

Civil Parking Enforcement in Gloucestershire

The county council's annual report on parking

Report on parking activities for the period 2015 to 2016

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Gloucestershire
COUNTY COUNCIL



1. Introduction

Thank you for your interest in the Council's work in managing parking.

The year 2015 to 2016 saw further improvements to the way the Council deploys enforcement officers around the County with a 10% increase in the number of detected acts of antisocial parking found across the area, helping residents and businesses benefit from a well-managed on-street parking environment.

Contents	03	Introduction
	04	Gloucestershire parking review
	05-12	Pay & Display income
	13	Blue Badge Enforcement Operations
	14	Contract Management
	14	Enforcement
	15	On-street parking
	16-19	PCN payment and issue by district
	20-21	CCTV bus lane enforcement
	22-23	PCN life cycle
	24	Appeals and representations
25-28	Permit, waiver and other income	
29-31	Park & Ride report	

We have introduced a new permit parking scheme in the St Pauls area of Cheltenham which has significantly reduced the high levels of congestion experienced and helped the local community to park near their homes and businesses. The Parking Team have also carried out detailed surveys in other areas of the county helping us to better understand public need and respond appropriately to problems.

In the coming year we intend to bring the Councils review of parking restrictions across the county to a conclusion with any further changes being managed on an ad hoc basis when required. Further improvements are planned to the way in which legal regulations are ordered and to public access to maps of parking restrictions across the county.

2. Gloucestershire parking review 2015/16

The Gloucestershire Parking Review is a series of projects looking at on-street parking operation in towns across the County to ensure the available parking is being best managed to provide good access for residents, local businesses and their visitors/customers.

In 2015/16, the review was focussed on the final areas of Cheltenham, the north Cotswold Market Towns, and early investigation in Stroud and Stonehouse.

In Cheltenham, a new permit parking zone in St Pauls was implemented following extensive consultation over the previous year. The scheme aims to address severe parking congestion, partly due to a high number of multiple occupancy houses, whilst maintaining access for students to attend university. Early indications suggest the scheme is working well.

Initial public consultation also began on the final stages of the Cheltenham review in the west of the town centre - Westend, Lansdown and around the Railway Station. Initial feedback showed some support for changes to be made, in the Westend area in particular. Any changes in one area is likely to have a significant impact on other areas, and therefore the

County has been considering how to balance the needs of all residents, visitors to the town and commuters before consulting local people again with a more detailed proposal. That consultation is scheduled for May 2016, and the feedback received will dictate if any changes are made.

The Cheltenham Parking Review will then be largely complete, with all areas in the town centre reviewed over the course of the parking review programme since 2011.

In the north Cotswolds Market Towns, discussions have continued with key stakeholders including local business groups and town/parish councils. Following these discussions, it was decided to cease work in all areas except for Moreton in Marsh. An initial consultation event was held in Moreton in Marsh in July 2015, the results of which showed significant support for parking to be better managed on the High Street. The Town Council own and operate part of the parking areas on the High Street, and the County/Town councils are now working together to develop complementary and coherent management of parking on this area.

The County Council has also been working with Cheltenham

Racecourse to better manage major events at the racecourse and reduce the impact on local residents. After consulting local residents, a permit parking scheme, (only active during major events) has been trialled during The Open and The Festival events in November and March respectively. The County Council are now preparing to consult local residents about using this approach for all future events. The permit scheme prevents racegoers but allows residents to park in nearby streets. A consistent approach over future events will aid operation for the Council, local residents and the racecourse, and ensure any restrictions can be properly enforced.

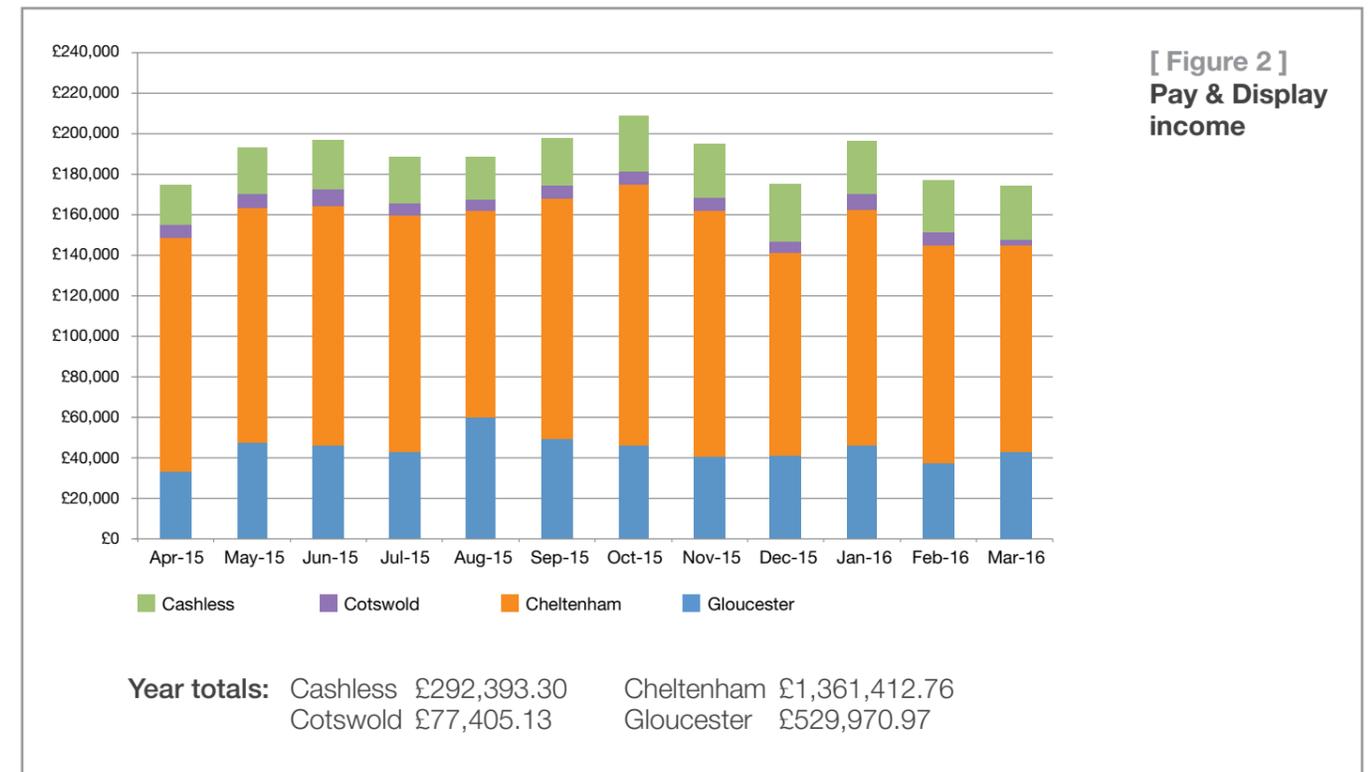
Parking surveys were undertaken in Stroud and Stonehouse, the results of which will be discussed with key stakeholders over the next year, followed by public consultation if appropriate.

Next year (2016/17) is the final year of the Gloucestershire Parking Review, after which it is likely that only small scale alterations to parking management will be required in the coming years.

3. Pay & Display income

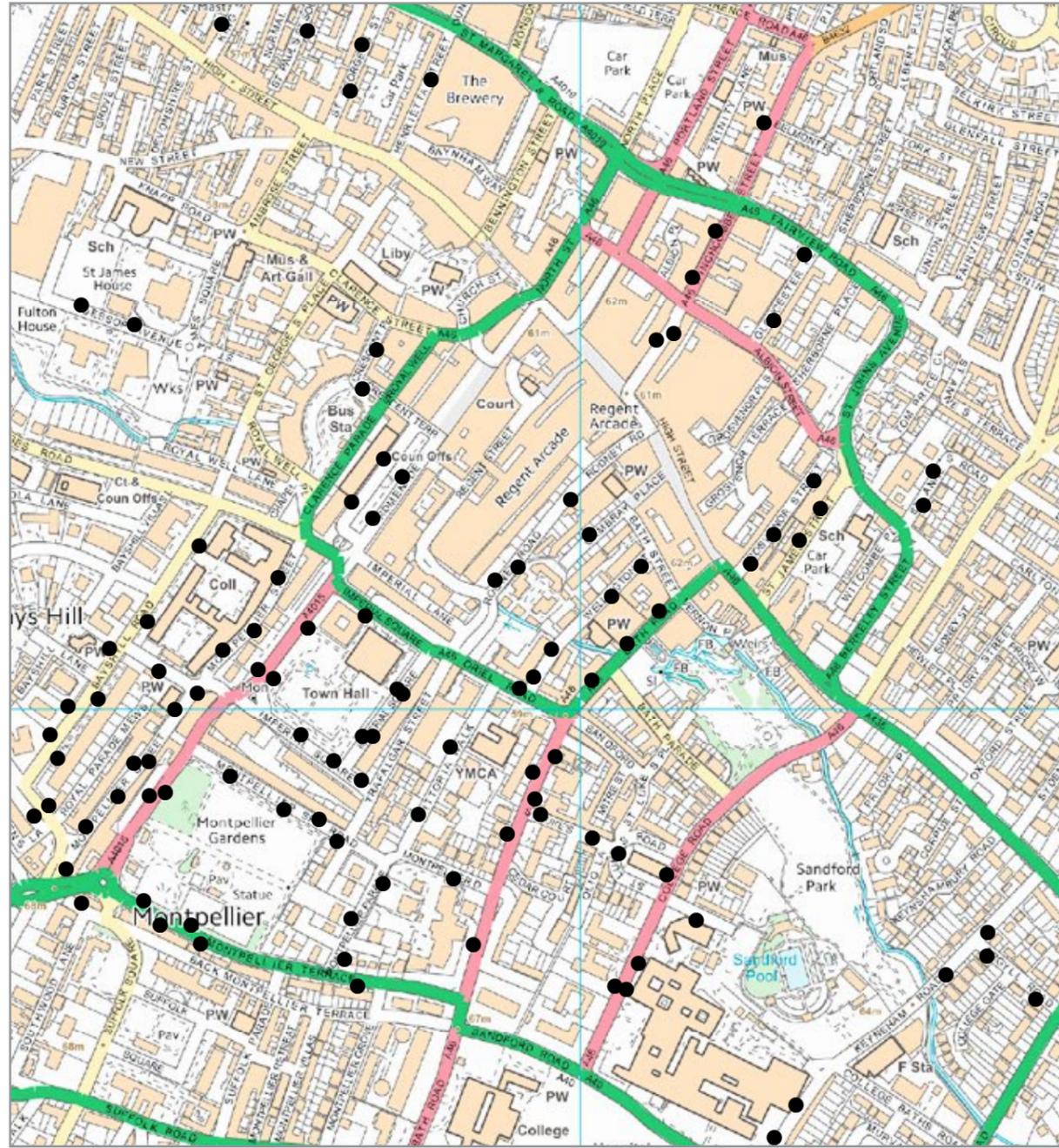
The following chart shows the income from on street Pay & Display parking in Cheltenham Borough, Cotswold District and Gloucester City Council areas.

The resulting income from on-street Pay & Display charges is approximately £160-£180,000 per month. Approximately one third of the income is collected from Gloucester, and two thirds from Cheltenham.



