



Parking Services Annual Report 2017-18

Table of Contents

	Page Number
1. Summary	2
2. Joint Local Transport Plan 3 (JLTP3)	3
3. Greater Bristol Bus Network (GBBN), MetroBus & Bus Lane Enforcement	4
4. Neighbourhood Partnerships	4
5. School Parking	5
6. Managing Performance	5
7. Events Occurring in 2017-18	5
8. Car parking	6
9. Permits	7
10. Enforcement activity – bus lane restrictions	8
11. Penalty Charge Notice statistics	9
12. Financial statements	15
13. Contact details & useful links	17

1. Summary

This is Bristol City Council's tenth 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 <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. Bristol's first elected Mayor saw the implementation of Residents' Parking Schemes as a significant means of improving quality life and controlling traffic problems. BCC implemented an additional 12 schemes over 2014-15 and 2015-16. Work continues to monitor and review the schemes.

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), Metro Bus & 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.

Building on from the success of the GBBN, the Council has introduced a new MetroBus network, offering faster, more frequent and more reliable services with direct routes to key destinations. MetroBus is part of the West of England's Combined Authorities (WECA) plan to reduce carbon emissions, support sustainable economic growth, promote accessibility, contribute to better safety, security and health, improve quality of life and create a healthy natural environment as well as improvements to rail via MetroWest.

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 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: <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. Events Occurring in 2017-18

In November 2017 Parking Services become responsible for the day to day management of Long Ashton Park and Ride. This saw a major renovation to improve the quality of the car park including corrective works to lighting and drainage systems.

As part of Parking Services' commitment to continuously maintain the integrity of its car parks, a condition (including structural) survey was undertaken at both Temple Gate and West End multi-storey car parks. It is expected that remedial works will start in 2018-19.

Part way through 2016 Lower Guinea Street car park was closed to facilitate the ongoing MetroBus works. The car park remained closed throughout much of the year, eventually re-opening in February 2018.

As part of a tariff review the charges for parking in several of the Council's car parks were increased for the first time since 2011. These increases reflect the overall cost of parking in the city when compared to private operators and the ongoing impact of inflation.

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. Whilst these car parks are currently free to park in, the Council has consulted on the introduction of charging in some locations and this will now be progressed to formal consultation through the Traffic Regulation Order process. 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). Payment is available on street through pay and display machines or using a cashless service provided by our contractor RingGo, having won the contract to provide this service during this reporting year.

This process of updating our older models of pay and display machines continued during the year with phase 2 complete. Phase 3 is due to commence during 2018-19 with the final phase scheduled for completion in 2019-20.

Further to the reviews undertaken in 2016-17, new tariffs were introduced in autumn 2017. New tariffs are shown in the following table:

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 £12.00
Surface Car Park (5)	348	Long Stay	Yes	Up to £12.00

Updated March 2019

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 £5.00
Kingsdown RPS	510	3 hours	No	Up to £3.00
Redcliffe RPS	131	3 hours	No	Up to £3.00
Cotham RPS	747	3 hours	No	Up to £3.00
Easton & St Phillips RPS	610	3 hours	No	Up to £3.00
Cliftonwood & Hotwells RPS	345	3 or 4 hours	In some locations	Up to £4.00
Cotham North RPS	469	3 hours	No	Up to £3.00
Redland RPS	191	3 or 4 hours	No	Up to £4.00
Bower Ashton RPS	358	3 hours	Yes	Up to £3.00
St Pauls RPS	12	3 hours	No	Up to £3.00
Clifton Village RPS	923	3 or 5 hours	In some locations	Up to £5.00
Clifton East RPS	845	3 hours	No	Up to £3.00
Montpelier RPS	255	3 hours	No	Up to £3.00
Bedminster East RPS	364	3 hours	No	Up to £3.00
Southville RPS	518	3 hours	No	Up to £3.00
Spike Island RPS	137	3 hours	No	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

Bristol City Council run car parks also generally have a number of dedicated disabled parking bays and electric vehicle charging points. The breakdown of the number of charging point bays and their locations can be found here: <https://www.bristol.gov.uk/parking/electric-vehicle-parking>.

