Civil Parking Enforcement
in Gloucestershire 2019-20

The county council's annual report on parking

Gloucestershire
COUNTY COUNCIL

1. Introduction

Gloucestershire County Council's (GCC's) 2019-20 Annual Parking Report presents performance data for the 2019-20 financial period, in addition to a financial overview for the service area. The financial year under review has resulted in a number of service area improvements, these include:

- Experimental parking scheme on roads adjacent to Cheltenham railway station became permanent on 3rd March 2020.

- The introduction of demand management parking charges at Arle Court Park and Ride, along with the introduction of new digital technology enabling bus users to park on site for free, to encourage sustainable transport.

- The abandonment of the experimental bus lane at Boots Corner, Clarence Street in Cheltenham that was introduced as an element of the Cheltenham Transport Plan (CTP) Phase 4, following a TRO Committee decision.

- The re-procurement and mobilisation of the council's Parking Operational Services contract, with a new supplier NSL taking over operation of the contract from the previous incumbent from 1st April 2020.

- Demobilisation of the Parking Services contract operated by APCOA.

The Council publishes this information in accordance with Part 6 of the Traffic Management Act, 2004 whilst remaining mindful of the Local Government Transparency Code, 2015.

The management of parking sits within a dynamic, innovative and changing context and therefore constant monitoring and adjustment is necessary to guarantee effective and responsive management. GCC seeks to maintain a positive balance between various competing groups – from residents and their visitors, businesses and access for blue badge holders.

There also needs to be a balance with the duty that the Council has to maintain traffic flow, avoiding unsafe parking occurrences and ensuring good access for pedestrians, cyclists, buses and other vehicles. The parking team work closely with other GCC teams to ensure that our policies are considered in collaboration with county wide strategies, such as improvement to air quality and encouraging sustainable travel use. For further information please see the Councils Local Transport Plan 2015-2031, a link can be found here: https://www.gloucestershire.gov.uk/council-and-democracy/latest-news-from-council-and-partners/local-transport-plan-2015-2031/

Contents

2. New and Proposed Parking Schemes

In 2018 a new Experimental Traffic Regulation Order (ETRO) was introduced, to support Local Transport Plan objectives - such as encouraging more sustainable means of travel, in selected streets around Cheltenham Spa railway station to enable Great Western Railway to expand the capacity of the station car park.

The changes to on street parking restrictions near Cheltenham Spa station, in Zone 14, were undertaken utilising an Experimental Traffic Regulation Order. This provided approximately 100 long stay parking spaces on parts of Eldorado Road, Queens Road and Christchurch Road. It was recognised that since the commencement of Zone 14 in August 2017, there may be a certain degree of available space throughout the day and a demand for long stay parking in this area of the town. In these locations the experimental parking restrictions were as follows:

From: Monday to Friday 8am – 8pm Zone 14 permit holders or limited waiting 4 hours no return 4 hours.

To: 8am Monday – 8pm Friday Zone 14 Permit holders; or Voucher parking (Max stay 12 hours, no return within 10 hours).

This trial arrangement meant that permit holders will continue to be able to use the bays for any time period. However, some bays in Eldorado Road, Queens Road and Christchurch Road will now be shared use with non-residents able to park for up to 12 hours using a free voucher, which can be obtained via the MiPermit system. The plan (below) shows the parking bay locations where the Experimental TRO has been introduced.

Following consultation and monitoring comments and data were considered throughout the experiment. The data evidenced that there is a demand for longer stay on street parking in the immediate area surrounding Cheltenham Spa railway station and that this demand will continue once the car park development has been completed. The data also evidenced that there was adequate permit holder capacity within the zone to enable this change.

Based on the above, the decision was taken to make this experiment permanent, this became effective from the 3rd March 2020.

The council developed a two-year parking review programme, with Tewkesbury being a high priority for review. ANPR survey data was gathered and analysed and a draft proposal for a parking scheme was shared with stakeholders following by an informal public consultation.

Due to the extremely large number of comments received from local residents towards the proposed changes to parking the council took the decision to terminate the consultation process.

The council will continue to collaborate with stakeholders to ensure that any future highways schemes are appropriate for the local community, including residents, businesses and visitors.

[Figure 1] **Cheltenham Railway Z14 Experimental Traffic Regulation Order (ETRO)**
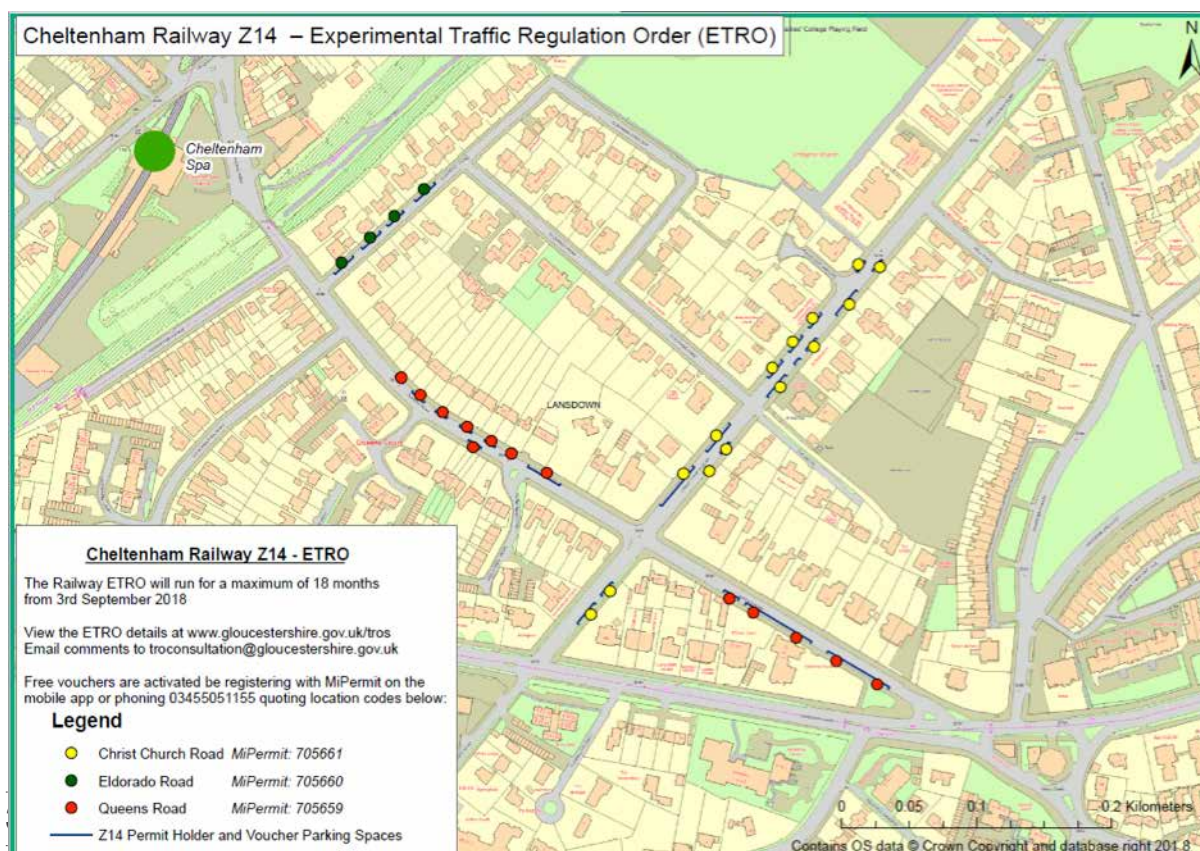
3. On-street Parking

All restrictions backed by a Traffic Regulation Order (TRO) are enforced by Civil Enforcement Officers such as yellow lines and parking bays. The parking operational services contractor carries out sign and line maintenance work when necessary on behalf of the council. All lining and sign work is prioritised and the contractor instructed accordingly. All cost estimates and a programme of works are approved by the Council's Parking Team.

Permit parking schemes give residents, businesses and their visitor's greater opportunities to park in their neighbourhood. Some areas of permit zones include shared use bays. These bays allow permit holders to park as well as visitors to the area, by way of maximum free stay or by paying and displaying. This allows for turnover of space where necessary, ensuring better management of parking demand and kerb side space. Figures 2 – 8 show the permit parking zone boundaries for Cheltenham, Gloucester, Cirencester, Tewkesbury, Stroud, Stonehouse and Lechlade.

A link to the terms and conditions for each permit type is available at: https://www.gloucestershire.gov.uk/media/2097275/gloucestershire-parking-tcs-v118-sep-2020.pdf.

GCC manages and maintains on street parking county-wide with enforcement carried out via a parking operational services contract. The current contract with APCOA Ltd expired at the end of March 2020.

During 2019 an EU compliant competitive tender process was undertaken for the replacement contract. The contract was evaluated on the basis of 60% quality; 40% price and following a review of the bids received the contract was awarded in September 2019 to NSL Ltd.

The effective date of the contract was April 2020 and was mobilised successfully, despite the onset of the COVID 19 pandemic and government restrictions.

