



# Parking Services Annual Report 2020 to 2021

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# 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.

## **The Bristol Transport Strategy**

Our main focus revolves around working towards the Bristol Transport Strategy, which sets out how the Council will:

- Improve transport to meet increased demand from the growth in housing, jobs and regeneration
- Create an inclusive transport system that provides realistic transport options for everyone
- Create healthy places that promote active transport, improve air quality and improve road safety
- Make better use of our streets to enable more efficient journeys
- Enable more reliable journeys by minimising the negative impact of congestion
- Support sustainable growth by enabling efficient movement of people and goods, reducing carbon emissions and embracing new technology

Further information about the Bristol Transport strategy can be found on the Council's website: <https://www.bristol.gov.uk/council-and-mayor/policies-plans-and-strategies/bristol-transport-strategy>

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 and 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>

# 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.

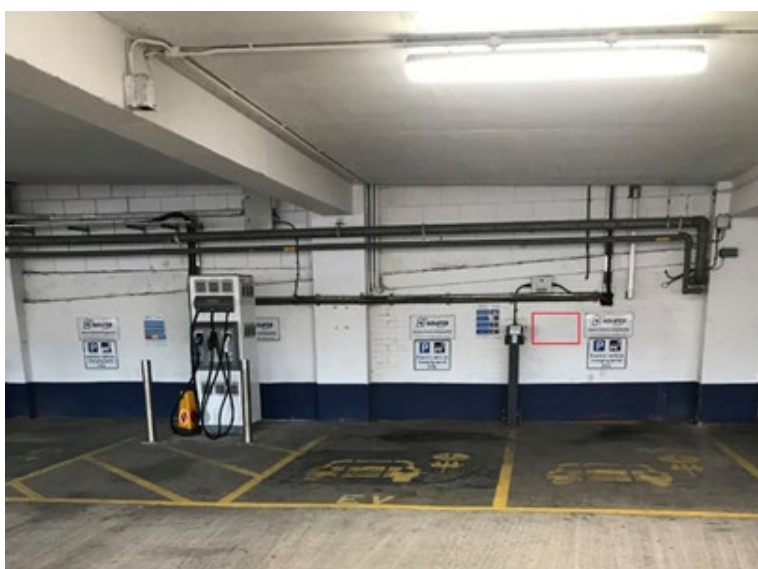
We offer season tickets at many of our car parks. Specific information for each car park, including their tariffs (if applicable) can be found on our website:

<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>

Throughout 2020-21 we undertook repairs to both Temple Gate and West End multi-story car parks. Works took a brief pause due to the Covid-19 pandemic, however work was able to re-start with some changes to the way our contractors work, such as extra provision for welfare to enable social distancing were introduced. These works are due to continue throughout 2021-22.



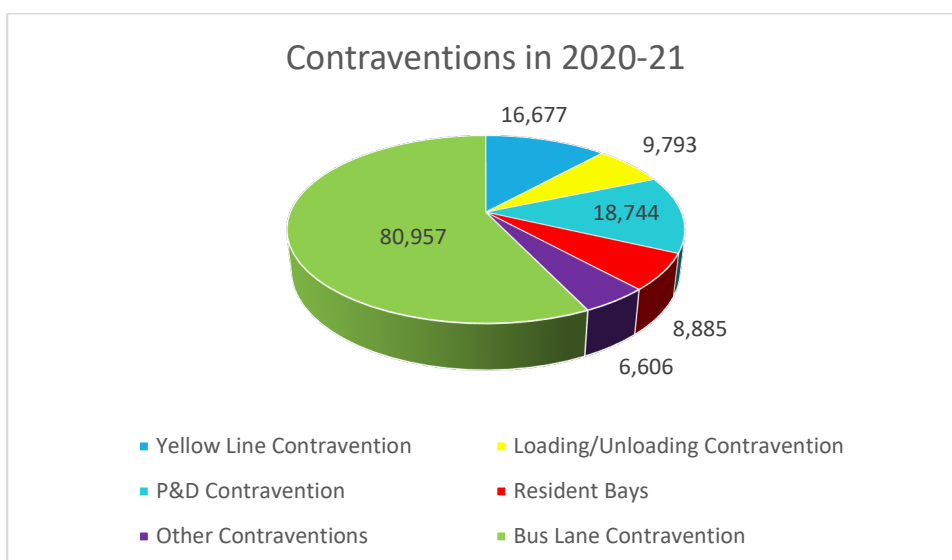
# Enforcement

The main objectives of Parking Services are to keep our roads safe and allow traffic to flow freely across the city. This was particularly prevalent during this year, with how we approached Enforcement throughout the pandemic.

