



Parking Services Annual Report 2014-15

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1. Summary

This is Bristol City Council's seventh 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 examine 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 <https://www.bristol.gov.uk/policies-plans-strategies/parking-policies-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.

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 in 2010-11 with additional schemes in Cotham and Redcliffe being introduced

during 2012-13. Bristol's first elected Mayor saw a direct link between the implementation of Residents' Parking Schemes and the improvement of quality of life for residents' and controlling traffic problems. In 2014-15 Bristol City Council introduced 7 new Residents' Parking Schemes in areas where traffic congestion is a serious issue. There are another 5 schemes scheduled for 2015-16.

For further information on JLTP3, please visit <http://travelwest.info/projects/joint-local-transport-plan>.

For further information on Residents' Parking Schemes, please visit <https://www.bristol.gov.uk/parking/residents-parking-schemes>.

3. Greater Bristol Bus Network (GBBN) & Bus Lane Enforcement

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

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.

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 support 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: <https://www.bristol.gov.uk/people-communities/neighbourhood-partnerships>.

5. 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 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.

6. 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.

7. 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.

A number of these car parks now fall within the boundaries of the new Residents’ Parking Scheme areas and the Council has been informally consulting key stakeholders on the future use of these recently. A new Traffic Regulation Order is being drafted and formal consultation will begin during the early part of 2016. Subject to the formal consultation, it is

likely that the affected car parks will become chargeable, but that prices and length of stay will largely reflect the regime in the surrounding Residents' Parking Scheme area. This will ensure that the car parking spaces remain available to serve local shops and leisure attractions.

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

Chargeable Parking Spaces controlled by Bristol City Council (excluding Residents' only bays):

Type of Parking	Number of spaces	Stay?	Evening Charge?	Cost
Park & Ride Sites (3)	3300	Long Stay	Parking is free	Free
Multi-Storey Car Park (3)	1733	Long Stay	Yes	Up to £10.00
Surface Car Park (5)	348	Long Stay	Yes	Up to £10.00
Surface Car Park (7)	687	Short Stay	Yes	Up to £5.00
District Car Park (24)	889	Long Stay	No	Free
On Street in CPZ	1750	1 to 4 hours	In central area	Up to £4.00
Kingsdown RPS	612	3 hours	No	Up to £3.00
Redcliffe RPS	157	3 hours	No	Up to £3.00
Cotham RPS	897	3 hours	No	Up to £3.00
Easton & St Phillips RPS	732	3 hours	No	Up to £3.00
Cliftonwood & Hotwells RPS	414	3 or 4 hours	In some locations	Up to £4.00
Cotham North RPS	562	3 hours	No	Up to £3.00
Redland RPS	229	3 or 4 hours	No	Up to £4.00
Bower Ashton RPS	14	3 hours	Yes	Up to £3.00
St Pauls RPS	429	3 hours	No	Up to £3.00
Clifton Village RPS	1108	3 or 5 hours	In some locations	Up to £5.00

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

8. Permits

A variety of on street parking permits are issued by Parking Services:

Permit Type	Number Issued during 2013-14	Number Issued during 2014-15
CPZ Residents' Parking Permits	366	385
Permits for Kingsdown RPS	1,129	1,202
Permits for Cotham RPS	1,456	1,486
Permits for Redcliffe RPS	129	222
Permits for Easton & St Phillips RPS	N/A	1,313
Permits for Cliftonwood & Hotwells RPS	N/A	2,239
Permits for Cotham North RPS	N/A	2,402
Permits for Redland RPS	N/A	948
Permits for Bower Ashton RPS	N/A	48
Permits for St Pauls RPS	N/A	948
Permits for Clifton Village RPS	N/A	3,309
Multiple RPS permits (trader/medical etc)	68	225
Total	3,148	14,727

Depending on the scheme the standard first permit price is either £30 or £48 with second and third permits and all customer and business permits being more expensive. For full details of permit prices and eligibility criteria please see:

<https://www.bristol.gov.uk/parking/residents-parking-schemes>.

Parking permits can also be bought for some Council Car Parks:

Location	Annual Price (excluding VAT)
District Car Parks	£157.50
Queen Square	£1,728.33
Temple Gate	£1,228.33
Trenchard	£1,728.33
West End	£1,541.67

Numbers are limited and some locations may have waiting lists. Reserved bays are also available in some locations for an additional cost.