[Figure 3] Pay & Display machine locations in Cheltenham

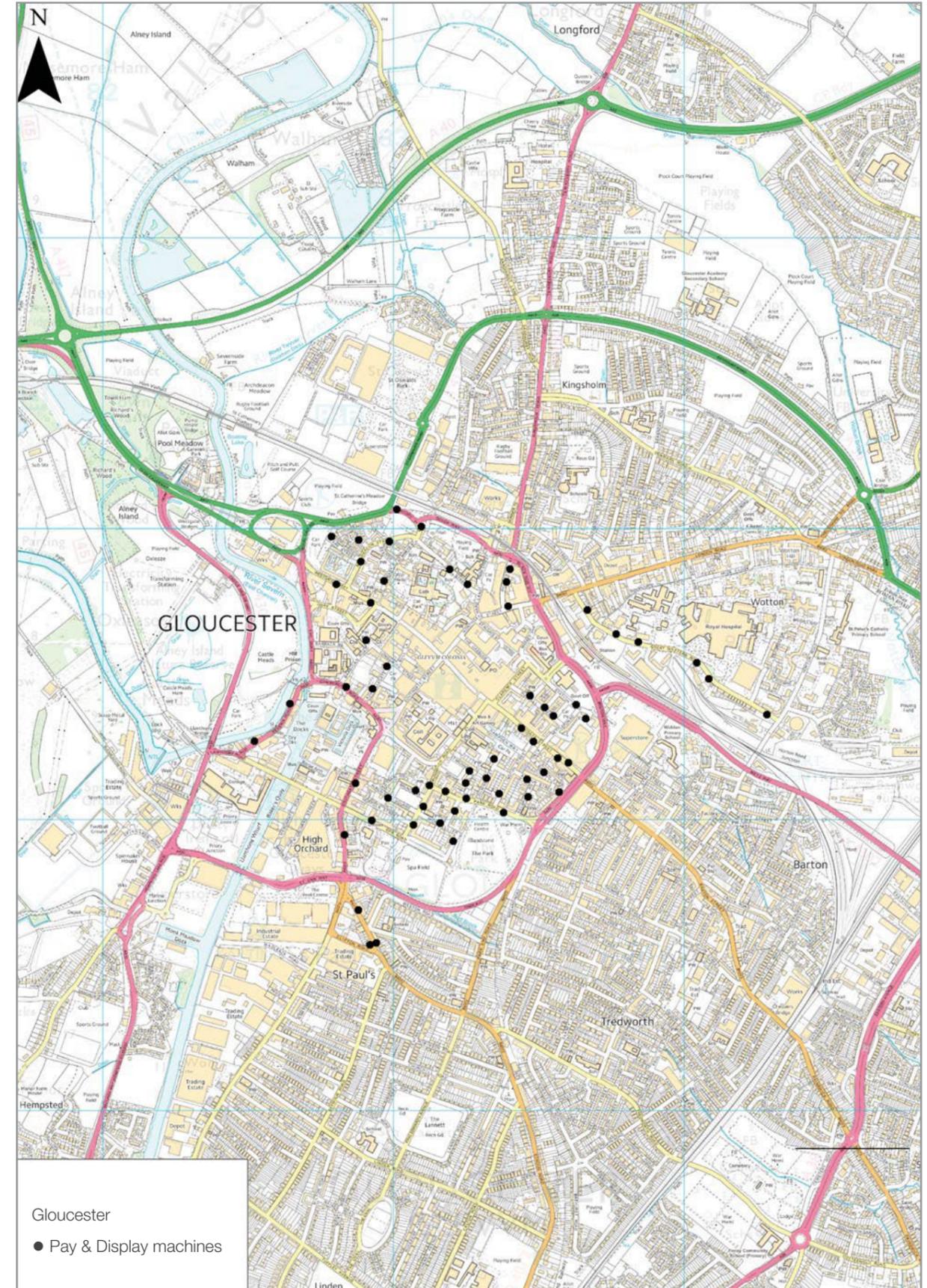
The diagrams on pages 6 and 7 show the location of Pay & Display machines in Cheltenham and Gloucester. In addition, there are two Pay & Display units in Cirencester Market Place.



Cheltenham
● Pay & Display machines

[Figure 4] Pay & Display machine locations in Gloucester

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Gloucester
● Pay & Display machines

On-street Pay & Display tariff - Cheltenham

Machine number	MiPermit Location	Per Min	Tariffs								
			0.15	0.5	0.75	1hr	1.5hr	2hr	3hr	4hr	All day
101 - Promenade North	705581			£1.00		£1.70	£2.50	£3.30		a	
103 - Promenade North	705581			£1.00		£1.70	£2.50	£3.30			
104 - Promenade South	705596					£1.60		£2.80	£4.00	£5.50	
105 - Promenade South	705596					£1.60		£2.80	£4.00	£5.50	
106 - Promenade South	705596					£1.60		£2.80	£4.00	£5.50	
107 - Imperial Square	705576					£1.00		£2.80	£4.00	£5.50	£10.00
108 - Imperial Square	705576					£1.60		£2.80	£4.00	£5.50	£10.00
109 - Imperial Square	705576					£1.60		£2.80	£4.00	£5.50	£10.00
110 - Imperial Square	705576					£1.60		£2.80	£4.00	£5.50	£10.00
111 - Imperial Square	705576					£1.60		£2.80	£4.00	£5.50	£10.00
112 - Montpellier Street	705585					£1.60		£2.80	£4.00	£5.50	£10.00
113 - Montpellier Street	705585					£1.60		£2.80	£4.00	£5.50	£10.00
114 - Montpellier Street	705585					£1.60		£2.80	£4.00	£5.50	£10.00
115 - Cambray Place	705570					£1.60		£2.80	£3.80		
117 - Inner Promenade	705578			£1.00		£1.70	£2.50	£3.30			
118 - Inner Promenade	705578			£1.00		£1.70	£2.50	£3.30			
119 - Rodney Road	705619					£1.00		£2.00			
120 - Rodney Road	705619					£1.60		£2.80	£3.80		
121 - St James Street	705593					£1.60		£2.80	£3.80		
122 - St James Street	705593					£1.60		£2.80	£3.80		
123 - Wellington Street	705598					£1.60		£2.80	£3.80		
124 - Wellington Street	705598					£1.60		£2.80	£3.80		
125 - Wellington Street	705598					£1.60		£2.80	£3.80		
126 - Wellington Street	705598					£1.60		£2.80	£3.80		
127 - Oriel Road	705588					£1.60		£2.80	£3.80		
128 - Bath Road	705568					£1.60		£2.80	£3.80		
129 - Bath Road	705568					£1.60		£2.80	£3.80		
130 - Bath Road	705568					£1.60		£2.80	£3.80		
131 - Winchcombe South	705600					£1.60		£2.80	£3.80		
132 - Winchcombe South	705600					£1.60		£2.80	£3.80		
133 - Winchcombe South	705599					£1.60		£2.80	£3.80		
134 - Winchcombe South	705599					£1.60		£2.80	£3.80		
135 - Jessop Avenue	705579					£1.30		£2.80			£6
136 - Jessop Avenue	705579					£1.30		£2.80			£6
137 - Cressent Terrace	705572					£1.60		£2.80	£3.80		
138 - Cressent Terrace	705623					£1.60		£2.80	£3.80		
139 - Rodney Road	705619					£1.00		£2.00			
140 - Bath Road	705616					£1.00		£2.00			
141 - Bath Road	705616					£1.00		£2.00			
142 - Bath Road	705616					£1.00		£2.00			
143 - Bath Road	705616					£1.00		£2.00			

On-street Pay & Display tariff - Cheltenham (continued)

Machine number	MiPermit Location	Per Min	Tariffs								
			0.15	0.5	0.75	1hr	1.5hr	2hr	3hr	4hr	All day
144 - St Lukes	705594					£1.00		£2.00			
145 - St Lukes	705594					£1.00		£2.00			
146 - College Road	705620					£1.00		£2.00	£3.00	£4.00	
147 - College Road	705571					£1.00		£2.00	£3.00	£4.00	
148 - College Road	705571					£1.00		£2.00	£3.00	£4.00	
149 - College Road	705571					£1.00		£2.00	£3.00	£4.00	
150 - College Road	705571					£1.00		£2.00	£3.00	£4.00	
151 - Orrisdale Terrace	705589					£1		£2	£3	£4	
152 - Keynsham Road	705588					£1.00		£2.00	£3	£4	
153 - Keynsham Road	705588					£1.00		£2.00	£3	£4	
154 - Keynsham Road	705588					£1.00		£2.00	£3	£4	
155 - Keynsham Road	705580					£1.00		£2.00	£3	£4	
156 - Argyll Road	705567					£1.00		£2.00	£3	£4	
157 - Argyll Road	705567					£1.00		£2.00	£3	£4	
158 - St Annes Road	705592					£1		£2.00			
159 - St Annes Road	705592					£1		£2.00			
161 - Gloucester Place	705574					£1.50		£3.00			
162 - Grosvenor Street	705575					£1.50		£3.00			
163 - Grosvenor Street	705575					£1.50		£3.00			
164 - Grosvenor Street	705575					£1.50		£3.00			
165 - Bayshill Road	705569		£0.20	£0.30	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00	
166 - Bayshill Road	705569		£0.20	£0.30	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00	
167 - Bayshill Road	705569		£0.20	£0.30	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00	
168 - Bayshill Road	705519		£0.20	£0.30	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00	
169 - Bayshill Road	705519		£0.20	£0.30	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00	
170 - Bayshill Road	705519		£0.20	£0.30	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00	
171 - Bayshill Road	705519		£0.20	£0.30	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00	
172 - Queens Parade	705590			£0.50		£1.00		£2.00	£4.00	£5.00	
173 - Queens Parade	705590			£0.50		£1.00		£2.00	£4.00	£5.00	
174 - Montpellier Street	705585			£0.50		£1.00		£2.00	£4.00	£5.00	
175 - Montpellier Street	705585			£0.50		£1.00		£2.00	£4.00	£5.00	
176 - Montpellier Street	705585			£0.50		£1.00		£2.00	£4.00	£5.00	
177 - Montpellier Street	705585			£0.50		£1.00		£2.00	£4.00	£5.00	
178 - Montpellier Street	705585			£0.50		£1.00		£2.00	£4.00	£5.00	
179 - Fauconberg Road	705573		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00			
180 - Fauconberg Road	705573		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00			
181 - Montpellier Walk	705587		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00			
182 - Montpellier Walk	705587		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00			
183 - Montpellier Walk	705586		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00		£4	
184 - Montpellier Terrace	705586		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00		£4	
185 - Montpellier Spa Road	705584		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00		

On-street Pay & Display tariff - Cheltenham (continued)

Machine number	MiPermit Location	Per Min	Tariffs								
			0.15	0.5	0.75	1hr	1.5hr	2hr	3hr	4hr	All day
186 - Montpellier Spa Road	705584		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00		
187 - Montpellier Spa Road	705584		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00		
188 - Montpellier Spa Road	705584		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00		
189 - Montpellier Parade	705583		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00	
190 - Montpellier Parade	705583		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00	
191 - Montpellier Parade	705583		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00	
192 - Montpellier Drive	705582		£0.20	£0.40	£0.70	£1	£1.50	£2.00			
193 - Vittoria Walk	705597		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00			
194 - Vittoria Walk	705597		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00			
195 - Bath Road	705617			£0.50		£1.00		£2.00	£4.00	£5.00	
196 - Imperial Square	705576					£1.60		£2.80	£4	£5.50	£10.00
197 - Imperial Square North	705577					£1.60		£2.80			
198 - Suffolk Square	705621			£0.50		£1.00		£2.00			
199 - Montpellier Terrace	705595		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00			
200 - Montpellier Terrace	705586		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00		£4	
201 - Montpellier Terrace	705586		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00		£4	
202 - Montpellier Terrace	705586		£0.20	£0.40	£0.70	£1.00	£1.50	£2.00		£4	
203 - Clarence Square	705566	2.5p				£1.50		£3.00			
204 - Clarence Square	705566	2.5p				£1.50		£3.00			
205 - Wellington Square	705631	2.5p				£1.50		£3.00			
206 - Wellington Square	705631	2.5p				£1.50		£3.00			
207 - Wellington Square	705631	2.5p				£1.50		£3.00			
208 - Pittville Lawn	705633	2.5p				£1.50		£3.00			
209 - Prestbury Road	705636	1.7p				£1.50			£4.50		
210 - Winchombe St North	705635	2.5p				£1.50		£3.00			
211 - Evesham Road	705636	2.5p				£1.50					
212 - King Street	705637	10p				£1.00		£2.00			
213 - King Street	705637	10p				£1.00		£2.00			
214 - St Pauls Street South	705638	10p				£1.00		£2.00			
215 - St George Street	705639	10p				£1.00		£2.00			
216 - St George Street	705639	10p				£1.00		£2.00			
217 - Henrietta Street	705640	10p				£1.00		£2.00			

