



Parking Services Annual Report 2022 to 2023

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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.

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.

More information on this can be found here: <https://www.bristol.gov.uk/policies-plans-strategies/bristol-transport-strategy>

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.

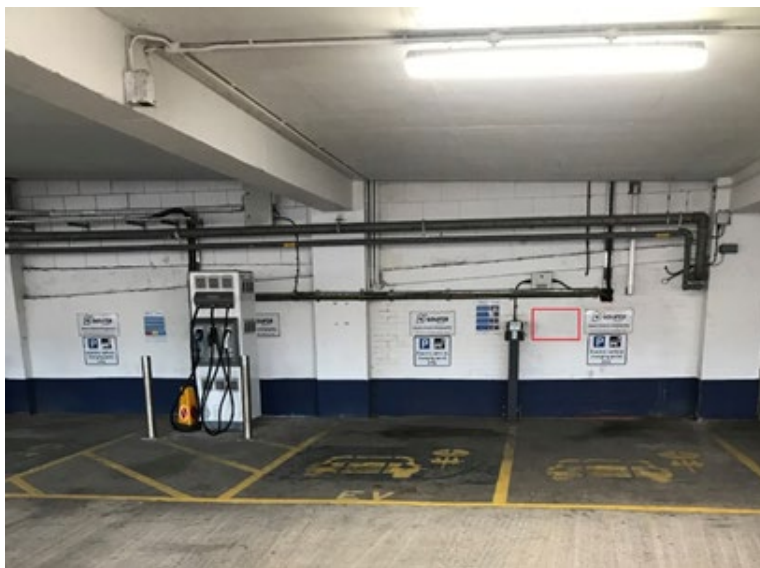
More information about the JLTP4 can be found on the Council's website:

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

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, and specific information for each car park, including their tariffs (if applicable) can be found on our website [here](#).



During the 2022 to 2023 financial year, we completed structural repairs to West End, significantly extending the expected lifespan of the car park.

We have facilitated the installation of 8 modular homes within Derby Street Car Park, and have previously helped with similar projects at Chalks Rd & Alexandra Park Car Parks

We've worked with the West of England Combined Authority and our City Transport team to facilitate the construction of a new railway platform calling at Portway Park & Ride (P&R), with access and parking via the P&R site. We also introduced new CCTV and expanded the car park capacity as part of this project.

We have redecorated the stairwells and invested in new CCTV at Temple Gate Car Park which has also been reconfigured to create more publicly available parking.

We've worked with Bristol Operations Centre and The Samaritans to install welfare signage at our multi-story car parks.

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.

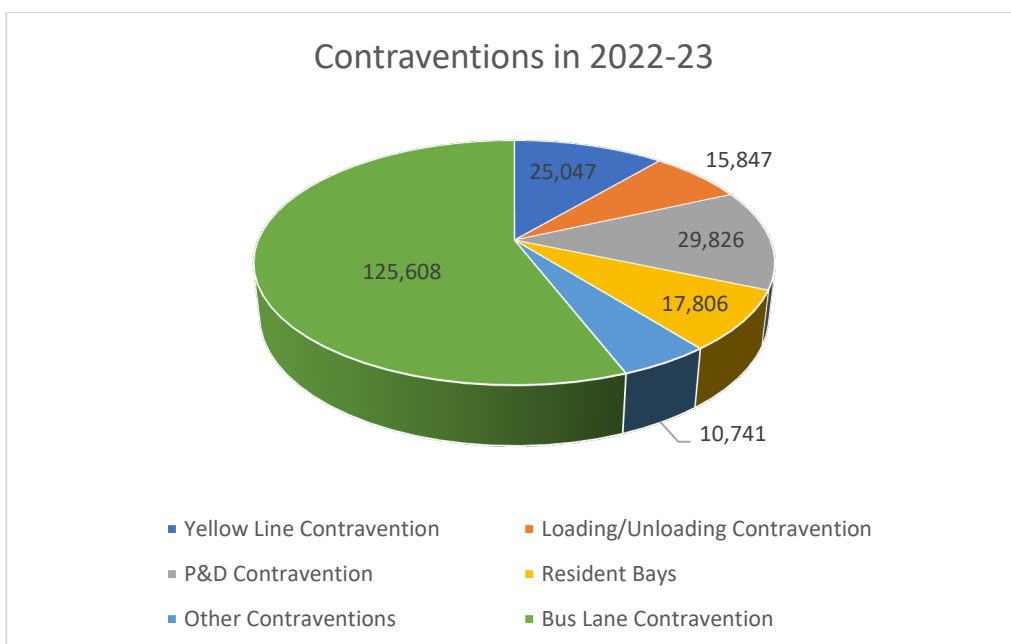
We have carried out numerous days of action with the Police at Stapleton Road. This targeted vehicles which were causing obstructions as well as those contravening parking restrictions, which had been preventing the Council from relining the Highway.

