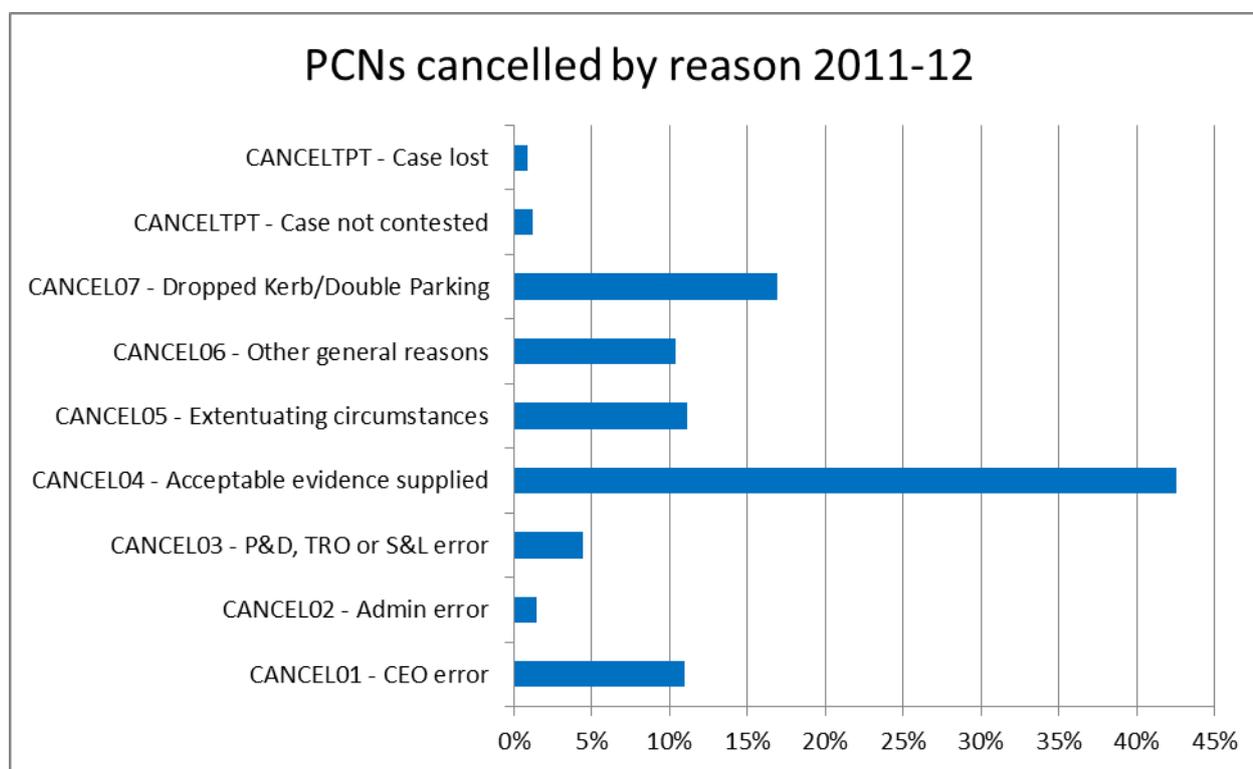
As shown in the following table, the majority of PCNs are paid at the discounted rate.

Payment Type	2009-10	2010-11	2011-12
Paid at discounted rate	83%	83%	83%
Paid at full rate	12%	11%	11%
Paid at Charge Certificate	2%	5%	2%
Paid after TEC Registration	3%	1%	4%

% of PCNs paid at each rate as a percentage of all paid PCNs as at 19.09.14

## 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. The number of PCNs cancelled for 'other general reasons' has reduced significantly in favour of other more specific reasons.

## Unpaid PCNs

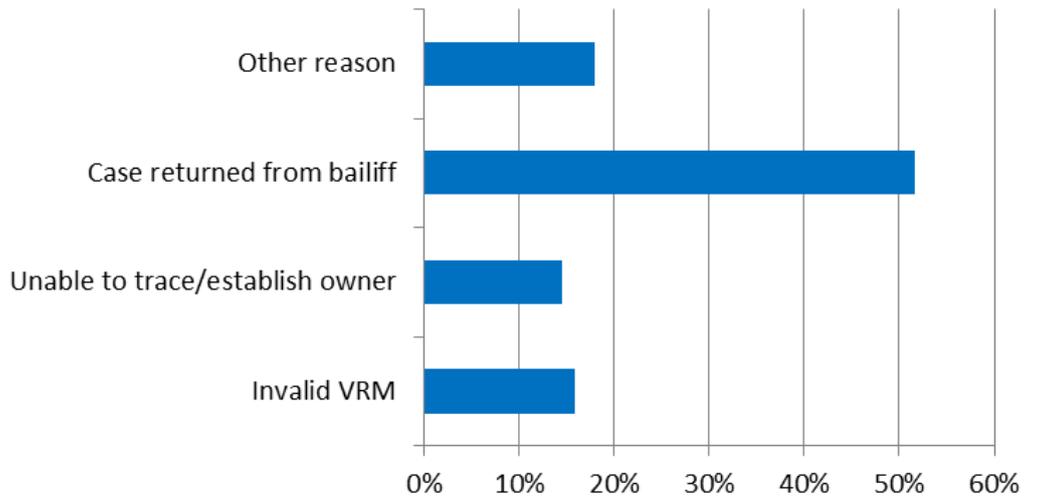
Debts from outstanding PCNs are registered with the Traffic Enforcement Centre at Northampton County Court.