9. Permits

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

Permit Type	Number Issued during 2016-17	Number Issued during 2017-18
CPZ Residents' Parking Permits	417	367
Permits for Kingsdown RPS	1,513	1,615
Permits for Cotham RPS	1,884	1,937
Permits for Redcliffe RPS	207	192
Permits for Easton & St Phillips RPS	1,259	1,174
Permits for Cliftonwood & Hotwells RPS	2,122	2,101
Permits for Cotham North RPS	2,526	2,716
Permits for Redland RPS	887	1,016
Permits for Bower Ashton RPS	42	41
Permits for St Pauls RPS	1,904	979
Permits for Clifton Village RPS	6,308	5,788
Permits for Clifton East RPS	3,673	3,515

Updated March 2019

Permits for Montpelier RPS	1,583	1,433
Permits for Bedminster East RPS	690	638
Permits for Southville RPS	3,269	3,046
Permits for Spike Island RPS	291	215
Multiple RPS permits (trader/medical etc)	961	1,119
Total	28,650	27,897

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/rps>

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

Location	Annual Price (excluding VAT)
District Car Parks	£157.50
Queen Square	£2,080.00
Temple Gate	£1,560.00
Trenchard	£2,080.00
West End	£1,820.00

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 £216 (including VAT) per pack and are ideal for use Monday to Friday.

10. Enforcement Activity – Bus Lane restrictions

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 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.

As the statistics show, compliance has remained steady although the overall number of PCNs has increased with the addition of new camera sites. During this reporting year 2 new locations were introduced; Romney Avenue in April and Colston Street in November. In both locations a 'soft enforcement' period took place, whereby warning notices were issued for a period of time before regular enforcement began. This has led to a significant

Updated March 2019

increase in the overall number of Bus Lane PCNs issued, although we would expect the number to be lower next year as a level of compliance is achieved.

Figures are also affected by external considerations such as roadworks.

Bus Lane	PCNs during 2016-17	PCNs during 2017-18	Variance
A38 Bedminster Parade	2,316	933	-1,383
A37 Wells Road	5,044	7,128	+2,084
A38 Cheltenham Road	1,324	1,408	+84
A38 Gloucester Road	3,245	3,052	-193
A432 Fishponds Road	4,015	3,987	-28
A420 Church Road corridor	2053	2,743	+690
A4 Bath Road corridor	18,023	18,778	+755
A4018 Whiteladies Road	430	437	+7
Union Street	2,636	2,827	+191
Romney Avenue	0	6,974	+6,974
Colston Street	0	2,665	+2,665
Total	39,086	50,932	+11,846

11. Penalty Charge Notice Statistics

Number PCNs issued	2016-17	2017-18	Variance
On Street	89,753	91,233	+1%
Off Street	7,138	6,864	-4%
Sub total	96,891	98,097	+1%
Bus Lane	39,086	50,932	+30%
Total	135,977	149,029	+10%

93% 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.