We carried out a day of action with the Internal Audit Team and Police for Blue Badge Fraud in July 2022.

We have carried out further days of action with the Police across both Southmead and Barton Hill following requests from Councillors and residents respectively, as well as continuing our work with the Police to combat parking issues around schools.

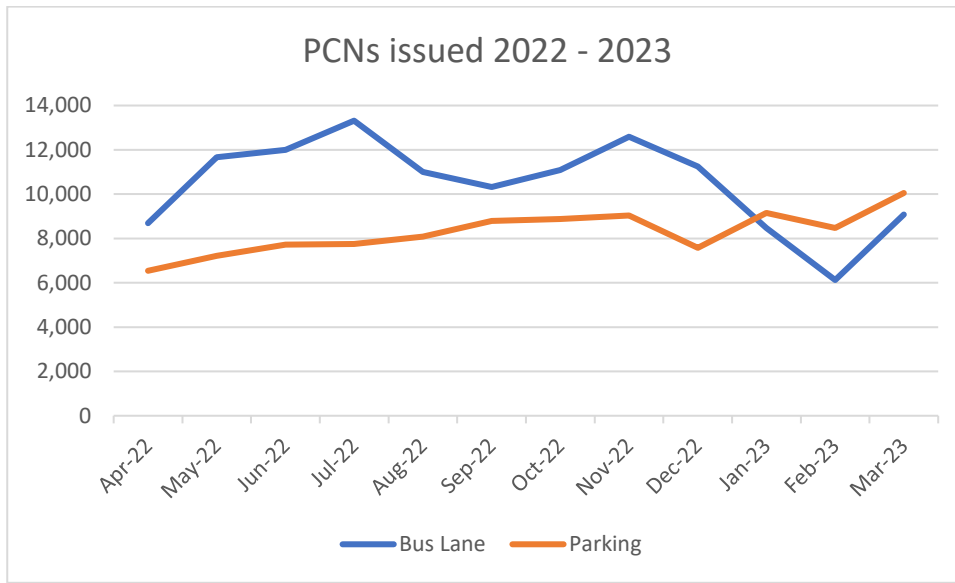
Where new restrictions are implemented (bus lanes, new Residents Parking Schemes etc) we will complete a period of 'soft enforcement' where warning notices are issued rather than live penalties.

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 Parking and Bus Lane Penalty Charge Notices are issued



