

# Civil Parking Enforcement in Gloucestershire

The county council's annual report on parking

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Report on parking activities for the period 2018 to 2019

[www.goucestershire.gov.uk](http://www.goucestershire.gov.uk)



Gloucestershire  
COUNTY COUNCIL



## 1. Introduction

Gloucestershire County Council's (GCC) 2018-19 Annual Parking Report presents performance data for the 2018-19 financial period, in addition to a financial overview for the various service areas. The financial year 2018-19 has seen some change and further improvement to this service area:

- An experimental parking zone was introduced in Cheltenham which has created areas of long stay parking.
- Pay and display, permit and waiver charge variations were considered and agreed at Cabinet. The changes are due to be implemented for the next financial period.
- GCC recommenced the Blue Badge Fraud Investigation services contract to proactively enforce blue badge use on-street in the county.
- An experimental bus lane was introduced in Cheltenham as part of Cheltenham Transport Plan (CTP) Phase 4.

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 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 a different range of demands – 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.

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## 2. New and Proposed Parking Schemes

Gloucestershire County Council has been working with Great Western Railway to enable them to expand the capacity of the station car park. This means that from September 2018 approximately 70 railway car park spaces were out of use whilst initial ground works were carried out. The car park is due to be completed in winter 2019.

To assist with this important development and to support Local Transport Plan objectives, such as encouraging more sustainable means of travel, Gloucestershire County Council is proposing changes to on street parking restrictions near Cheltenham Spa Station, in Zone 14, by the

introduction of an Experimental Traffic Regulation Order (ETRO). This provides approximately 100 long stay parking spaces on parts of Eldorado Road, Queens Road and Christ Church Road. It is also 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 are as follows:

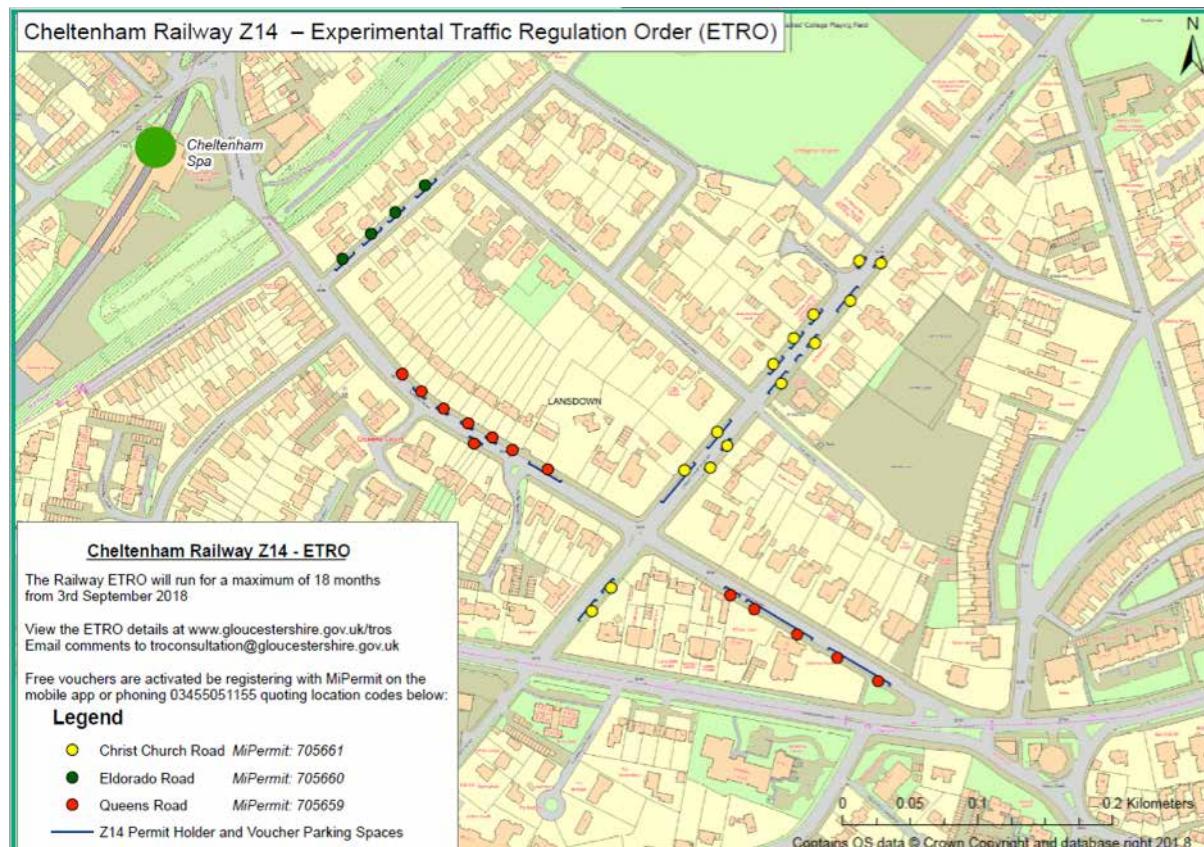
**From:** Monday to Friday 8am – 8pm Zone 14 permit holders or limited waiting 4 hours no return 4 hours

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

This trial arrangement means 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 Christ Church 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.

[ Figure 1 ] Cheltenham Railway Z14 Experimental Traffic Regulation Order (ETRO)



An Experimental TRO can run for a maximum of 18 months during which time we can trial different options if we need to. We are collecting comments and monitoring voucher usage to understand how the new parking arrangements are working before deciding whether to:

- make the change permanent,
- abandon the change, or
- modify the scheme proposals within the first year.

The table below shows a total monthly average and the breakdown of the monthly average

for activated 12 hour vouchers, between 3rd September 2018 when the scheme went live to 31st March 2019, the end of the financial year. Please note that this scheme will continue into the next financial year whilst we continue to consider comments received and data gathered.