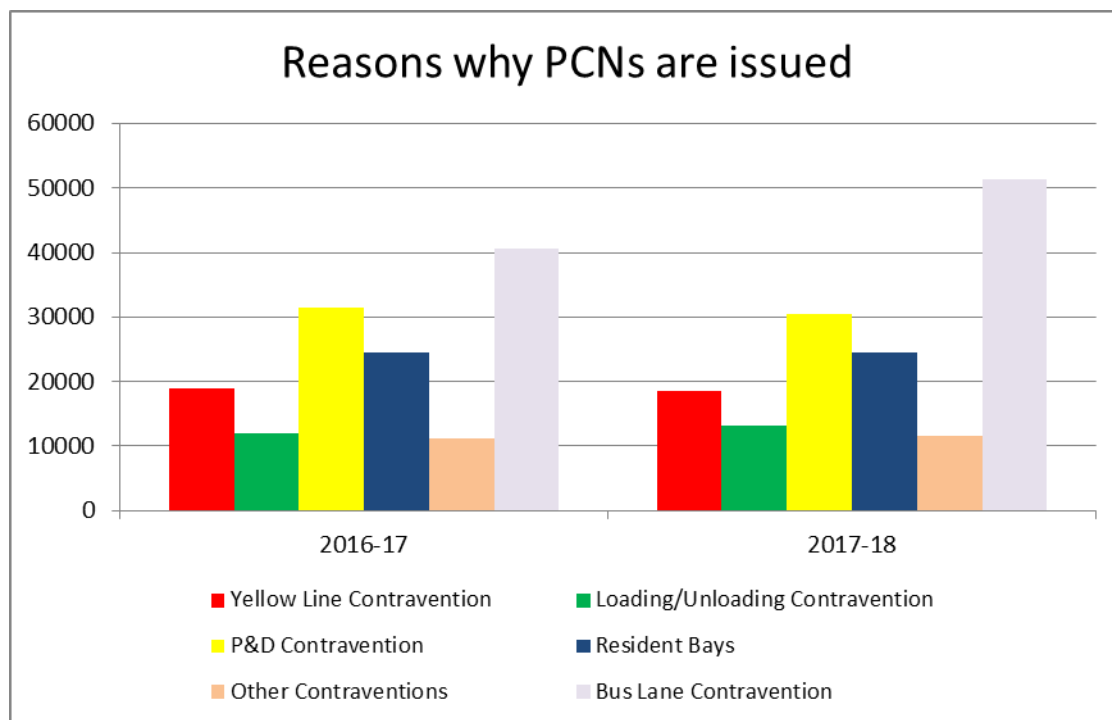
Why are PCNs issued?

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 almost 1,700 on street Pay & Display bays in central Bristol and a further 7,700 within the RPS areas 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

Updated March 2019

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.



Reasons for PCN issue remain consistent.

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.

455 vehicles were removed in 2017-18, 93% 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 2017-18 66% of PCNs issued by Bristol City Council were for higher-level contraventions and 34% were for lower level contraventions (compared to 66% and 34% respectively in 2016-17).

Updated March 2019

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.pcnappeal@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	2016-17	2017-18	Variance
Informal Challenge	18,628	18,360	-1%
Formal Representations (Parking)	3,249	2,911	-16%
Formal Representations (Camera Car)	77	2	- 97%
TPT Appeals (Parking)	320	122	-62%
Parking PCN Sub total	22,274	21,295	-4%
Formal Representations (Bus Lanes)	5,126	8,157	+59%
TPT Appeals (Bus Lanes)	76	144	+89%
Bus Lane PCN Sub total	5,202	8,301	+60%
Total	27,476	29,596	+8%

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	2016-17	2017-18	Variance
Informal Challenges	19%	19%	-
Formal Representations (Parking)	3%	3%	-
Formal Representations (Camera Car)	-	-	-
TPT Appeals (Parking)	0.3%	0.4%	-0.2%
Parking PCN Sub Total	22.99%	21.71%	-1.12%
Formal Representations (Bus Lanes)	13%	16%	+3%
TPT Appeals (Bus Lane)	0.19%	0.28%	+0.09%
Bus Lane PCN Sub total	13.30%	16.30%	+3%
Overall	20.02%	20.13%	0.1%

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

In terms of parking PCNS, overall there was a 1% increase in the number of PCNs issued and a 4% decrease in the number of appeals received. The proportion of PCNs resulting in an appeal has therefore continues to decrease.

In contrast, the number of bus lane PCNs increased by 30% and the number of appeals increased by 60% so the proportion of PCNs that resulted in an appeal has increased significantly, as would be expected with new locations becoming enforceable.

