



# Parking Services Annual Report 2023 to 2024

# Contents

Parking Services Annual Report 2023 to 2024.....	1
Contents .....	2
Welcome.....	3
Bristol Transport Strategy.....	3
The Joint Local Transport Plan 4.....	3
Car Parking.....	4
Enforcement .....	5
Clean Air Zone Enforcement.....	8
Financial Statements .....	<b>Error! Bookmark not defined.</b>
Contact details and useful information .....	<b>Error! Bookmark not defined.</b>
Parking Services: .....	<b>Error! Bookmark not defined.</b>
Other useful numbers.....	<b>Error! Bookmark not defined.</b>
Other organisations: .....	<b>Error! Bookmark not defined.</b>



# 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 2023 to 2024 financial year, we carried out the pedestrianisation of the Old City area, installing barriers to enhance control and management of pedestrianised zones.

The renewal of contracts for Pay & Display machines took place this year, along with additional Pay & Display parking spaces being provided at Temple Gate Car Park.

We have overseen the refurbishment of Brislington Park & Ride toilet facilities, to improve experience for users.

We have improved accessibility to facilities at Long Ashton Park & Ride, making it easier for all users to access the site.

# 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.

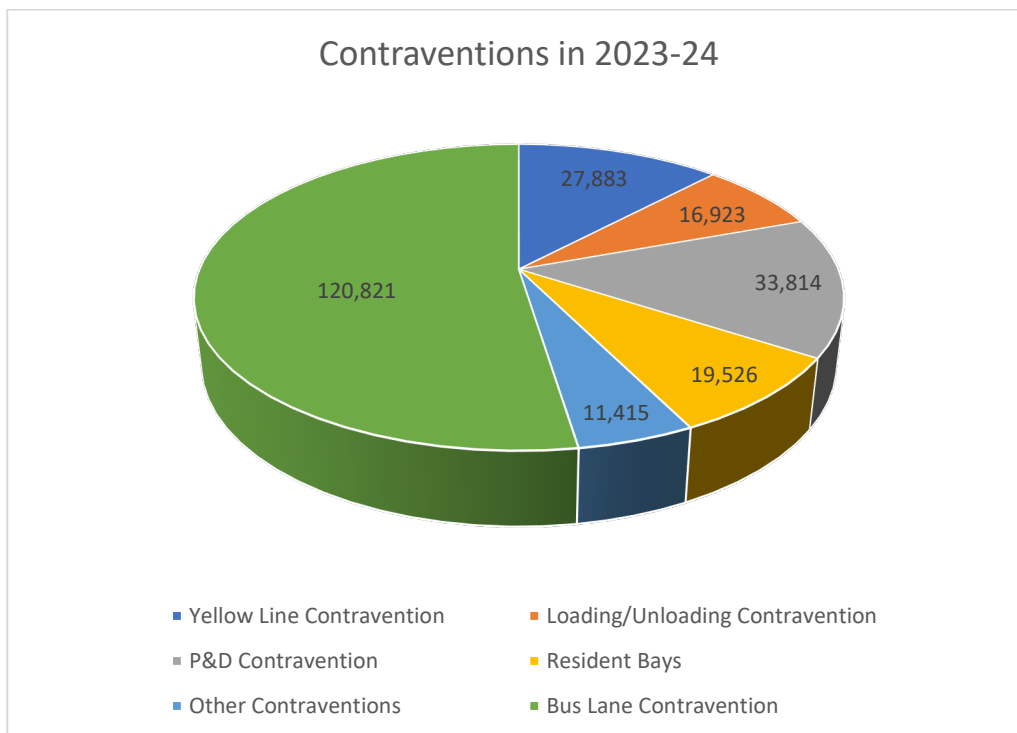
Over the course of the year, we conducted several days of action in partnership with the Police at East Street, Stapleton Road, and in Southmead.

We collaborated with the Internal Audit Team and Police to conduct a targeted enforcement action day addressing Blue Badge fraud.

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.