On-street Pay & Display tariff - Gloucester

Terminal	MiPermit Location	Location	Tariffs				3hr	4hr
			30 mins	1hr	1.5hr	2hr		
1	705558	Westgate Street	70p	£1.40	£2.10	£2.70		
2	705558	Westgate Street	70p	£1.40	£2.10	£2.70		
4	705531	Archdeacon Street	70p	£1.40	£2.10	£2.70		
5	705548	Priory Road	70p	£1.40	£2.10	£2.70		
6	705544	Mount Street	70p	£1.40	£2.10	£2.70		
7	705531	Archdeacon Street	70p	£1.40	£2.10	£2.70		
8	705548	Priory Road	70p	£1.40	£2.10	£2.70		
9	705554	St Marys Street	70p	£1.40	£2.10	£2.70		
10	705546	Pitt Street	70p	£1.40	£2.10	£2.70		
11	705546	Pitt Street	70p	£1.40	£2.10	£2.70		
12	705559	Worcester Street	70p	£1.40	£2.10	£2.70		
13	705559	Worcester Street	70p	£1.40	£2.10	£2.70		
14	705622	Northgate Street	70p	£1.40	£2.10	£2.70		
15	705556	Station Road	70p	£1.40	£2.10	£2.70		
16	705547	Prince Street	70p	£1.40	£2.10	£2.70		
18	705549	Russel Street	70p	£1.40	£2.10	£2.70		
19	705534	Bedford Street	70p	£1.40	£2.10	£2.70		
20	705549	Russel Street	70p	£1.40	£2.10	£2.70		
21	705540	Eastgate Street	70p	£1.40	£2.10	£2.70		
22	705540	Eastgate Street		£1.50		£3	£4	£5
23	705541	Kingsbarton Street		£1.50		£3	£4	£5
24	705540	Eastgate Street		£1.50		£3	£4	£5
25	705541	Kingsbarton Street		£1.50		£3	£4	£5
26	705532	Arthur Street		£1.50		£3	£4	£5
27	705532	Arthur Street		£1.50		£3	£4	£5
28	705535	Belgrave Road	70p	£1.40	£2.10	£2.70		
29	705557	Wellington Street	70p	£1.40	£2.10	£2.70		
30	705539	Cromwell Street	70p	£1.40	£2.10	£2.70		
31	705539	Cromwell Street	70p	£1.40	£2.10	£2.70		
32	705545	Park Road	70p	£1.40	£2.10	£2.70		
33	705545	Park Road	70p	£1.40	£2.10	£2.70		
34	705555	St Michaels Square	70p	£1.40	£2.10	£2.70		
35	705555	St Michaels Square	70p	£1.40	£2.10	£2.70		
36	705545	Park Road	70p	£1.40	£2.10	£2.70		
37	705536	Brunswick Road	70p	£1.40	£2.10	£2.70		
38	705537	Brunswick Square	70p	£1.40	£2.10	£2.70		
39	705537	Brunswick Square	70p	£1.40	£2.10	£2.70		
40	705536	Brunswick Road	70p	£1.40	£2.10	£2.70		
41	705536	Brunswick Road	70p	£1.40	£2.10	£2.70		
42	705552	Spa Road	70p	£1.40	£2.10	£2.70		
43	705551	Southgate Street	70p	£1.40	£2.10	£2.70		

On-street Pay & Display tariff - Gloucester (continued)

Terminal	MiPermit Location	Location	Tariffs					
			30 mins	1hr	1.5hr	2hr	3hr	4hr
44	705551	Southgate Street	70p	£1.40	£2.10	£2.70		
48	705550	Severn Road	70p	£1.40	£2.10	£2.70		
49	705550	Severn Road	70p	£1.40	£2.10	£2.70		
50	705538	Commercial Road	70p	£1.40	£2.10	£2.70		
51	705542	Ladybellegate Street	70p	£1.40	£2.10	£2.70		
52	705542	Ladybellegate Street	70p	£1.40	£2.10	£2.70		
54	705533	Bearland	70p	£1.40	£2.10	£2.70		
56	705553	St Marys Square	70p	£1.40	£2.10	£2.70		
57	705543	Montpellier		£1.50		£2.50		
58	705543	Montpellier		£1.50		£2.50		
59	705543	Montpellier	70p		£2.10	£2.70		
61	705557	Wellington Street	70p		£2.10	£2.70		
65	705540	Great Western Road	70p		£2.10	£2.70		
66	705540	Great Western Road	70p		£2.10	£2.70		
67	705540	Great Western Road	70p		£2.10	£2.70		
68	705540	Great Western Road	70p		£2.10	£2.70		
69	705540	Stroud Road	70p		£2.10	£2.70		
70	705540	Great Western Road	70p		£2.10	£2.70		
71	705615	Upper Quay Street	70p		£2.10	£2.70		
72	705612	Barbican Way	70p		£2.10	£2.70		

Gloucester Saturday 8am to Monday 6pm

Terminal	MiPermit Location	Location	Tariffs		
			4hrs	12hrs	Over 12 hrs
73	705641	Shire Hall - Quayside car park	£3.50	£5.90	£10.00

MiPermit is Gloucestershire County Council's sole operator for cashless payments and tickets in Gloucestershire. This means that using the MiPermit location number (please see the above tariff list for the location number) to pay for parking with your debit or credit card rather than using small change. MiPermit also offers greater flexibility as you can extend your stay without returning to the Pay &

Display machine or you can book your preferred location up to seven days in advance as a part of your daily routine. To apply on line please visit the following website: <https://secure.mipermit.com/gloucestershire>

We are also trialling a new pay by minute option (highlighted on page 10) which allows you to pay for parking by the minute. For example you can opt to park Wellington

Square Cheltenham (MiPermit Location Number 705566) and pay only for the minutes you need or the change you have in your pocket. For further information please refer to the on-street Pay & Display tariff above.



4. Blue Badge Enforcement Operations

This operation was the fourth Blue Badge enforcement exercise performed in Gloucestershire following previous exercises during 15 - 24 April 2010 and 17 March - 11 June 2011.

Gloucestershire County Council carried out operations from Thursday 27 November 2014 to Tuesday 13 January 2015 and from March 2015 to March 2016.

1 badge a week was seized, so over the 9 months (35 weeks) worked of the 15-16 year 35 badges were seized and 75% prepared for prosecution (26), of which 23 cases were successfully prosecuted.

10 warning letters were issued and 45 badges were returned to the blue badge holder.

The remit was to monitor the level of compliance of Blue Badge holders in Gloucestershire and to take action against anyone found misusing or fraudulently using Blue Badges, either by prosecution through the court system or by issuing appropriate warnings.

Conclusions

Nationally it has been seen that there is a 20 to 30 percent misuse of parking cards for disabled people in urban areas. From our brief on street experience in Gloucester it appears that the level of abuse would be at the lower end of that scale and the majority of people in the county are clearly using their badges correctly.

However, from what was seen by the Blue Badge investigators

there are levels of misuse in both Gloucester and Cheltenham and further operations would be beneficial.

This scheme has now being extended and will continue through summer 2016.

For further information about the Blue Badge Scheme and your Rights and Responsibilities please go to:

www.gloucestershire.gov.uk/bluebadge

5. Contract management

By working in close partnership, GCC's Parking Team assists APCOA to deliver a cost effective service. Performance monitoring enables GCC to improve delivery in areas such as:

- **Patrol routes** – to better target resources, to improve coverage throughout the county, enhance road safety, work with schools, the police, parish and district councils, residents' groups and traders' associations
- **Special events** – to ensure that they are a success. Traffic management plays a significant role in this. For example –

Cheltenham Races, Cheltenham Jazz Festival, and Cheltenham Literature Festival

- **Administration processes that deal with challenges and appeals** – to improve the customer experience after a Penalty Charge Notice (PCN) has been issued, to provide guidance and recommendations on correspondence, to ensure all correspondence is correctly responded to (and in a timely manner), and to implement procedures and systems of work to achieve compliance at all stages of the PCN process

6. Enforcement

Enforcement of parking continues to produce improvements in compliance with parking restrictions throughout the county.

Gloucestershire County Council works closely with several stakeholders to deliver the management and enforcement of parking across the county.

All service and enforcement remains the sole responsibility of Gloucestershire County Council and is delivered with the close supervision and management of county officers.

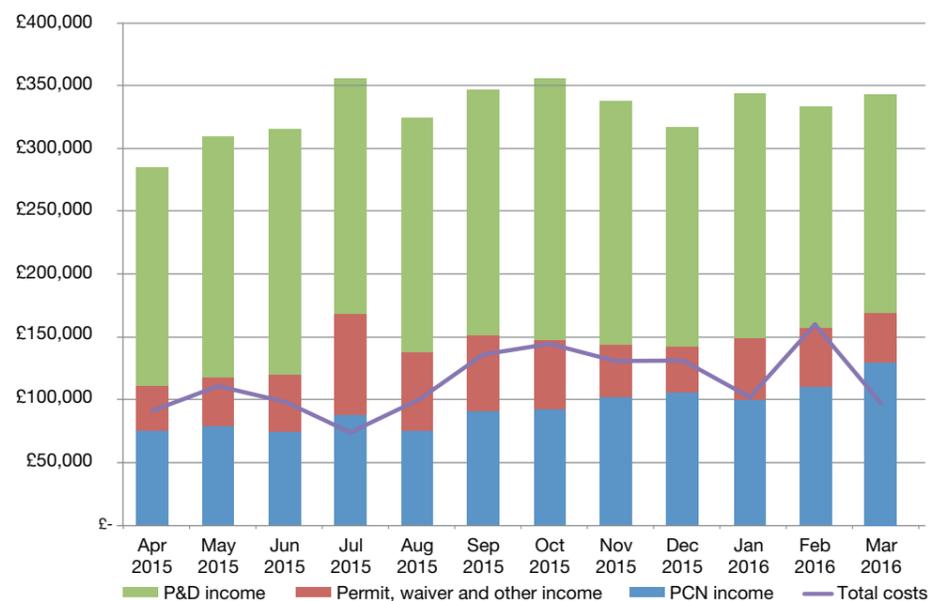
All representations against Penalty Charge Notices are considered by GCC officers.

7. On-street parking

Income and costs

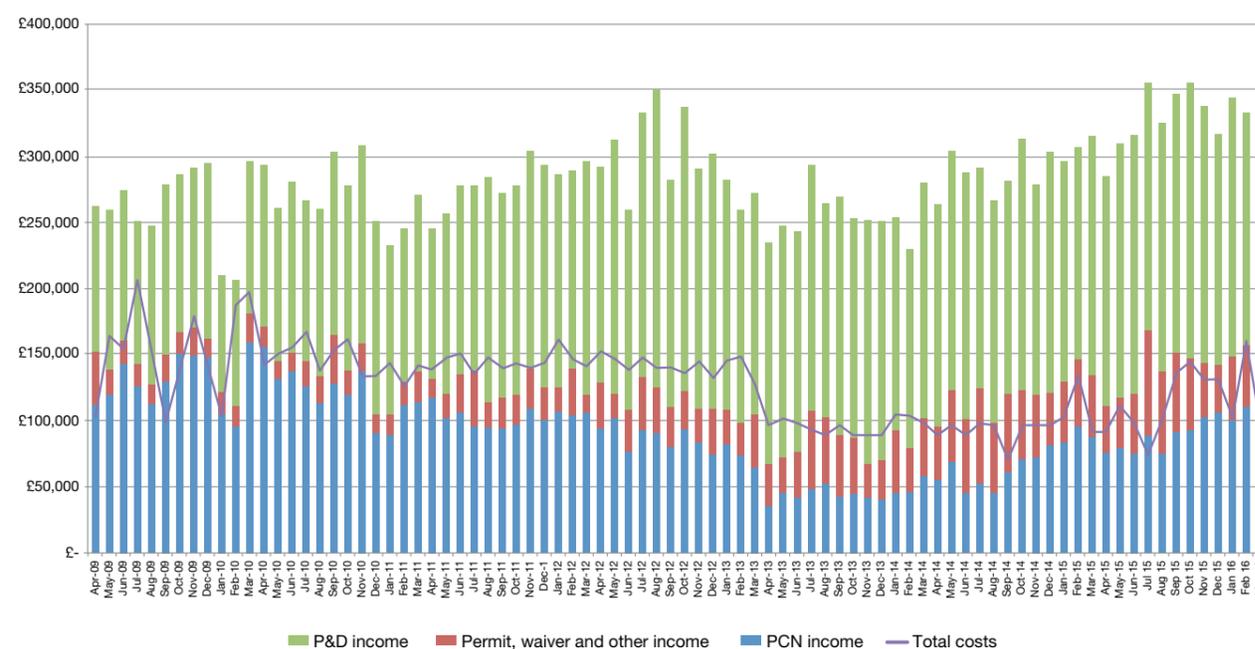
The key financial trends in on-street parking enforcement are demonstrated in the graph below and can be compared to the key financial trends since 2009.