[Figure 2] Cheltenham Permit Parking Zones
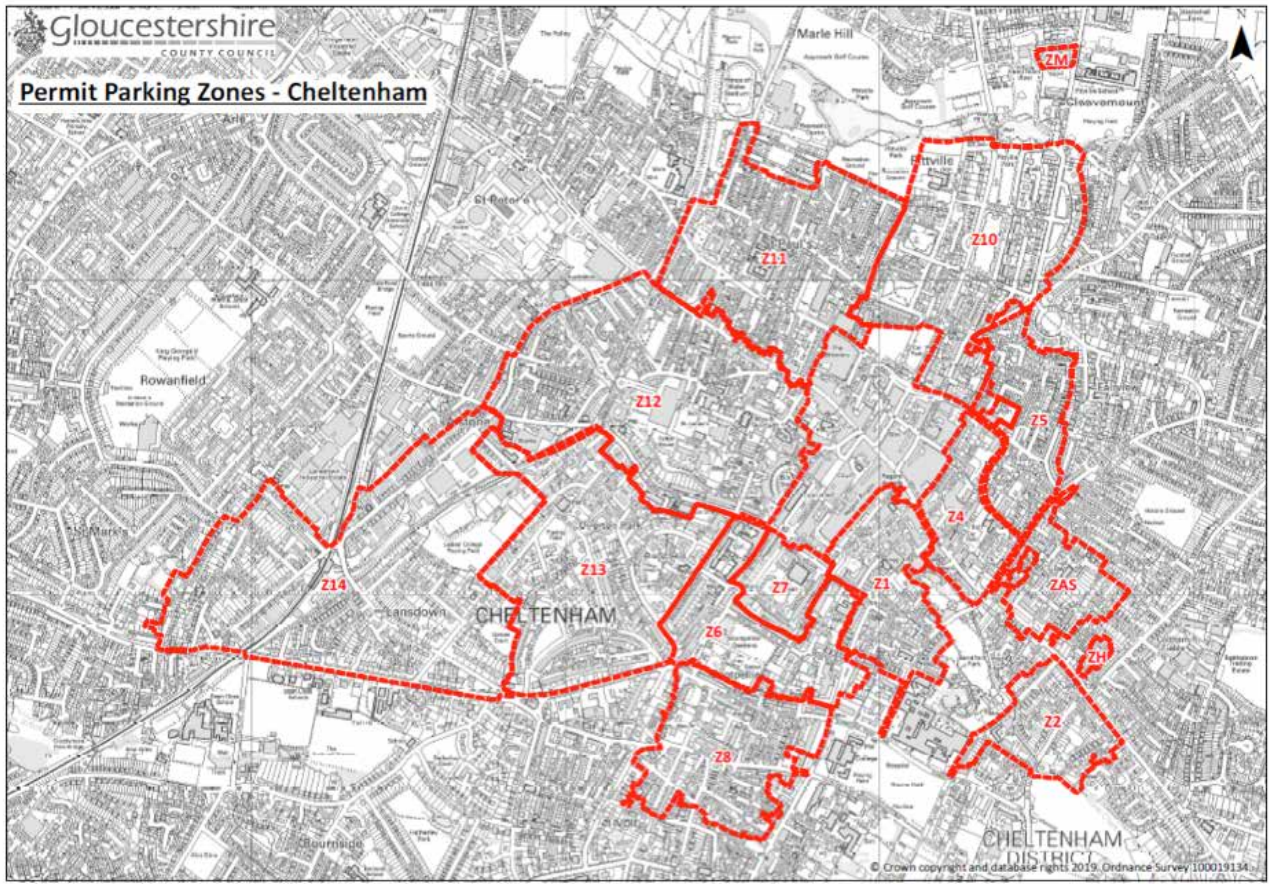
[Figure 3] Gloucester Permit Parking Zones
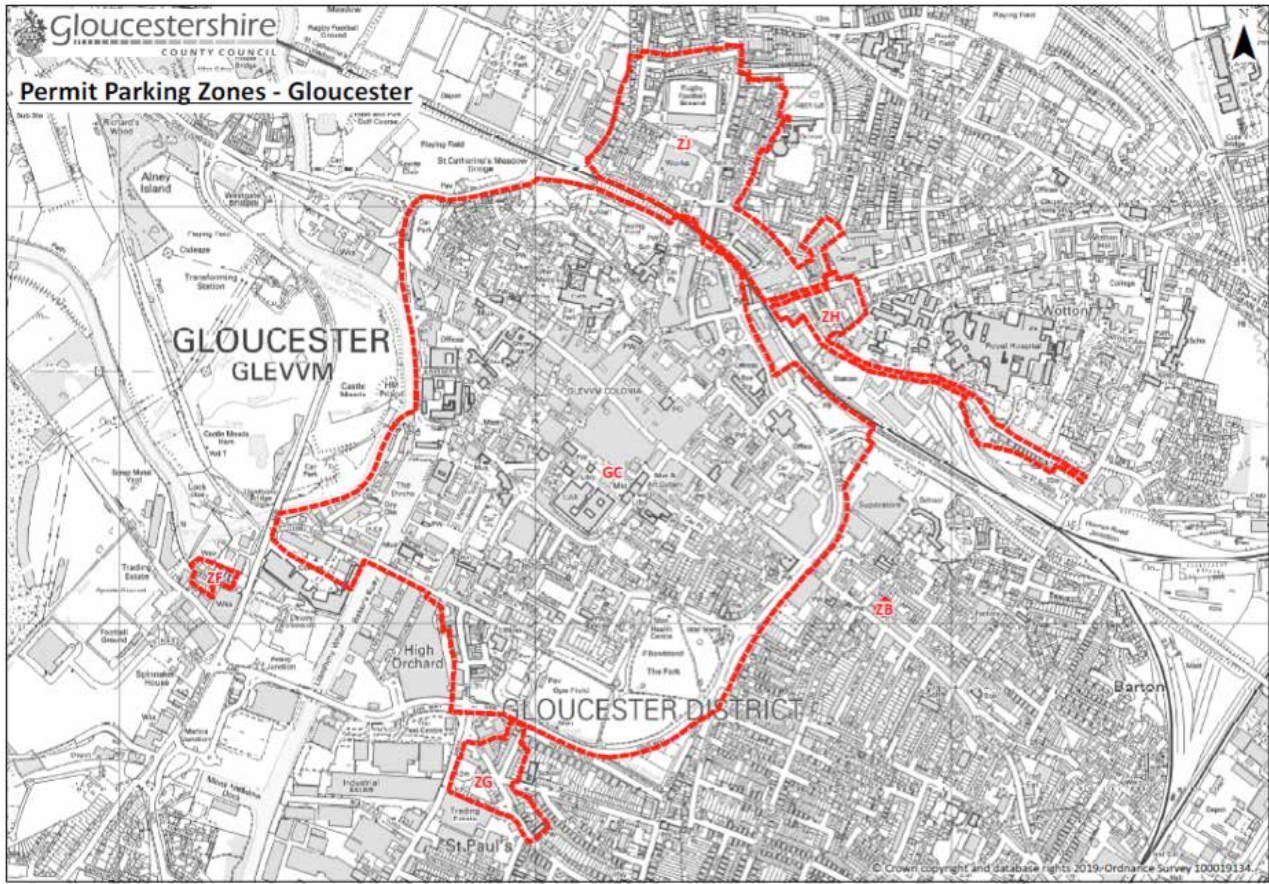
[Figure 4] Cirencester Permit Parking Zones
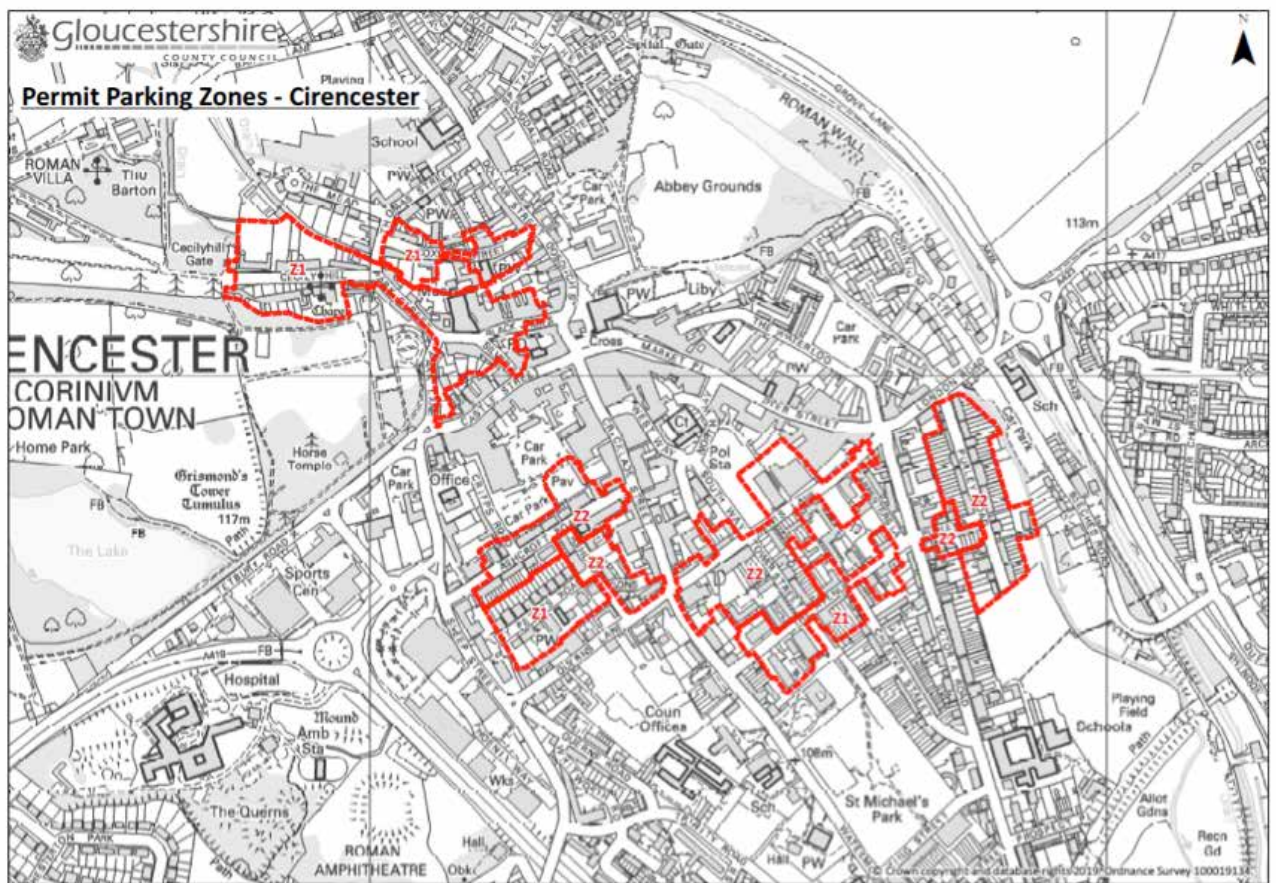
[Figure 5] Tewkesbury Permit Parking Zones