As an alternative to annual parking permits it is also possible to buy packs of 20 pre-paid parking tickets for use in Trenchard and/or West End multi-storey car parks. These cost £180 per pack and are ideal for use Monday to Friday.

9. Enforcement Activity – Bus Lane restrictions

In addition to the manned cameras a number of fixed cameras were introduced in 2012-13 which enable bus lanes and bus gates to be monitored remotely at all times of day and night. Images of each contravention are recorded and reviewed by an officer before Penalty Charge Notices are issued by post. Throughout 2014-15 there has been a noticeable reduction across all cameras (except Gloucester Road), largely down to the familiarity of road users with the camera locations and compliance with the restrictions in place. Gloucester Road however has seen a small increase in PCNs being issued.

Bus Lane	PCNs during 2013-14	PCNs during 2014-15	Variance
A38 Bedminster Parade	4,182	2,304	-1,878
A37 Wells Road	8,620	5,246	-3,374
A38 Cheltenham Road	6082	5,798	-284
A38 Gloucester Road	1,362	1,987	+625
A432 Fishponds Road	4,464	1,811	-2,653
A420 Church Road corridor	2,827	2502	-325
A4 Bath Road corridor	27,797	22,864	-4,933
A4018 Whiteladies Road	353	292	-61
Union Street	4,540	3,111	-1,429
Total	60,227	45,915	-14,312

10. Penalty Charge Notice Statistics

Number PCNs issued	2013-14	2014-15	Variance
On Street	91,365	89,524	-2%
Off Street	5,153	5,013	-3%
Sub total	96,518	94,537	-2%
Bus Lane	60,227	45,915	-24%
Total	156,745	140,452	-10%

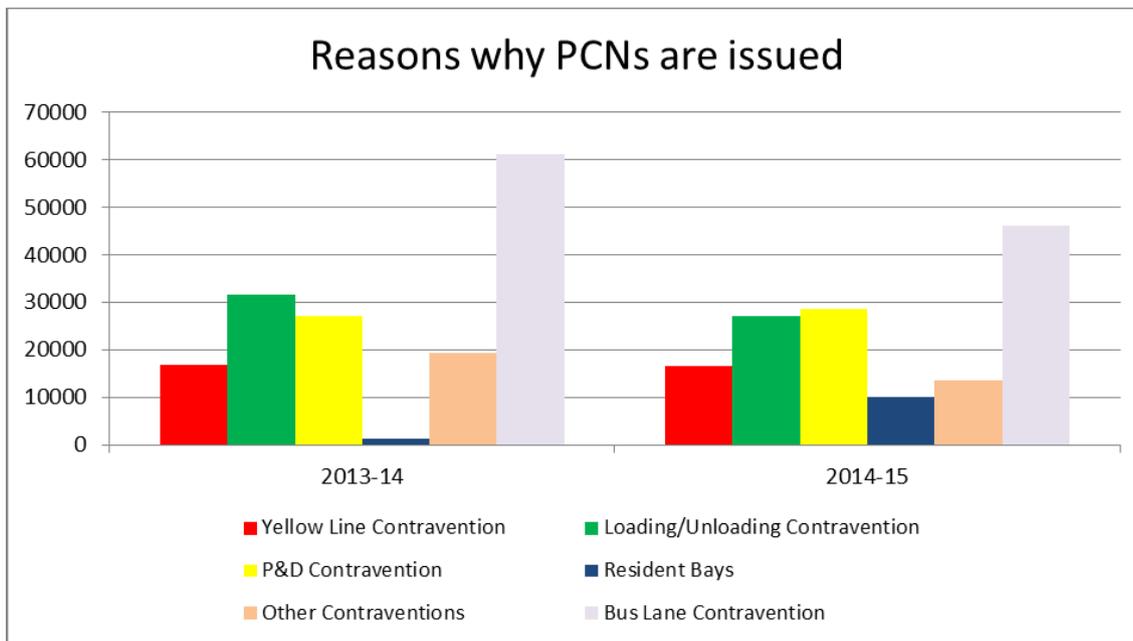
95% of all parking PCNs are issued in on street locations. All parking notices are either attached to the vehicle or handed to the driver, while all bus lane PCNs are issued by post.

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.

A significant 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.

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.



The two biggest changes between the financial years has been an increase in PCNs being issued within residential parking bays as more residents parking scheme areas are introduced, and a decrease in PCNs issued for driving in bus lanes as drivers become more familiar with the restrictions.

