



# Parking Services Annual Report 2019 to 2020

# Contents

Welcome .....	3
Joint Local Transport Plan 4 .....	3
Metrobus .....	3
Neighbourhood partnerships.....	4
Car Parking .....	4
Enforcement.....	5
Permit and Concessionary Parking .....	7
2019 to 2020 .....	7
Financial Statements .....	8
Contact information and useful links .....	12
Parking Services .....	12
Payment Facilities .....	12
Other useful numbers.....	12
Other organisations.....	13



# Welcome

At Bristol City Council we aim to ensure Bristol remains a great place to live, work, study and visit. It's our duty to manage the road and traffic network through various means, such as the provision of on and off-street parking, ensuring primary routes are kept free of obstructions through effective enforcement and providing efficient and attractive sustainable methods of travel. The following report will demonstrate the role that Parking Services plays in meeting these demands.

To achieve these goals, we work in conjunction with:

## The Joint Local Transport Plan 4

The Joint Local Transport Plan 4 (JLTP4) – led by the West of England Combined Authority, working with Bath & North East Somerset, Bristol, North Somerset and South Gloucestershire councils – sets out the vision for transport up to 2036. It shows how we will aim to achieve a well-connected sustainable transport network that works for residents across the region; a network that offers greater, realistic travel choices and makes walking, cycling and public transport the natural way to travel.

More information about the JLTP4 can be found on the Council's website:

<https://www.bristol.gov.uk/residents/streets-travel/transport-plans-and-projects/joint-local-transport-plan-2020-to-2036>

## Metrobus

Metrobus is a new, modern public transport service for the greater Bristol area. MetroBus is part of the West of England's 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

Improvements to rail via MetroWest

More information about Metrobus can be found on the TravelWest website

<https://travelwest.info/metrobus>

## 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.

## Car Parking

Throughout Bristol we have several open-air car parks, as well as 3 multi-story car parks. The multi-story car parks, Trenchard Street, West End and Temple Gate hold over 2,000 spaces between them, with a further 1,900 spaces in 37 car parks across the city. On top of this, we have 3 park and ride car parks, situated in Brislington, Long Ashton and the Portway.

We offer season tickets at many of our car parks. Specific information for each car park, including their tariffs (if applicable) can be found on our website:

<https://www.bristol.gov.uk/residents/parking/where-to-park-in-bristol>

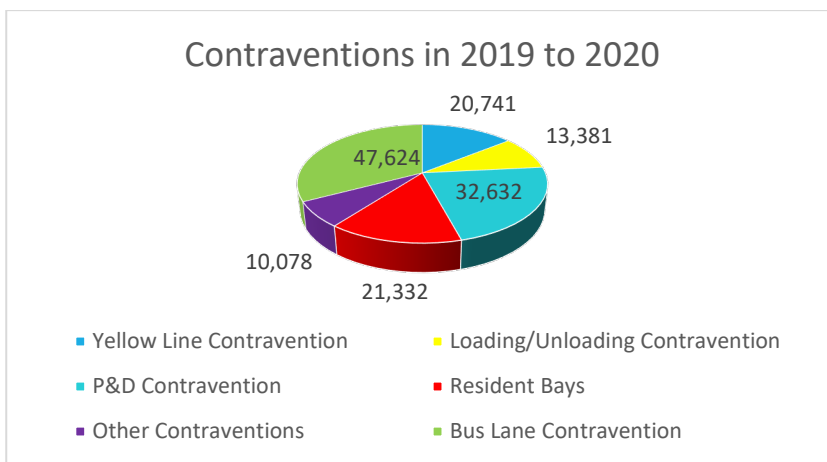
Within a selection of our car parks, we have introduced electric charging points in partnership with The Energy Service. Detailed information about the charging points available throughout Bristol can be found on our website: <https://www.bristol.gov.uk/residents/parking/where-to-park-in-bristol/electric-vehicle-parking>



# Enforcement

The main objectives of Parking Services are to keep our roads safe and allow traffic to flow freely across the city. We try to achieve these objectives through partnership working and education. Our officers attend 'Days of Action' where we provide a presence to raise awareness with the police. We often take part in Neighbourhood Forums too. Where new restrictions are implemented (bus lanes, new Residents Parking Schemes etc) we will complete a period of 'soft enforcement' where warning notices are issued rather than live penalties.