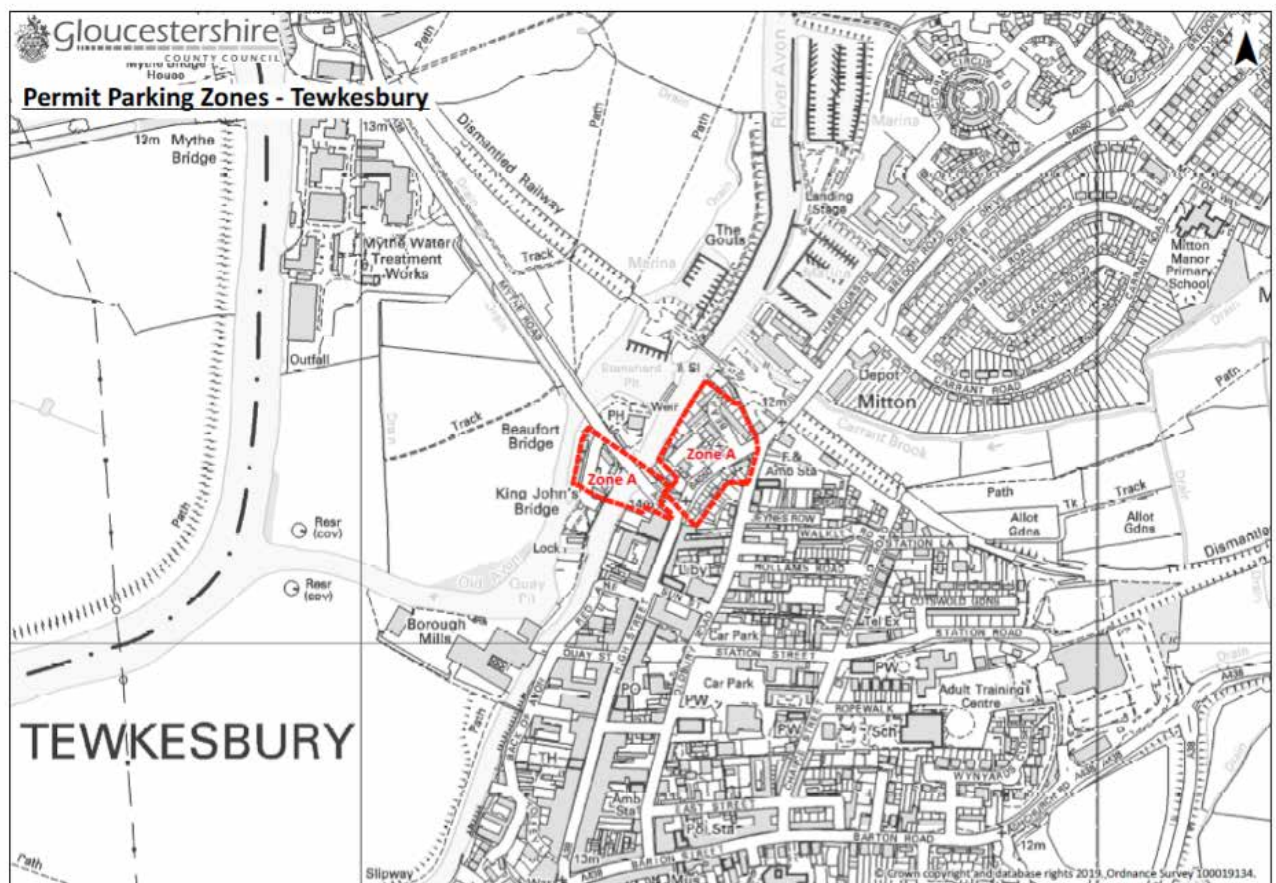
[Figure 6] Stroud Permit Parking Zones
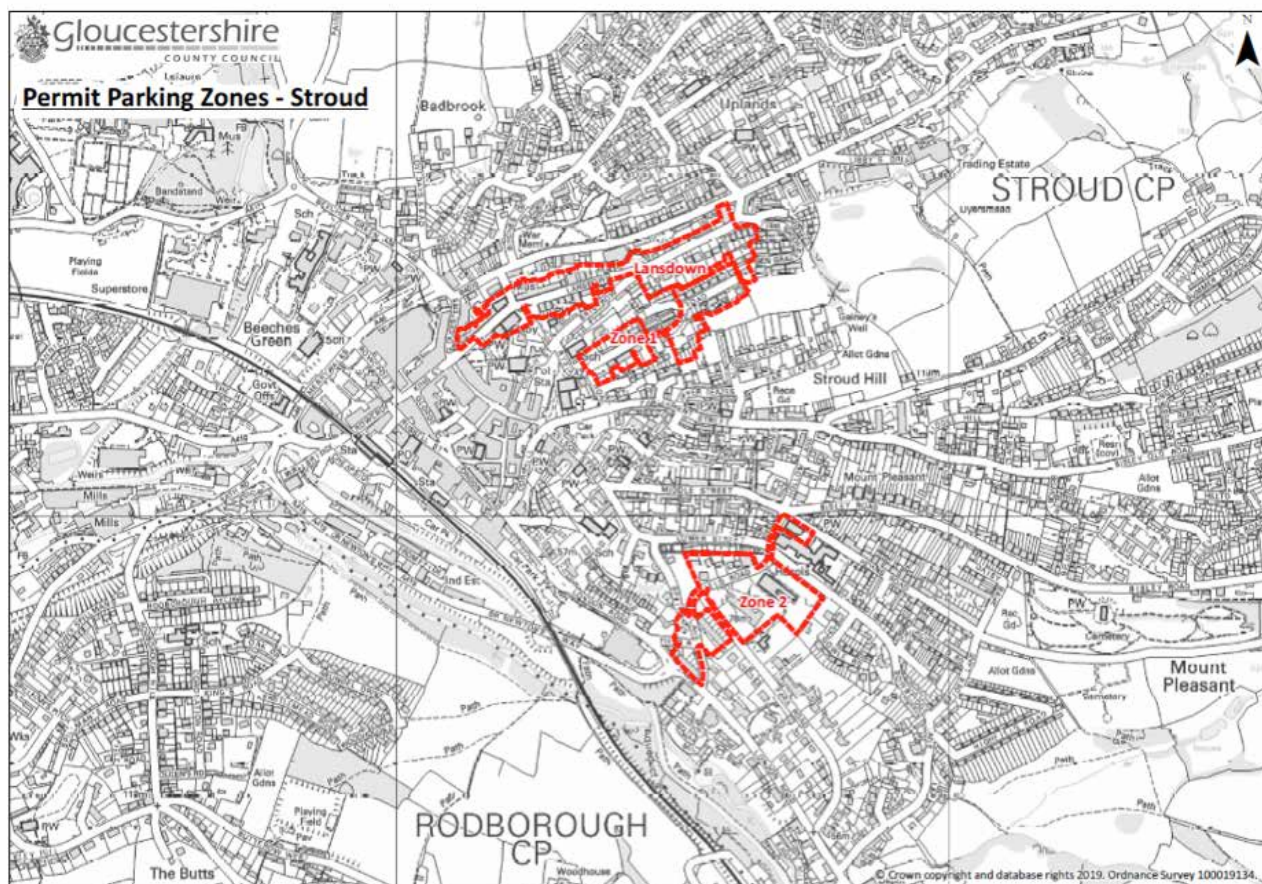
[Figure 7] Stonehouse Permit Parking Zones
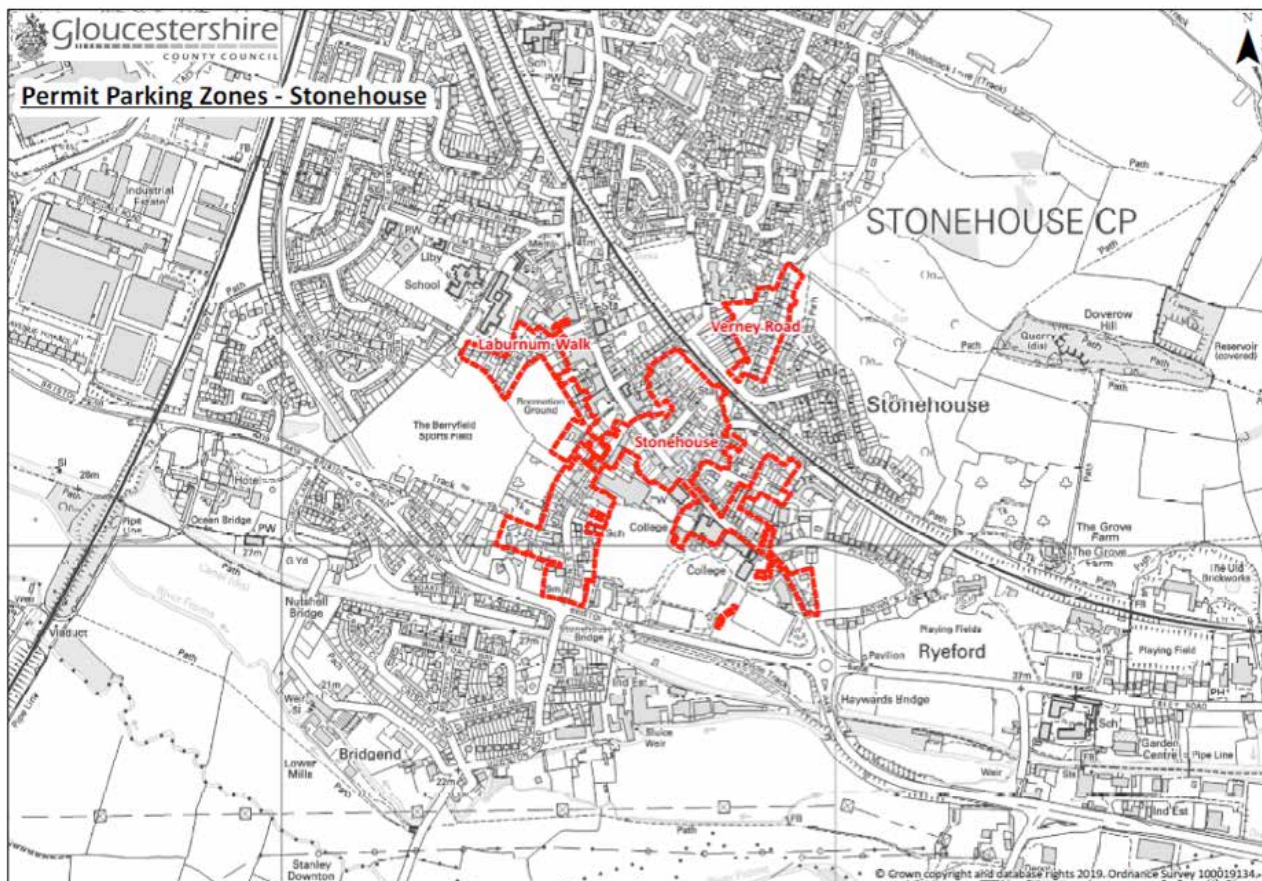
[Figure 8] Lechlade Permit Parking Zones
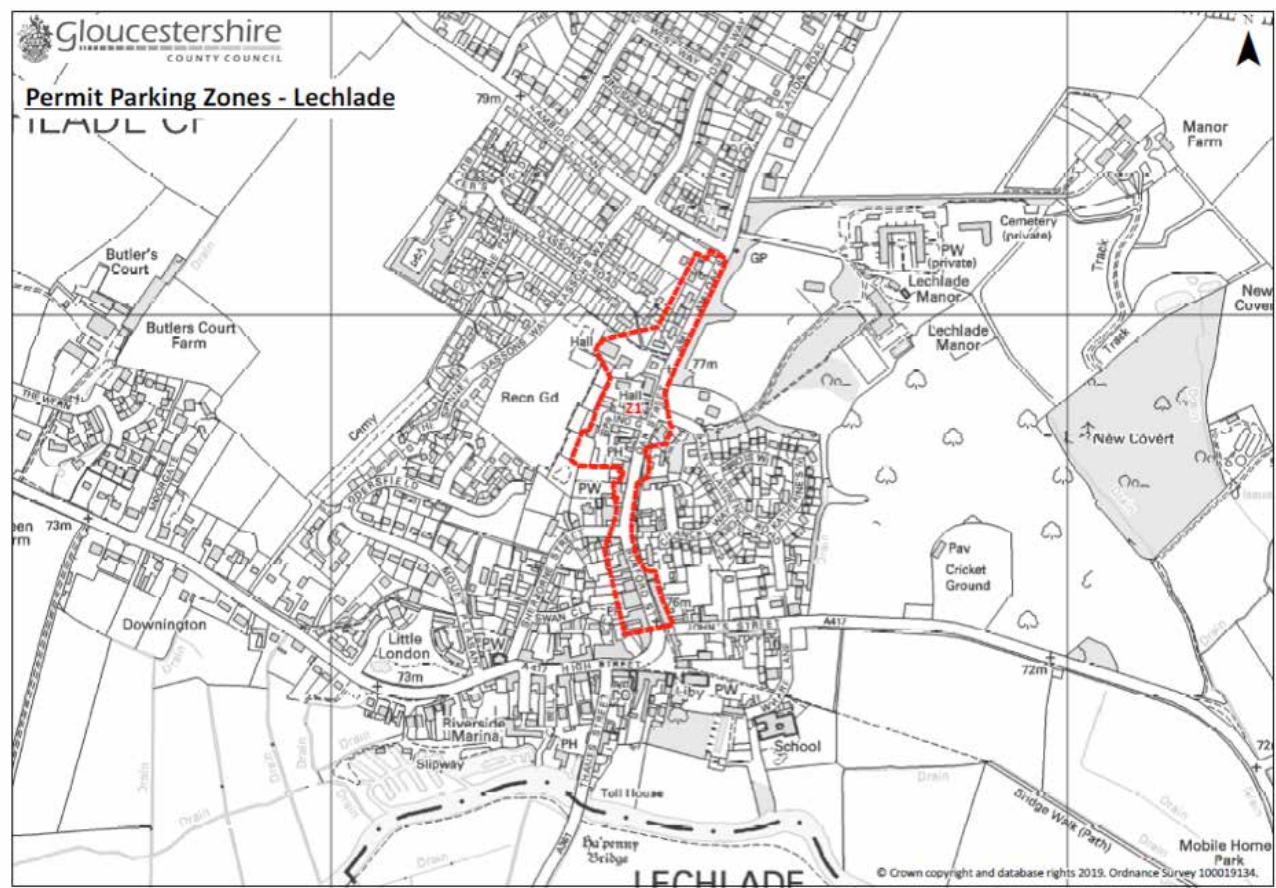
4. Pay and Display