[Figure 5] County wide costs against various income



Year totals:
 P&D
 £2,261,182.17
 Permit Income
 £591,480.46
 PCN Income
 £1,117,174.24
Total Costs
£1,379,522.30

[Figure 6] County wide costs against various income



This year, for the first time income from Penalty Charge Notices and permits combined have occasionally exceeded the total enforcement costs. Any surplus income is reinvested in firstly the management of parking and parking assets and secondly the highways network in the county.



Bad parking affects everyone

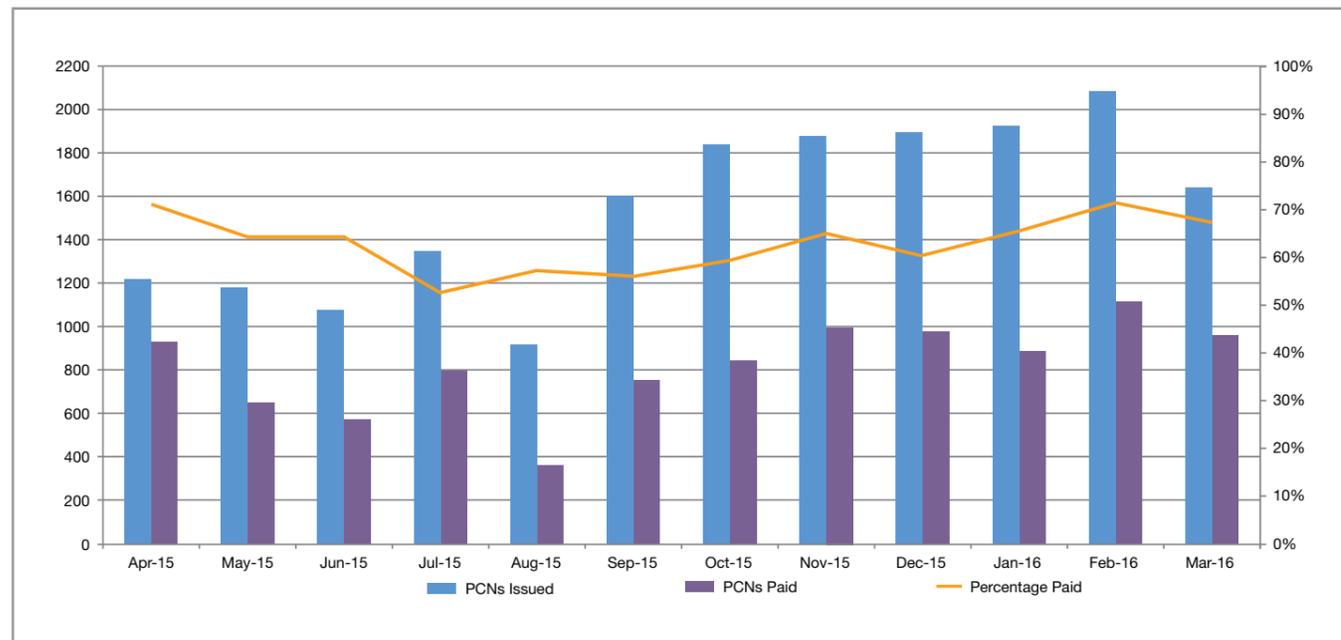


8. PCN issue and payment by district

The chart below shows the number of Penalty Charge Notices (PCNs) issued in each district by month. Most PCNs are issued

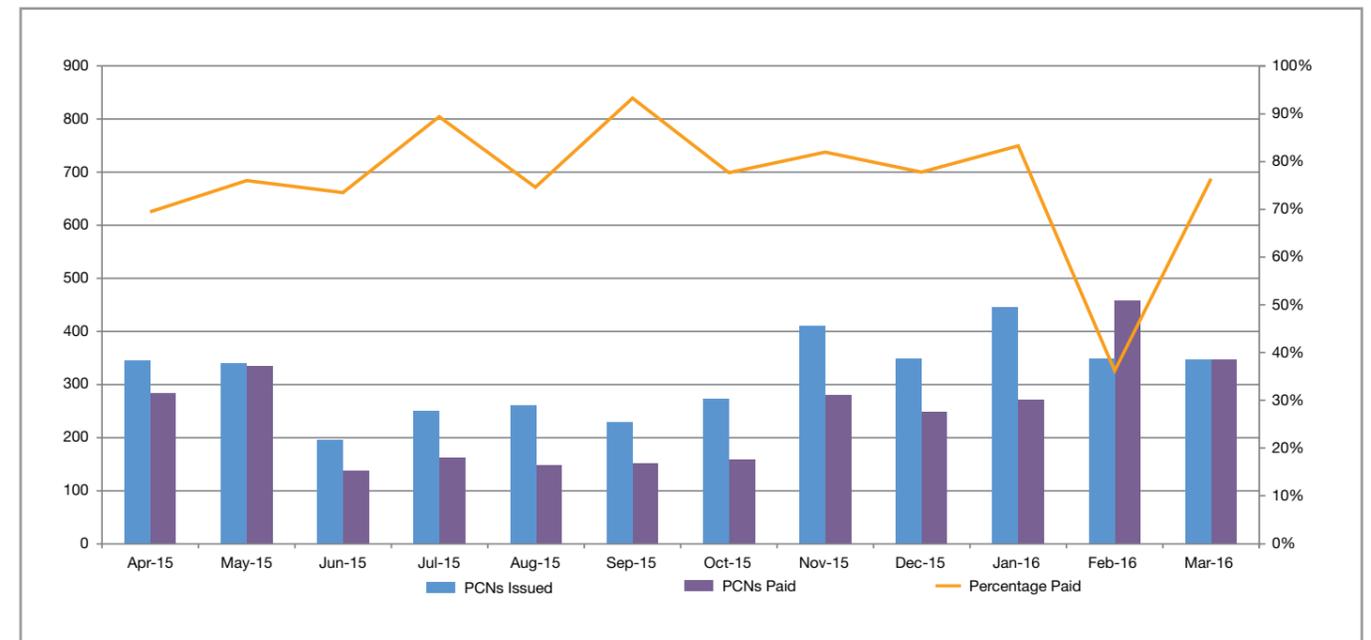
in Cheltenham and Gloucester, where there are many more parking restrictions to enforce than other towns in the county.

[Figure 7]
Cheltenham



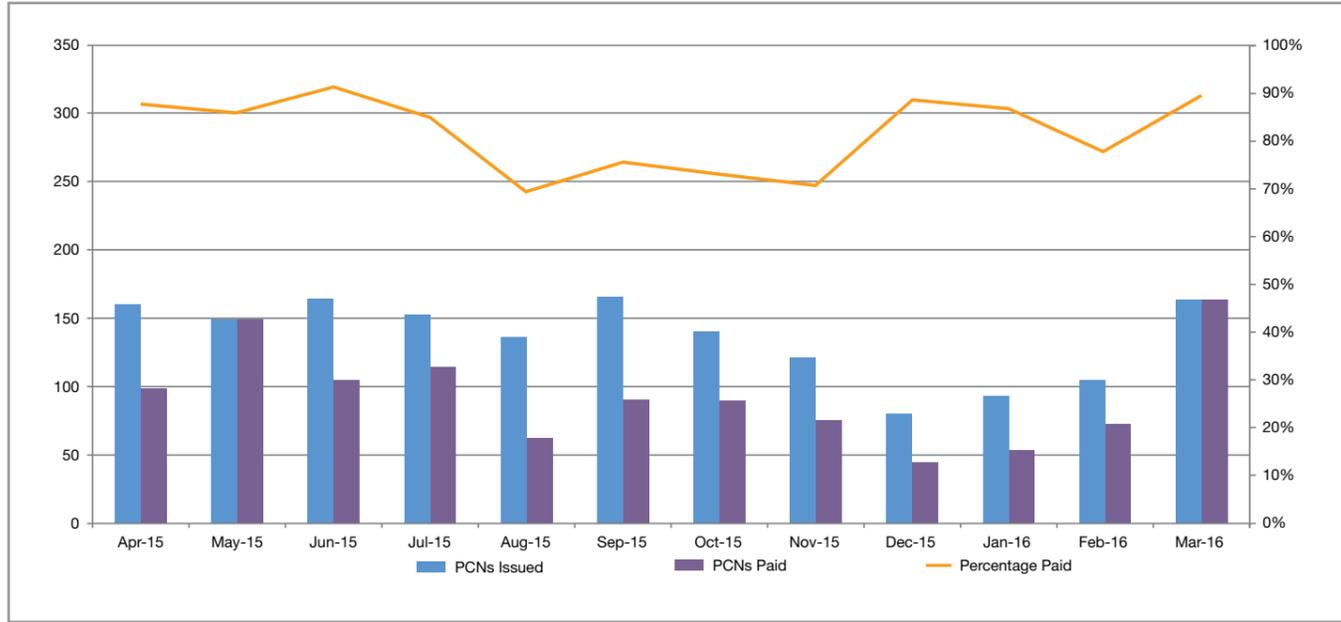
2015/2016	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
PCNs Issued	1,222	1,182	1,078	1,352	921	1,606	1,841	1,882	1,897	1,928	2,085	1,644
PCNs Paid	932	649	575	797	361	749	843	995	977	889	1,113	961
PCNs Paid (full rate)	70.92%	64.10%	64.17%	52.45%	57.06%	56.34%	59.19%	64.82%	60.18%	65.35%	71.23%	67.12%

[Figure 8]
Cotswolds



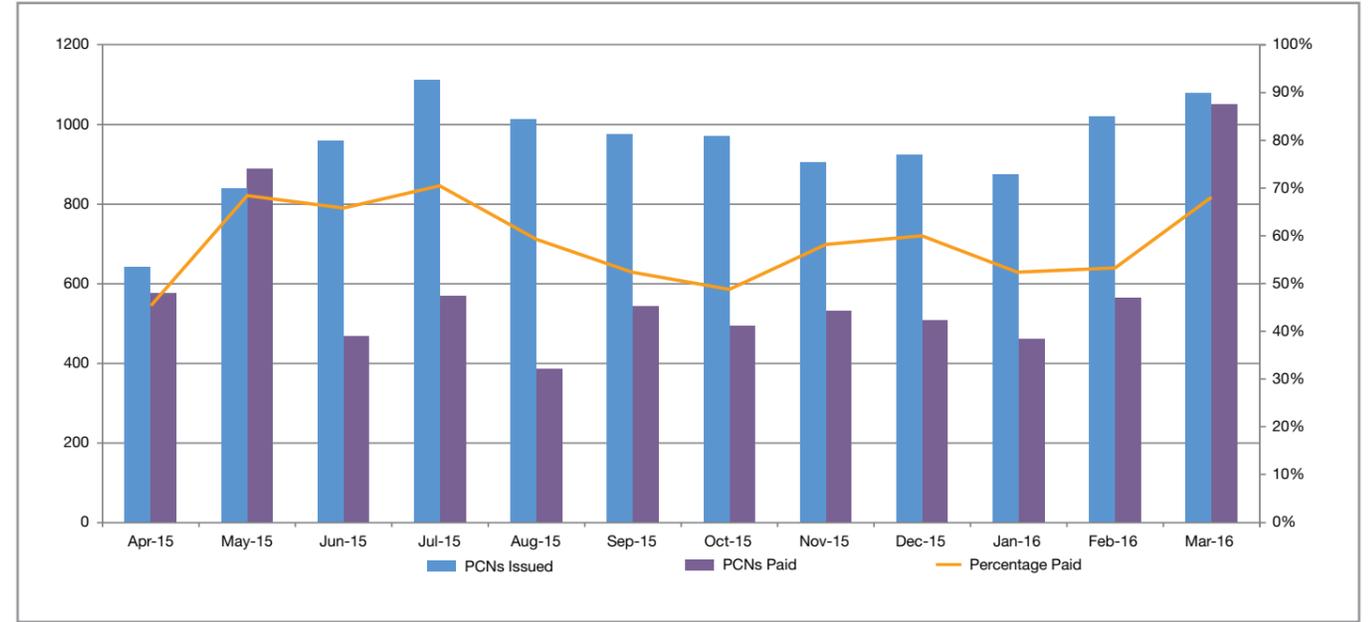
2015/2016	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
PCNs Issued	344	339	196	251	261	230	273	412	350	447	349	348
PCNs Paid	282	334	136	161	146	150	157	278	247	270	456	348
PCNs Paid (full rate)	69.50%	76.05%	73.53%	89.44%	74.66%	93.33%	77.71%	82.01%	77.73%	83.33%	36.18%	76.44%