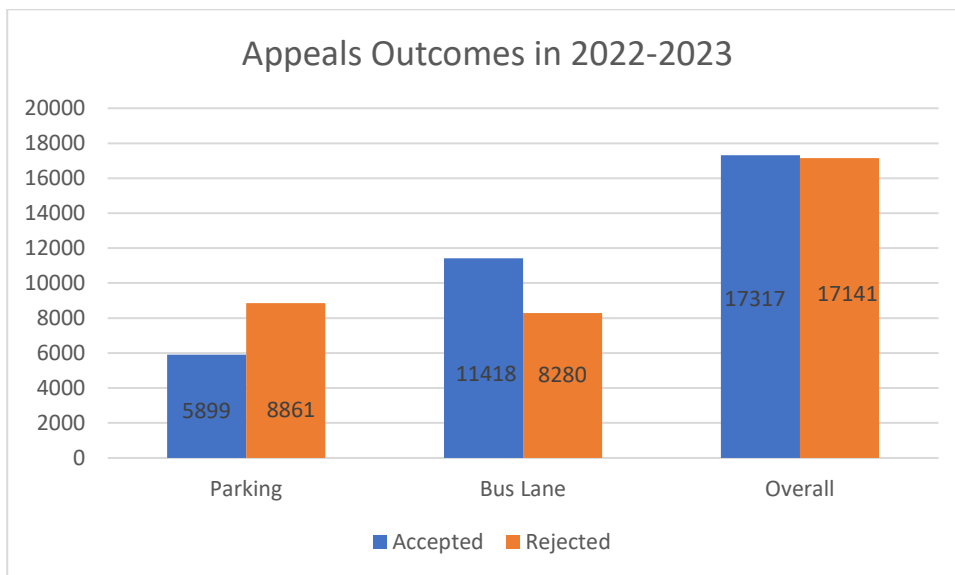
Parking PCNs are broken into higher and lower categories, based on the severity of the infringement. In 2022 – 23 we issued:

	ON STREET PCNS	OFF STREET PCNS
HIGHER RATE	65,998	458
LOWER RATE	25,928	6,883
TOTAL	91,926	7,341

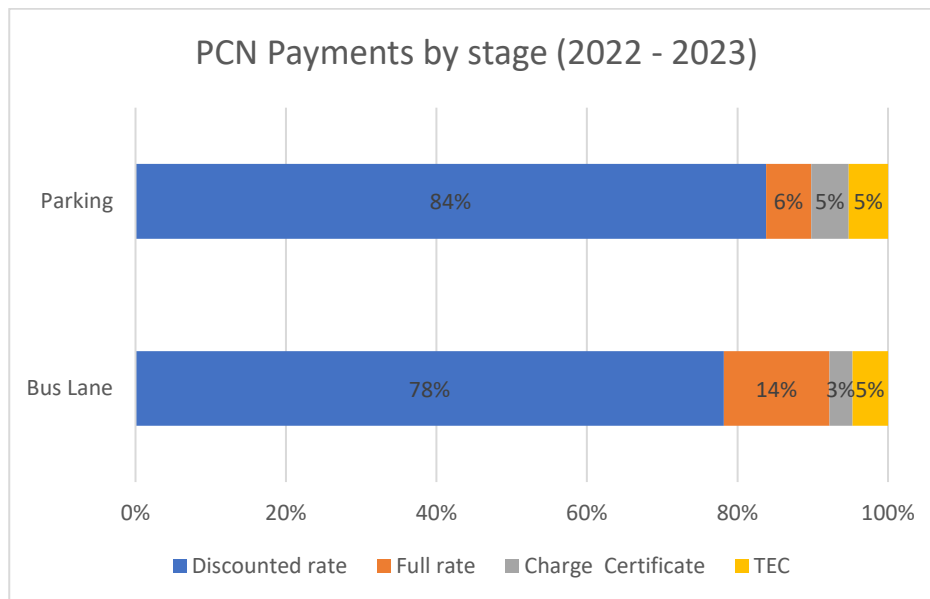


Once a PCN is issued, and a motorist believes it was either incorrectly issued or there is sufficient mitigation, the statutory appeals procedure can be used. Overall, 17,317 (7.7%) of all Parking or Bus Lane PCNs were cancelled following a challenge/representation being made. More information about the appeals procedure can be found on Patrol’s website here:

<https://www.patrol-uk.info/i-have-received-a-pcn/>



Overall, 170,022 (75.6%) of all Parking and Bus Lane PCNs issued in 2022-23 were paid, of which 138,156 (61.4%) of these were paid at the discounted rate.