A review of the on-street pay and display machines continues to be undertaken for Gloucester, Cheltenham and Cirencester to ascertain which pay and display machines require upgrading and identify any machines which could be removed.

Removing machines could save the council money by reducing ongoing maintenance costs and the collection of cash. The current pay and display tariffs for Cheltenham, Gloucester and Cirencester can be viewed on pages 12-17.

An audit of parking assets continues to be an ongoing project to balance efficiencies with service delivery, whilst also ensuring a good experience for the customer, which is flexible and user friendly. The plans (Figures 9, 10 and 11) overleaf illustrate the current locations of all pay and display machines on-street in Cheltenham, Gloucester and Cirencester.

The council offers the public the opportunity of paying for on street parking by using the authorities cashless parking system, MiPermit.

This allows customers to pay for parking by using a smart phone application, a website or a dedicated telephone line. Further information on MiPermit can be found here: https://www.mipermit.com/gloucestershire

[Figure 9] Cheltenham Pay & Display machines
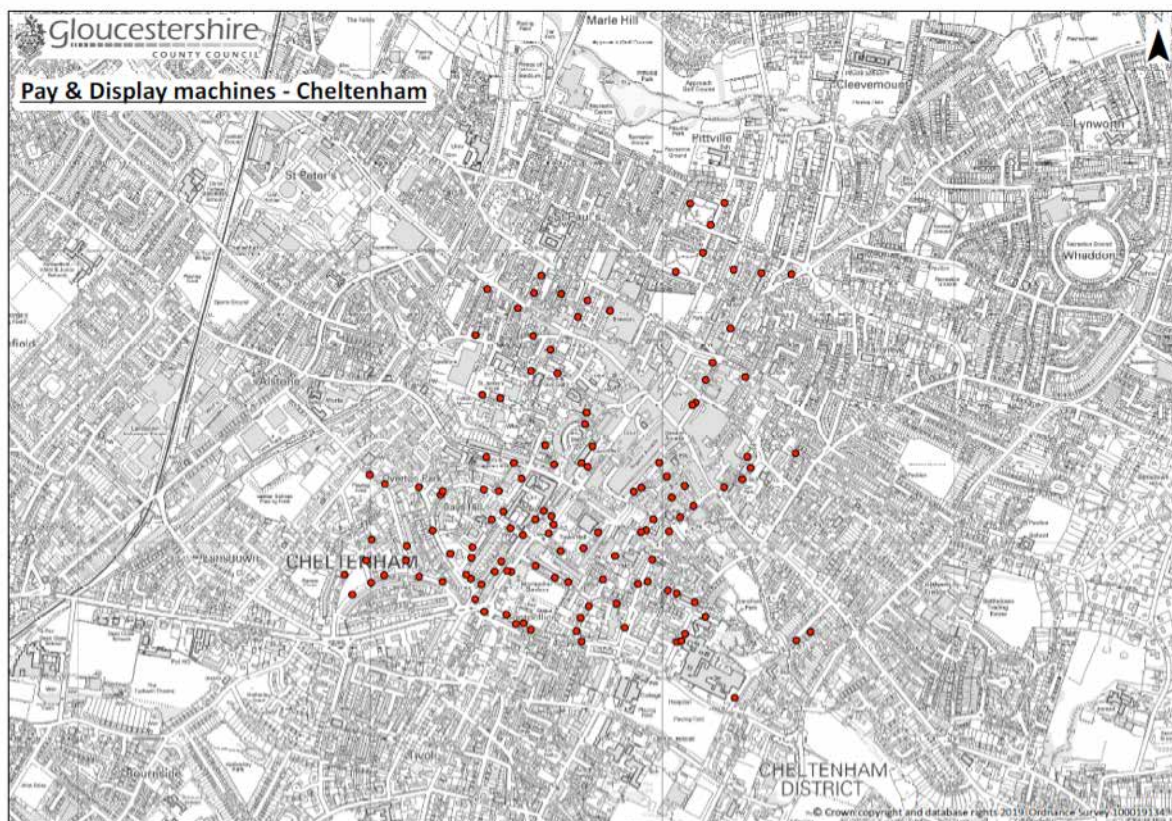
[Figure 10] Gloucester Pay & Display machines
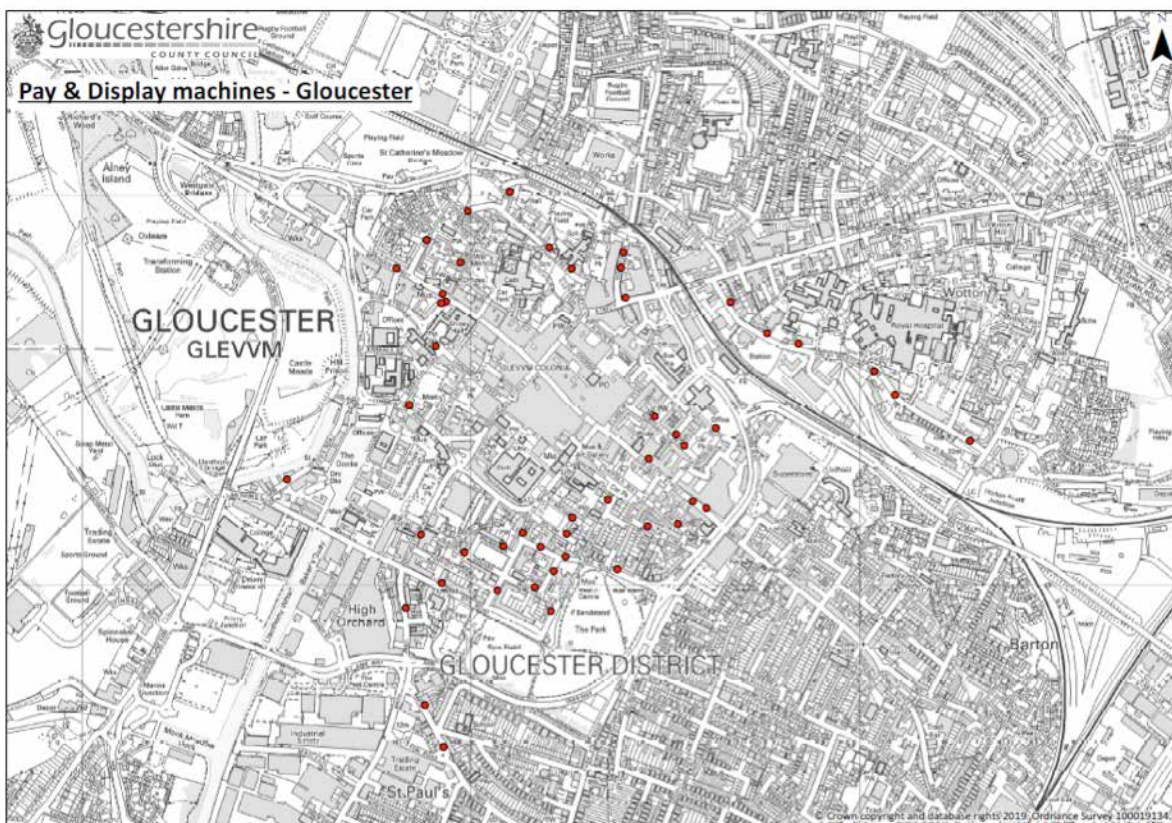
[Figure 11] Cirencester Pay & Display machines
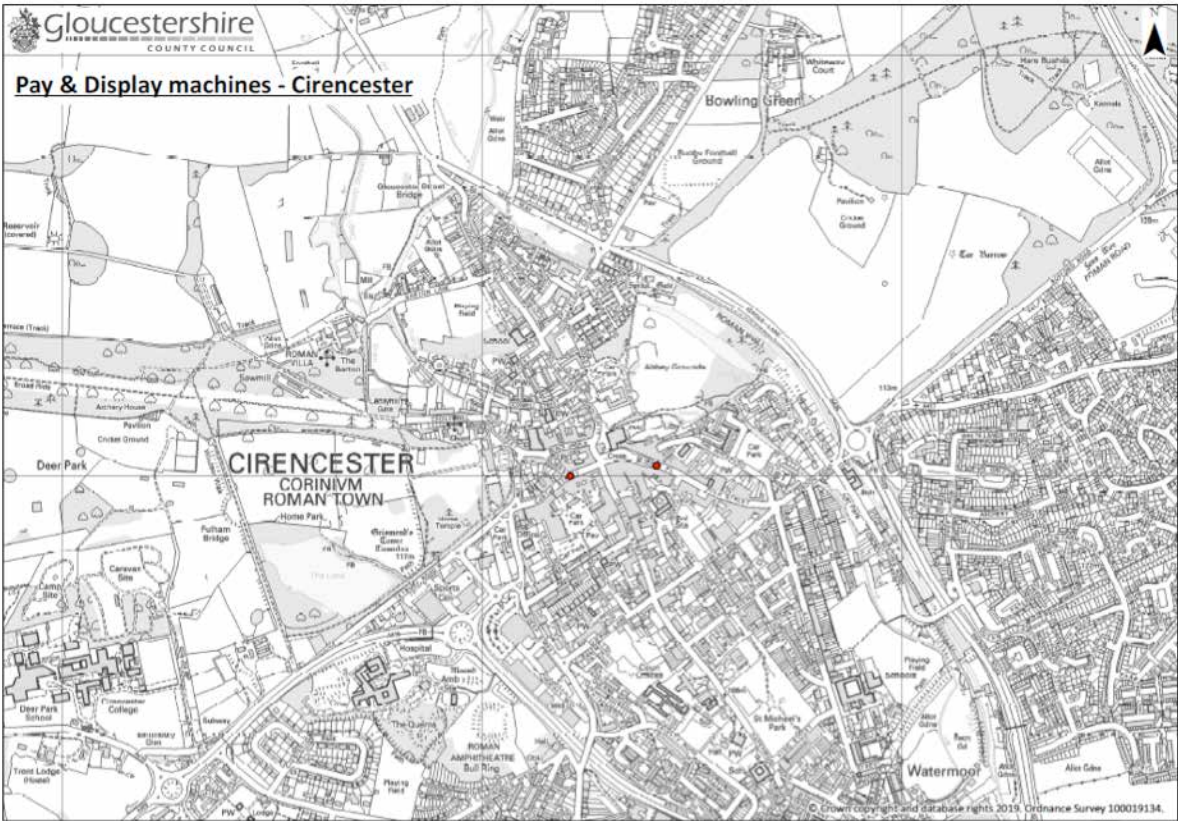
Figure 12 shows the pay and display income for Gloucester, Cheltenham and Cirencester for both cash transactions and cashless transactions. Please note the cashless transactions are for all three districts collectively.