### Tariff Charge Review

Proposed changes to pay and display tariffs, as well as permit price charges (resident, business, visitors, hotel vouchers), and costs of waivers were considered and taken to Cabinet in February 2019. The changes are likely to take

effect from 1st April 2019. The primary reason for this review is to ensure that the Council is meeting its transport policy objectives and to ensure that the charges are appropriately costed by taking into account a variety of factors. A copy of the cabinet paper can be found at <https://www.gloucestershire.gov.uk/highways/parking/parking-and-bus-lane-management/> Under the section entitled 'Variation of on street pay and display charges - Cheltenham, Cirencester and Gloucester'. This will be reported on in more detail in the 19/20 Annual Report, when the variations take effect.

[ Table 1 ]

Month	Total monthly average	Monthly Average		
		Christchurch Road	Eldorado Road	Queens Road
Sep-18	16	5	5	6
Oct-18	33	13	6	14
Nov-18	51	22	8	21
Dec-18	43	19	6	18
Jan-19	57	25	8	24
Feb-19	68	33	7	28
Mar-19	60	32	8	30

## 3. On-Street Parking

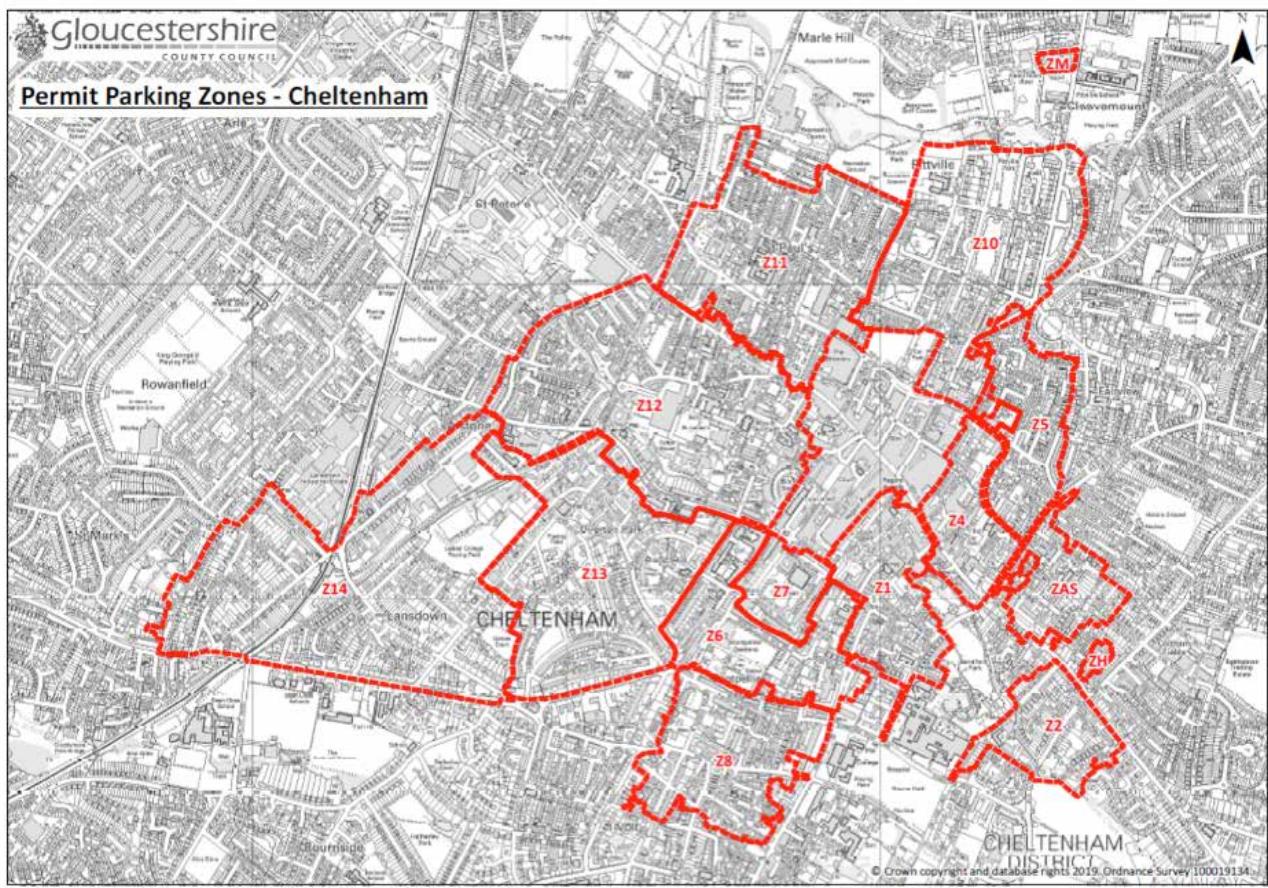
GCC manages and maintains on-street parking county-wide with enforcement carried out via an enforcement contract, currently with APCOA Ltd. All restrictions backed by a Traffic Regulation Order (TRO) are enforced by Civil Enforcement Officers such as yellow lines and parking bays. APCOA Ltd carry out signs and lines maintenance work when necessary on behalf of the council. All lining work 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.