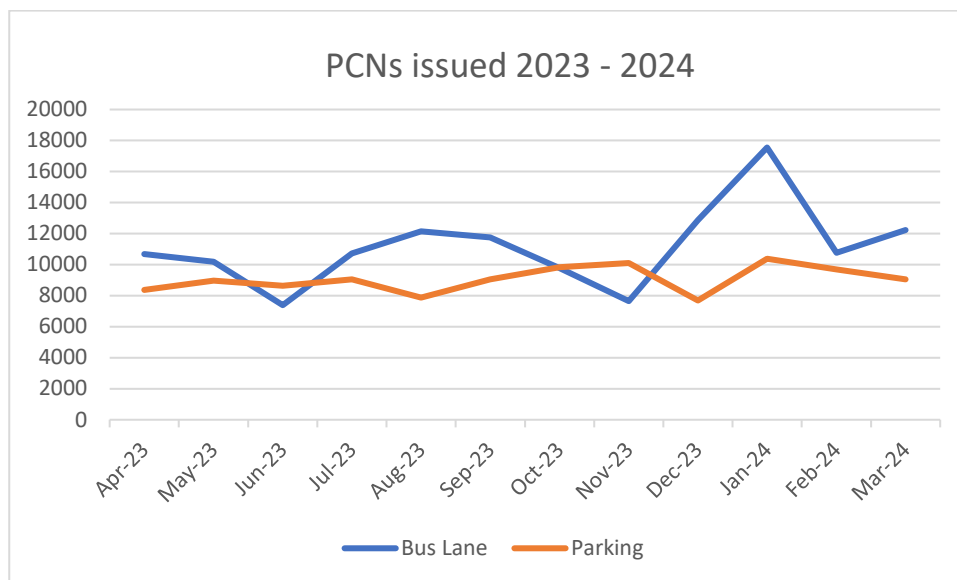
A bus gate on Cumberland Road was introduced, which supports the Council's goal to reduce air pollution in Bristol, whilst improving bus journey times and reliability. It also benefits residents and people walking and cycling on Spike Island.

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:



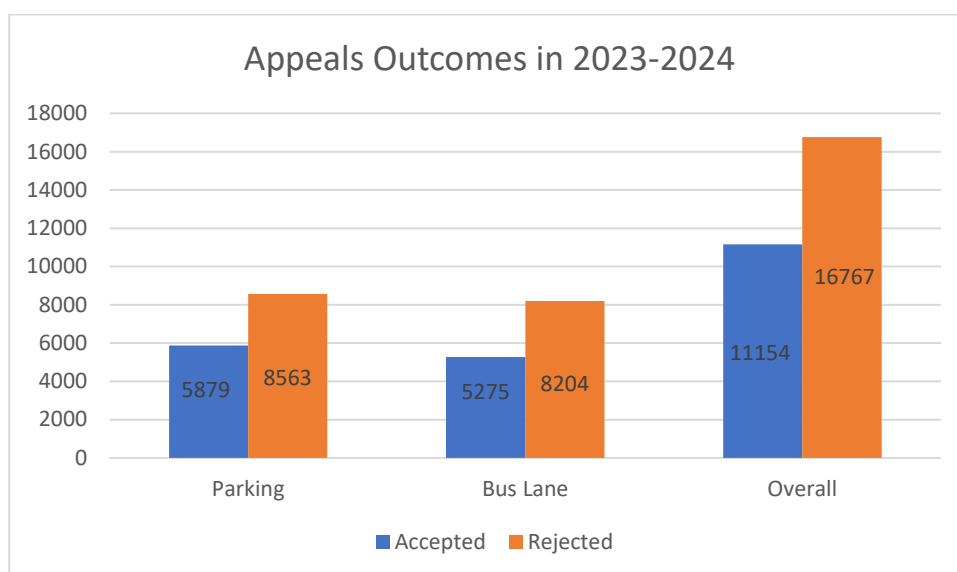
Parking PCNs are broken into higher and lower categories, based on the severity of the infringement. In 2023 – 24 we issued:

	ON STREET PCNS	OFF STREET PCNS
<b>HIGHER RATE</b>	72,083	465
<b>LOWER RATE</b>	34,905	2,108
<b>TOTAL</b>	106,988	2,573

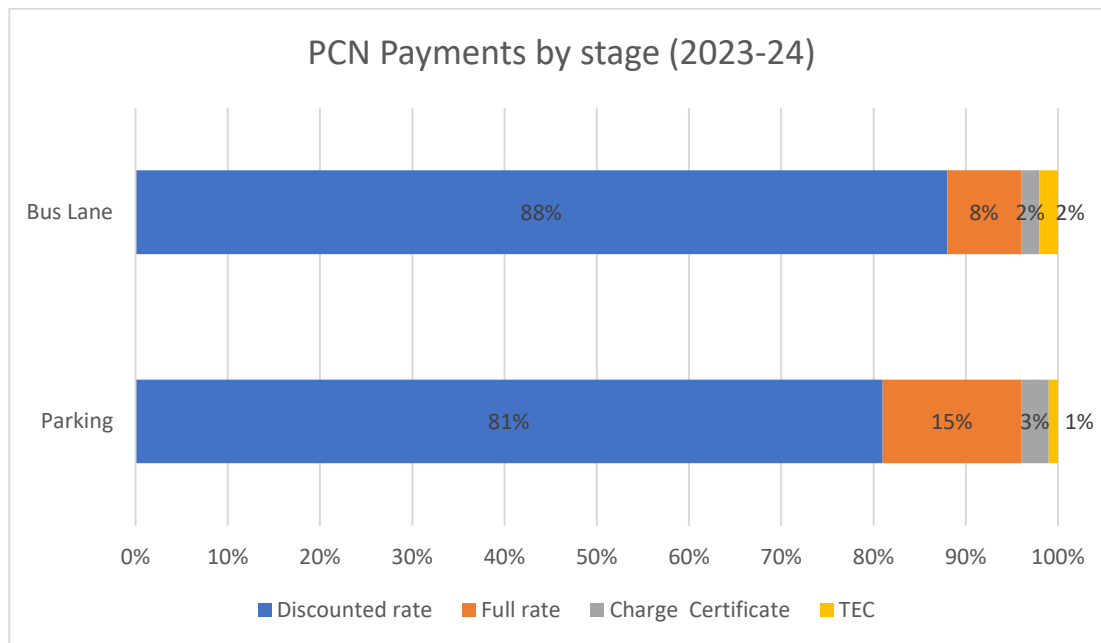


Once a PCN is issued, and a motorist believes it was either incorrectly issued or there is sufficient mitigation, the statutory appeals procedure can be used. Overall, 11,154 (4.8%) of all Parking or Bus Lane PCNs were cancelled following a challenge/representation being made. More information about the appeals procedure can be found on Patrol’s website here:

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



Overall, 174,053 (75.5%) of all Parking and Bus Lane PCNs issued in 2023-24 were paid, of which 147,250 (63.9%) of these were paid at the discounted rate.



<b>Locations with the Highest Number of Parking PCNs Issued</b>			
<b>Location</b>	<b>PCNs issued</b>	<b>Revenue generated</b>	
Gloucester Road (Bishopston)	2,345	£	90,318.83
The Horsefair (City Centre)	2,101	£	66,616.00
Berkeley Square (Clifton)	1,530	£	46,714.51
Whiteladies Road (Clifton)	1,365	£	47,244.00
Callowhill Court (City Centre)	1,122	£	29,435.00
Stapleton Road (Eastville)	1,069	£	31,974.35
The Grove Car Park	1,051	£	30,310.00
Gloucester Road (Horfield)	1,039	£	39,118.00
Union Street (City Centre)	969	£	29,110.00
Elmdale Road (Clifton)	899	£	28,358.00

<b>Locations with the Highest Number of Bus Lane PCNs Issued</b>			
<b>Location</b>	<b>PCNs issued</b>	<b>Revenue generated</b>	
Cumberland Road Bus Gate	35,782	£	1,151,928.58
High Street (Junction Baldwin Street)	19,081	£	706,907.60
Victoria Street (Bristol Bridge)	13,213	£	473,974.83
Stoke Lane Off Slip MetroBus Only Link	11,460	£	198,388.92
Baldwin Street (Junction Marsh Street)	10,735	£	344,010.00
Baldwin Street (Junction High Street)	10,475	£	357,928.21
Baldwin Street (Junction Broad Quay)	5,224	£	149,928.00
Bath Road (A4)	4,128	£	139,734.00
Union Street (Junction the Haymarket)	3,247	£	97,297.21
A37 Wells Road (Three Lamps)	3,256	£	103,073.50