[Figure 12]
On-street Pay & Display income 2019 - 2020

Legend: Gloucester, Cheltenham, Cotswold, Cashless Parking

Year totals: Gloucester £345,865   Cheltenham £975,224
Cotswold £49,820   Countywide cashless £840,536

KEY:

Maxiumum Stay Period at location

Charging Period not applicable at location

District	Town	Road	15 mins	30 mins	45 mins	1hr	1.5 hrs	2 hrs	3 hrs	4 hrs	5 hrs	6 hrs	8 hrs	10 hrs	12 hrs
Cotswold	Cirencester	Market Place		£0.50		£1.00									
Cotswold	Cirencester	Castle Street	£0.083/min (£0.50/hr), max stay 2hrs					£1.00							
Gloucester	Gloucester	Eastgate Street	£0.40	£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Llantony Road	£0.40	£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Northgate Street	£0.40	£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Southgate Street	£0.40	£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Westgate Street	£0.40	£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Worcester Street	£0.40	£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Albert Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Archdeacon Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Arthur Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Bearland		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Bedford Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Belgrave Road		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Brunswick Road		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Brunswick Square		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Commercial Road		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Cromwell Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Kingsbarton Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Ladybellegate Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Montpellier		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Mount Street		£0.70		£1.40	£2.10	£2.70							

KEY:

District	Town	Road	Charging Period												
			15 mins	30 mins	45 mins	1hr	1.5 hrs	2 hrs	3 hrs	4 hrs	5 hrs	6 hrs	8 hrs	10 hrs	12 hrs
Gloucester	Gloucester	Park Road		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Pitt Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Prince Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Priory Road		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Russell Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Severn Road		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Spa Road		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	St Kilda Parade		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	St Marys Square		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	St Marys Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	St Michaels Square		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Station Road		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Wellington Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Whitfield		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Upper Quay Street		£0.70		£1.40	£2.10	£2.70							
Gloucester	Gloucester	Barbican Way		£0.70		£1.40	£2.10	£2.70	£4.00	£5.00					
Gloucester	Gloucester	Stroud Road				£1.50		£2.50							
Gloucester	Gloucester	Great Western Road				£1.50		£3.00	£4.00	£5.00					
Cheltenham	Cheltenham	Inner Promenade		£1.00		£1.70	£2.50	£3.30							
Cheltenham	Cheltenham	Promenade (North)		£1.00		£1.70	£2.50	£3.30							
Cheltenham	Cheltenham	Rodney Road		£1.00		£1.70	£2.50	£3.30							
Cheltenham	Cheltenham	Cambray Place		£1.00		£1.70	£2.50	£3.30							
Cheltenham	Cheltenham	Promenade South				£1.50		£2.70		£5.50				£10	
Cheltenham	Cheltenham	Imperial Square				£1.50		£2.70		£5.50				£10	

KEY:

Maxiumum Stay Period at location

Charging Period not applicable at location

District	Town	Road	Charging Period												
			15 mins	30 mins	45 mins	1hr	1.5 hrs	2 hrs	3 hrs	4 hrs	5 hrs	6 hrs	8 hrs	10 hrs	12 hrs
Cheltenham	Cheltenham	Montpellier Street				£1.50		£2.70		£5.50				£10	
Cheltenham	Cheltenham	Suffolk Place	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00							
Cheltenham	Cheltenham	Fauconberg Road	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00							
Cheltenham	Cheltenham	Queens Circus	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00							
Cheltenham	Cheltenham	Montpellier Drive	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00							
Cheltenham	Cheltenham	Montpellier Street (between Montpellier Arcade and Fauconberg Road	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00							
Cheltenham	Cheltenham	Montpellier Walk	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00							
Cheltenham	Cheltenham	Vittoria Walk	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00							
Cheltenham	Cheltenham	Montpellier Spa Road	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00						
Cheltenham	Cheltenham	Montpellier Terrace	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00						
Cheltenham	Cheltenham	Bath Road (between Montpellier Terrace and Montpellier Drive)	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00					
Cheltenham	Cheltenham	Bayshill Road	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00					
Cheltenham	Cheltenham	Montpellier Parade	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00					
Cheltenham	Cheltenham	Montpellier Street (between Parabola Road and Montpellier Arcade)	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00					

District	Town	Road	15 mins	30 mins	45 mins	1hr	1.5 hrs	2 hrs	3 hrs	4 hrs	5 hrs	6 hrs	8 hrs	10 hrs	12 hrs
Cheltenham	Cheltenham	Parabola Road (between Montpellier Street and Bayshill road)	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00	£5.00					
Cheltenham	Cheltenham	Bath Road (between Oriel Road and Cedar Court Road)				£1.50		£3.00							
Cheltenham	Cheltenham	St Annes Road				£1.00		£2.00							
Cheltenham	Cheltenham	Gloucester Place				£1.50		£3.00							
Cheltenham	Cheltenham	Grosvenor Street				£1.50		£3.00							
Cheltenham	Cheltenham	College Road				£1.00		£2.00	£3.00	£4.00					
Cheltenham	Cheltenham	Keynsham Road				£1.00		£2.00	£3.00	£4.00					
Cheltenham	Cheltenham	Argyll Road				£1.00		£2.00	£3.00	£4.00					
Cheltenham	Cheltenham	St Lukes Road				£1.00		£2.00	£3.00	£4.00					
Cheltenham	Cheltenham	Orrisdale Terrace				£1.00		£2.00	£3.00	£4.00					
Cheltenham	Cheltenham	King Street	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	St Pauls Street South	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	St Georges Street	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	Henrietta Street	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	Crescent Place				£1.60		£2.80	£3.80						
Cheltenham	Cheltenham	Crescent Terrace				£1.60		£2.80	£3.80						