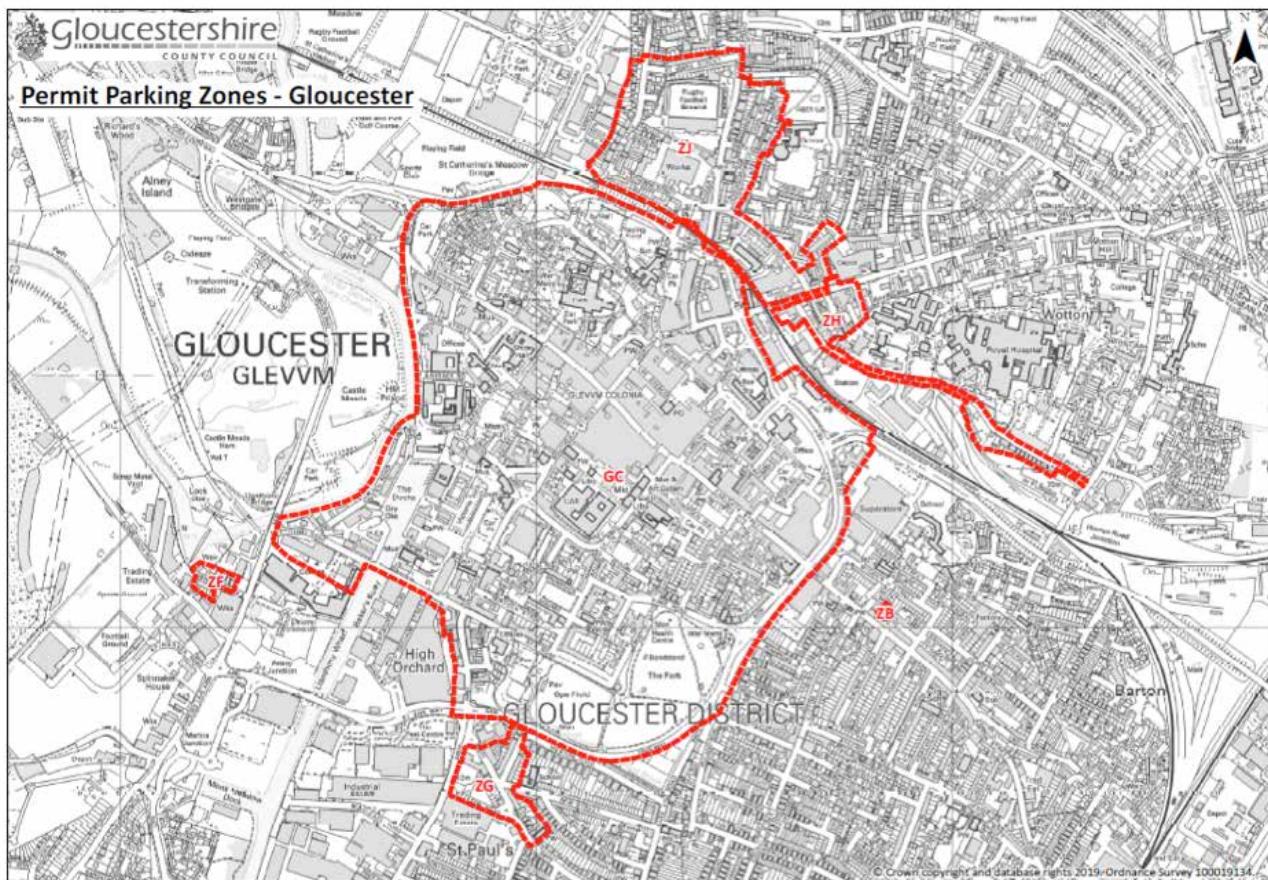
Permit parking schemes give residents, businesses and their visitor's greater opportunities to park in their neighbourhood. Some areas of permit zones include shared use bays. These bays allow permit holders to park as well as visitors to the area, by way of

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.

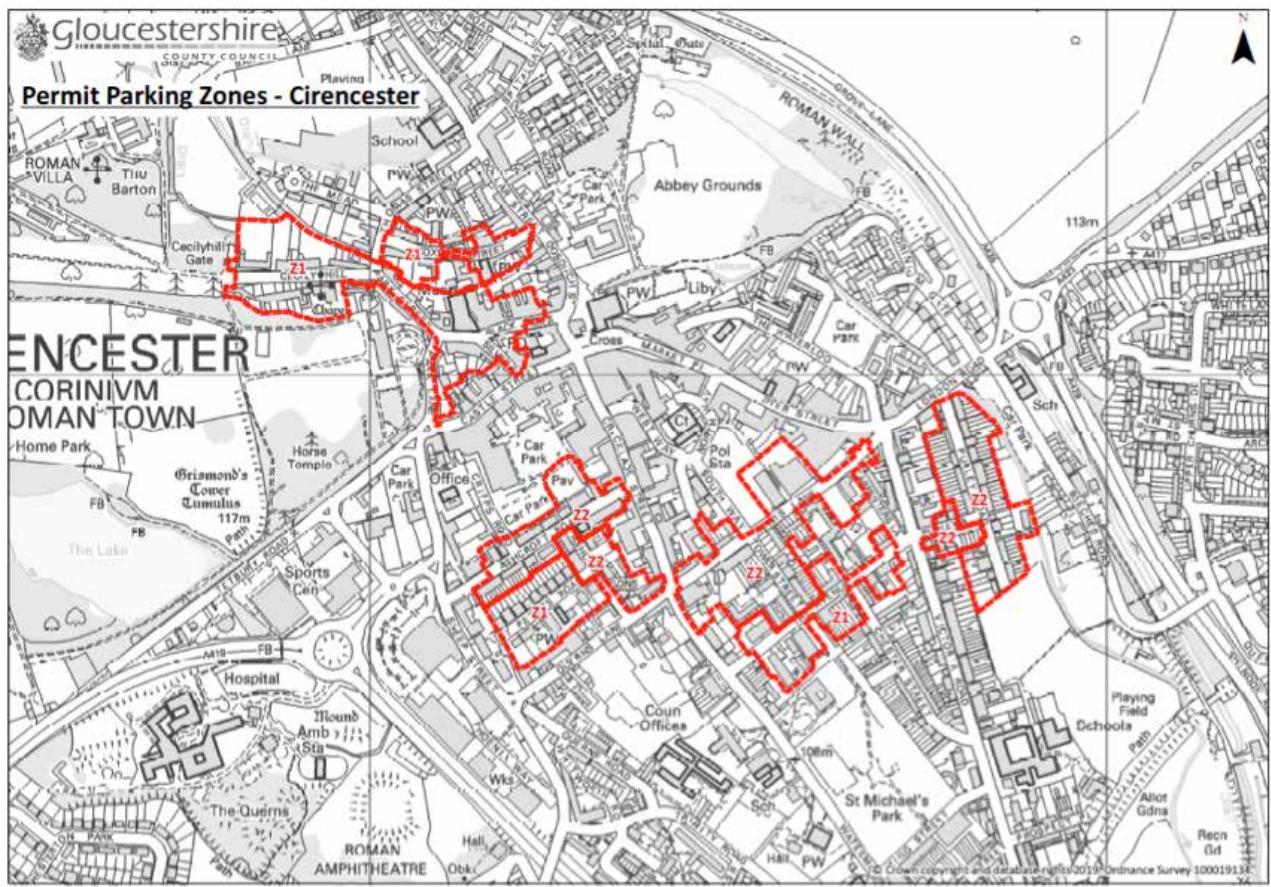
[ Figure 2 ] Cheltenham Permit Parking Zones