Locations with the Highest Number of Parking PCNs Issued		
Location	PCNs issued	Revenue generated
Gloucester Road (Bishopston)	1,976	£ 76,280.00
The Horsefair (City Centre)	1,827	£ 50,144.01
Berkeley Square (Clifton)	1,515	£ 44,341.08
Whiteladies Road (Clifton)	1,262	£ 47,679.00
Stapleton Road (Eastville)	1,205	£ 38,974.54
Gloucester Road (Horfield)	1,155	£ 44,179.50
Callowhill Court (City Centre)	1,126	£ 29,712.93
College Street Car Park	1,083	£ 28,531.50
The Grove Car Park	951	£ 26,249.00
Portland Square (St Pauls)	880	£ 25,009.00

Locations with the Highest Number of Bus Lane PCNs Issued		
Location	PCNs issued	Revenue generated
High Street (Junction Baldwin Street)	31,766	£ 1,163,857.71
Baldwin Street (Junction Marsh Street)	20,712	£ 628,404.84
Victoria Street (Bristol Bridge)	17,828	£ 642,900.56
Stoke Lane Off Slip MetroBus Only Link	15,346	£ 209,758.58
Baldwin Street (Junction High Street)	11,783	£ 382,893.25
Baldwin Street (Junction Broad Quay)	8,989	£ 274,715.50
Union Street (Junction the Haymarket)	5,470	£ 158,208.57
Bath Road (A4)	3,584	£ 120,470.83
Romney Avenue (Outbound)	2,305	£ 74,401.95
Colston Avenue	2,236	£ 76,754.59

Clean Air Zone Enforcement

The Clean Air Zone was successfully introduced in Bristol, with the aim of tackling Bristol's illegal levels of pollution within the shortest possible time, this was introduced on 28th November 2022. Non-compliant vehicles who enter the Clean Air Zone must pay a charge for every day they enter the Zone.

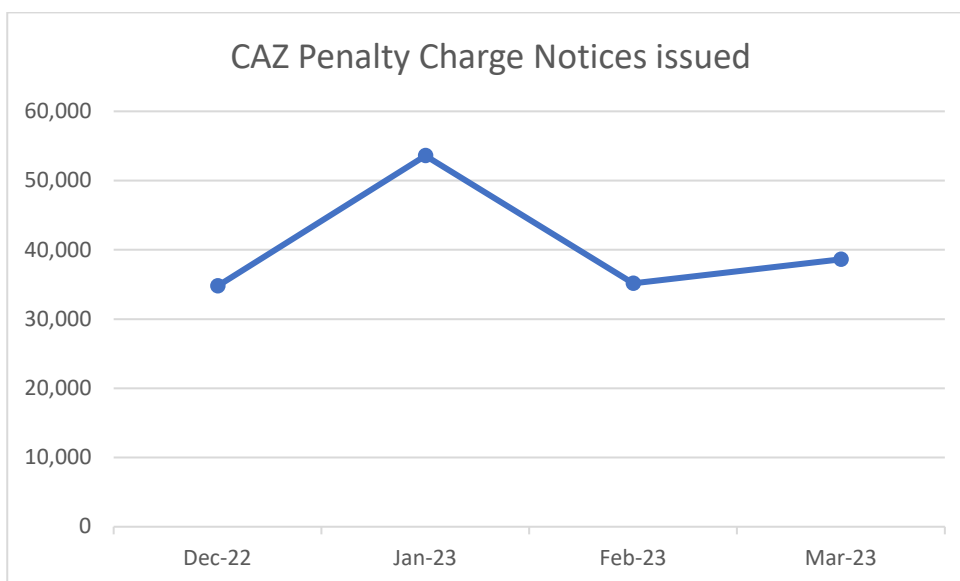
Further information on the Clean Air Zone can be found on the Council's website:

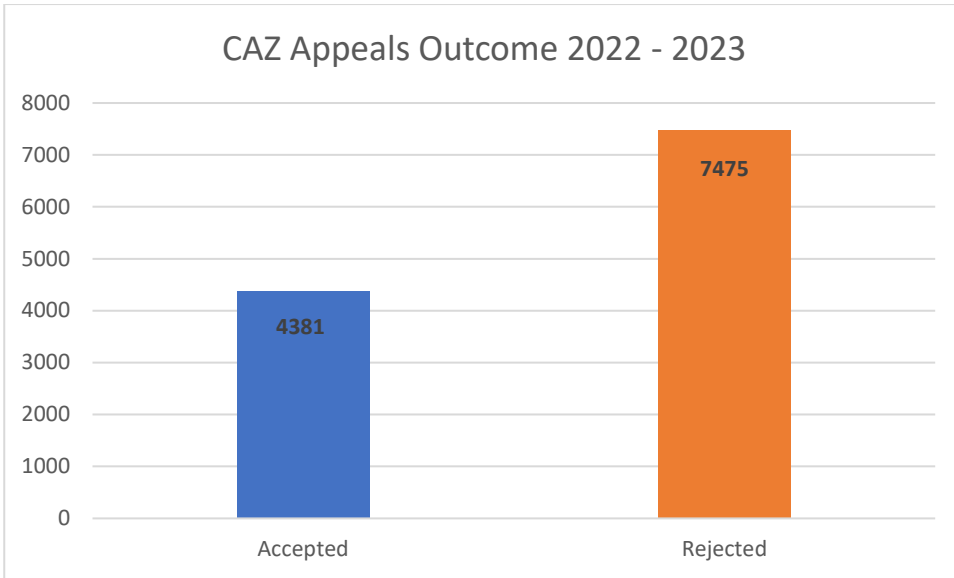
<https://www.bristol.gov.uk/residents/streets-travel/bristols-caz>

Motorists can check whether their vehicle is compliant, or make a payment, by using the DVLA's website: [Drive in a clean air zone - GOV.UK \(www.gov.uk\)](https://www.gov.uk/drive-in-a-clean-air-zone)

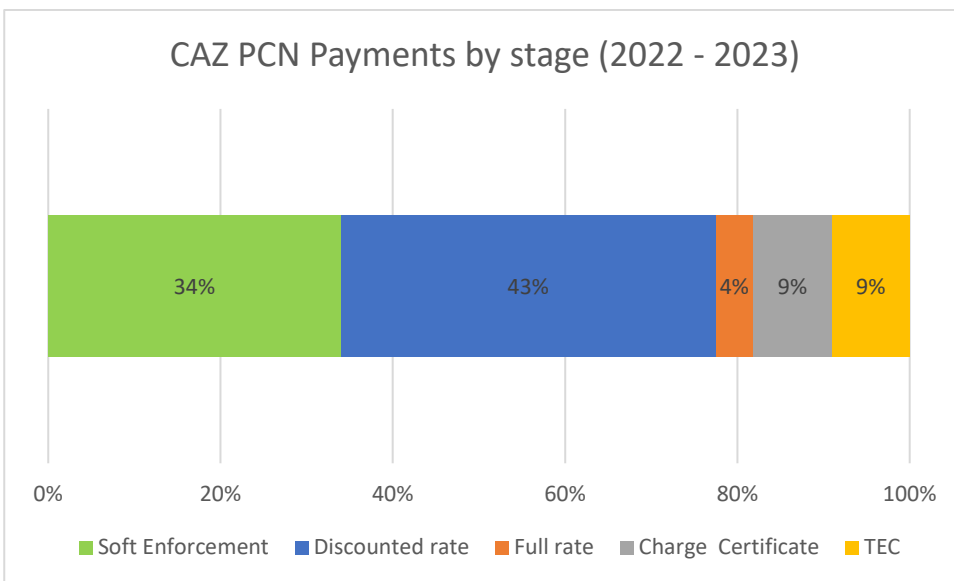
Due to the day the Clean Air Zone became operational, data for this financial year is only available for 3 days of November and the 4 full months after that. Motorists issued with Penalty Charge Notices in the first 6 weeks of the Zone become operational had the option to pay the daily charge rather than the PCN charge.