Outcome of Informal Challenges & Formal Representations

Type of Representation / Appeal	% Appeals Upheld 2016-17	% Appeals Upheld 2017-18	Variance
Informal Challenge	52%	52%	-
Formal Representation (Parking CEO)	36%	34%	-2%
Formal Representation (Parking camera car)	43%	30%	-13%
Formal Representation (Bus Lane)	53%	59%	+6%
Total	51%	50%	-1%

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 2016-17	% Appeals Rejected 2017-18	Variance
Informal Challenge	48%	48%	-
Formal Representation (Parking CEO)	64%	66%	+2%
Formal Representation (Parking camera car)	57%	70%	+13%
Formal Representation (Bus Lane)	47%	41%	-6%
Total	49%	50%	+1%

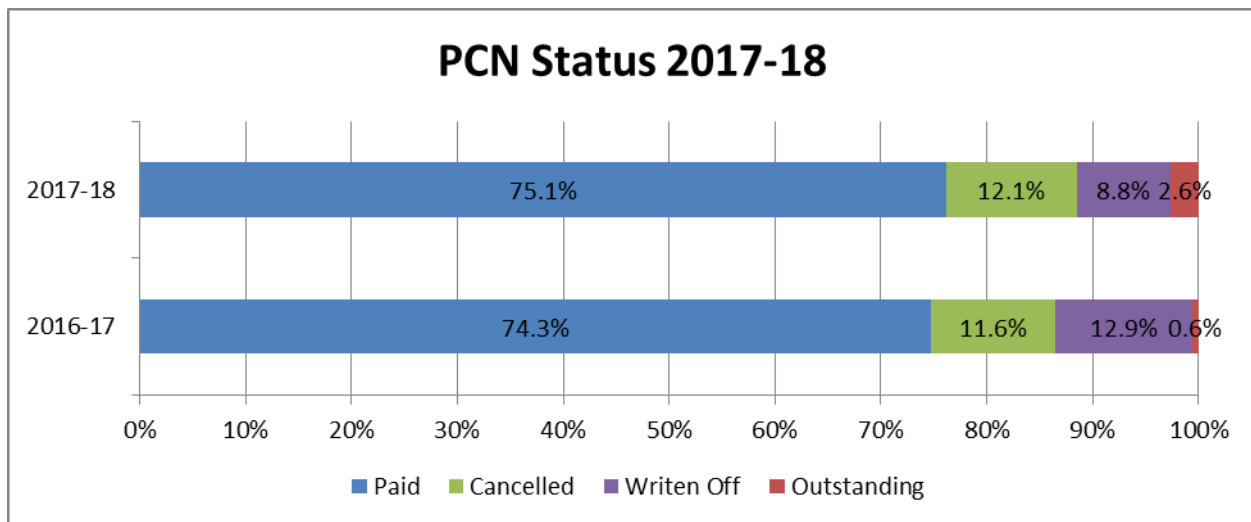
These figures compare the position at the end of each financial year, and exclude cases that were still awaiting a decision at that time.

Updated March 2019

Outcome of TPT Appeals

Outcome of Appeals	2016-17	2017-18	Variance
Appeal Upheld	28%	28%	0%
Appeal Rejected	37%	34%	-3%
Appeal Not Contested	35%	38%	3%

Payment of PCNs



2017-18 represents final outcome of cases issued between April 2015 and September 2016

2016-17 represents final outcome of cases issued between April 2014 and September 2015

It typically takes approximately 18 months for PCNs to be paid, cancelled or written off. As shown in the chart above, 75% 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.