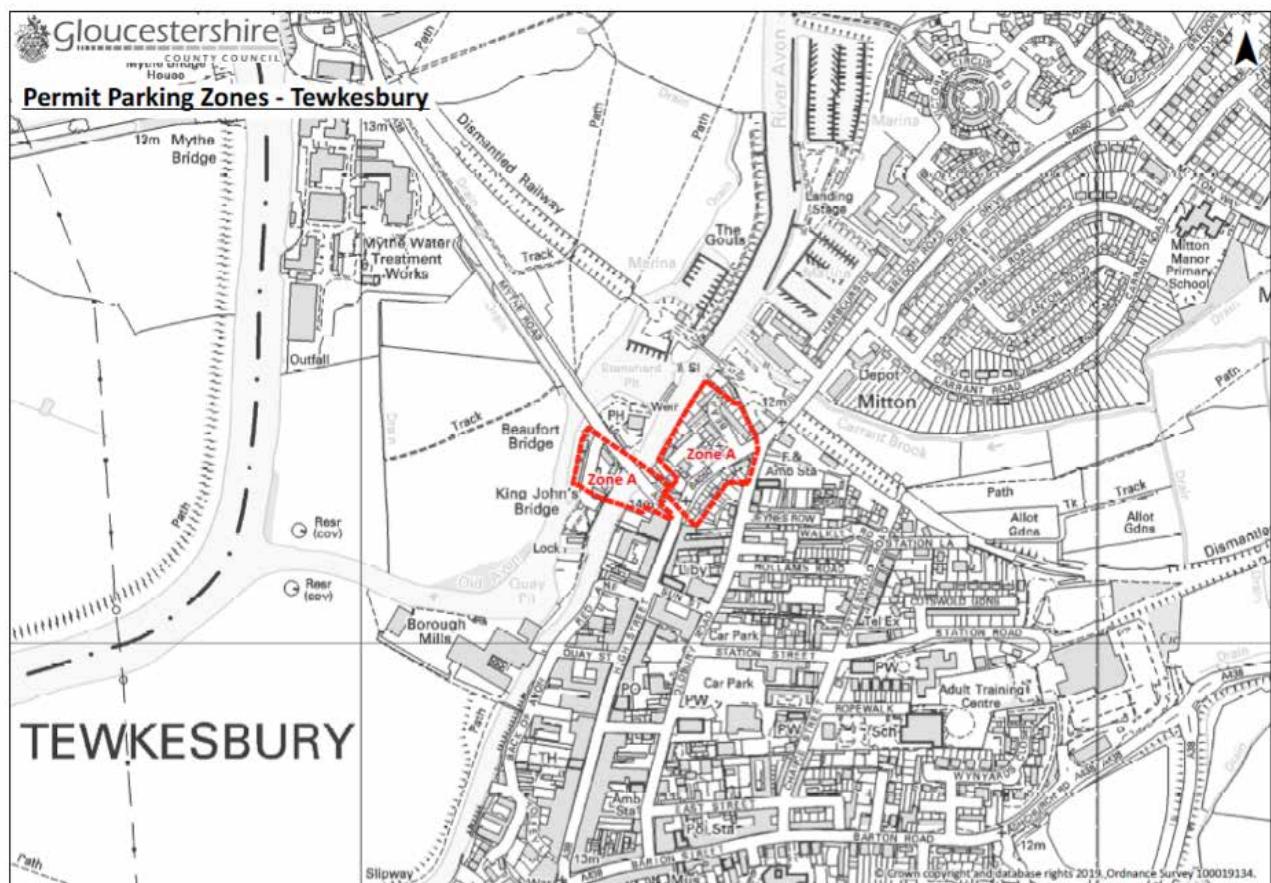
[ Figure 3 ] Gloucester Permit Parking Zones