Charging Period

District	Town	Road	Charging Period												
			15 mins	30 mins	45 mins	1hr	1.5 hrs	2 hrs	3 hrs	4 hrs	5 hrs	6 hrs	8 hrs	10 hrs	12 hrs
Cheltenham	Cheltenham	Winchcombe Street (between High Street and Fairview Road)				£1.60		£2.80	£3.80						£6.00
Cheltenham	Cheltenham	St James Street				£1.60		£2.80	£3.80						
Cheltenham	Cheltenham	Wellington Street				£1.60		£2.80	£3.80						
Cheltenham	Cheltenham	Oriel road				£1.60		£2.80	£3.80						
Cheltenham	Cheltenham	Bath Road (between High Street and Oriel Road)				£1.60		£2.80	£3.80						
Cheltenham	Cheltenham	Jessop Avenue				£1.30		£2.60	£3.90						
Cheltenham	Cheltenham	Clarence Square	£0.025/min (£1.50/hr), max stay 2hrs					£3.00							
Cheltenham	Cheltenham	Evesham Road	£0.025/min (£1.50/hr), max stay 2hrs					£3.00							
Cheltenham	Cheltenham	Pittville Lawn	£0.025/min (£1.50/hr), max stay 2hrs					£3.00							
Cheltenham	Cheltenham	Prestbury Road	£0.016/min (£1/hr), max stay 3hrs						£3.00						
Cheltenham	Cheltenham	Wellington Road	£0.016/min (£1/hr), max stay 3hrs						£3.00						
Cheltenham	Cheltenham	Winchcombe Street (between Fairview Road and Clarence Road)	£0.025/min (£1.50/hr), max stay 2hrs					£3.00							
Cheltenham	Cheltenham	Wellington Square	£0.025/min (£1.50/hr), max stay 2hrs					£3.00							
Cheltenham	Cheltenham	St Georges Road	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	Burton Street	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	Devonshire Street	£0.016/min (£1/hr), max stay 2hrs					£2.00							

District	Town	Road	Charging Period												
			15 mins	30 mins	45 mins	1hr	1.5 hrs	2 hrs	3 hrs	4 hrs	5 hrs	6 hrs	8 hrs	10 hrs	12 hrs
Cheltenham	Cheltenham	New Street	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	Ambrose Street	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	Clarence Street	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	St James Square	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	St Georges Place	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	Crescent Place	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	Crescent Terrace	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	Royal Well Place	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	Chapel Walk	£0.016/min (£1/hr), max stay 2hrs					£2.00							
Cheltenham	Cheltenham	Parabola Road	£1 per hour (1.66p/min) for first 3 hours							£1.50 per hour (2.5p/min) up to 4 hours Max stay (£4.50)					
Cheltenham	Cheltenham	Overton Road	£1 per hour (1.66p/min) for first 3 hours							£1.50 per hour (2.5p/min) up to 4 hours Max stay (£4.50)					
Cheltenham	Cheltenham	Lansdown Crescent	£0.50p per hour (0.83p/min) up to maximum charge £4												
Cheltenham	Cheltenham	Lansdown Parade	£0.50p per hour (0.83p/min) up to maximum charge £4												
Cheltenham	Cheltenham	Malvern Place	£0.50p per hour (0.83p/min) up to maximum charge £4												
Cheltenham	Cheltenham	Douro Road	£0.50p per hour (0.83p/min) up to maximum charge £4												
Cheltenham	Cheltenham	Malvern Road	£0.50p per hour (0.83p/min) up to maximum charge £4												

On-Street Parking Provision

Table 1 below shows the approximate number of available spaces on the highway per restriction type. These spaces have been calculated using 5.5 meters as an average car length, which takes into consideration both larger and smaller vehicles. Please note that permit parking areas (PPAs) have not been included in the table below. This is due to PPAs having no marked bays designated on the highway meaning is it is not possible to calculate the number of bays accurately.

[Table 1] On Street Parking Bay Provision by District

	Cheltenham	Cotswolds	Forest of Dean	Gloucester	Stroud	Tewkesbury
Permit holders only	1,029	107	0	162	109	35
Disabled parking bays	71	18	11	57	39	20
Limited waiting bays	253	354	176	181	343	230
Pay and Display bays	267	15	0	46	0	0
Shared use bays	4,640	173	0	1,165	2	0

6. CCTV Bus Lane Enforcement

The numbers of bus lane PCN's issued by camera location in Gloucestershire for the period 2019-20 are shown opposite on Table 2:

[Table 2] Bus Lane PCN's issued by location

Location	Bus Lane	Contraventions 2019-2020 (financial year)
S0001	Llanthony Bridge, Gloucester	1,673
S0002	Valley Gardens, Gloucester	644
S0003	Valley Gardens Kingsway Primary School, Gloucester	509
S0004	Middle Mead, Kingshill, Cirencester	169
S0005	Kingsway, Woodvale, Quedgeley, Gloucester	948
S0006	Typhoon Way, Brockworth,	4,645
S0007	Cambourne Place, Lydney	422
S0008	Albion Street, Cheltenham	4,864
S0010	A40, Gloucester Road, Cheltenham	1,899
M0002	Clarence Street, Cheltenham	21,882
	Total	**37,655**

Figure 13 shows the number of CCTV PCNs issued for all bus lanes that GCC enforce county-wide and the percentage of those that were paid.

[Figure 13] CCTV PCN issue and % of PCNs paid 2019-2020 by location
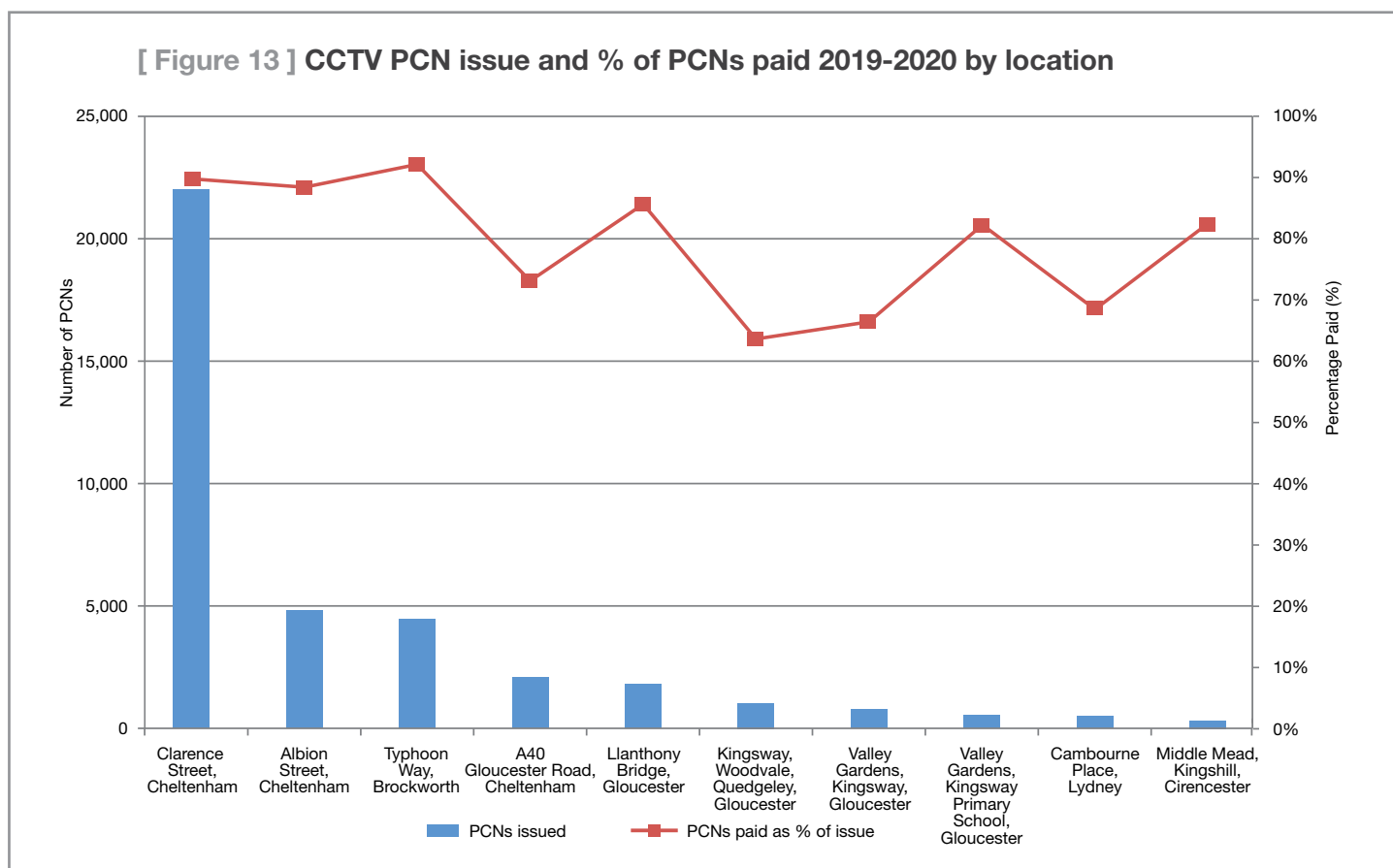
Figure 14 shows the number of CCTV PCNs issued, amount paid and the income received from these payments.

[Figure 14] Bus lane CCTV enforcement activity 2019-2020 by location
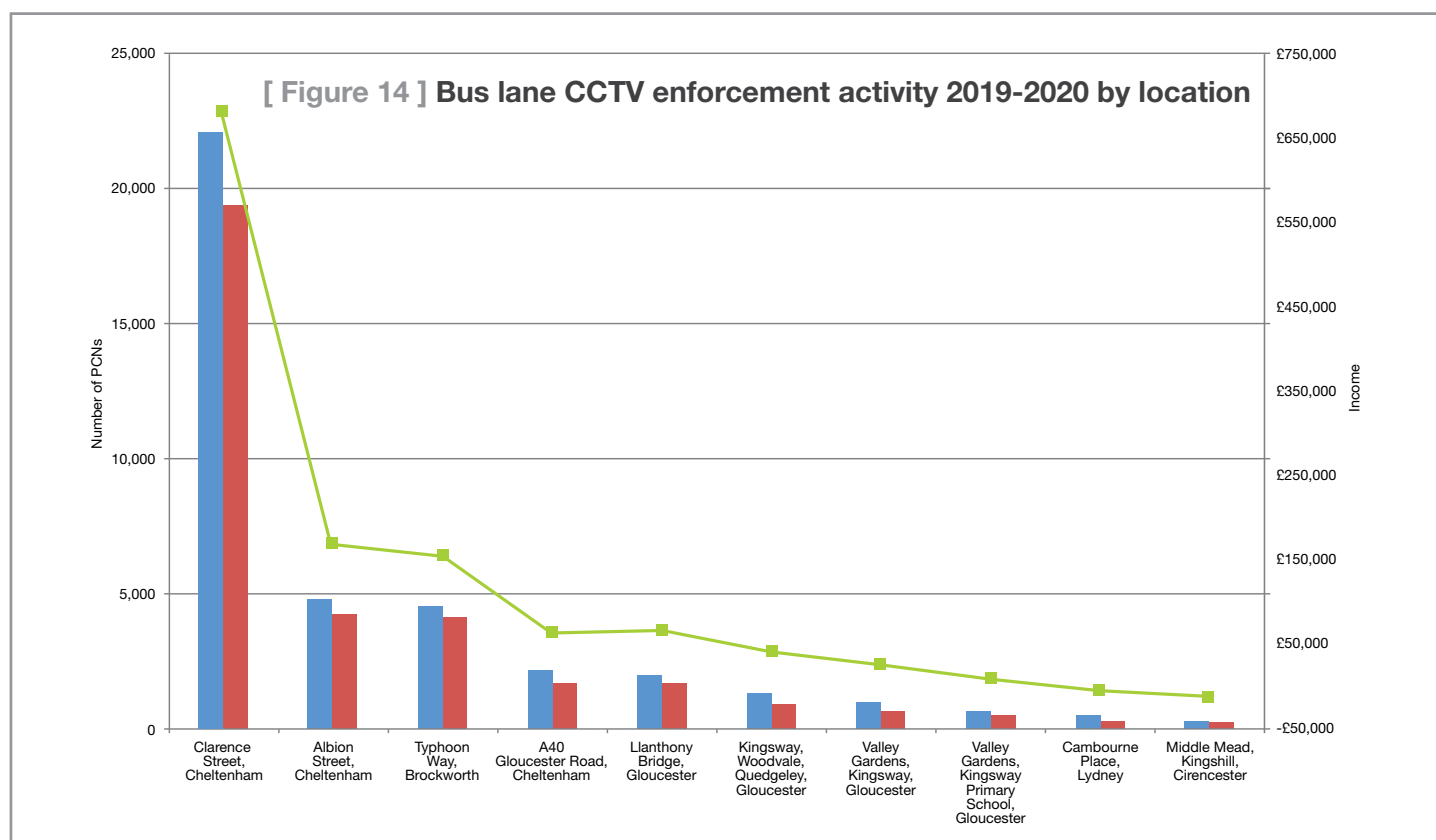
Cheltenham Transport Plan, Phase 4: Clarence Street (Boots Corner)