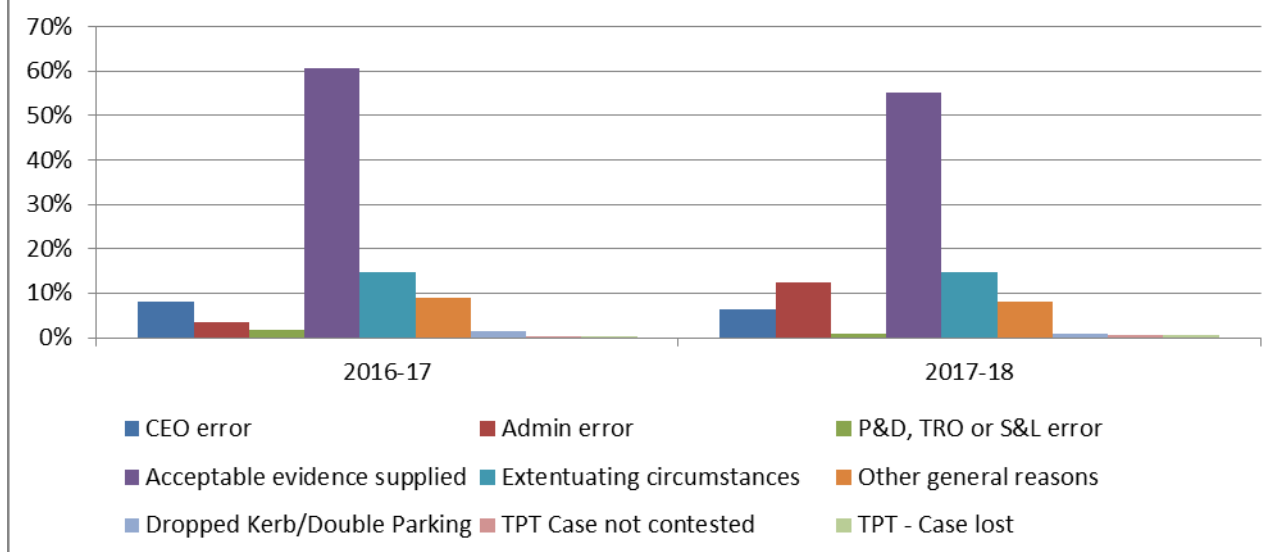
Payment Type	2016-17	2017-18	Variance
Paid at discounted rate	84%	80%	-4%
Paid at full rate	12%	12%	-
Paid at Charge Certificate	3%	3%	-
Paid after TEC Registration	1%	5%	+4%

% of PCNs paid at each rate as a percentage of all paid PCNs as at 01.06.19

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.

PCNs cancelled by Reason 2017-18



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 Enforcement Agents, which has 12 months to execute the warrant from the County Court.

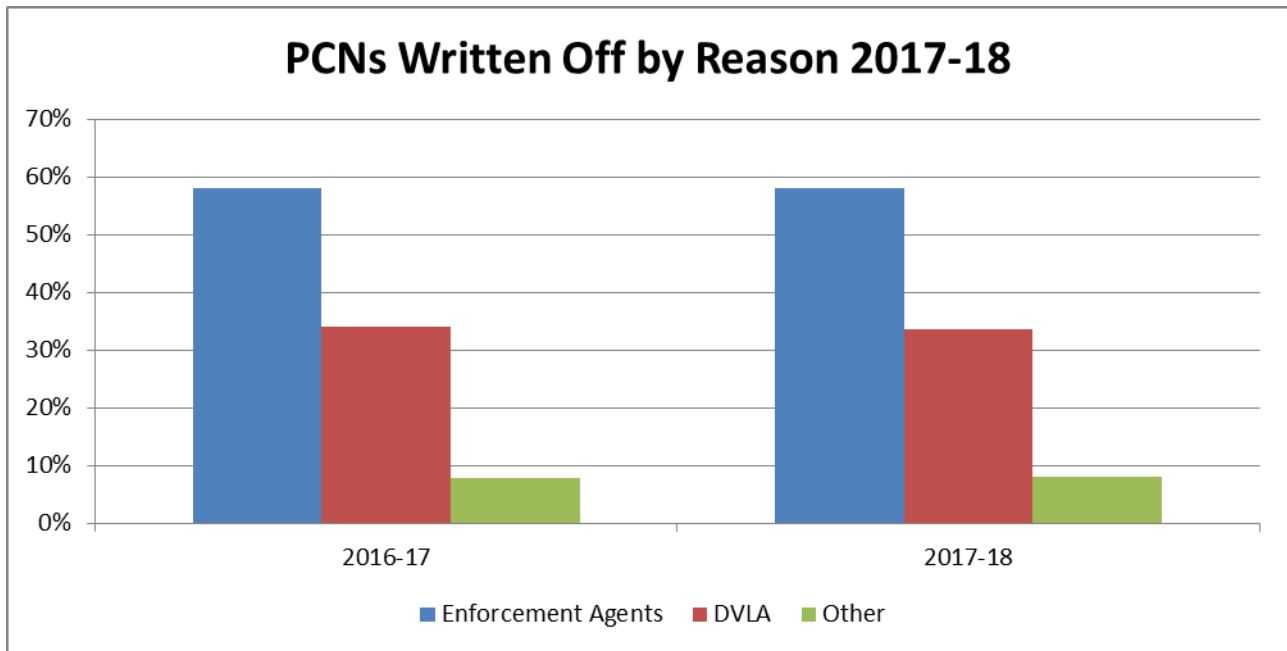
The Council changed bailiff contractors following the end of the existing contract. Going forward warrants will be enforced by Marston Holdings.