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.

	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>
Number of debts registered at TEC	3,683	8,919	11,357
Number of debts referred to bailiffs	2138	7146	8510
% debts recovered by bailiffs	20%	21%	28%

Cases where the bailiff is unable to recover the debt and cases where the registered keeper cannot be traced are written off. If the bailiff is unsuccessful, the warrants will be returned and cases will be written off.

## PCNs written off by reason 2011-12



## 13. Financial Statement

### 2011-12 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.

	<b>Income</b>	<b>Expenditure</b>
<b>Income</b>		
On Street Parking related income	£3,608,000	
PCN Income	£2,520,000	
Removal Income	(£2,000)	
<b>Total Income</b>	<b>£6,126,000</b>	
<b>Expenditure</b>		
<b>Direct Expenditure</b>		
Employees		
Premises Costs		£33,000
Supplies & Services		£190,000
Third Party Payments		£10,000
<b>Total Direct Expenditure</b>		<b>£233,000</b>
<b>Indirect Expenditure</b>		
Employees		£2,329,000
Premises		£79,000
Supplies & Services		£136,000
Third Party Payments		£236,000
Transport		£125,000
Support Services		£20,000
Revenue contribution to capital		£174,000
<b>Total Indirect Expenditure</b>		<b>£3,100,000</b>
<b>Total Expenditure</b>		<b>£3,333,000</b>
<b>Operating Surplus</b>	<b>£2,793,000</b>	
Overhead Allocation		£346,000
<b>Net Surplus</b>	<b>£2,447,000</b>	
<b>Use of Surplus</b>		
This surplus has contributed to expenditure on the following allowable items:		
Park & Ride		£1,416,000
Concessionary Fare Scheme		£7,510,000
Public Transport		£3,982,000
<b>Total</b>		<b>£12,908,000</b>

## 2011-12 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.

	<b>Income</b>	<b>Expenditure</b>
<b>Income</b>		
Bus Lane Enforcement related income	£605,000	
<b>Total Income</b>	<b>£605,000</b>	
<b>Expenditure</b>		
Expenditure		£140,000
<b>Total expenditure</b>		<b>£140,000</b>
<b>Operating Surplus</b>	<b>£465,000</b>	
Overhead Allocation		£14,000
<b>Net Surplus</b>	<b>£451,000</b>	
<b>Use of Surplus</b>		
This surplus has contributed to expenditure on the following allowable items:		
Park & Ride		£1,145,000
Concessionary Fare Scheme		£7,510,000
Public Transport		£3,982,000
Other items		£3,758,000
<b>Total Allowable Expenditure</b>		<b>£16,395,000</b>

## 14. Contact Details & Useful Links.

### Parking Services:

Email	<a href="mailto:parking.services@bristol.gov.uk">parking.services@bristol.gov.uk</a> or <a href="mailto:parking.permits@bristol.gov.uk">parking.permits@bristol.gov.uk</a>
Website	<a href="http://www.bristol.gov.uk/parking">www.bristol.gov.uk/parking</a>
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	<a href="http://www.bristol.gov.uk/pay">www.bristol.gov.uk/pay</a>
In person at a Customer Service Point	<a href="http://www.bristol.gov.uk/csp">http://www.bristol.gov.uk/csp</a>

### 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	<a href="http://www.travelbristol.org/parkandride">http://www.travelbristol.org/parkandride</a>

### Other Organisations:

DVLA	<a href="http://www.dft.gov.uk/dvla">www.dft.gov.uk/dvla</a>
Traffic Penalty Tribunal	<a href="http://www.trafficpenaltytribunal.gov.uk">www.trafficpenaltytribunal.gov.uk</a>
Patrol (for parking enforcement info)	<a href="http://www.patrol-uk.info">www.patrol-uk.info</a>
British Parking Association	<a href="http://www.britishparking.co.uk">www.britishparking.co.uk</a>
Security Industry Authority	<a href="http://www.the-sia.org.uk">www.the-sia.org.uk</a>
Information on Public Services	<a href="http://www.direct.gov.uk">www.direct.gov.uk</a>
Source West (electric vehicle charging)	<a href="http://www.sourcewest.info/">http://www.sourcewest.info/</a>