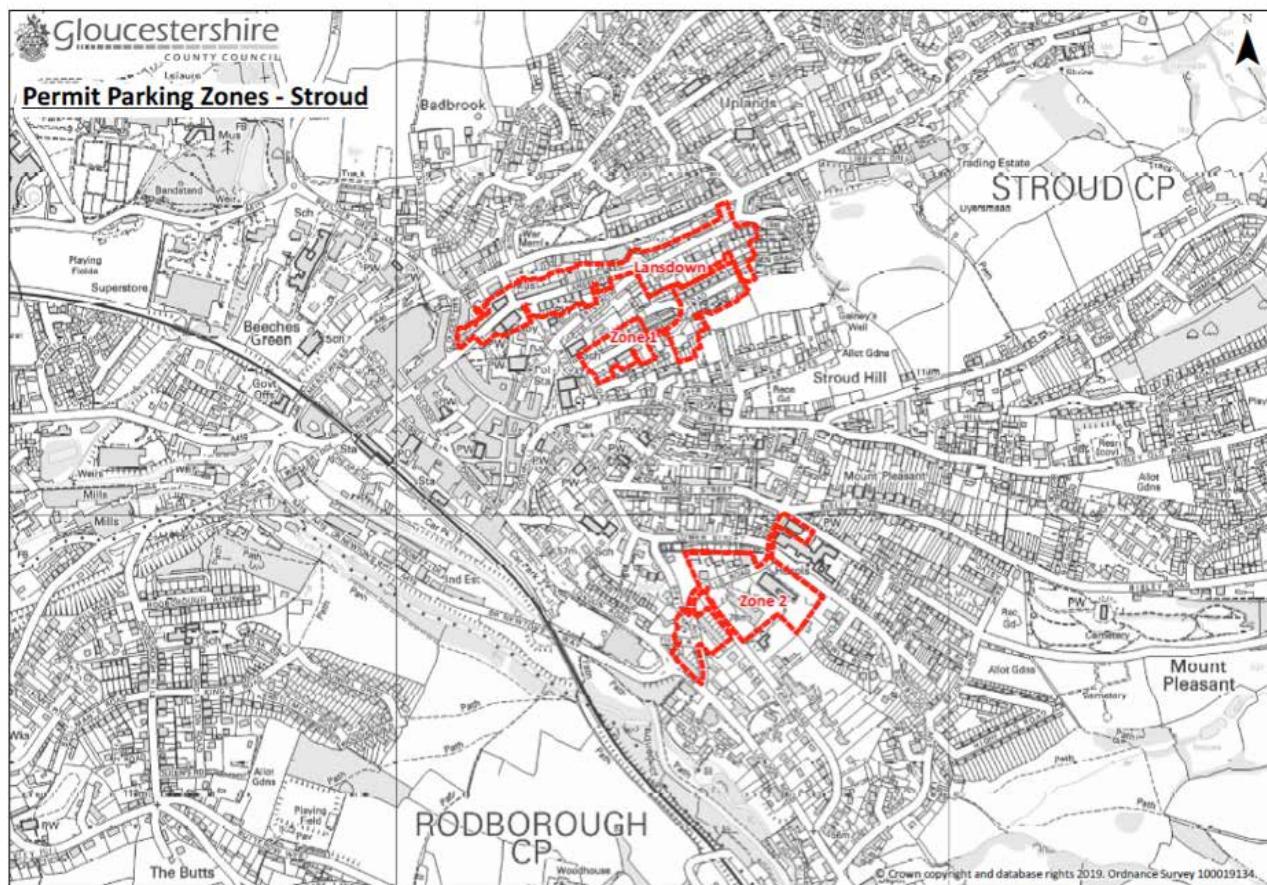
[ Figure 4 ] Cirencester Permit Parking Zones



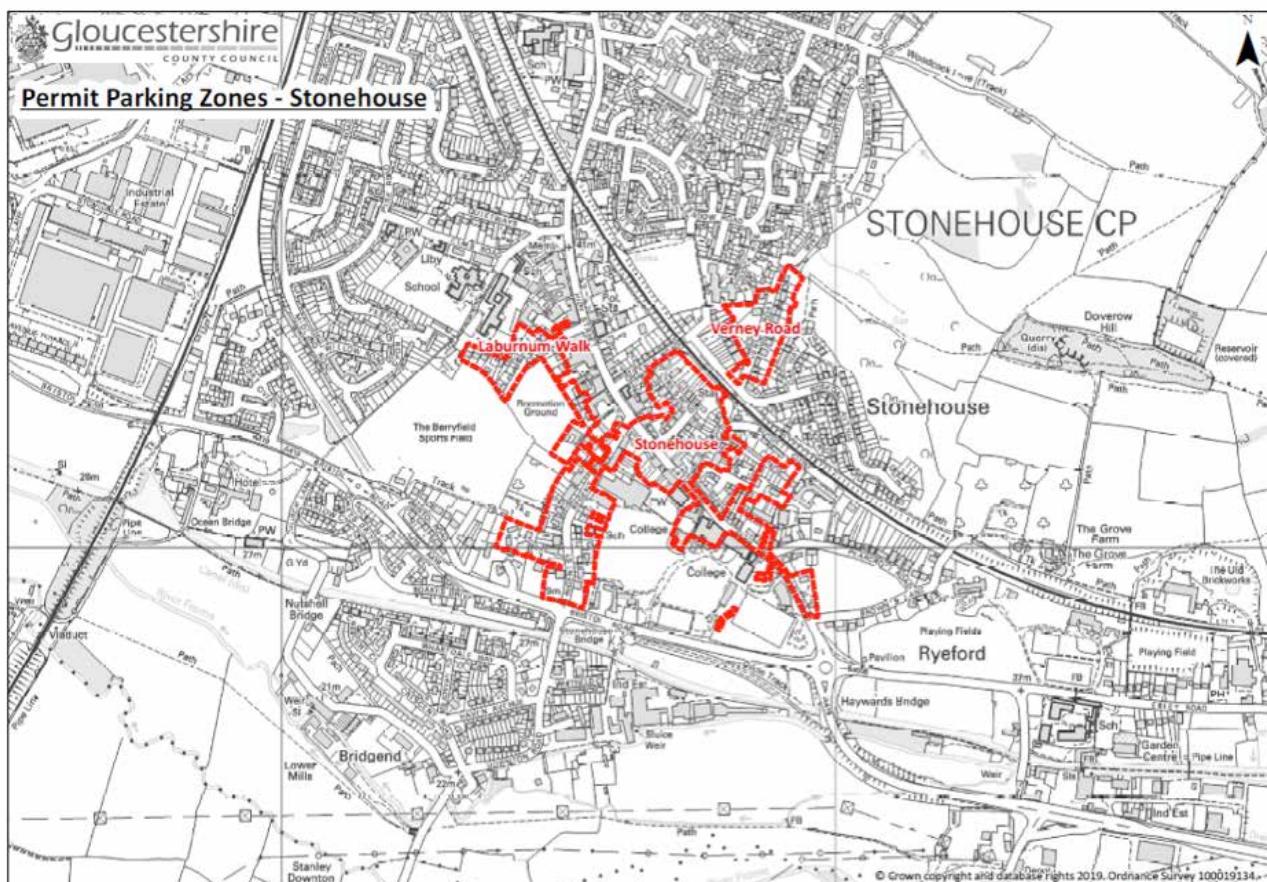
[ Figure 5 ] Tewkesbury Permit Parking Zones