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.

338 vehicles were removed in 2014-15, 68% of which were for obstructions on arterial routes during peak hours when No Waiting and No Loading restrictions were in force.

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 2014-15 66% of PCNs issued by Bristol City Council were for higher-level contraventions and 34% 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).

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 3176, Bristol, BS3 9FS
- 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	2013-14	2014-15	Variance
Informal Challenge	11,241	14,152	+26%
Formal Representations (Parking)	2,563	2,369	-8%
Formal Representations (Camera Car)	2,525	1,724	-32%
TPT Appeals (Parking)	531	620	+17%
Parking PCN Sub total	16,860	18,865	+12%
Formal Representations (Bus Lanes)	5,866	4,211	-28%
TPT Appeals (Bus Lanes)	335	315	-6%
Bus Lane PCN Sub total	6,201	4,526	-27%
Total	23,061	23,391	+1%

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	2013-14	2014-15	Variance
Informal Challenges	12%	15%	3%
Formal Representations (Parking)	3%	3%	-
Formal Representations (Camera Car)	3%	2%	-1%
TPT Appeals (Parking)	0.55%	0.65%	+0.10%
Parking PCN Sub Total	17.47%	20.00%	2.53%
Formal Representations (Bus Lanes)	10%	9%	-1%
TPT Appeals (Bus Lane)	0.55%	0.68%	+0.13%
Bus Lane PCN Sub total	10.30%	9.80%	-0.41%
Overall	14.71%	16.65%	1.94%

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 2% decrease in the number of PCNs issued but a 12% increase in the number of appeals received.

The number of bus lane PCNs decreased by 24% and the number of appeals decreased by 27%. The overall decreases in numbers are due most likely due to compliance, as road-users are more familiar with the road layout they are less likely to use the bus lanes.

Outcome of Informal Challenges & Formal Representations

Type of Representation / Appeal	% Appeals Upheld 2013-14	% Appeals Upheld 2014-15	Variance
Informal Challenge	50%	56%	+5%
Formal Representation (Parking CEO)	32%	38%	+6%
Formal Representation (Parking camera car)	38%	35%	-3%
Formal Representation (Bus Lane)	27%	35%	+8%
Total	41%	48%	+7%

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

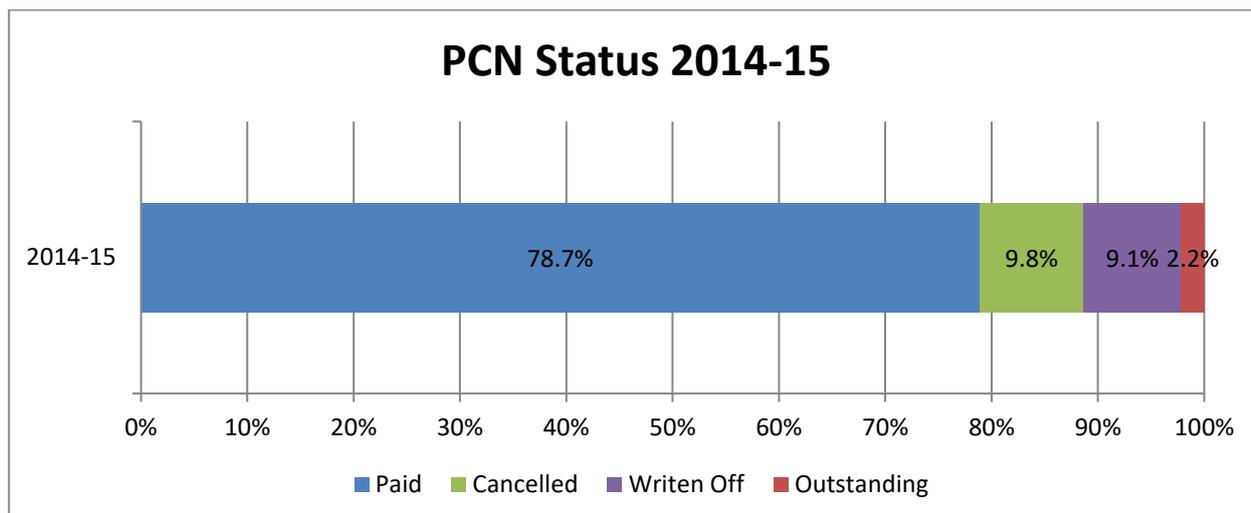
Type of Representation / Appeal	% Appeals Rejected 2013-14	% Appeals Rejected 2014-15	Variance
Informal Challenge	50%	44%	-5%
Formal Representation (Parking CEO)	68%	62%	-6%
Formal Representation (Parking camera car)	62%	65%	-3%
Formal Representation (Bus Lane)	73%	65%	-8%
Total	59%	52%	-7%