As official key workers, our Civil Enforcement Officers (CEOs) continued to patrol the city, while adapting their processes to ensure compliance with the relevant restrictions in place. Some of the changes we made included walking to patrol areas in order to limit car sharing and PPE was issued, and the CEOs would spend time, when commencing shift, wiping down vehicles prior to taking them out. Extra care had to be taken and regular briefings given to the teams as information was disseminated through the regular chains of communication.

On top of this, the main focus of enforcement was predominately focused at the start of the pandemic to ensure the free flow of traffic and access, should it be required, for emergency services. We also made sure enforcement of RPS areas was reasonable and proportionate, taking into consideration the circumstances affecting road users.

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:

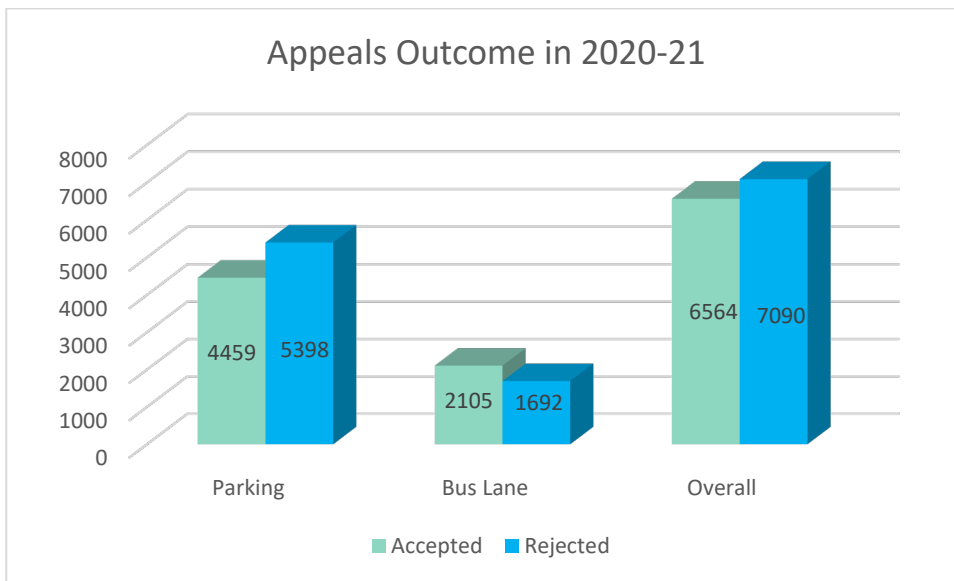


Parking PCNs are broken into higher and lower categories, based on the severity of the infringement. In 2020 – 21 we issued:

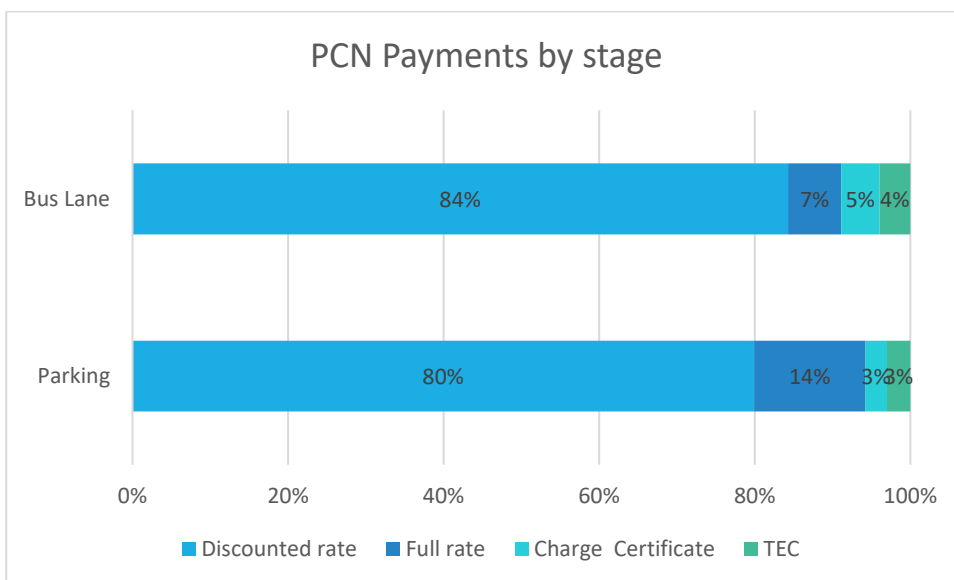
	ON STREET PCNS	OFF STREET PCNS
HIGHER RATE	40,156	304
LOWER RATE	19,214	1,031
TOTAL	59,370	1,335

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, 13,654 (9.6%) 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, 103,572 (73.1%) of all PCNs issued in 2020-21 were paid, of which 85,380 (82.4%) of these were paid at the discounted rate. That equates to 60.3% of all PCNs issued at the discounted rate.