# Clean Air Zone Enforcement

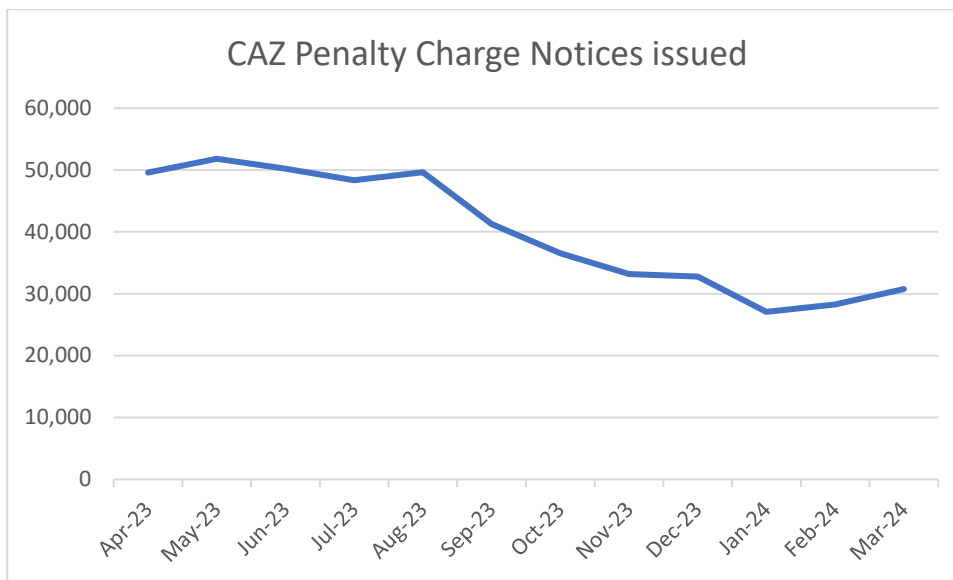
The Clean Air Zone in Bristol has remained fully operational, introduced on 28th November 2022, with the objective of addressing the city's illegal levels of air pollution. The initiative aims to reduce pollution levels to legal limits in the shortest possible time, contributing to a healthier environment for residents and visitors. It requires non-compliant vehicles who enter the Clean Air Zone to 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:

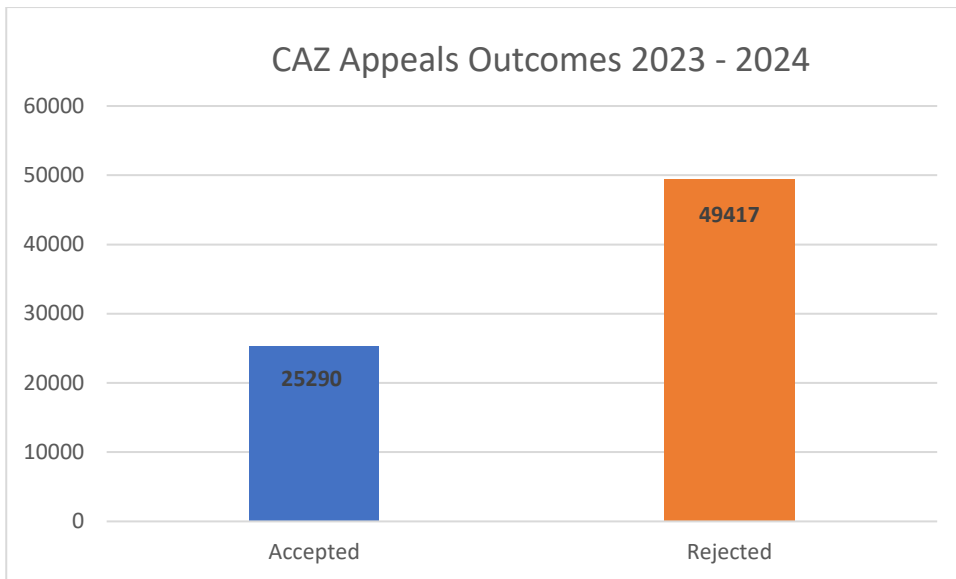
<https://www.bristol.gov.uk/residents/streets-travel/bristols-caz>

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 \(www.gov.uk\)](http://www.gov.uk)