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	2013-14	2014-15	Variance
Appeal Upheld	13%	10%	-3%
Appeal Rejected	39%	46%	+7%
Appeal Not Contested	48%	44%	-4%

Status of PCNs



Figures show final outcome for cases issued between April 2012 and September 2013.

It typically takes approximately 18 months for PCNs to be paid, cancelled or written off. The chart above shows data for the last complete period for which records are available. 79% 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.

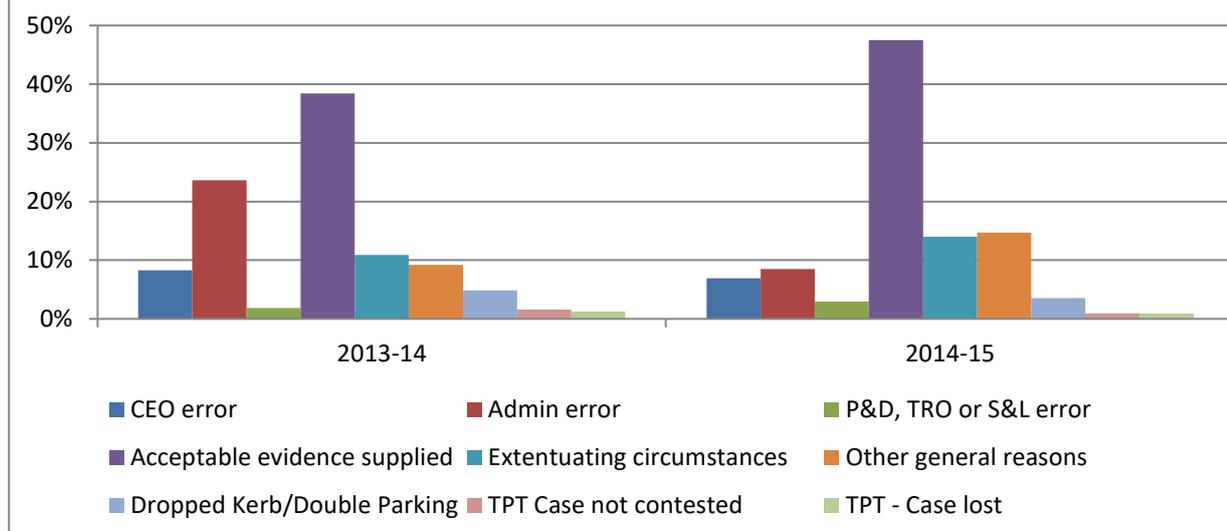
Payment Type	2013-14	2014-15	Variance
Paid at discounted rate	84%	82%	-2%
Paid at full rate	10%	10%	-
Paid at Charge Certificate	3%	3%	-
Paid after TEC Registration	4%	5%	+1%

% of PCNs paid at each rate as a percentage of all paid PCNs as at 16/5/17

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. With the introduction of more RPS areas there has been a noticeable rise in PCNs cancelled due to 'acceptable evidence supplied'.