	2016-17	2017-18	Variance
Number of debts registered at TEC	17,322	23,093	+5,771
Number of debts referred to EAs	9,735	21,076	+11,341
% PCNs recovered by EAs*	44%	29%	-15%

*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



12. Financial Statement - 2017-18 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

	2017/18	
	Income	Expenditure
General Income	£723,000	
PCN Income	£3,328,000	
On Street Pay & Display Income	£6,034,000	
RPS Permits	£1,902,000	
Total Income	£11,987,000	
Employees		£3,355,000
Premises Costs		£47,000
Supplies & Services		£713,000
Third Party Payments		£280,000
Transport		£133,000
Support Services		£235,000
Capital Financing Costs*		£1,699,000
Total Expenditure		£6,462,000
Operating Surplus	£5,525,000	
Overhead Allocation		£778,000
Net Surplus before transfer to reserves	£4,748,000	
Transfer to reserves		£150,000
Net Surplus after transfer to reserves	£4,598,000	
This surplus has contributed to expenditure on the following allowable items:		
Gross Expenditure on Allowable Items		
Provision of Off-Street Parking		£2,850,000
Park & Ride Schemes		£639,000
Highways & Traffic Signals & Lighting		£5,708,000
Total Allowable Expenditure		£9,197,000
Excess of Allowable Expenditure Over Net Surplus		£4,599,000

* Charges have been done as a budget reduction in both years.

2017-18 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.

Bus Lane Enforcement Section 36 Statement 2017/18

		2017/18
	Income	Expenditure
Bus Lane Account (10275)		
Income	£1,510,000	
Expenditure		
Employees		£253,000
Premises		0
Transport		0
Supplies & Services		£175,000
Third Party Payments		0
		£428,000
Operating Surplus	<u>£1,082,000</u>	
Overheads (share of parking overheads)		£ 49,000
Net Surplus before transfer to reserves	<u>£1,033,000</u>	
Transfer to Reserves		£295,000
Net Surplus after transfer to reserves	<u>£738,000</u>	

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

Passenger Transport - Services	£3,251,000
Concessionary Fares	<u>£7,805,000</u>
Total Allowable Expenditure	<u>£11,056,000</u>
Excess of Allowable Expenditure over Net Surplus:	<u>£10,318,000</u>

13. Contact Details & Useful Links.

Parking Services:

Email parking.pcnappeals@bristol.gov.uk or parking.permits@bristol.gov.uk
Website www.bristol.gov.uk/parking

Post Parking Services
Bristol City Council
PO Box 3176
Bristol
BS3 9FS

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>
Residents' Parking Schemes <http://www.bristol.gov.uk/page/transport-and-streets/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 www.the-sia.org.uk
Information on Public Services www.direct.gov.uk
Source West (electric vehicle charging) <http://www.sourcewest.info/>

Updated March 2019