[Figure 9] Stroud



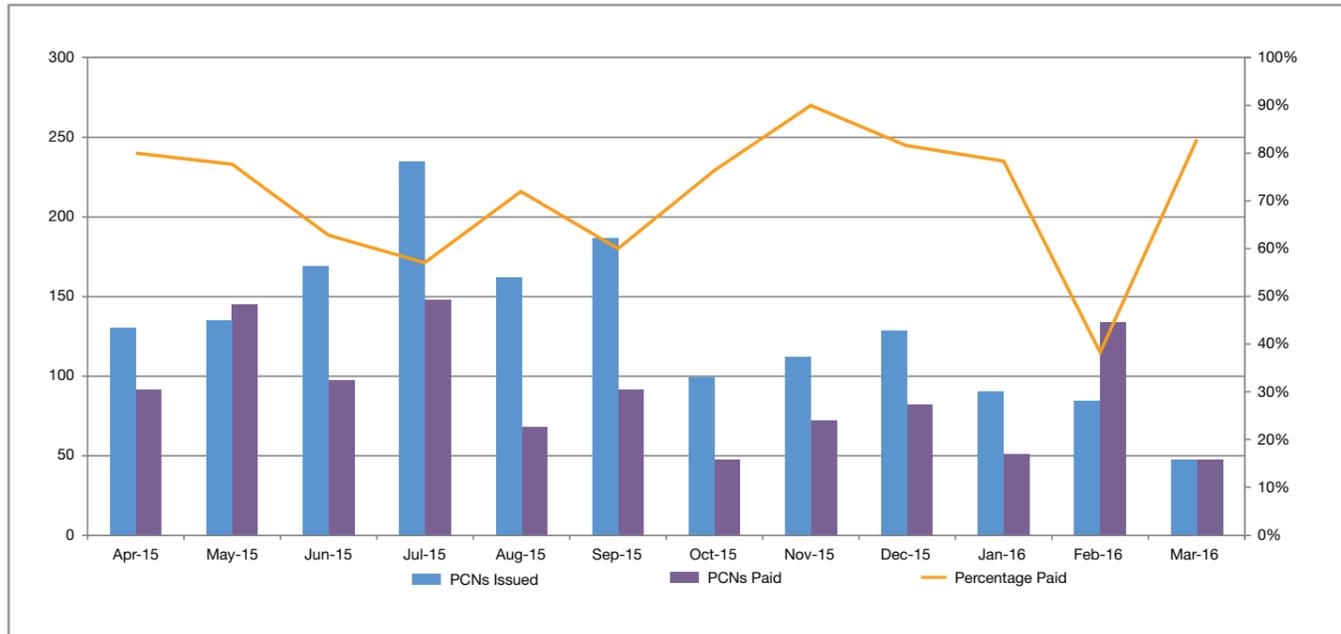
2015/2016	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
PCNs Issued	160	149	164	152	136	165	140	121	80	93	104	163
PCNs Paid	98	149	104	113	62	90	89	75	44	53	72	163
PCNs Paid (full rate)	87.76%	85.91%	91.35%	84.96%	69.35%	75.56%	73.03%	70.67%	88.64%	86.79%	77.78%	89.57%

[Figure 11] Gloucester



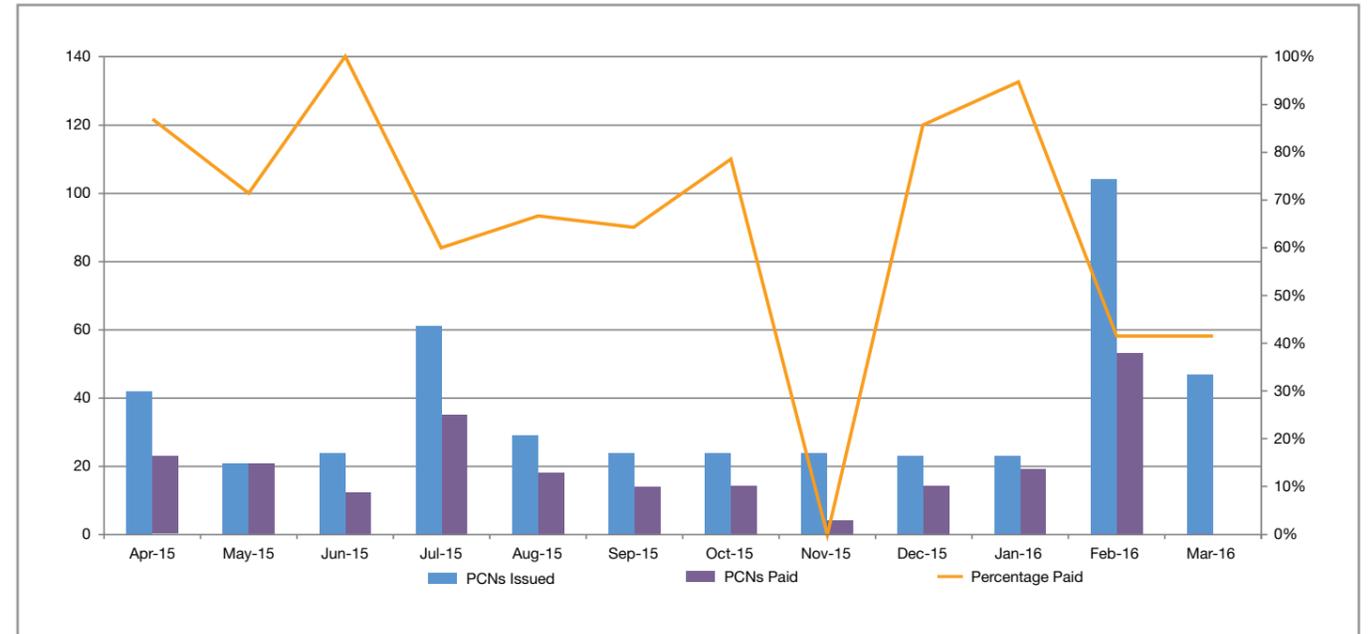
2015/2016	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
PCNs Issued	643	841	960	1,113	1014	976	972	906	925	877	1,021	1,081
PCNs Paid	576	890	469	570	386	545	495	532	508	462	564	1,052
PCNs Paid (full rate)	45.49%	68.48%	65.88%	70.53%	59.33%	52.48%	48.89%	58.27%	60.04%	52.60%	53.37%	68.16%

[Figure 10] Tewkesbury



2015/2016	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
PCNs Issued	130	135	169	235	162	187	99	112	128	90	84	47
PCNs Paid	91	144	97	147	68	91	47	71	82	51	133	47
PCNs Paid (full rate)	80.22%	77.78%	62.89%	57.14%	72.06%	60.44%	76.60%	90.14%	81.71%	78.43%	38.35%	82.98%

[Figure 12] Forest of Dean



2015/2016	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
PCNs Issued	42	21	24	61	29	24	24	24	23	23	104	47
PCNs Paid	23	21	12	35	18	14	14	4	14	19	53	0
PCNs Paid (full rate)	86.96%	71.43%	100.00%	60.00%	66.67%	64.29%	78.57%	0.00%	85.71%	94.74%	41.51%	41.51%

Figures correct as of June 2016

9. CCTV Bus Lane Enforcement

From September 2013 the county council took over direct management and enforcement of all bus lanes across the county.

To assist with its parking enforcement objectives, the council utilises a network of unattended CCTV cameras to improve road safety and help to prioritise the movement of local buses and reduce trip times, while enabling the county to enforce effectively and efficiently. At present four cameras are active in the county with a further three to come within the next few months.

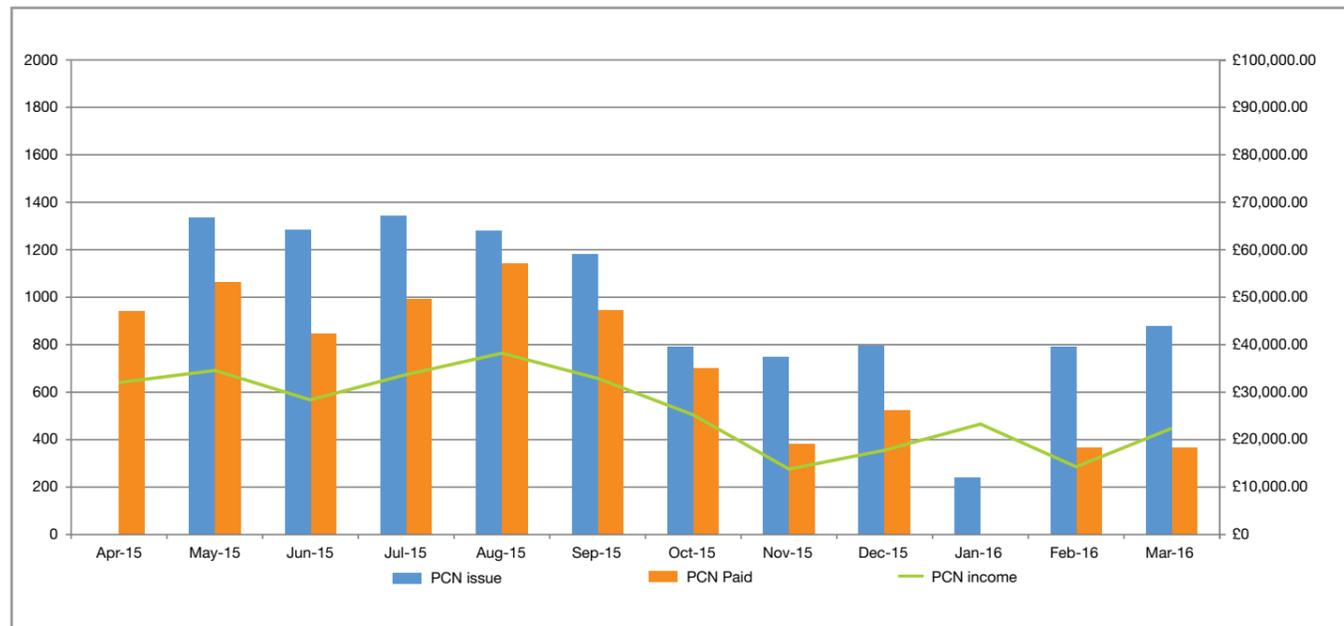
Working in partnership with developers and bus companies, the

cameras are located on bus gates (short bus only lanes) and bus lanes throughout the county.