PCNs cancelled by Reason 2014-15



Unpaid PCNs

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

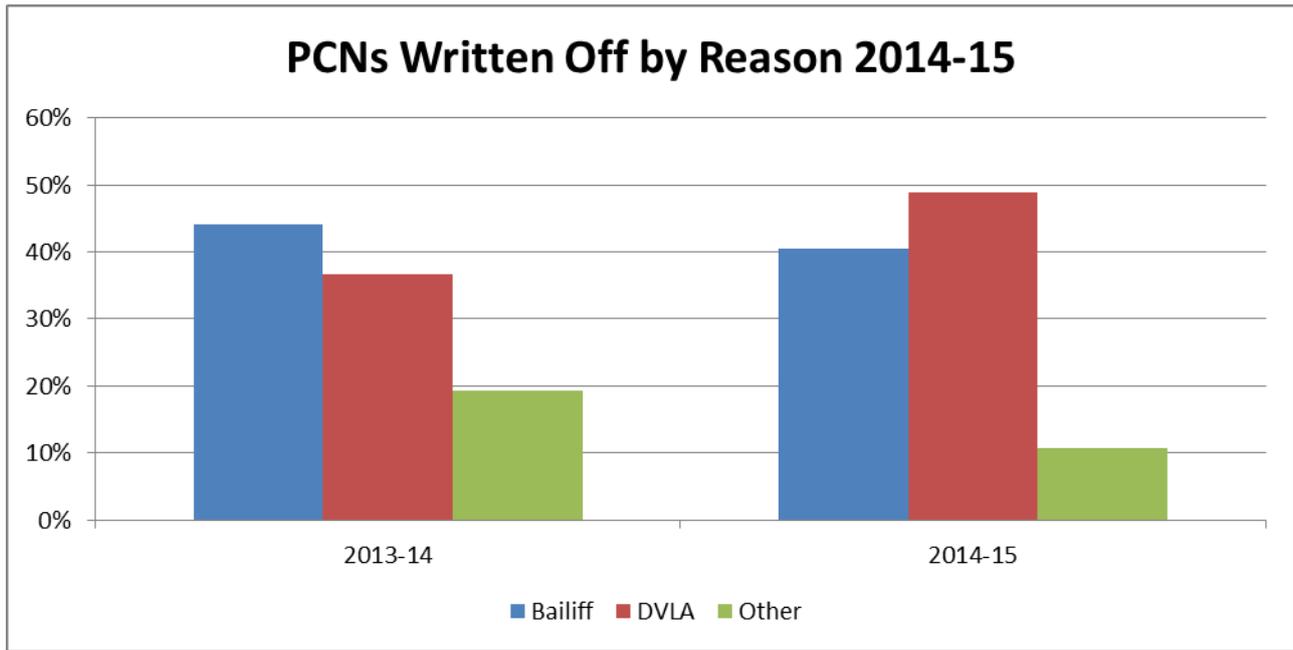
If the debt remains unpaid the case is referred to a firm of bailiffs, which has 12 months to execute the warrant from the County Court.

	2013-14	2014-15	Variance
Number of debts registered at TEC	18,707	16,522	-2,185
Number of debts referred to bailiffs	13,597	13,632	35
% PCNs recovered by bailiffs*	42%	37%	-5%

*Number of PCNs successfully recovered as a % of PCNs with warrants issued to the bailiff per annum.

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.

Written Off PCNs



11. Financial Statement - 2014-15 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.

Section 55 Statement	Income	Expenditure
General Income	487,000	
PCN Income	2,743,000	
On Street Pay & Display Income	4,312,000	
RPS Permits	866,000	
Total Income	8,408,000	

EXPENDITURE

Employees		2,747,000
Premises Costs		67,000
Supplies & Services		416,000
Third Party Payments		144,000
Transport		142,000
Support Services		1,000
Capital Financing Costs		197,000
Total Expenditure		3,714,000

Operating Surplus	4,694,000
Overhead Allocation	377,000
Net Surplus	4,317,000

This surplus has contributed to expenditure on the following allowable items:

Gross Expenditure on Allowable Items

Provision of Off-Street Parking	3,160,000
Park & Ride Schemes	2,207,000
Total Allowable Expenditure	5,367,000

Excess of Allowable Expenditure Over Net Surplus	1,050,000
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2014-15 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	£1,239,000	
Total Income	£1,239,000	
Expenditure		
Expenditure		£243,000
Total expenditure		£243,000
Operating Surplus	£996,000	
Overhead Allocation		£29,000
Net Surplus	£967,000	

This surplus has contributed to expenditure on the following allowable items:

Passenger Transport – Services	£3,048,000
Concessionary Fare Scheme	£7,532,000
Total Allowable Expenditure	£10,580,000
Excess of Allowable Expenditure Over Net Surplus	£9,612,000

12. 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	Bristol City Council PO Box 3176 (Parking Services) Bristol BS3 9FS
PCN & General Telephone Enquiries	0117 9223091
Fax	0117 9223393
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 Citizen 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
Parking in Bristol including Park & Ride	https://travelwest.info/park-ride
Residents' Parking Schemes	https://www.bristol.gov.uk/parking/residents-parking-schemes

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	https://www.sia.homeoffice.gov.uk/Pages/home.aspx
Information on Public Services	www.direct.gov.uk
Source West (electric vehicle charging)	http://www.sourcewest.info/