Cheltenham Transport Plan, Phase 4: Clarence Street (Boots Corner) was a Cheltenham Borough Council led initiative. Experimental Traffic Regulation Orders (ETROs) became effective on 28th June 2018. This scheme incuded a bus only street, that aimed to improve the area largely for the purposes of pedestrian and cycle access and safety, to encourage use of public transport and to improve air quality in the area. A Prohibition of Driving (POD) was applied to some of the surrounding roads with an exemption for loading and unloading between 6pm and 10am. ETROs also cover parking restrictions and directional traffic flow. This experimental scheme was regularly reviewed throughout its 18 month period to establish whether any modifications should be made based on data gathered and comments received in response to the consultation.

The bus only street was operational between 10am and 6pm and allowed an exemption for certain types of vehicle, including taxis, private hire taxis, pedal cycles and buses. The bus only street was enforced by Automatic Number Plate Recognition (ANPR), via an approved device. GCC staff were responsible for considering representations in respect of any PCNs issued.

[Figure 15] **Clarence Street/North Street, Cheltenham ("Boots Corner") Sealed Bus Lane map schedule - Effective from 28/06/2018 to 02/06/2019**

Following the introduction of the scheme ongoing reviews and analysis of the data and public feedback was undertaken, this resulted in amendments to the scheme that were introduced in June 2019, changes to the bus gate can be seen in Figure 15a below:

[Figure 15a] **Clarence Street/North Street, Cheltenham ("Boots Corner") Sealed Bus Lane map schedule - Effective from 03/06/2019 to 28/12/2020**

In December 2019 at a Traffic Regulation Order Committee meeting a review of data and the effectiveness of the scheme was debated and following a vote by the Committee the scheme was abandoned in its entirety and all the Experimental Traffic Order was revoked. Further information relating to the decision can be found at: https://www.gloucestershire.gov.uk/highways/major-projects-list/cheltenham-transport-plan/phase-4-amendment-boots-corner-trial-changes/

Figure 16 shows the numbers of warning notices and PCNs issued at Clarence Street Bus Gate.

[Figure 16] Clarence Street, Cheltenham Bus Gate - Warnings/PCNs issued (01/04/2019 - 28/12/2019)

Legend: Warning Notices issued, Penalty Charge Notices issued
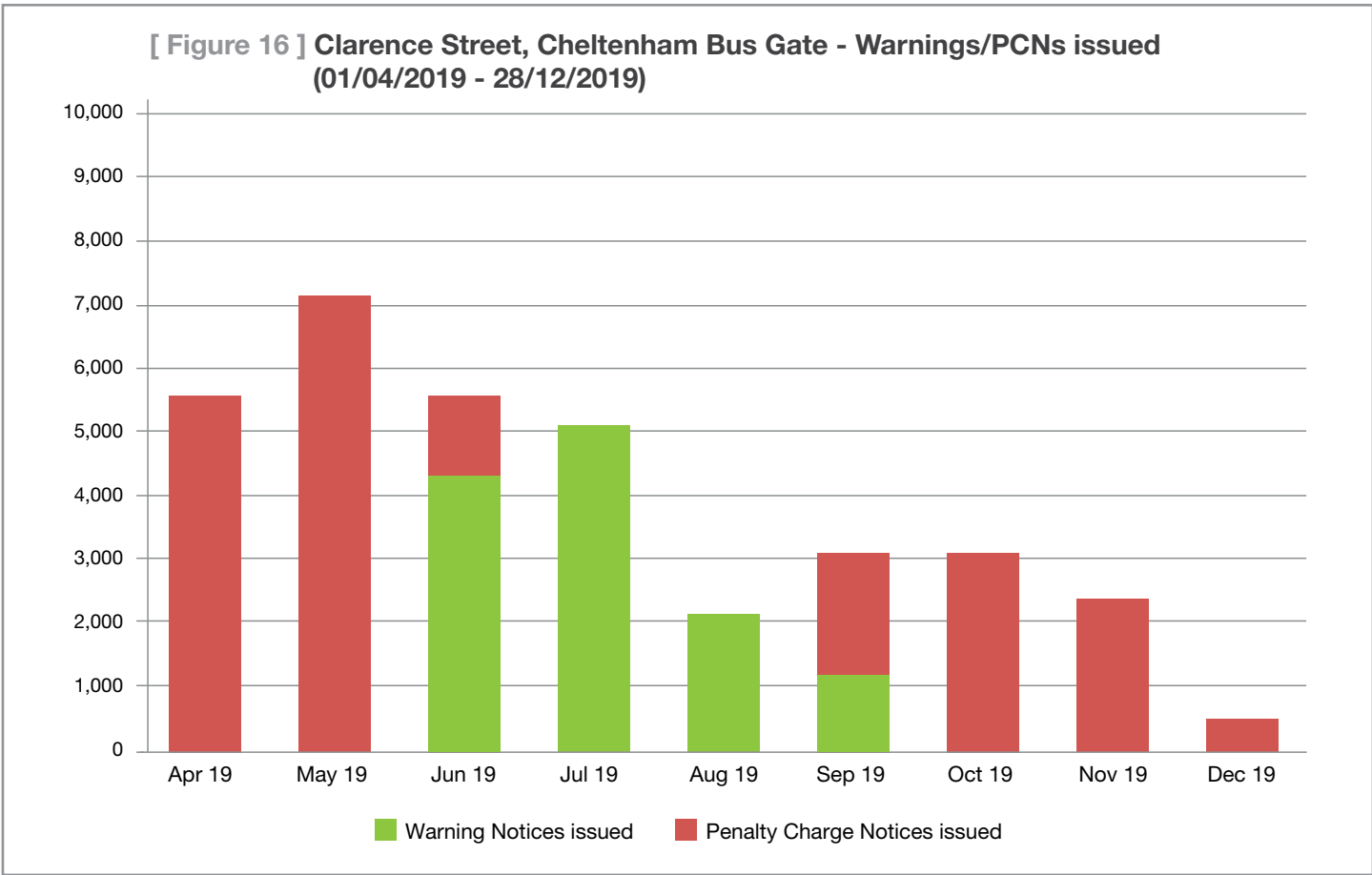
7. Civil Parking Enforcement (CPE)

Figure 17 contains the data covering financial period 2019-20 for the number of PCNs issued for CPE on street and off street Penalty Charge Notices (PCNs) and the percentage of those that were paid.

[**Figure 17**] **Countywide On-street/Off-street PCN issue and %of PCNs paid 2019-2020**

Legend: PCNs issued | PCNs paid as % of issue

8. Challenges and Representations

The table below shows the number of accepted and rejected informal challenges and formal representations in relation to on and off street PCNs issued.

[Table 3]

Challenges and Representations	Yearly Totals	Challenges and Representations as a % of Total PCNs Issued
Rejection Pre Notice to Owner (NtO)	3480	9.13%
Acceptance Pre NtO	2311	6.06%
Rejection Post NtO	476	1.25%
Acceptance Post NtO	389	1.02%
Total PCNs Issued	**38,115**	

The table below shows the number of accepted and rejected formal representations in relation to bus lane PCNs issued.

[Table 4]

Challenges and Representations	Yearly Totals	Challenges and Representations as a % of Total PCNs Issued
Rejection Post NtO	1895	5.0%
Acceptance Post NtO	1455	3.9%
Total PCNs Issued	**37,655**	

The tables below show the number of PCN cases that were submitted to Traffic Penalty Tribunal (TPT) for the 2019-20 period.

[Table 5] On street PCN's

Stage	Yearly Totals
Appeals rejected	25
Appeals allowed	31
Total submitted to TPT	**56**

[Table 6] Bus lane PCN's

Stage	Yearly Totals
Appeals rejected	12
Appeals allowed	52
Total submitted to TPT	**64**

[Table 7] TPT overview

Total PCNs issued		Total cases to TPT		Appeals as a % of Total PCNs Issued	
On street	Bus lane	On street	Bus lane	On street	Bus lane
38,115	37,655	56	64	0.1%	0.2%

The flow chart below illustrates the life cycle"of a
Penalty Charge Notice (PCN).

