



# Parking Services Annual Report 2018-19

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## 1. Summary

This is Bristol City Council's eleventh 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/rps>

### **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.

More information about the Metrobus scheme can be found at <https://metrobusbristol.co.uk/>

### **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.

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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.

Particular instances to have occurred this year include the enforcement of the Parry's Lane limited waiting area. Having had the concerned raised a concentrated effort for two weeks of dedicated enforcement was undertaken and we continue to work in conjunction with the partnership to explore the possibility of changing of the restriction in place.

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 2018-19**

Sunday charging was re-introduced within the Central Parking Zone to support the existing Transport Policies within the Joint Local Transport Plan. Having been approved by the Full Council, the charges became operative on 3<sup>rd</sup> September 2018.

A new Parking Permit Area (PPA) was introduced at Pitlochry Close, near to Southmead Hospital, becoming operative in September 2018.

Following on from the condition surveys of West End and Temple Gate multi-storey car parks, work began to undertake some of the structural repairs at Temple Gate. This will be an ongoing process, continuing into 2019-20.

In-line with the Metro Bus scheme, new locations of bus lane enforcement was introduced, at Stoke Lane and Colston Avenue. Stoke Lane consists of 2 cameras, which became operative on 26<sup>th</sup> April 2018, whereas Colston Avenue became operative on 22<sup>nd</sup> March 2019. The M3 service was the first to go live in May 2018, followed by the M2 in September and finally the M1 in January 2019.

Having awarded a new contract to our cashless parking provider, RingGo, a complete signage refresh was undertaken throughout the city during the first quarter of the year.

A full review of all Residents Parking Schemes started this year. Residents were consulted on the effectiveness of each scheme and on any changes they felt were necessary. A number of schemes were amended as a result, changes in some areas included alteration of charging days and/or hours.

## **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.

This process of updating our older models of pay and display machines continued during the year with phase 3 complete. The fourth and final phase is scheduled for completion in 2019-20.

Current parking 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
Surface Car Park (7)	687	Short Stay	Yes	Up to £5.00
District Car Park (24)	889	Long Stay	Parking is free	Free
On Street in CPZ	1750	1 to 4 hours	Yes	Up to £5.00
Kingsdown RPS	510	3 hours	Yes	Up to £3.00
Redcliffe RPS	131	3 hours	Yes	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	Yes	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	In some locations	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	Yes	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](http://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 2017-18	Number Issued during 2018-19
CPZ Residents' Parking Permits	367	349
Permits for Kingsdown RPS	1,615	1,662
Permits for Cotham RPS	1,937	2,010
Permits for Redcliffe RPS	192	253
Permits for Easton & St Phillips RPS	1,174	1,220
Permits for Cliftonwood & Hotwells RPS	2,101	2,132
Permits for Cotham North RPS	2,716	2,721
Permits for Redland RPS	1,016	931
Permits for Bower Ashton RPS	41	40
Permits for St Pauls RPS	979	1,145
Permits for Clifton Village RPS	5,788	5,623
Permits for Clifton East RPS	3,515	3,567
Permits for Montpelier RPS	1,433	1,428
Permits for Bedminster East RPS	638	594
Permits for Southville RPS	3,046	3,402
Permits for Spike Island RPS	215	249
Multiple RPS permits (trader/medical etc)	1,119	1,213
Permits for Pitlochry Close PPA	N/A	11
<b>Total</b>	<b>27,897</b>	<b>28,550</b>

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.

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## 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; Stoke Lane in April and Colston Avenue in March. In both locations a 'soft enforcement' period took place, whereby warning notices were issued for a period of time before regular enforcement began. Contravention levels at Stoke Lane in particular were very high in the first couple of month of enforcement, which has led to a significant increase in the overall number of Bus Lane PCNs issued. This subsequently reduced with compliance.

Figures are also affected by external considerations such as roadworks.