8,069 (5.7% 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 2020-21 we removed 81 vehicles in relation to PCNs.

## Permit and Concessionary Parking

Unsurprisingly, considering the legal requirement to work from home where possible, we saw an increase in the purchase of Residents Permits in 2020-21. For more specific information for each of our RPS areas, please visit [www.bristol.gov.uk/rps](http://www.bristol.gov.uk/rps)

In line with Government guidance, we provided NHS and key health professionals free parking permits to assist with attending work. This was primarily focused at Trenchard Street MSCP and the area surrounding Bristol Royal Infirmary. Thanks to our Permits team and in partnership with the virtual permit service providers we were able to provide parking for over 4,000 key workers.

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 just over 6,000 citizens successfully apply for a new badge or renew their existing badge. No team was left unaffected by Covid-19, and changes had to be made by the Blue Badge team too. One such change was the Independent Medical Assessments, which moved to online sessions, away from face-to-face meetings held previously.

## 2020 to 2021

Work proceeded towards introducing the Clean Air Zone in Bristol. We tendered for third party providers to deliver infrastructure, We also gained approval for the outline Business Case, which is a key point within the project

<https://www.bristol.gov.uk/residents/streets-travel/bristols-caz>

As part of the Council's response to Covid, we worked closely with other departments in to introduce pavement licenses. This enabled business to put tables and chairs outside to assist them in meeting the government's conditions to re-open. We also gave up pay and display to create more space for safe movement of pedestrians/cyclists, specifically in and around the Clifton area.



We introduced a number of cameras to enforce the bus lanes over Bristol Bridge, with the intention to reduce traffic within the city centre. This is part of the Active Travel measures undertaken by the city, along with others that can be found on our website at <https://www.bristol.gov.uk/residents/streets-travel/transport-plans-and-projects>.

Tariff increases across the Central Parking Zone and in the car parks in line with inflation were approved for implementation in 21-22.

# 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.

## Parking Enforcement - Section 55 Statement

	2020/21	
	Income	Expenditure
General Income	£749,000	
PCN Income	£1,704,000	
On Street Pay and Display Income	£2,683,000	
RPS Permits	£1,676,000	
<b>Total Income</b>	<b>£6,812,000</b>	
Employees		£3,268,000
Premises Costs		£37,000
Supplies and Services		£319,000
Third Party Payments		£343,000
Transport		£15,000
Support Services		£165,000
Capital Financing Costs		£0
<b>Total Expenditure</b>		<b>£4,147,000</b>
<b>Operating Surplus</b>	<b>£2,665,000</b>	
Overhead Allocation		£1,208,000
<b>Net Surplus before transfer to reserves</b>	<b>£1,456,000</b>	
Transfer to reserves		£0
<b>Net Surplus after transfer to reserves</b>	<b>£1,456,000</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>1</sup>	£3,202,000
Concessionary Fares	£6,733,000
Park and Ride Schemes	£863,000
Highways and Traffic Signals and Lighting	£3,260,000
<b>Total Allowable Expenditure</b>	<b>£10,856,000</b>
<b>Excess of Allowable Expenditure Over Net Surplus</b>	<b>£9,399,000</b>

<sup>1</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.

### Bus Lane Enforcement - Regulation 36 Statement

	<b>2020/21</b>	
	<b>Income</b>	<b>Expenditure</b>
<b>Bus Lane Account (10275)</b>		
Income	<u><b>£2,145,000</b></u>	
<b>Expenditure</b>		
Employees		£287,000
Premises		£16,000
Transport		£0
Supplies and Services		£245,000
Third Party Payments		<u>£0</u>
		<u><b>£548,000</b></u>
<b>Operating Surplus</b>	<u><b>£1,597,000</b></u>	
Overheads (share of parking overheads)		£ 57,000
<b>Net Surplus before transfer to reserves</b>	<u><b>£1,540,000</b></u>	
Transfer to Reserves		£0
<b>Net Surplus after transfer to reserves</b>	<u><b>£1,540,000</b></u>	
This surplus has contributed to expenditure on the following allowable items:		
Passenger Transport - Services		£359,000
Concessionary Fares		£6,733,000
<b>Total Allowable Expenditure</b>		<u><b>£7,092,000</b></u>
<b>Excess of Allowable Expenditure over Net Surplus:</b>		<u><b>£5,552,000</b></u>

# 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/>