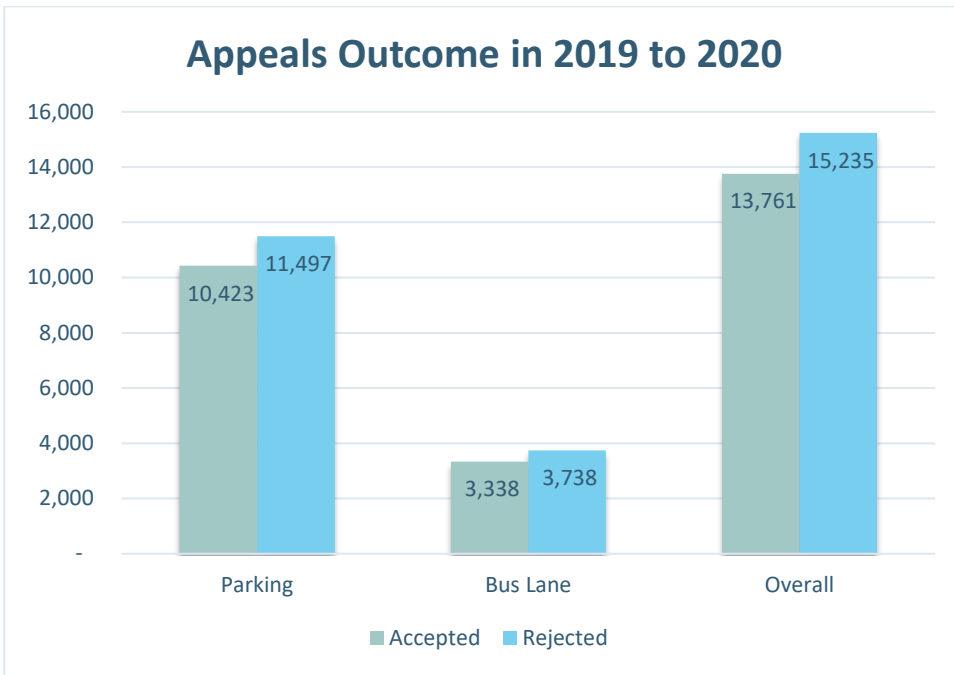
There are times where we need to issue Penalty Charge Notices to vehicles who contravene the restrictions in place. When we do, our enforcement is carried out in a variety of ways; we have on foot patrols, CCTV enforcement of bus lanes and the use of a camera car. The pie chart below shows the most common reasons why PCN are issued:



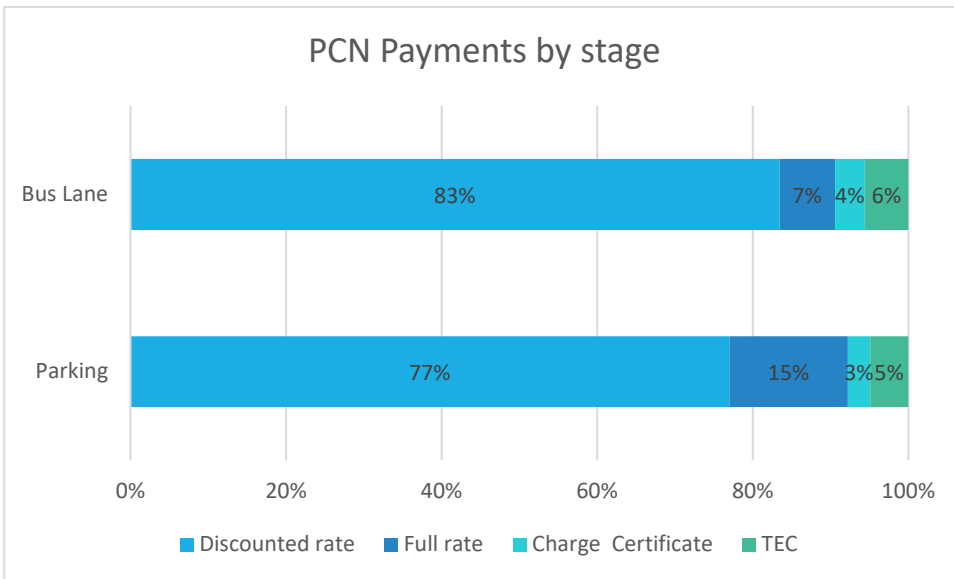
Parking PCNs are broken into higher and lower categories, based on the severity of the infringement. In 2019 to 2020 we issued:

	<b>ON STREET PCNS</b>	<b>OFF STREET PCNS</b>
<b>HIGHER RATE</b>	103,431	645
<b>LOWER RATE</b>	39,121	2,588
<b>TOTAL</b>	142,552	3,233

Once a PCN is issued, and you believe it was incorrectly issued or there is sufficient mitigation, there is a statutory appeals procedure in place. Overall, 13,761 (9.4%) of all PCNs were cancelled following a challenge/representation being made. More information about the appeals procedure can be found on Patrol's website here: <https://www.patrol-uk.info/i-have-received-a-pcn/>



Overall, 111,261 (76.3%) of all PCNs issued in 2019 to 2020 were paid, of which 88,006 (79.1%) of these were paid at the discounted rate. That equates to 60.4% of all PCNs issued at the discounted rate.



15,381 (9.9% of all PCNs) PCNs were written off. This can be for many reasons, such as errors by the Civil Enforcement Officer or the vehicle owner being untraceable.

The Council doesn't clamp vehicles, however there are times where vehicle removal is required. In 2019 to 2020 we removed 422 vehicles in relation to PCNs.

# Permit and Concessionary Parking

Following the original 3 Resident Parking Schemes (RPS), we introduced 9 further RPS schemes to provide residents with parking, encourage public transport and use more sustainable methods of commuting.

In November our Residents Permit Scheme became digitised as we introduced MiPermit. By introducing virtual permits, we have been able to cut improve the council's environmental impact, minimising the amount of paper permits and scratch cards in circulation.

For more specific information for each of our RPS areas, please visit [www.bristol.gov.uk/rps](http://www.bristol.gov.uk/rps)

Permits in our RPS areas aren't the only type of parking concessions that we offer. We have a dedicated Blue Badge department who helped almost 6,500 citizens successfully apply for a new badge or renew their existing badge.

## 2019 to 2020

Several events that will have a lasting impact on how Parking Services operates going forward occurred during the year. The first to get underway were the structural repairs taking place at Temple Gate multi storey car park. We anticipate this project to continue into 2020-21 as we look to maintain the long-term future of the car park.

One of the big announcements is the forth coming introduction of the Clean Air Zone within Bristol's city centre. This is currently at the planning phase, although it's expected that Parking Services will have a major role in its implementation in 2022.

We took some major steps into bringing our technology into the modern era by upgrading our Officers handheld devices and cameras to all-in-one smartphones. We also introduced cashless payment terminals at Trenchard Street and West End car parks.

Maintenance of our pay and display machines and car parks moved forward too, as we introduced use of the Confirm system. This software enables us to record the status of the machines and car park conditions in real time.

Finally, as the year drew to a close, we started to see the on-set of the Covid-19 pandemic, which will be sure to affect operations in 2020-21.