<b>Bus Lane</b>	<b>PCNs during 2017-18</b>	<b>PCNs during 2018-19</b>	<b>Variance</b>
A38 Bedminster Parade	933	1,105	+18%
A37 Wells Road	7,128	4,829	-32%
A38 Cheltenham Road	1,408	1,066	-24%
A38 Gloucester Road	3,052	2,477	-19%
A432 Fishponds Road	3,987	2,019	-49%
A420 Church Road corridor	2,743	2,293	-16%
A4 Bath Road corridor	18,778	14,249	-24%
A4018 Whiteladies Road	437	384	-12%
Union Street	2,827	2,464	-13%
Romney Avenue	6,974	5,838	-16%
Colston Street	2,665	4,538	+70%
Colston Avenue	N/A	138	N/A
Stoke Lane	N/A	18,024	N/A
<b>Total</b>	<b>50,932</b>	<b>59,424</b>	<b>+17%</b>

## 11. Penalty Charge Notice Statistics

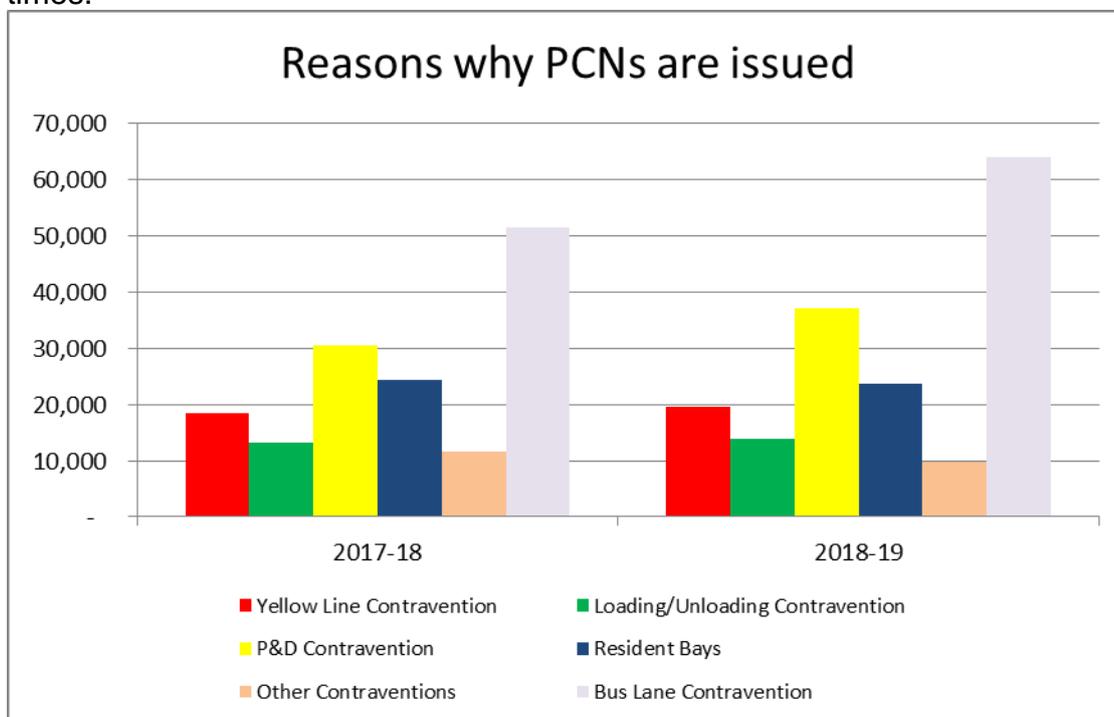
Number PCNs issued	2017-18	2018-19	Variance
On Street	91,233	95,822	+5%
Off Street	6,864	7,111	+4%
<b>Sub total</b>	<b>98,097</b>	<b>102,933</b>	<b>+5%</b>
Bus Lane	50,932	59,424	+17%
<b>Total</b>	<b>149,029</b>	<b>162,357</b>	<b>+9%</b>

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 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, apart from a rise in bus lane contraventions. This is because we have introduced 2 new camera locations.

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## 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.

402 vehicles were removed in 2018-19, 95% 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 31<sup>st</sup> 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 2018-19 62% of PCNs issued by Bristol City Council were for higher-level contraventions and 38% were for lower level contraventions (compared to 66% and 34% respectively in 2017-18).