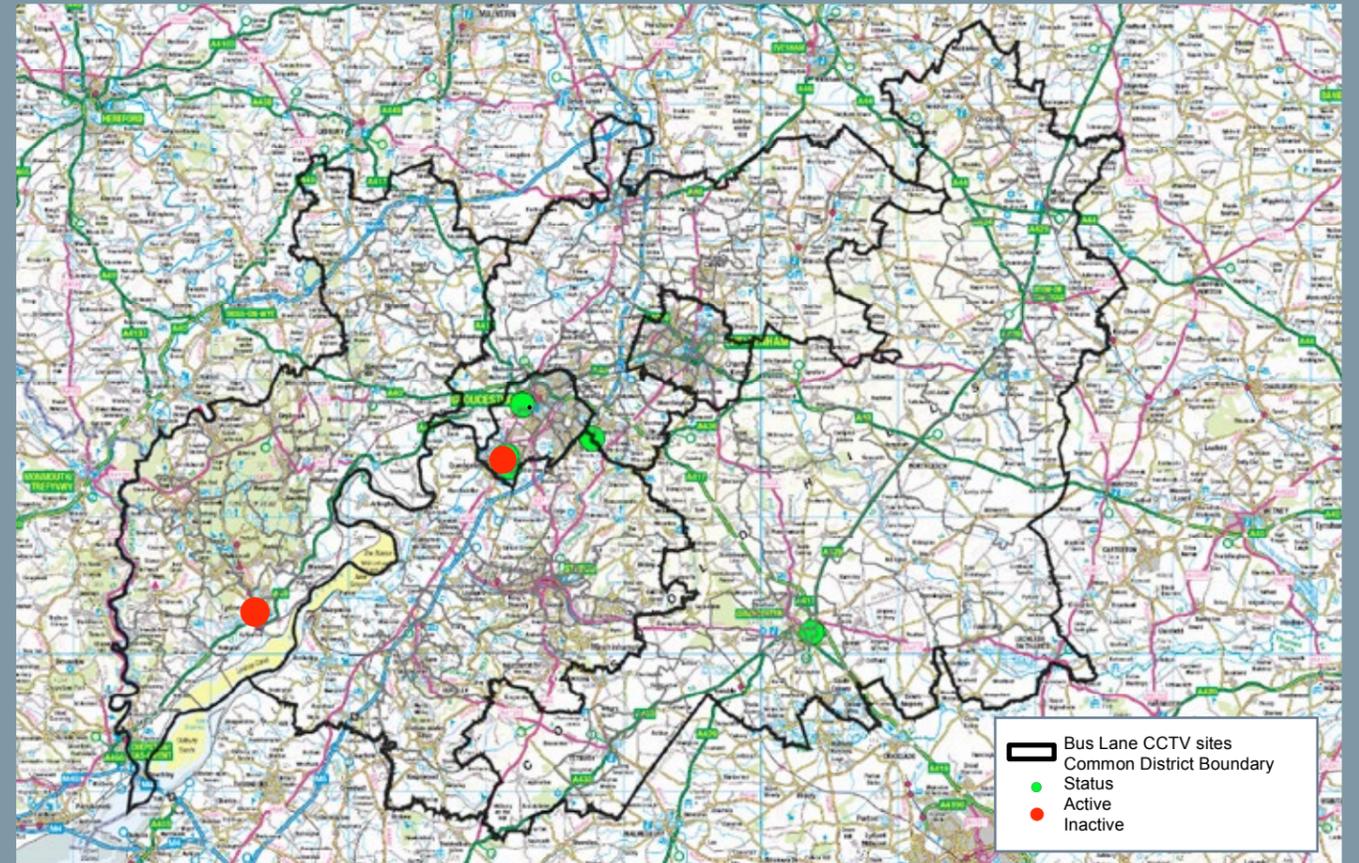
The equipment used is the Road Flow system, supplied by Systems Engineering & Assessment Ltd and is fully integrated into our parking software – Chipside. This enables seamless processing of contraventions by capturing quality evidence. All the active cameras were recently updated with 3G technology enabling improved remote access to data.

The map opposite shows both established and new CCTV sites in Gloucestershire.

[Figure 13] Bus Lane CCTV Enforcement Activity 2015-2016



[Figure 14] Bus Lane CCTV Sites in Gloucestershire



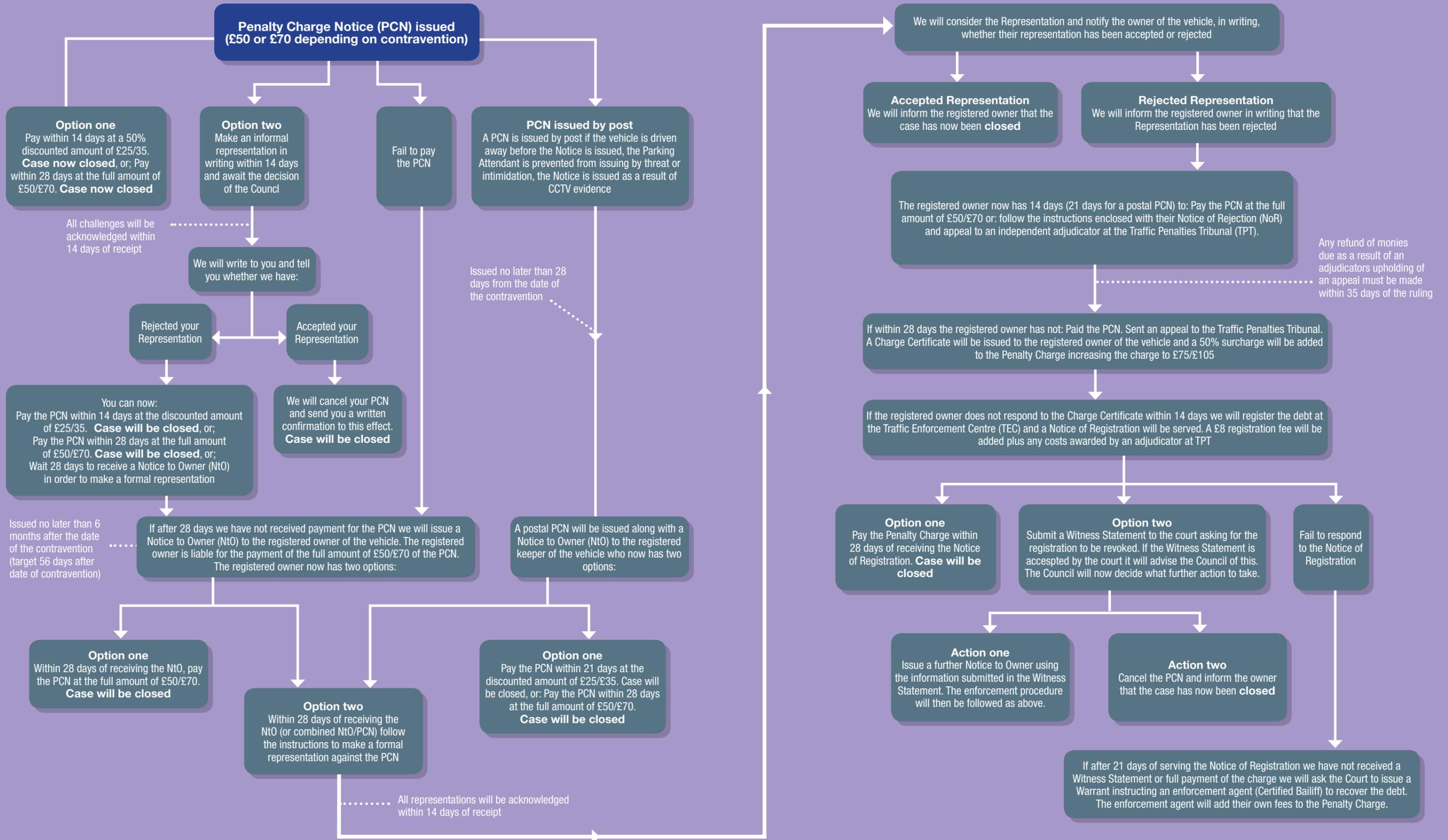
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Please look out for  as you are at risk of entering a bus lane and you may be issued with a PCN.

10. PCN

The flow chart below illustrates the potential “life cycle” of a PCN with the opportunities to challenge and pay.