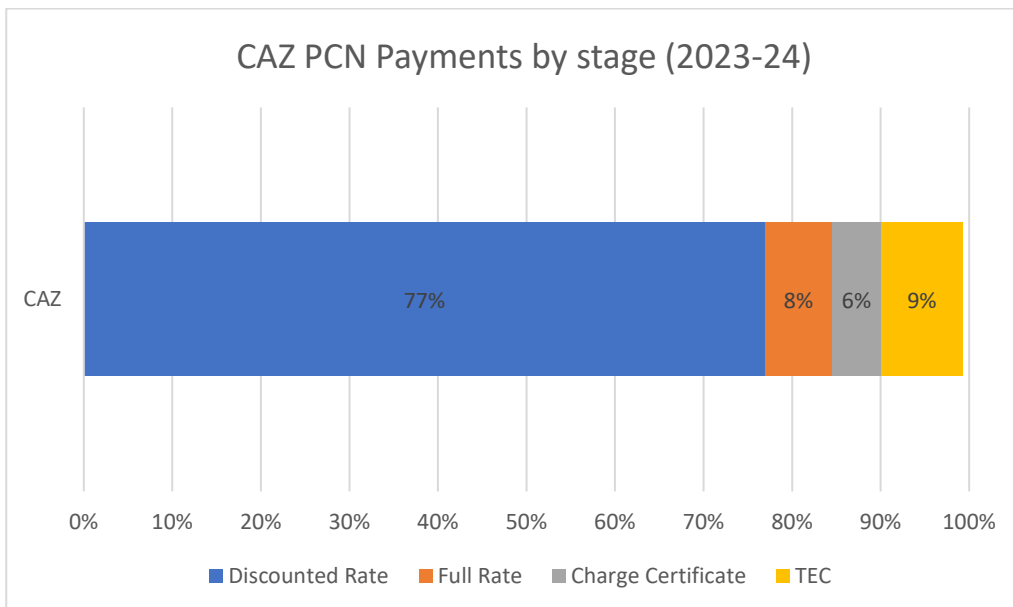
There are times where we need to issue Penalty Charge Notices to non-compliant vehicles who haven't paid the charge or have a valid exemption. When we do, our enforcement is carried out by CCTV enforcement of the Clean Air Zone. The graph below shows the number of Clean Air Zone Penalty Charge Notices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