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](mailto:parking.pcnappeal@bristol.gov.uk)
- Online at <https://parkingappeals.bristol.gov.uk/>
- In person at the Council's Citizen Service Point.

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	2017-18	2018-19	Variance
Informal Challenge	18,360	16,867	-8%
Formal Representations (Parking)	2,911	2,514	-14%
Formal Representations (Camera Car)	2	7	+250%
TPT Appeals (Parking)	122	168	+38%
<b>Parking PCN Sub total</b>	<b>21,295</b>	<b>19,556</b>	<b>-8%</b>
Formal Representations (Bus Lanes)	8,157	6,506	-20%
TPT Appeals (Bus Lanes)	144	164	+14%
<b>Bus Lane PCN Sub total</b>	<b>8,301</b>	<b>6,670</b>	<b>-20%</b>
<b>Total</b>	<b>29,596</b>	<b>26,226</b>	<b>-11%</b>

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	2017-18	2018-19	Variance
Informal Challenges	19%	16%	+3%
Formal Representations (Parking)	3%	2%	-1%
Formal Representations (Camera Car)	<1%	<1%	-
TPT Appeals (Parking)	<1%	<1%	-
<b>Parking PCN Sub Total</b>	<b>22%</b>	<b>19%</b>	<b>-3%</b>
Formal Representations (Bus Lanes)	16%	11%	-5%
TPT Appeals (Bus Lane)	<1%	<1%	-
<b>Bus Lane PCN Sub total</b>	<b>16%</b>	<b>11%</b>	<b>-5%</b>
<b>Overall</b>	<b>20%</b>	<b>16%</b>	<b>-4%</b>

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 5% increase in the number of PCNs issued and a 3% decrease in the number of appeals received. The proportion of PCNs resulting in an appeal has therefore continues to decrease.

Similarly, the number of bus lane PCNs increased by 17% and the number of appeals has also decreased by 5% so the proportion of PCNs that resulted in an appeal has also decreased.

### Outcome of Informal Challenges & Formal Representations

Type of Representation / Appeal	% Appeals Upheld 2017-18	% Appeals Upheld 2018-19	Variance
Informal Challenge	52%	54%	+2%
Formal Representation (Parking CEO)	34%	48%	+14%
Formal Representation (Parking camera car)	30%	55%	+25%
Formal Representation (Bus Lane)	59%	58%	-1% <sup>00</sup>
<b>Total</b>	<b>50%</b>	<b>54%</b>	<b>+4%</b>

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

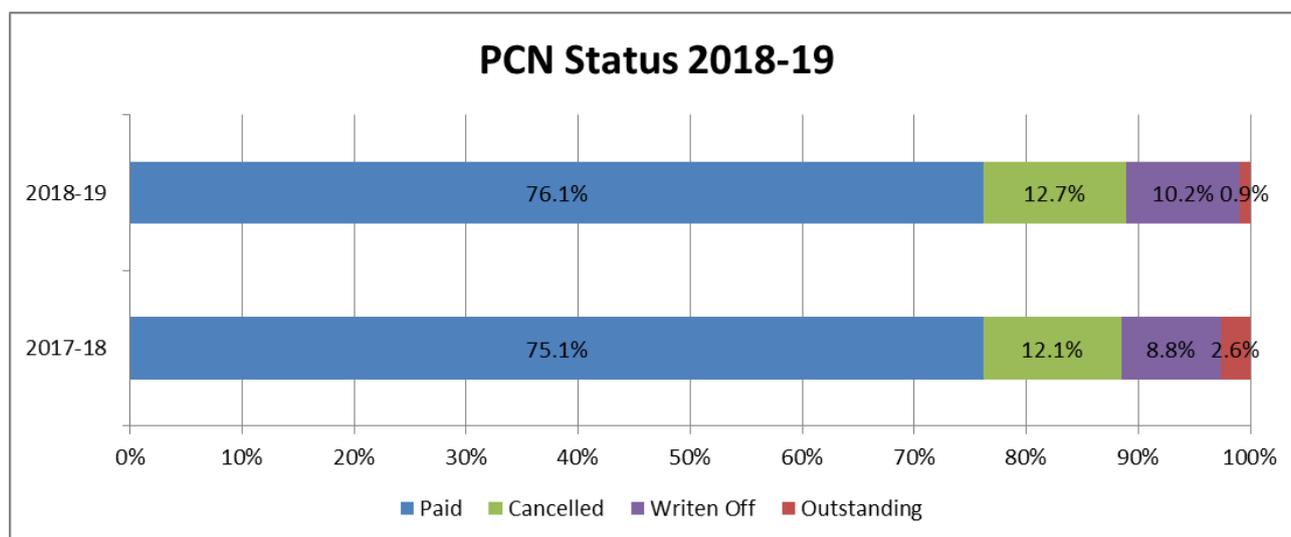
Type of Representation / Appeal	% Appeals Rejected 2017-18	% Appeals Rejected 2018-19	Variance
Informal Challenge	48%	46%	-2%
Formal Representation (Parking CEO)	66%	52%	-14%
Formal Representation (Parking camera car)	70%	45%	-25%
Formal Representation (Bus Lane)	41%	42%	+1%
<b>Total</b>	<b>50%</b>	<b>46%</b>	<b>-4%</b>