There are times where we need to issue Penalty Charge Notices to non-compliant vehicles who haven't paid the charge or have a valid exemption. When we do, our enforcement is carried out by CCTV enforcement of the Clean Air Zone. The graph below shows the number of Clean Air Zone Penalty Charge Notices issued:

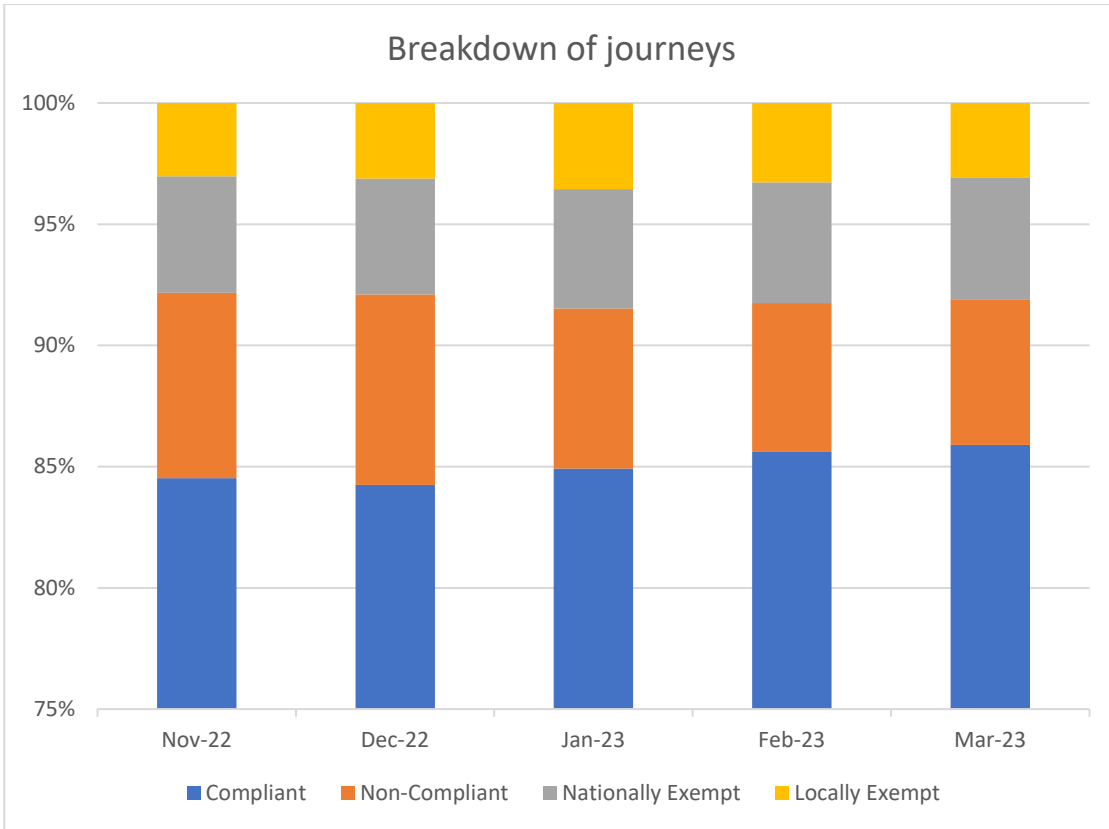




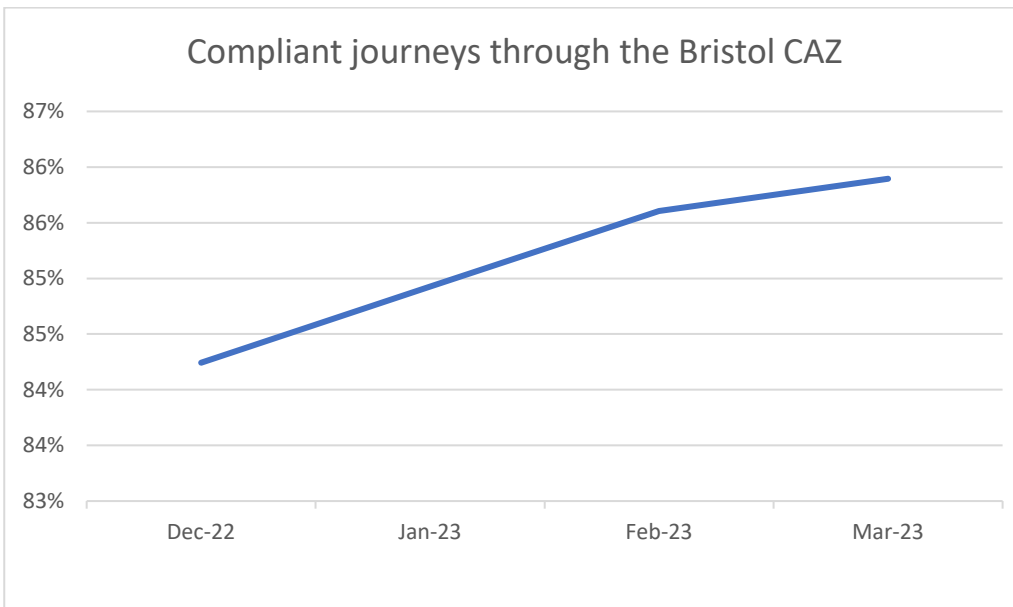
Overall, 131,932 (59.7%) of all CAZ PCNs issued in 2022-23 have been paid to date, of which 44,866 (20.5%) of these were