[Figure 15] PCN Life Cycle

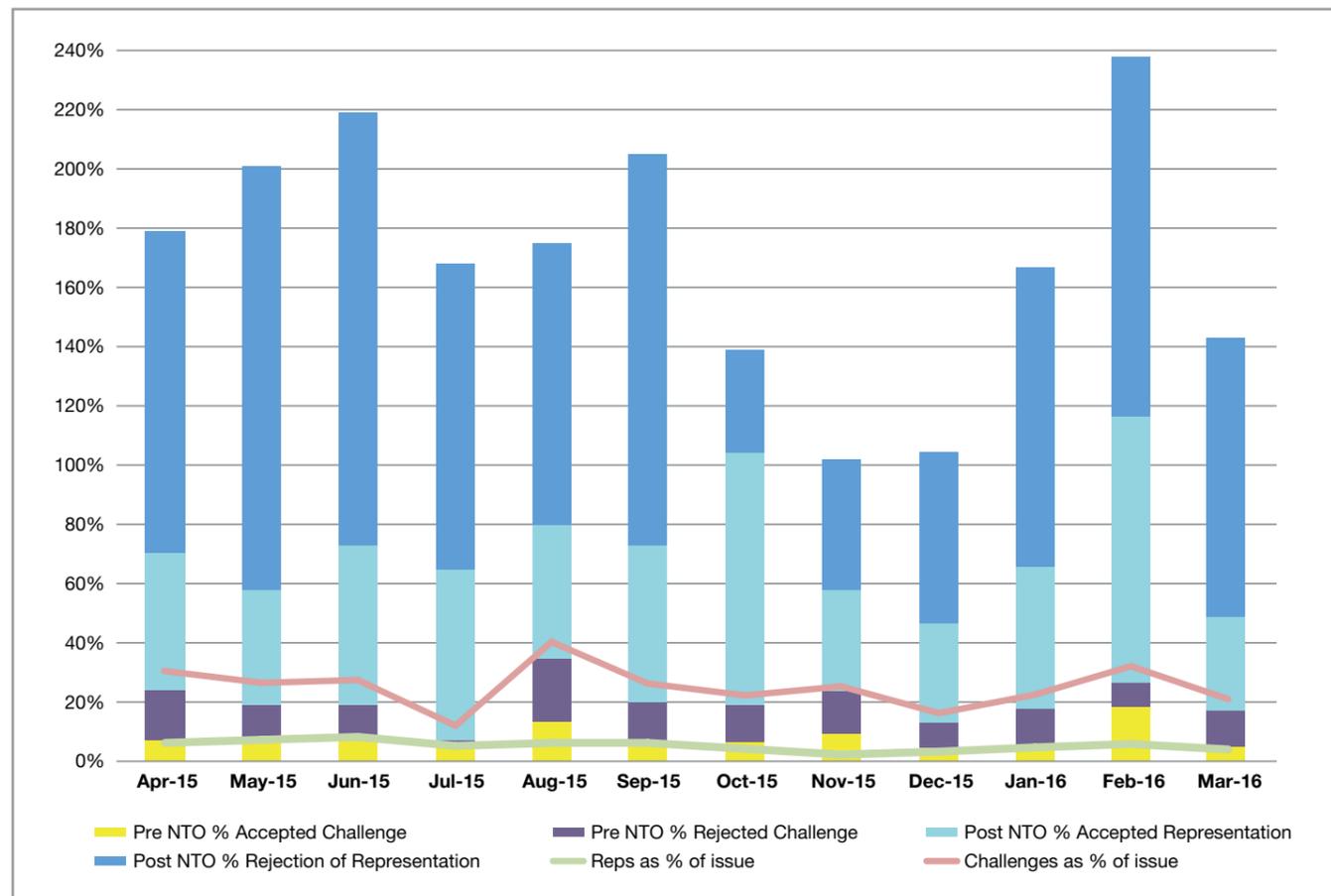


11. Appeals and Representations

[Figure 16] Challenges and Representation per issue



[Figure 17] Challenges and Representations as % of issue

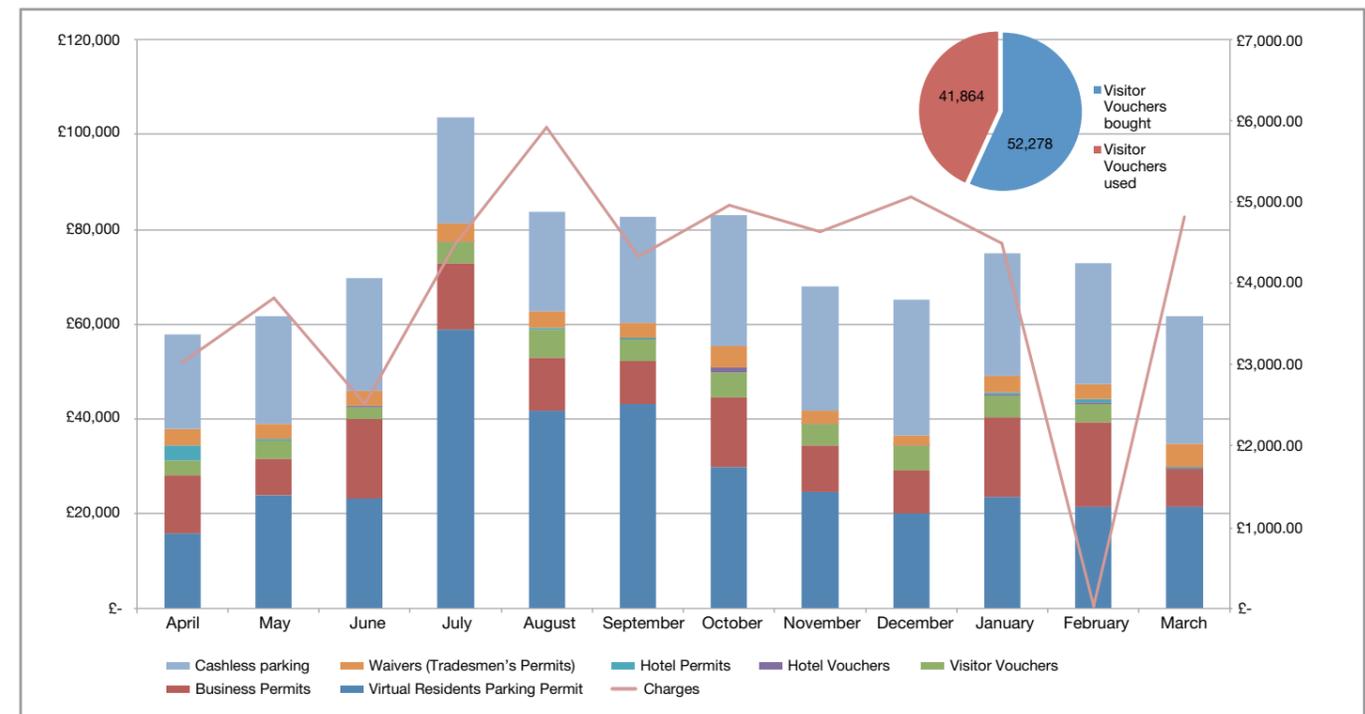


Appeals and Challenge	Yearly Total Figures	Challenge and Representation % of total PCN issued
Rejection Pre NTO Figs	4,514	12.06%
Acceptance Pre NTO Figs	2,846	7.61%
Post NTO Rejection of rep	1,181	3.16%
Post NTO Acceptance of rep	617	1.65%
Total Figs PCN ISSUED	37,418	

This is the first year we have collated these figures and we are constantly monitoring them to highlight any particular problem and to improve our performance.

12. Permit, Waiver and other income

[Figure 18] Permit, waiver and other income



[Figure 19] Permit costs

Permit type	Cost	New charges 1 May 2014
1st Permit	£80 per year or £6.66 monthly	£50 per year or £4.17 monthly
2nd Permit	£100 per year or £8.33 monthly	No change
Business Permit	£250	No change
Business Permit, Imperial Square, Cheltenham	£850	No change
'Eco' cars (Vehicle Excise Duty Band 'A'#) & motorcycles under 600cc (reduced charge)	£40 per year or £3.33 monthly	£25 (1st Permit)
Carer	Free	Free
Visitor Voucher (1 full calendar day)	£10/per book of 10 (£1.00 per Voucher)	No change
Waivers	£10.00 for 1st day, £5.00 for every consecutive day per vehicle (Mon-Fri = £30.00)	No change

[Figure 20] Actions and finance

Actions	Virtual Residents Parking Permit	Business Permits	Visitor Vouchers	Hotel Vouchers	Hotel Permits	Waivers (Tradesmen's permits)	Cashless Parking	P&D Transactions
April	1,099	31	3,870	0	33	193	16,586	83,905
May	1,357	30	5	0	5	3,111	19,724	84,757
June	1,286	58	15	15	0	2,700	20,055	87,144
July	1,961	55	6	6	0	3,123	19,543	89,836
August	1,693	46	7	0	7	3,930	18,339	87,548
September	1,853	30	24	21	3	3,478	19,389	86,585
October	1,637	52	40	13	27	4,012	22,930	90,137
November	1,451	35	0	28	0	8,744	21,387	80,349
December	1,427	33	0	27	0	4,553	22,733	86,024
January	1,573	57	21	0	33	3,828	21,077	78,816
February	1,451	57	7	0	33	3,625	21,051	75,221
March	1,498	35	5	0	33	4,790	22,310	76,388
Year total	18,286	519	4,000	110	174	46,087	245,124	1,006,710

Finance	Virtual Residents Parking Permit	Business Permits	Visitor Vouchers	Hotel Vouchers	Hotel Permits	Waivers (Tradesmen's permits)	Cashless Parking	Charges
April	£16,092.93	£12,215.00	£3,080.00	£-	£3,135.00	£3,590.00	£19,892.20	£3,020.00
May	£23,832.69	£7,865.00	£3,850.00	£-	£235.00	£3,100.00	£22,945.30	£3,820.00
June	£23,354.57	£16,605.00	£2,520.00	£305.00	£-	£3,225.00	£23,863.80	£2,510.00
July	£58,766.09	£14,190.00	£4,530.00	£75.00	£-	£3,570.00	£22,393.00	£4,490.00
August	£41,674.42	£11,395.00	£5,980.00	£-	£105.00	£3,765.00	£20,977.80	£5,920.00
September	£43,086.83	£9,300.00	£4,380.00	£66.00	£205.00	£3,360.00	£22,205.70	£4,340.00
October	£29,945.25	£14,800.00	£4,970.00	£1,155.00	£79.00	£4,425.00	£27,553.70	£4,960.00
November	£24,632.51	£9,715.00	£4,710.00	£68.00	£-	£2,740.00	£26,233.70	£4,642.00
December	£19,964.01	£9,345.00	£5,060.00	£67.00	£-	£2,250.00	£28,383.40	£5,060.00
January	£23,626.51	£16,765.00	£4,440.00	£545.00	£124.00	£3,635.00	£25,823.60	£4,492.00
February	£21,626.34	£17,615.00	£4,090.00	£102.00	£665.00	£3,385.00	£25,506.00	£31.00
March	£21,364.03	£8,045.00	£-	£90.00	£475.00	£4,994.00	£26,615.10	£4,825.00
Year total	£347,966.18	£147,855.00	£47,610.00	£2,473.00	£5,023.00	£42,039.00	£292,393.30	£48,110.00

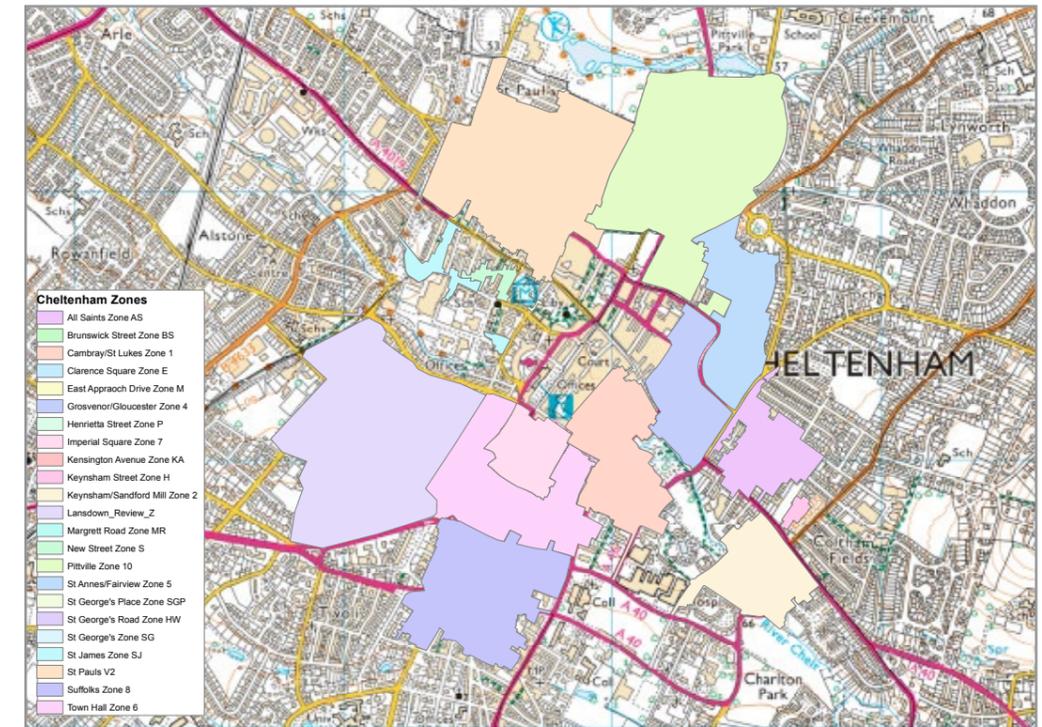
We are looking to increase our count of cashless parking transactions. As of the last financial year cashless parking transactions account for 20% of all parking transactions.



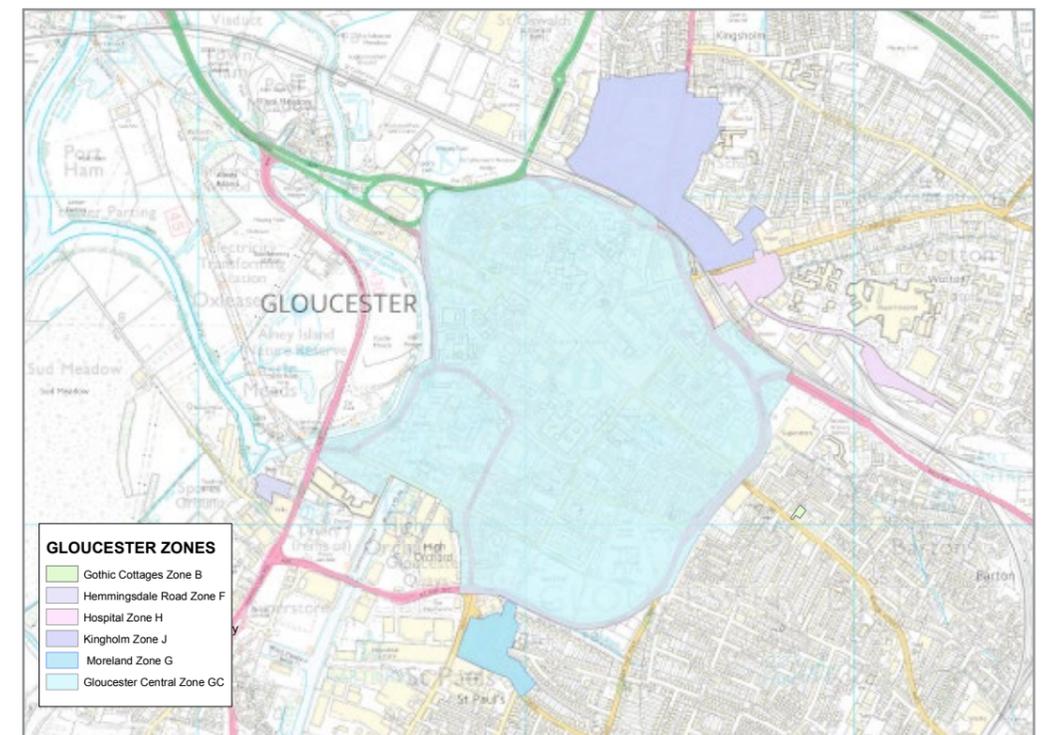
<https://secure.mipermit.com/gloucestershire>

If you need to purchase visitor vouchers, or a waiver permit, please contact MiPermit: www.wanttopark.com/gloucestershire
For more information call: 0333 123 5900 (Monday to Friday 8am to 8pm, Saturday 8am to 4pm)