# Financial Statements

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>Parking Enforcement Section 55 Statement 2019 to 2020</b>		
	<b>Income</b>	<b>Expenditure</b>
General Income	£1,199,000	
PCN Income	£3,143,000	
On Street Pay and Display Income	£6,767,000	
RPS Permits	£1,852,000	
<b>Total Income</b>	<b>£12,961,000</b>	
Employees		£3,398,000
Premises Costs		£26,000
Supplies and Services		£537,000
Third Party Payments		£743,000
Transport		£116,000
Support Services		£176,000
Capital Financing Costs <sup>1</sup>		£1,203,000
<b>Total Expenditure</b>		<b>£6,199,000</b>
<b>Operating Surplus</b>	<b>£6,762,000</b>	
Overhead Allocation		£565,000
<b>Net Surplus before transfer to reserves</b>	<b>£6,197,000</b>	
Transfer to reserves		£0
<b>Net Surplus after transfer to reserves</b>	<b>£6,197,000</b>	
This surplus has contributed to expenditure on the following allowable items:		
<b>Gross Expenditure on Allowable Items</b>		
Provision of Off-Street Parking <sup>2</sup>		£3,969,000
Concessionary Fares		£6,636,000
Park & Ride Schemes		£685,000
Highways and Traffic Signals and Lighting		£2,876,000
<b>Total Allowable Expenditure</b>		<b>£14,166,000</b>
<b>Excess of Allowable Expenditure Over Net Surplus</b>		<b>£7,968,000</b>

<sup>1</sup> Charges have been done as a budget reduction.

<sup>2</sup> Represents gross off-street expenditure

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 (Statutory Instrument 2005 No. 2757, Part 7, Regulation 36).



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>Bus Lane Enforcement - Regulation 36 Statement 2019 to 2020</b>		
	<b>Income</b>	<b>Expenditure</b>
<b>Bus Lane Account (10275)</b>		
Income	<b>£1,412,000</b>	
<b>Expenditure</b>		
Employees		£222,000
Premises		£0
Transport		£0
Supplies and Services		£205,000
Third Party Payments		£0
		<b>£427,000</b>
<b>Operating Surplus</b>	<b>£985,000</b>	
Overheads (share of parking overheads)		£25,000
<b>Net Surplus before transfer to reserves</b>	<b>£960,000</b>	
Transfer to Reserves		£0
<b>Net Surplus after transfer to reserves</b>	<b>£960,000</b>	
This surplus has contributed to expenditure on the following allowable items:		
Passenger Transport - Services		£2,741,000
Concessionary Fares		£6,935,000
<b>Total Allowable Expenditure</b>		<b>£9,676,000</b>
<b>Excess of Allowable Expenditure over Net Surplus:</b>		<b>£8,716,000</b>



# Contact information and useful links

## Parking Services

Email: [parking.pcnappeal@bristol.gov.uk](mailto:parking.pcnappeal@bristol.gov.uk) or  
[parking.permits@bristol.gov.uk](mailto:parking.permits@bristol.gov.uk)

Web: [www.bristol.gov.uk/parking](http://www.bristol.gov.uk/parking)

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

General telephone enquiries: 0117 922 2198

Fax: 0117 922 3393

General telephone enquiries: 0117 922 2198

PCN enquiries: 0117 922 3091

Bay suspensions: 0117 903 8070

To report an illegally parked vehicle: 0117 903 8070

## Payment Facilities:

Automated Telephone Payment Line: 0870 707 7776

Online Payment facility: [www.bristol.gov.uk/pay](http://www.bristol.gov.uk/pay)

In person at the Citizen Service Point: [www.bristol.gov.uk/csp](http://www.bristol.gov.uk/csp)

## Other useful numbers

Abandoned vehicles: 0117 922 2100

Blue Badges, Disabled Bays, Residents' Parking Permits and Concessionary Travel  
Cards: 0117 922 2600

Car pound: 01275 462 503

Park & Ride information: [www.travelbristol.org/parkandride](http://www.travelbristol.org/parkandride)

MetroBus: [metrobusbristol.co.uk](http://metrobusbristol.co.uk)

Residents' Parking Schemes: [www.bristol.gov.uk/rps](http://www.bristol.gov.uk/rps)

## **Other organisations**

DVLA: [www.dft.gov.uk/dvla](http://www.dft.gov.uk/dvla)

Traffic Penalty Tribunal: [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

Patrol (for parking enforcement info): [www.patrol-uk.info](http://www.patrol-uk.info)

British Parking Association: [www.britishparking.co.uk](http://www.britishparking.co.uk)

Security Industry Authority: [www.the-sia.org.uk](http://www.the-sia.org.uk)

Information on Public Services Source West (electric vehicle charging):  
<http://www.sourcewest.info/>