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

### Outcome of TPT Appeals

Outcome of Appeals	2017-18	2018-19	Variance
Appeal Upheld	28%	29%	+1%
Appeal Rejected	34%	42%	+8%
Appeal Not Contested	38%	29%	-9%

### Payment of PCNs



2018-19 represents final outcome of cases issued between April 2016 and September 2017  
2017-18 represents final outcome of cases issued between April 2015 and September 2016

It typically takes approximately 18 months for PCNs to be paid, cancelled or written off. As shown in the chart above, 76% 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.

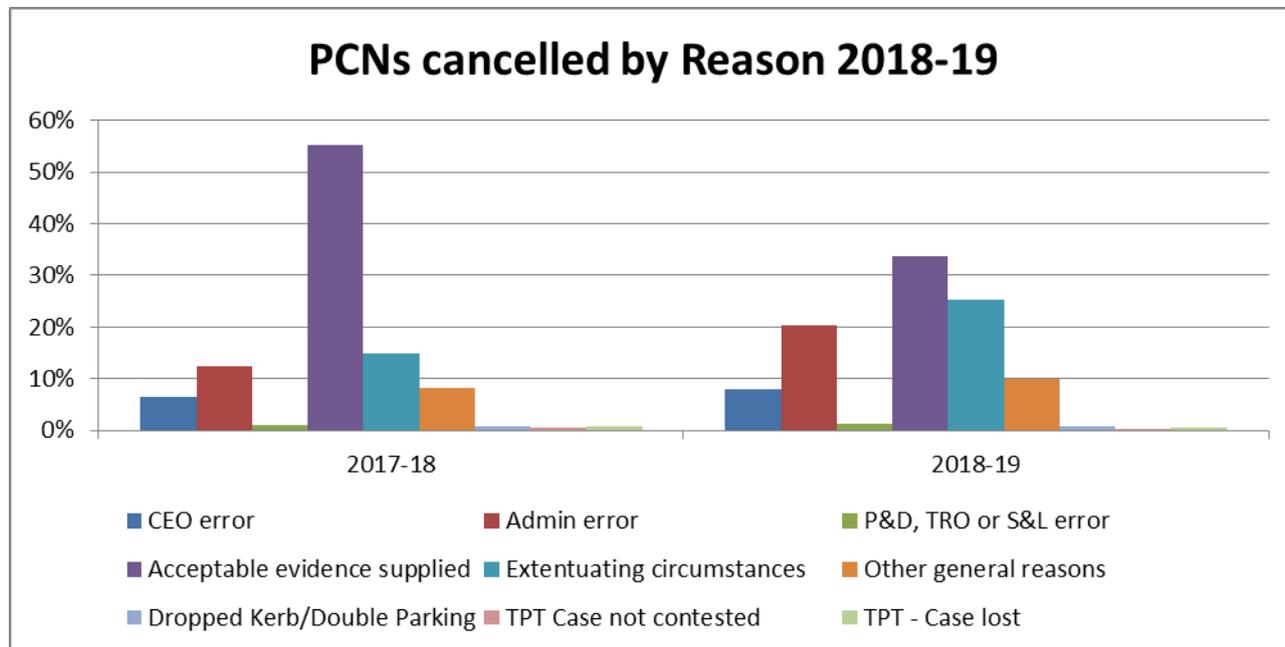
Payment Type	2017-18	2018-19	Variance
Paid at discounted rate	80%	79%	-1%
Paid at full rate	12%	12%	0%
Paid at Charge Certificate	3%	3%	0%
Paid after TEC Registration	5%	6%	+1%