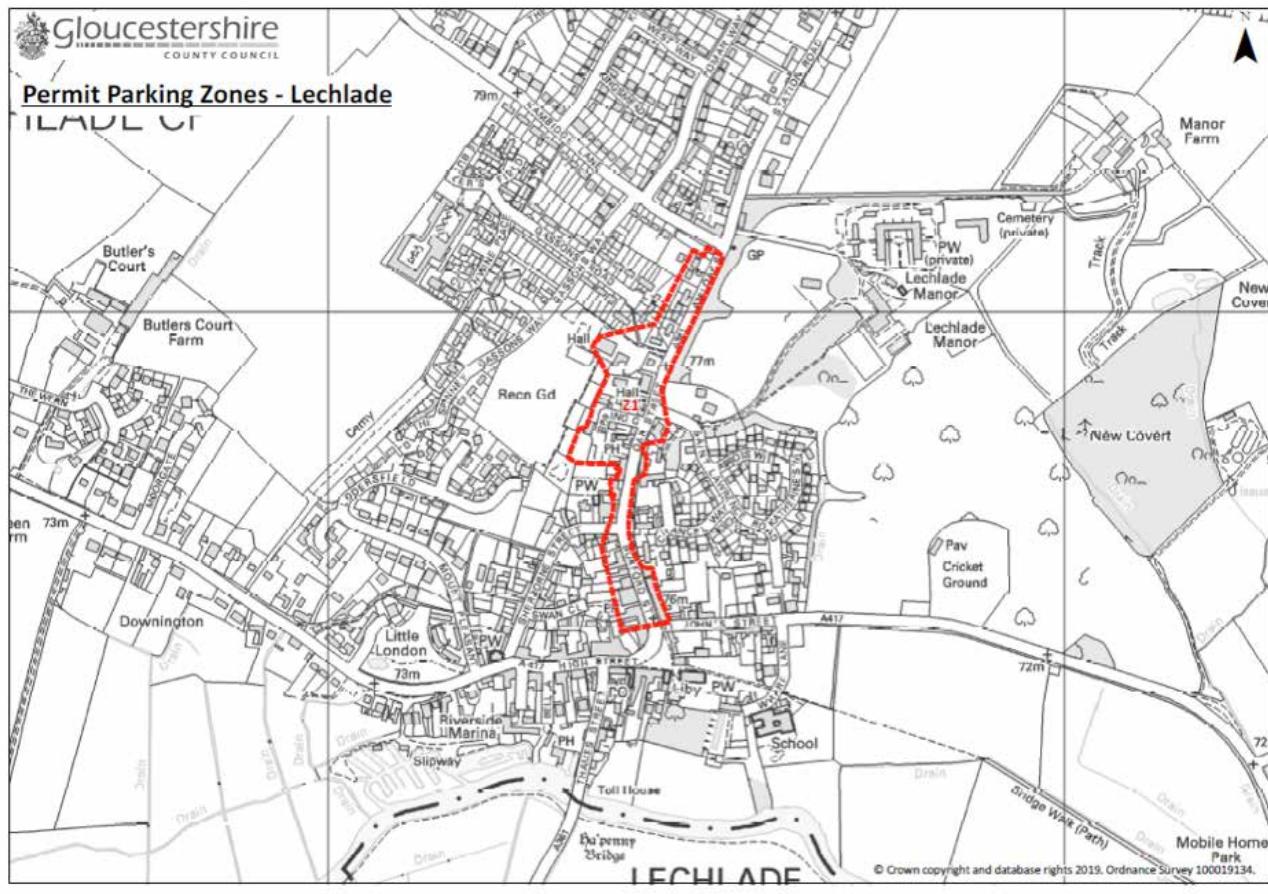
[ Figure 6 ] Stroud Permit Parking Zones



[ Figure 7 ] Stonehouse Permit Parking Zones



[ Figure 8 ] Lechlade Permit Parking Zones



## 4. Pay and Display

A review for 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

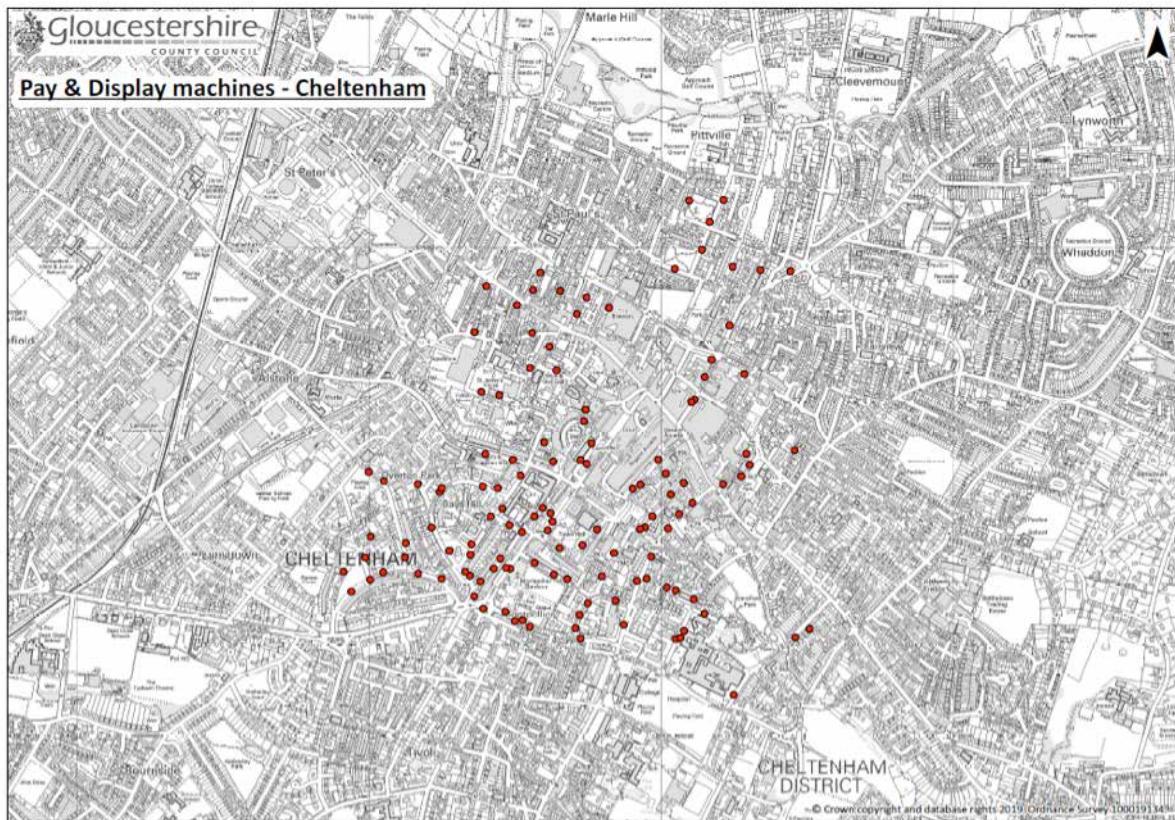
reducing ongoing maintenance costs and the collection of cash. The current pay and display tariffs for Cheltenham Gloucester and Cirencester can be viewed below.