paid at the daily charge rate during the “soft enforcement” period and a further 57,376 (26%) of these were paid at the discounted rate (Data as at 20/11/2024).

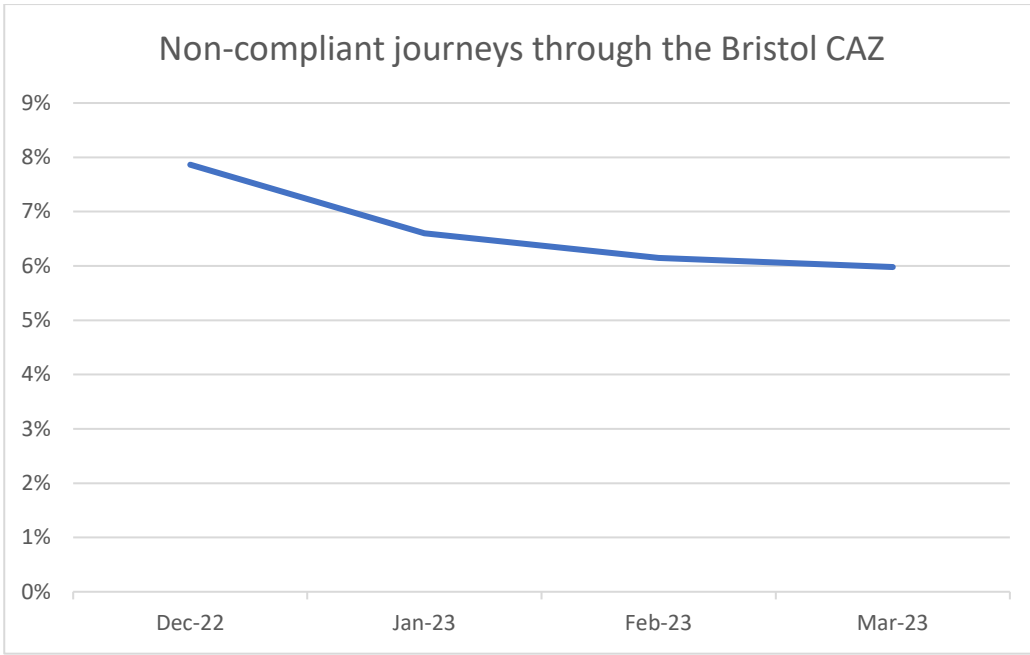


Local exemptions have been made available to motorists, the majority of these expired at the end of the financial year. A significant number of vehicles also receive a national exemption from the Clean Air Zone. The chart below shows how compliant and non-compliant journeys compared to the exempt journeys.