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

Updated March 2019

## 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.



## Unpaid PCNs

Debts from outstanding PCNs are registered with the Traffic Enforcement Centre at Northampton County Court.

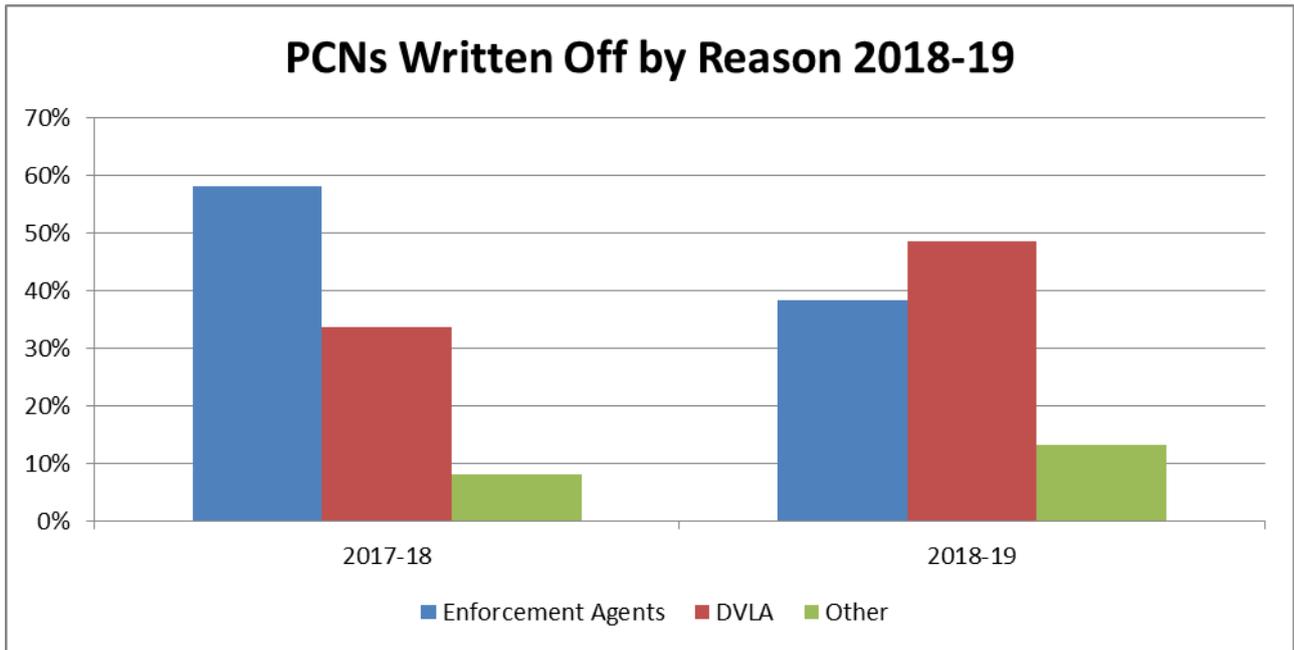
If the debt remains unpaid the case is referred to a firm of Enforcement Agents, which has 12 months to execute the warrant from the County Court.

	2017-18	2018-19	Variance
Number of debts registered at TEC	23,093	22,533	-2%
Number of debts referred to EAs	21,076	18,926	-10%
% PCNs recovered by EAs*	29%	29%	-

\*Number of PCNs successfully recovered as a % of PCNs with warrants issued to the bailiff per annum.