[Figure18] PCN Life Cycle

**Penalty Charge Notice (PCN) issued
(£50 or £70 depending on contravention)**

Option one
Pay within 14 days at a 50%
discounted amount of £25/35.
Case now closed, or; Pay
within 28 days at the full amount of
£50/£70. **Case now closed**

Option two
Make an informal
representation in
writing within 14 days
and await the decision
of the Councl

Fail to pay
the PCN

PCN issued by post
A PCN is issued by post if the vehicle is driven
away before the Notice is issued, the Parking
Attendant is prevented from issuing by threat or
intimidation, the Notice is issued as a result of
CCTV evidence

All challenges will be
acknowledged within
14 days of receipt

We will write to you and tell
you whether we have:

Rejected your
Representation

Accepted your
Representation

Issued no later than 28
days from the date of
the contravention

You can now:
Pay the PCN within 14 days at the discounted amount
of £25/35. **Case will be closed**, or;
Pay the PCN within 28 days at the full amount
of £50/£70. **Case will be closed**, or;
Wait 28 days to receive a Notice to Owner (NtO)
in order to make a formal representation

We will cancel your PCN
and send you a written
confirmation to this effect.
Case will be closed

Issued no later than 6
months after the date
of the contravention
(target 56 days after
date of contravention)

If after 28 days we have not received payment for the PCN we will issue a
Notice to Owner (NtO) to the registered owner of the vehicle. The registered
owner is liable for the payment of the full amount of £50/£70 of the PCN.
The registered owner now has two options:

A postal PCN will be issued along with a
Notice to Owner (NtO) to the registered
keeper of the vehicle who now has two
options:

Option one
Within 28 days of receiving the NtO, pay
the PCN at the full amount of £50/£70.
Case will be closed

Option two
Within 28 days of receiving the
NtO (or combined NtO/PCN) follow
the instructions to make a formal
representation against the PCN

Option one
Pay the PCN within 21 days at the
discounted amount of £25/£35. Case will
be closed, or: Pay the PCN within 28 days
at the full amount of £50/£70.
Case will be closed

All representations will be acknowledged
within 14 days of receipt

We will consider the Representation and notify the owner of the vehicle, in writing, whether their representation has been accepted or rejected

Accepted Representation
We will inform the registered owner that the case has now been **closed**

Rejected Representation
We will inform the registered owner in writing that the Representation has been rejected

The registered owner now has 14 days (21 days for a postal PCN) to: Pay the PCN at the full amount of £50/£70 or: follow the instructions enclosed with their Notice of Rejection (NoR) and appeal to an independent adjudicator at the Traffic Penalties Tribunal (TPT).

Any refund of monies due as a result of an adjudicators upholding of an appeal must be made within 35 days of the ruling

If within 28 days the registered owner has not: Paid the PCN. Sent an appeal to the Traffic Penalties Tribunal. A Charge Certificate will be issued to the registered owner of the vehicle and a 50% surcharge will be added to the Penalty Charge increasing the charge to £75/£105

If the registered owner does not respond to the Charge Certificate within 14 days we will register the debt at the Traffic Enforcement Centre (TEC) and a Notice of Registration will be served. A £8 registration fee will be added plus any costs awarded by an adjudicator at TPT

Option one
Pay the Penalty Charge within 28 days of receiving the Notice of Registration. **Case will be closed**

Option two
Submit a Witness Statement to the court asking for the registration to be revoked. If the Witness Statement is accespted by the court it will advise the Council of this. The Council will now decide what further action to take.

Fail to respond to the Notice of Registration

Action one
Issue a further Notice to Owner using the information submitted in the Witness Statement. The enforcement procedure will then be followed as above.

Action two
Cancel the PCN and inform the owner that the case has now been **closed**

If after 21 days of serving the Notice of Registration we have not received a Witness Statement or full payment of the charge we will ask the Court to issue a Warrant instructing an enforcement agent (Certified Bailiff) to recover the debt. The enforcement agent will add their own fees to the Penalty Charge.

9. Blue Badge Fraud investigation

Gloucestershire County Council renewed a contract with the Blue Badge Fraud Investigation Team in April 2018, having used the service in previous years. Regular patrols resulted in 21 cases of blue badge misuse being identified in the financial year 2019/20 and in all cases the badges were seized and later returned to the badge holder with a warning letter with a reminder of how the badge should be used compliantly. Table 9 below shows the numbers of prosecutions.

A number of these cases were taken to court for prosecution resulting in the offenders being fined. One these cases has yet to be taken to court and therefore full figures for this financial period are not available.

Occasionally cases of misuse are not brought to prosecution if it is not in the public interest to do so. Reasons for not progressing to court include; not being within the public interest, admin errors, warning letters sent in the first instance as the punishment may outweigh the actual offence.

The GCC Parking Team works collaboratively with the council Blue Badge Team and receives advice and guidance from the GCC Legal Team on all cases as to whether to pursue a prosecution or not.

[Table 8]

Blue Badge Fraud Incident Outcomes	Number of cases
Total prosecuted	14
Total not prosecuted**	6
Total cases awaiting court date	1
Total incidents	**21**

10. Permits, Wavers and Other Income

The table below shows the permit charges 2019-20. Please note new charges were implemented in the year 2020/21 and will be detailed in next year's report.

[Table 9] Permit charges

Permit type	Cost
Resident Parking Permit	1st permit - £60 per year or £5 monthly 2nd permit - £120 per year or £10 monthly
Visitor Voucher (1 full calendar day)	£12 per set of 10 (£1.20 per voucher) 50 per household per year Only one voucher required for a weekend (Saturday and Sunday)
Eco' cars (Vehicle Excise Duty Band 'A')	1st Permit - £30 per year or £2.50 monthly 2nd Permit - £60 per year or £5 monthly
Motorcycles under 300cc (reduced charge)	1st Permit - £30 per year or £2.50 monthly 2nd Permit - £60 per year or £5 monthly
Wavers (Tradesman's permits)	Green Waivers (in permitted parking areas) £20/day Red Waivers (in no waiting areas) £35/day

The table opposite shows the number of red and waivers purchased during the 2019/20 period

[Table 10]

Green waivers	740
Red waivers	70

MIPERMIT Gloucestershire

To purchase a permit, visitor voucher or waiver please contact MiPermit:
https://www.mipermit.com/gloucestershire
0333 123 5900

Information on permits, visitor vouchers and waivers can be found on our website by following the link below;
https://www.gloucestershire.gov.uk/highways/parking/parking-permits-and-zone-maps/

11. Total Income and Expenditure

The table below shows total income and expenditure to deliver parking services for GCC.

Revenue received from parking covers the costs for the service delivery. Any surplus generated by the operation of the parking service is used firstly in investment in the management of parking and parking assets, and for other improvements in traffic management, highway improvements and subsidised and concessionary transport. This is in accordance with the current legislation, the Traffic Management Act 2004.

[Table 11] On-street parking income and expenditure 2019-2020

	£'000	£'000
Income		-6,173
Expenditure		
Employee Related	320	
Premises Related	3	
Transport Related	20	
Supplies and Services	128	
Third Party Payments	2,256	
Support Services	0	
Depreciation & impairment	46	
Inter GCC Transfers	9	
Reserve Movements & Gen F	-150	
Capital Financing Costs	150	
Central Support Recharge Elements	68	
		2,850
Net Income		-3,323

12. Park & Ride Report

Cheltenham Park and Ride Sites

Arle Court Park & Ride, Cheltenham

In May 2019 GCC introduced ground breaking technology to manage the use of the park and ride site at Arle Court.

The park and ride service at Arle Court is an important and well used service that helps ease congestion and improves air quality in the Regency town of Cheltenham. The site has 576 parking spaces, but customers wanting to park and ride regularly found it difficult to find a space due to motorists parking for free and then walking off site to their place of work, rather than paying to use the bus service into Cheltenham town centre.

The County Council has worked with private sector providers Chipside, Flowbird and Atkins, as well as bus operators Stagecoach and Pulham's Coaches, to design a scheme where bus users obtain free site parking by validating their bus use using a QR code ticket obtained from Flowbird machines situated at the bus stop.

150 paid for parking spaces are available for purchase on the site daily for those customers that do not wish to use the bus service but require parking. The cost of parking for these users is £6 per day, or £3 after 1 p.m.

By introducing the new scheme enough capacity has been created to ensure that bus users always have a space to park and travel in comfort to the destinations served by the buses that operate from the site.

In the financial year 2019-20 the following usage occurred at Arle Court:

[Table 12] Arle Court Park and Ride usage 2019-2020

Activity	Number of Users
Paid for parking	19,138
Bus user validations	65,398

Cheltenham Park & Ride Schemes

Arle Court Park & Ride

Cheltenham Arle Court Park & Ride site

Location:
Arle Court Park & Ride (post code GL51 6SY) is signposted from the M5 at Junction 11.

Car park:
- Maintained by Gloucestershire County Council
- Open during bus operational hours Monday to Sunday (0700-2000)
- Free parking for Park & Ride (services 93 and 99) users only
- Limited paid for parking available, cashless payment only
- CCTV in operation
- 2.1m height barrier in place (overflow section of car park)

Cheltenham Racecourse Park & Ride

Cheltenham Racecourse Park & Ride site

Location:
Cheltenham Racecourse Park & Ride (post code GL50 4SH) is situated to the North of Cheltenham Town center close to the A435 Evesham Road.
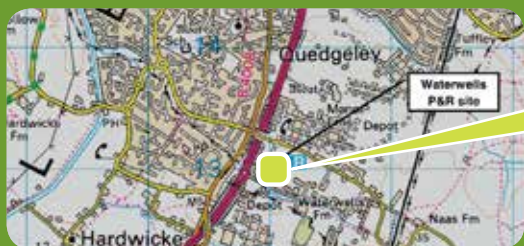
Car park:
- Not maintained by Gloucestershire County Council.
- For more information please call Stagecoach on 01452 418630 or the Racecourse on 01242 513014
- Concessionary fares after 0930 weekdays and all day weekends will be £1 return for all services departing from the park & ride site.
- Stagecoach services D and E link the racecourse with the center of Cheltenham and Cheltenham Spa Railway Station during the day Mondays to Sundays.
- Bus fares, ticketing and fare information can be found on the Stagecoach website.

Gloucester Park & Ride Site

Waterwells Park & Ride

Gloucester Waterwells Park & Ride site

Location:

Waterwells Park & Ride (post code GL2 2AB) is situated to the South of Gloucester City centre just off the A38 in Quedgeley

Car park:

- Owned and maintained by Gloucestershire County Council
- Open Monday to Sunday during bus operational hours
- Free parking for customers who use the Park & Ride bus services.
- CCTV in operation
- 2.1m height barriers in place
- Facilities include: disabled parking, cycle parking, toilets and waiting room

Notes

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

www.gloucestershire.gov.uk

Gloucestershire
COUNTY COUNCIL