An audit of parking assets continues to be an ongoing project to balance efficiencies to service delivery whilst

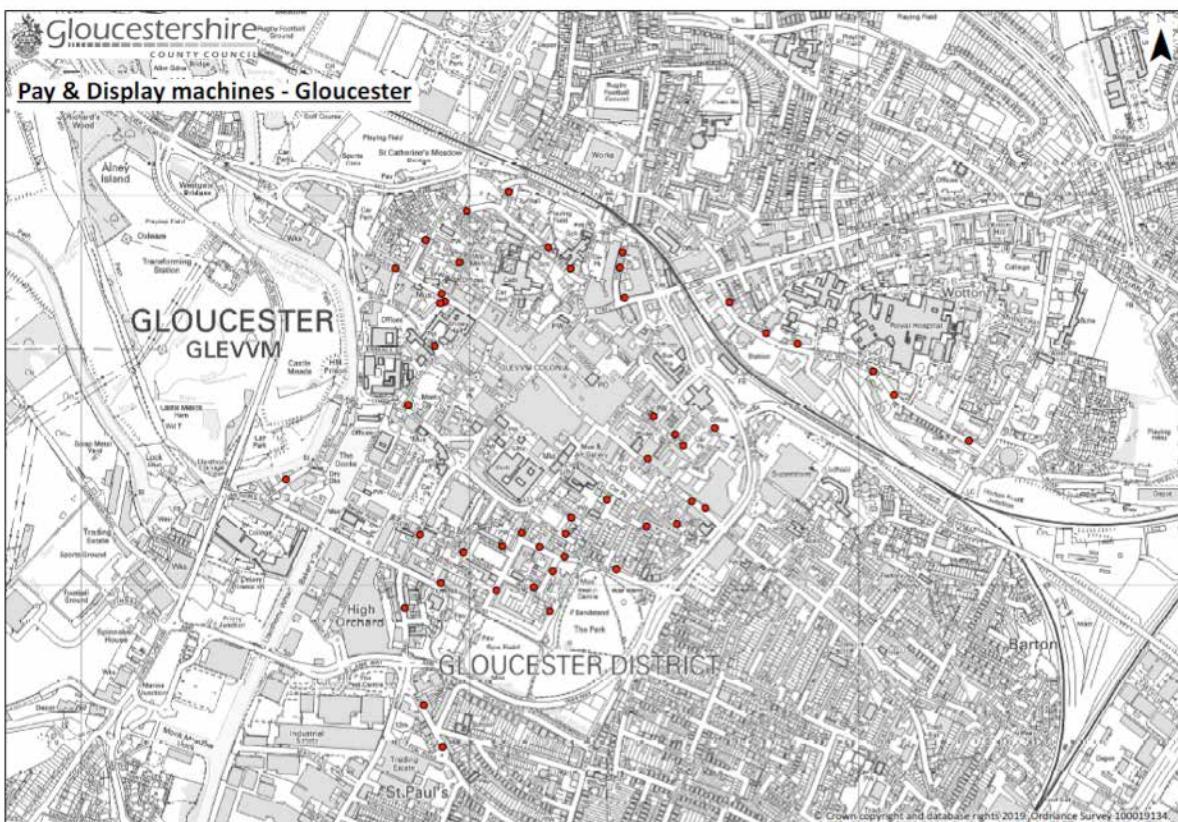
also ensuring a good experience for the customer, which is flexible and user friendly.

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.