Cases where the Enforcement Agent is unable to recover the debt and cases where the registered keeper cannot be traced are written off. If the Agent is unsuccessful, the warrants will be returned and cases will be written off.

## Written Off PCNs



## 12. Financial Statement - 2018-19 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.

### Parking Enforcement - Section 55 Statement

	2018/19	
	Income	Expenditure
General Income	£968,000	
PCN Income	£3,297,000	
On Street Pay & Display Income	£6,866,000	
RPS Permits	£2,011,000	
<b>Total Income</b>	<b>£13,142,000</b>	
Employees		£3,280,000
Premises Costs		£54,000
Supplies & Services		£530,000
Third Party Payments		£400,000
Transport		£98,000
Support Services		£238,000
Capital Financing Costs*		£1,499,000
<b>Total Expenditure</b>		<b>£6,099,000</b>
<b>Operating Surplus</b>	<b>£7,043,000</b>	
Overhead Allocation		£846,000
<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		£3,202,000
Park & Ride Schemes		£971,000
Highways & Traffic Signals & Lighting		£5,585,000
<b>Total Allowable Expenditure</b>		<b>£9,758,000</b>
<b>Excess of Allowable Expenditure Over Net Surplus</b>		<b>£3,561,000</b>

\* Charges have been done as a budget reduction.

## 2018-19 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 (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

	2018/19	
	Income	Expenditure
<b>Bus Lane Account (10275)</b>		
Income	<u>£1,779,000</u>	
<b>Expenditure</b>		
Employees		£257,000
Premises		£0
Transport		£0
Supplies & Services		£218,000
Third Party Payments		£0
		<u>£428,000</u>
<b>Operating Surplus</b>	<u>£1,304,000</u>	
Overheads (share of parking overheads)		£ 34,000
<b>Net Surplus before transfer to reserves</b>	<u>£1,270,000</u>	
Transfer to Reserves		£0
<b>Net Surplus after transfer to reserves</b>	<u>£1,270,000</u>	

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

Passenger Transport - Services	£3,097,000
Concessionary Fares	£6,621,000
<b>Total Allowable Expenditure</b>	<u>£9,718,000</u>
<b>Excess of Allowable Expenditure over Net Surplus:</b>	<u>£8,448,000</u>

### 13. Contact Details & Useful Links.

#### Parking Services:

Email	<a href="mailto:parking.pcnappeal@bristol.gov.uk">parking.pcnappeal@bristol.gov.uk</a> or <a href="mailto:parking.permits@bristol.gov.uk">parking.permits@bristol.gov.uk</a>
Website	<a href="http://www.bristol.gov.uk/parking">www.bristol.gov.uk/parking</a>
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	<a href="http://www.bristol.gov.uk/pay">www.bristol.gov.uk/pay</a>
In person at the Citizen Service Point	<a href="http://www.bristol.gov.uk/csp">http://www.bristol.gov.uk/csp</a>

#### 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	<a href="http://www.travelbristol.org/parkandride">http://www.travelbristol.org/parkandride</a>
MetroBus	<a href="https://metrobusbristol.co.uk/">https://metrobusbristol.co.uk/</a>
Residents' Parking Schemes	<a href="http://www.bristol.gov.uk/rps">http://www.bristol.gov.uk/rps</a>

#### Other Organisations:

DVLA	<a href="http://www.dft.gov.uk/dvla">www.dft.gov.uk/dvla</a>
Traffic Penalty Tribunal	<a href="http://www.trafficpenaltytribunal.gov.uk">www.trafficpenaltytribunal.gov.uk</a>
Patrol (for parking enforcement info)	<a href="http://www.patrol-uk.info">www.patrol-uk.info</a>
British Parking Association	<a href="http://www.britishparking.co.uk">www.britishparking.co.uk</a>
Security Industry Authority	<a href="http://www.the-sia.org.uk">www.the-sia.org.uk</a>
Information on Public Services	<a href="http://www.direct.gov.uk">www.direct.gov.uk</a>
Source West (electric vehicle charging)	<a href="http://www.sourcewest.info/">http://www.sourcewest.info/</a>

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