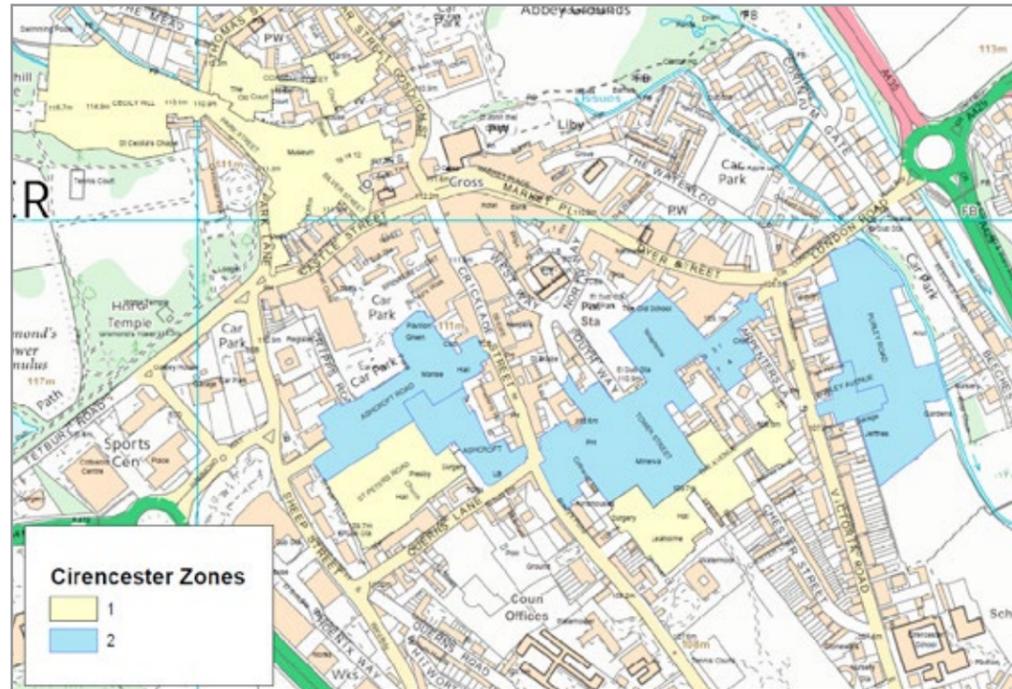
[Figure 21] Cheltenham Zones



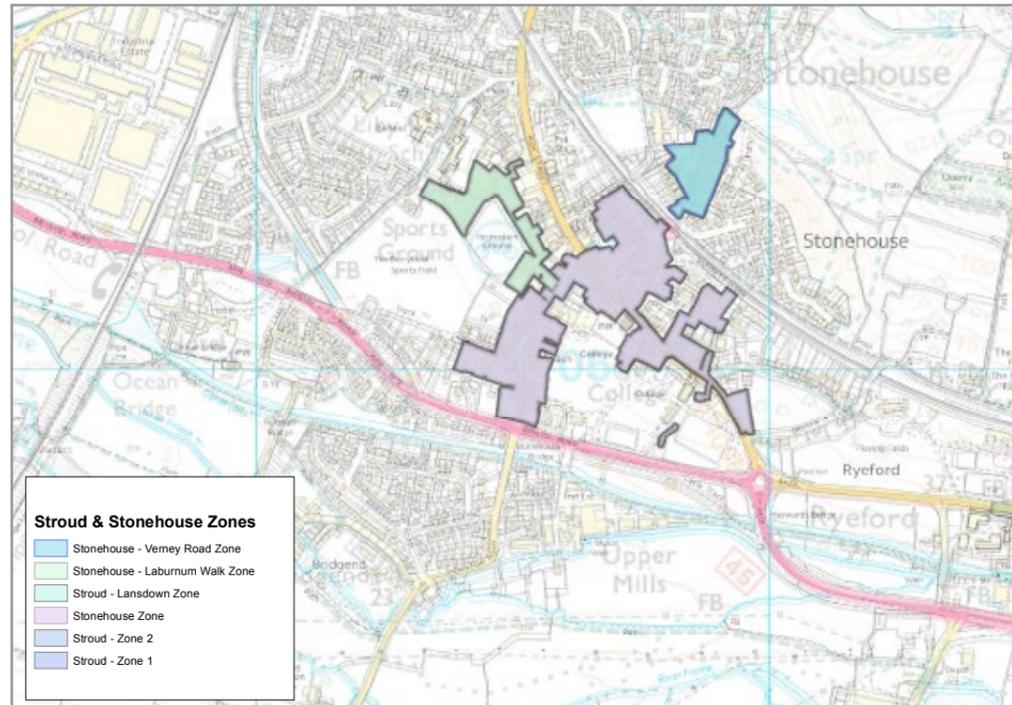
[Figure 22] Gloucester Zones



[Figure 23]
Cirencester Zones



[Figure 24]
Stroud and Stonehouse Zones



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9. Park & Ride Report (Feb 2015 to March 2016)

There are three major Park & Ride schemes now operating within Gloucestershire. Gloucester continues to be served by the Waterwells Park & Ride, based in Quedgeley, while The Racecourse and Arle Court schemes serve Cheltenham.

Apart from reducing levels of congestion the aim of any Council should be to encourage growth of commercially operated Park & Ride schemes. All 3 aforementioned Park & Ride schemes now operate on a commercial basis without GCC subsidy. In the case of Waterwells and Arle Court however the Council continues to maintain both car parks and as such works to improve customer experience and safety continue to be made.

Cheltenham Park & Ride Schemes

Arle Court Park & Ride - Service 511



Cheltenham
Arle Court
Park & Ride
site

Location: Cheltenham, Grovefield Way, GL51 6SH

Bus Service Provider: Bennetts Coaches

Bus Service Frequency: Every 12 minutes Monday to Saturday.

Number of car parking spaces: 534 (including 154 spaces created through expansion)

Parking tariff: Free parking for customer use only.

Facilities: None

Level of county council involvement: Car park is leased by GCC. Bus service is operated under contract to GCC however without subsidy and revenue is retained by operator.

How much does it cost?

Concessionary pass holder: 50p (single) (after 0930 weekdays, all day weekends)

Child single (under 16): £1.50

Child return (under 16): £2.00

Adult single: £2.50

Adult return: £3.00

Group 2: £4.50

Group 3: £5.50

Group 4: £6.50

Group 5: £7.50

Only one ticket is issued to the £3 fare payer.

Accompanying passengers must return with the ticket holder or will be charged a full single fare.

Adult Weekly: £12. 1 week unlimited travel valid from date of issue until expiry date.

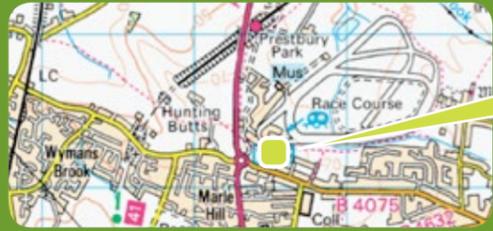
Adult 10 Journey: £15. Ticket is stamped on each journey. All journeys to be used within 1 month of issue

Adult Monthly: £45

Concessionary English passes are accepted subject to local issuing conditions however a £1 return fare will be charged.

Up to 2 children (under the age of 16) travel free when accompanied by a fare paying adult.

Racecourse Park & Ride - Services D and 99

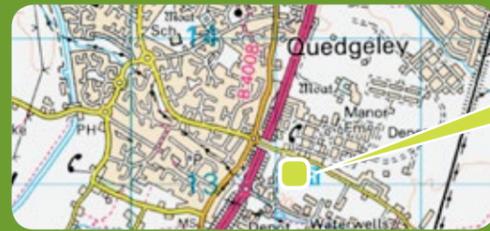


Cheltenham Racecourse Park & Ride site

Location: Cheltenham, New Barn Lane, GL50 4SH
Bus Service Provider: Stagecoach
Bus Service Frequency: Service D operates every 10 minutes from the site Monday-Saturday. Service 99 operates every 30 mins Mon-Fri.
Number of car parking spaces: 600
Parking tariff: Free parking for customer use only.
Facilities: Provided through Racecourse building.
Level of County Council involvement: Car park is leased by Stagecoach and Cheltenham Borough Council. Bus services operate on a commercial basis without GCC subsidy.
How much does it cost?
 Stagecoach commercial operation (fares not set by GCC).
Future plans: N/A.

Gloucester Park & Ride Schemes

Waterwells Park & Ride - Service 66



Gloucester Waterwells Park & Ride site

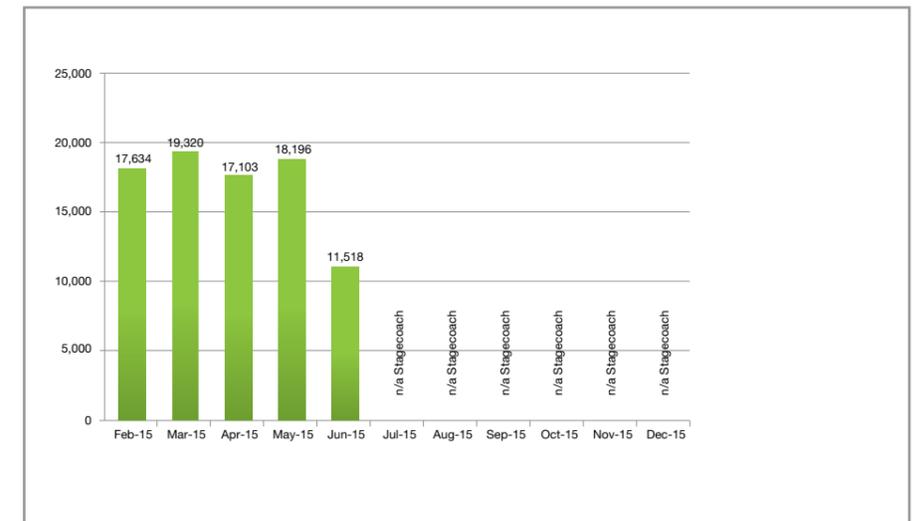
Location: Quedgeley, Telford Way, GL2 2AB
Bus Service Provider: Stagecoach
Bus Service Frequency: Service 66 operates on average 4 journeys per hour Mon-Sat. Limited service on a Sunday.
Number of car parking spaces: 300
Parking tariff: Free parking for customer use only.
Facilities: Waiting room, toilets, baby changing room.
Level of county council involvement: Car park is leased. Bus Service operates on full subsidy basis.
Future plans: Parking enforcement through ANPR or other means to prevent misuse.
How much does it cost?
 Stagecoach commercial operation (fares not set by GCC).



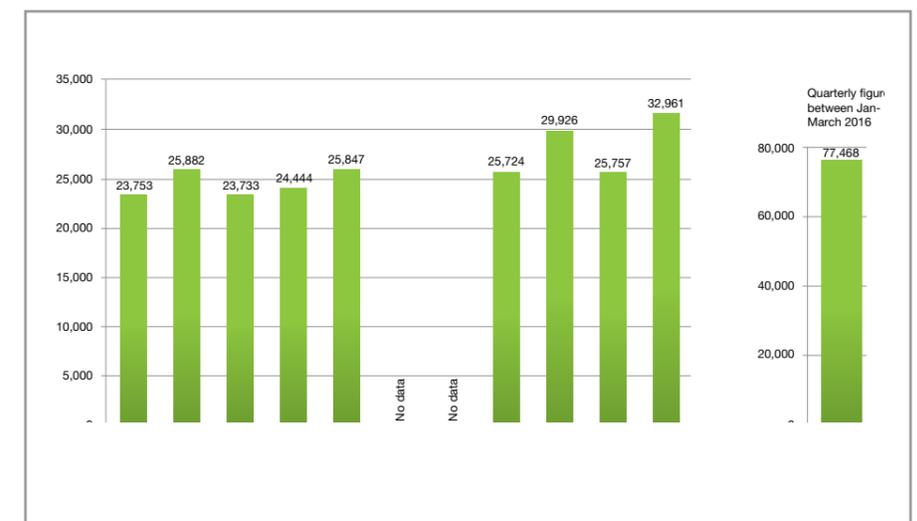
Park & Ride performance charts for Gloucester (Waterwells) and Cheltenham (Arle Court) February 2015 until March 2016

Number of single journeys taken per month

[Figure 25]
Gloucester Service 507 Bennetts Park & Ride (July handover to commercial bus operator)



[Figure 26]
Cheltenham Service 511 Arle Court Park & Ride





Contact: Parking Team
Gloucestershire County Council
Shire Hall
Gloucester
GL1 2TG
t: 0800 514 514
e: parking@gloucestershire.gov.uk

www.gloucestershire.gov.uk



Gloucestershire
COUNTY COUNCIL