Over time an increase of compliant journeys has been noted, alongside a decrease to non-compliant journeys.





Financial Statements

The following table shows the breakdown of Parking Services' Parking Enforcement income and shows how any resulting surplus has been spent.

Parking Enforcement - Financial Statement 2022-23

	£'000	£'000
Income		
On Street Pay and Display Income	-6,514	
PCN Income	-3,201	
RPS Permits	-2,321	
General Income	-1,390	
Total Income		-13,426
Expenditure		
Employees	3,627	
Premises Costs	126	
Supplies and Services	495	
Third Party Payments	437	
Transport	1	
Support Services	368	
Total Expenditure		5,054
Operating Surplus		-8,372
Overhead Allocation		1,129
Net Surplus before transfer to reserves		-7,243
Transfer to reserves		0
Net Surplus after transfer to reserves		-7,243
This surplus has contributed to expenditure on the following allowable items:		
Gross Expenditure on Allowable Items		
Provision of Off-Street Parking		2,244
Park and Ride Schemes		681
Public Passenger Transport incl WECA Transport Levy ¹		10,554
Highways or Road Improvements		11,625
Total Allowable Expenditure		25,104
Excess of Allowable Expenditure Over Net Surplus		17,861

¹ BCC have been paying West of England Combined Authority (WECA) a levy to carry out various services since 20/21.

The following table shows the breakdown of Parking Services' Bus Lane Enforcement income and shows how any resulting surplus has been spent.

Bus Lane Enforcement - Financial Statement 2022-23

	£'000	£'000
Income		
PCN Income	-3,897	
Total Income		-3,897
Expenditure		
Employees	455	
Supplies and Services	390	
Support Services	132	
Total Expenditure		977
Operating Surplus		-2,920
Overhead Allocation		65
Net Surplus before transfer to reserves		-2,855
Transfer to/from Reserves		-114
Net Surplus after transfer to reserves		-2,969
This surplus has contributed to expenditure on the following allowable items:		
Public Passenger Transport		3,288
Total Allowable Expenditure		3,288
Excess of Allowable Expenditure over Net Surplus:		319

Income from the Clean Air Zone is ringfenced for the purposes set out in the Bristol Clean Air Zone Order 2022.

The following table shows the breakdown of the Clean Air Zone income and expenditure and also shows how any resulting surplus has been spent.

Clean Air Zone Financial Statement 2022-23

	£'000	£'000
Income		
Daily CAZ charges	-3,302	
PCN Income	-6,576	
Total Income		-9,878
Employees	357	
Supplies and Services	818	
Support Services	285	
Total Expenditure		1,460
Operating Surplus		-8,418
Overhead Allocation		233
Net Surplus before transfer to reserves		-8,185
Transfer to reserves		8,437
Net Surplus after transfer to reserves		252
Opening Balance on Reserve:		-8,437
Transfers from reserves:		
Improving and Maintaining Infrastructure	1,046	
Total Transfers from reserves		1,046
Balance on reserve as at 31.03.23		-7,391

Contact details and useful information

Parking Services:

Email: parking.pcnappeal@bristol.gov.uk
caz.pcnappeal@bristol.gov.uk
parking.permits@bristol.gov.uk

Website: www.bristol.gov.uk/parking

Parking & Bus Lane Contact Form: www.bristol.gov.uk/parkingpcncontact

Clean Air Zone PCN Contact Form: www.bristol.gov.uk/cazpcncontact

Parking & Bus Lane PCN enquiries: 0117 9223091

Clean Air Zone PCN enquiries: 0117 903 6385

Bay suspensions: 0117 9038070

To report an illegally parked vehicle: 0117 9038070

General telephone enquiries: 0117 9222198

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

PCN Payments:

Automated Telephone Payment Line: 0117 903 6402

Online Payments: www.bristol.gov.uk/pay

In person at the 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

Park and Ride information: <http://www.travelbristol.org/parkandride>

MetroBus: <https://metrobusbristol.co.uk>

Residents' Parking Schemes: <http://www.bristol.gov.uk/rps>

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