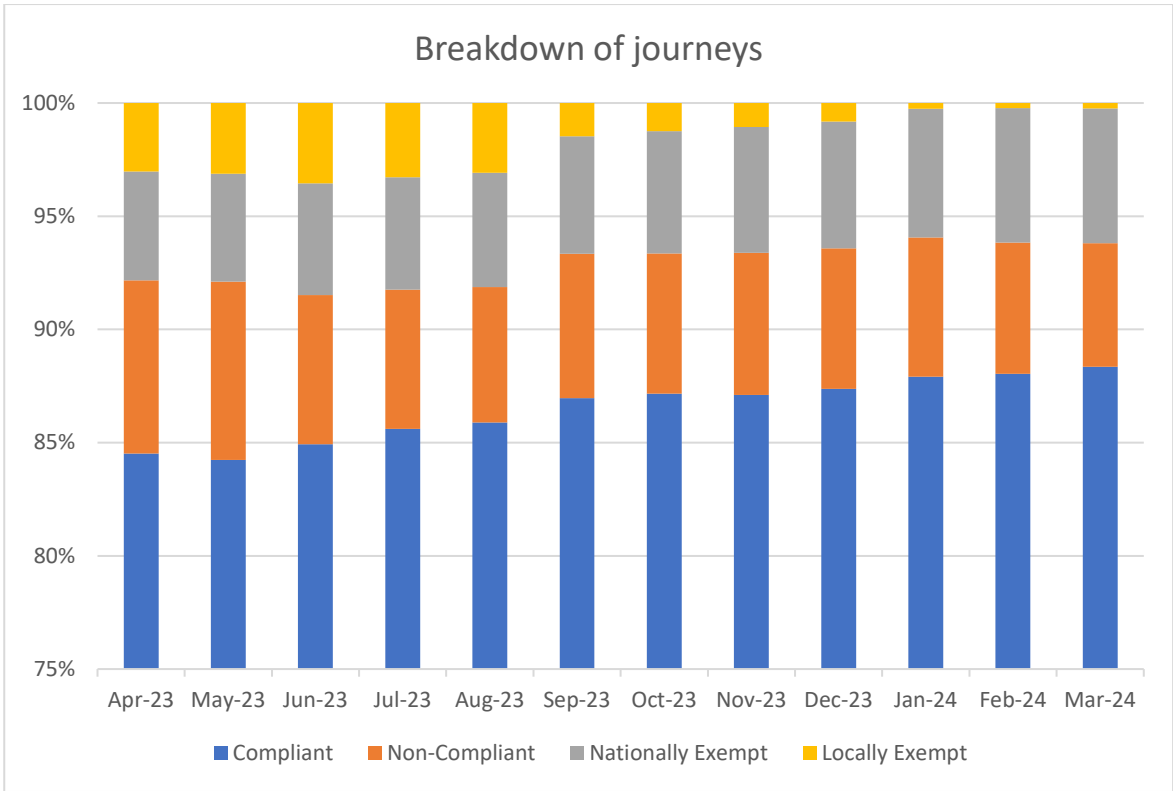




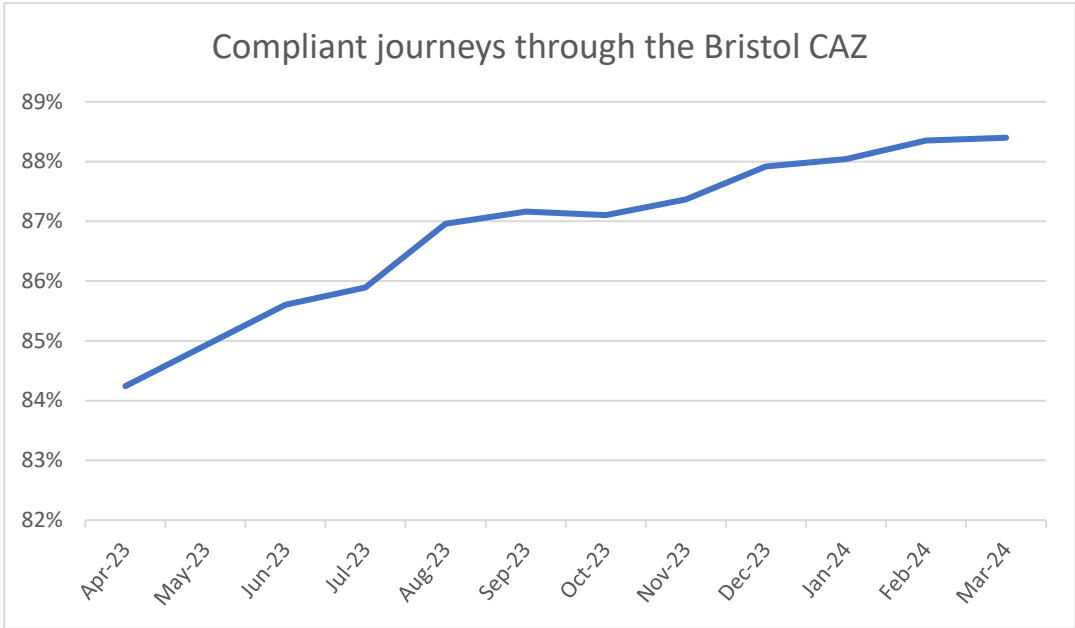
Overall, 237,068 (49.4%) of all CAZ PCNs issued in 2023-24 have been paid to date, of which 184,257 (38.4%) of these were paid at the discounted rate (Data as at 20/11/2024).

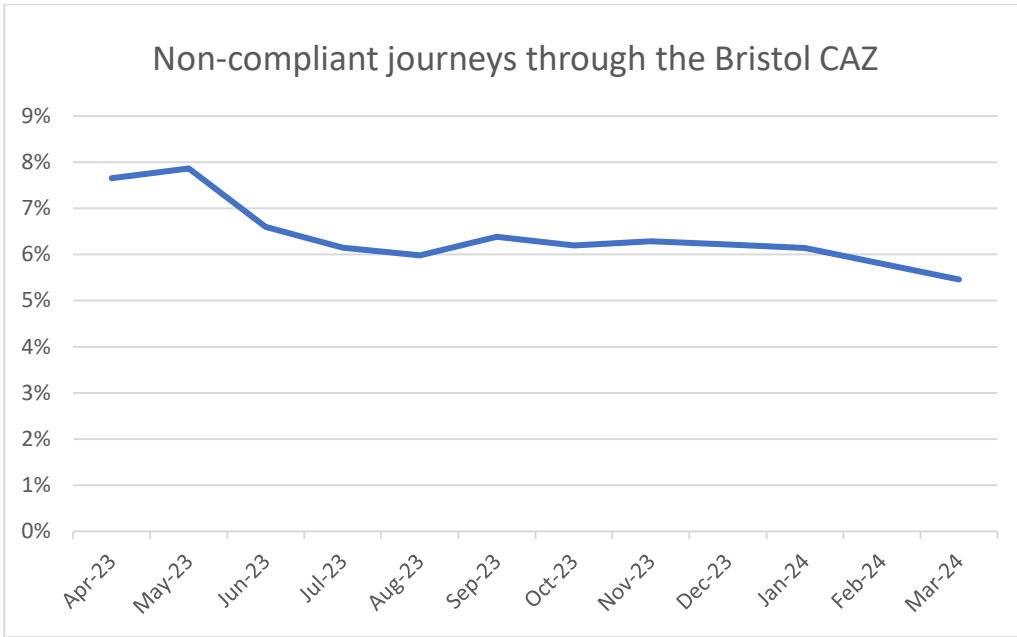


A significant number of vehicles receive a national exemption from the Clean Air Zone. The chart below shows how compliant and non-compliant journeys compared to the exempt journeys.



Throughout the year, the number of compliant journeys consistently increased, while non-compliant journeys experienced a decrease.





# 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 2023-24

	£'000	£'000
<b>Income</b>		
On Street Pay and Display Income	-7,365	
PCN Income	-3,657	
RPS Permits	-2,428	
General Income	-843	
<b>Total Income</b>		<b>-14,293</b>
<b>Expenditure</b>		
Employees	3,354	
Premises Costs	47	
Supplies and Services	644	
Third Party Payments	433	
Transport	2	
Support Services	315	
<b>Total Expenditure</b>		<b>4,796</b>
<b>Operating Surplus</b>		<b>-9,498</b>
Overhead Allocation		1,097
<b>Net Surplus before transfer to reserves</b>		<b>-8,400</b>
Transfer to reserves		0
<b>Net Surplus after transfer to reserves</b>		<b>-8,400</b>
This surplus has contributed to expenditure on the following allowable items:		
<b>Gross Expenditure on Allowable Items</b>		
Provision of Off-Street Parking		2,480
Park and Ride Schemes		758
Public Passenger Transport		0
Highways or Road Improvements		8,862
<b>Total Allowable Expenditure</b>		<b>12,101</b>
<b>Excess of Allowable Expenditure Over Net Surplus</b>		<b>3,700</b>

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 2023-24

	£'000	£'000
<b>Income</b>		
PCN Income	-4,198	
<b>Total Income</b>		<b>-4,198</b>
<b>Expenditure</b>		
Employees	488	
Supplies and Services	298	
Support Services	81	
<b>Total Expenditure</b>		<b>867</b>
<b>Operating Surplus</b>		<b>-3,331</b>
Overhead Allocation		87
<b>Net Surplus before transfer to reserves</b>		<b>-3,244</b>
Transfer to/from Reserves		-36
<b>Net Surplus after transfer to reserves</b>		<b>-3,280</b>
This surplus has contributed to expenditure on the following allowable items:		
Public Passenger Transport		1,783
Highways or Road Improvements		10,360
<b>Total Allowable Expenditure</b>		<b>12,143</b>
<b>Excess of Allowable Expenditure over Net Surplus:</b>		<b>8,862</b>

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 2023-24**

	£'000	£'000
<b>Income</b>		
Daily CAZ charges	-10,626	
PCN Income	-27,673	
<b>Total Income</b>		<b>-38,300</b>
Employees	1,032	
Supplies and Services	4,316	
Support Services	1,052	
<b>Total Expenditure</b>		<b>6,400</b>
<b>Operating Surplus</b>		<b>-31,899</b>
Overhead Allocation		334
<b>Net Surplus before transfer to reserves</b>		<b>-31,565</b>
Transfer to reserves		31,887
<b>Net Surplus after transfer to reserves</b>		<b>322</b>
<b>Opening Balance on Reserve:</b>		<b>-7,391</b>
<b>Transfers to reserves:</b>	-31,887	
		<b>-39,277</b>
<b>Transfers from reserves:</b>		
Improving Public Transport	10,235	
Improving and Maintaining Infrastructure	5,417	
Local Transport Projects	90	
<b>Total Transfers from reserves</b>		<b>15,742</b>
<b>Balance on reserve as at 31.03.24</b>		<b>-23,535</b>

# Contact details and useful information

## Parking Services:

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

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

Parking & Bus Lane Contact Form: [www.bristol.gov.uk/parkingpcncontact](http://www.bristol.gov.uk/parkingpcncontact)

Clean Air Zone PCN Contact Form: [www.bristol.gov.uk/cazpcncontact](http://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](http://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](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/>