[ Figure 9 ] Cheltenham Pay & Display machines



[ Figure 10 ] Gloucester Pay & Display machines

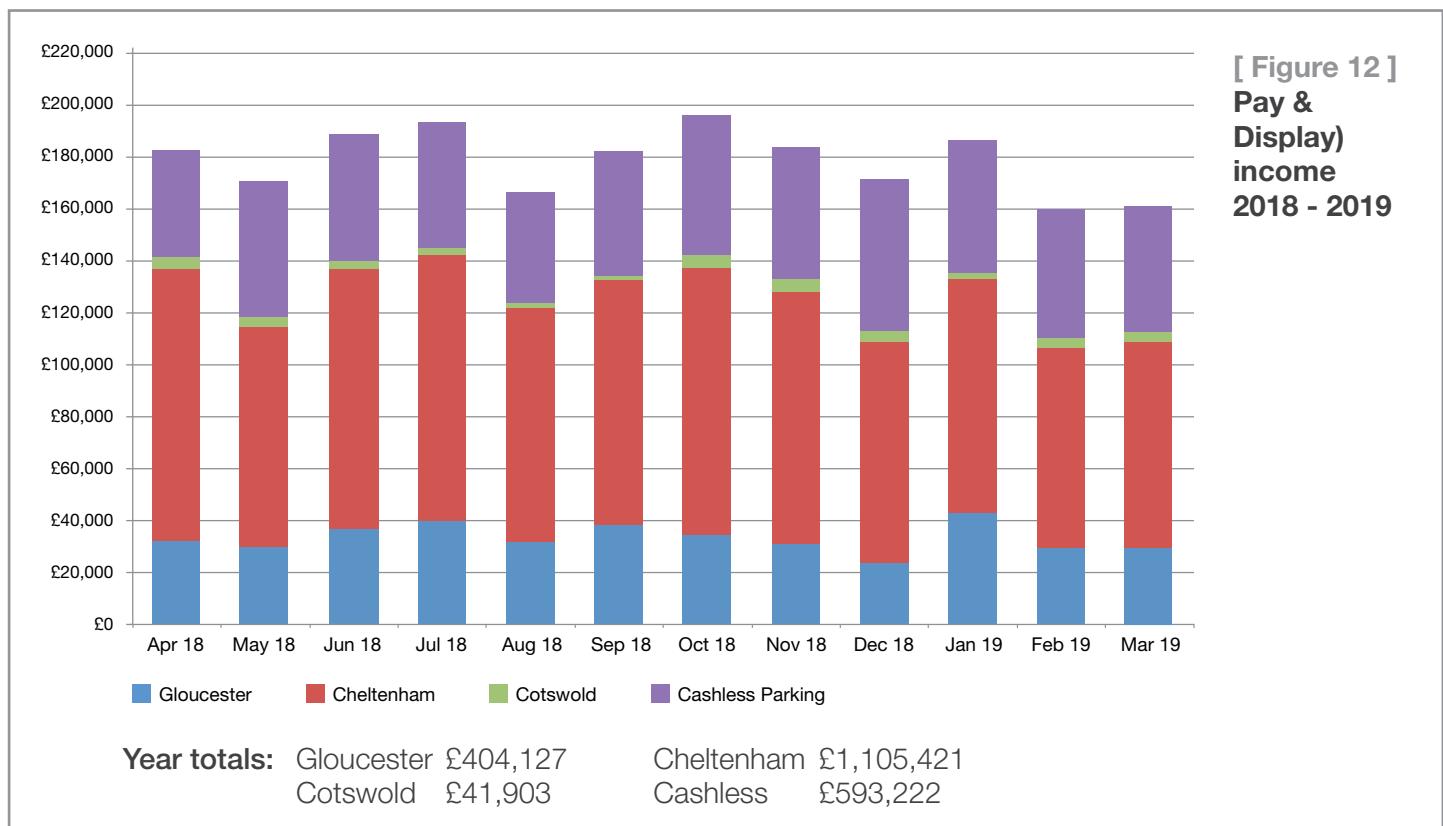


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[ Figure 11 ] Cirencester Pay & Display machines



Figure 12 shows the pay and display income for the county for Gloucester, Cheltenham and Cirencester for both cash transactions and cashless transactions. Please note the cashless transactions are for all three districts/ boroughs collectively.



## 5. Schedule A - Current Parking Charges

### KEY: Maximum 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
Cotswold	Cirencester	Market Place	£0.50	£1.00											
Cotswold	Cirencester	Castle Street	£0.083/min (£0.50/hr), max stay 2hrs												
Gloucester	Gloucester	Eastgate Street	£0.40	£0.70			£1.40	£2.10	£2.70						
Gloucester	Gloucester	Llanthony 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:** Maximum 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
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				
Cheltenham	Cheltenham	Imperial Square			£1.50		£2.70	£5.50				
										£10		£10

**KEY:** Maximum 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	Bayhill 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					

**KEY:****Maximum 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
Cheltenham	Cheltenham	Parabola Road (between Montpellier Street and Bayshill road)	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00	£4.00
Cheltenham	Cheltenham	Bath Road (between Oriel Road and Cedar Court Road)				£1.50			£5.00
Cheltenham	Cheltenham	St Annes Road					£3.00		
Cheltenham	Cheltenham	Gloucester Place				£1.00		£2.00	
Cheltenham	Cheltenham	Grosvenor Street				£1.50		£3.00	
Cheltenham	Cheltenham	College Road				£1.50		£3.00	
Cheltenham	Cheltenham	Keynsham Road				£1.00		£2.00	
Cheltenham	Cheltenham	Argyll Road				£1.00		£3.00	
Cheltenham	Cheltenham	St Lukes Road				£1.00		£2.00	
Cheltenham	Cheltenham	Orrisdale Terrace				£1.00		£2.00	
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
Cheltenham	Cheltenham	Crescent Terrace						£1.60	£3.80

**KEY:** Maximum 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	Winchcombe Street (between High Street and Fairview Road)				£1.60		£2.80	£3.80						
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						£6.00
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 2hrs				£3.00								
Cheltenham	Cheltenham	Wellington Road	£0.016/min (£1/hr), max stay 2hrs				£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								

**KEY:** Maximum 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	New Street	£0.016/min (£1/hr), max stay 2hrs												
Cheltenham	Cheltenham	Ambrose Street	£0.016/min (£1/hr), max stay 2hrs												
Cheltenham	Cheltenham	Clarence Street	£0.016/min (£1/hr), max stay 2hrs												
Cheltenham	Cheltenham	St James Square	£0.016/min (£1/hr), max stay 2hrs												
Cheltenham	Cheltenham	St Georges Place	£0.016/min (£1/hr), max stay 2hrs												
Cheltenham	Cheltenham	Crescent Place	£0.016/min (£1/hr), max stay 2hrs												
Cheltenham	Cheltenham	Crescent Terrace	£0.016/min (£1/hr), max stay 2hrs												
Cheltenham	Cheltenham	Royal Well Place	£0.016/min (£1/hr), max stay 2hrs												
Cheltenham	Cheltenham	Chapel Walk	£0.016/min (£1/hr), max stay 2hrs												
Cheltenham	Cheltenham	Parabola Road	£1 per hour (1.66p/min) for first 3 hours												
Cheltenham	Cheltenham	Overton Road	£1 per hour (1.66p/min) for first 3 hours												
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 2 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.

[ Table 2 ]

	Cheltenham	Gloucester	Cirencester	Stroud	Tewkesbury	Forest
Permit holders only	1,067	160	107	41	35	0
Disabled bays	60	29	2	20	6	9
Limit waiting bays	188	171	93	84	183	156
P&D bays	267	46	96	0	0	0
Shared use bays	4,521	1,170	8144	0	0	0

## 6. CCTV Bus Lane Enforcement

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 ] Countywide CCTV PCN issue and % of PCNs paid 2018-2019

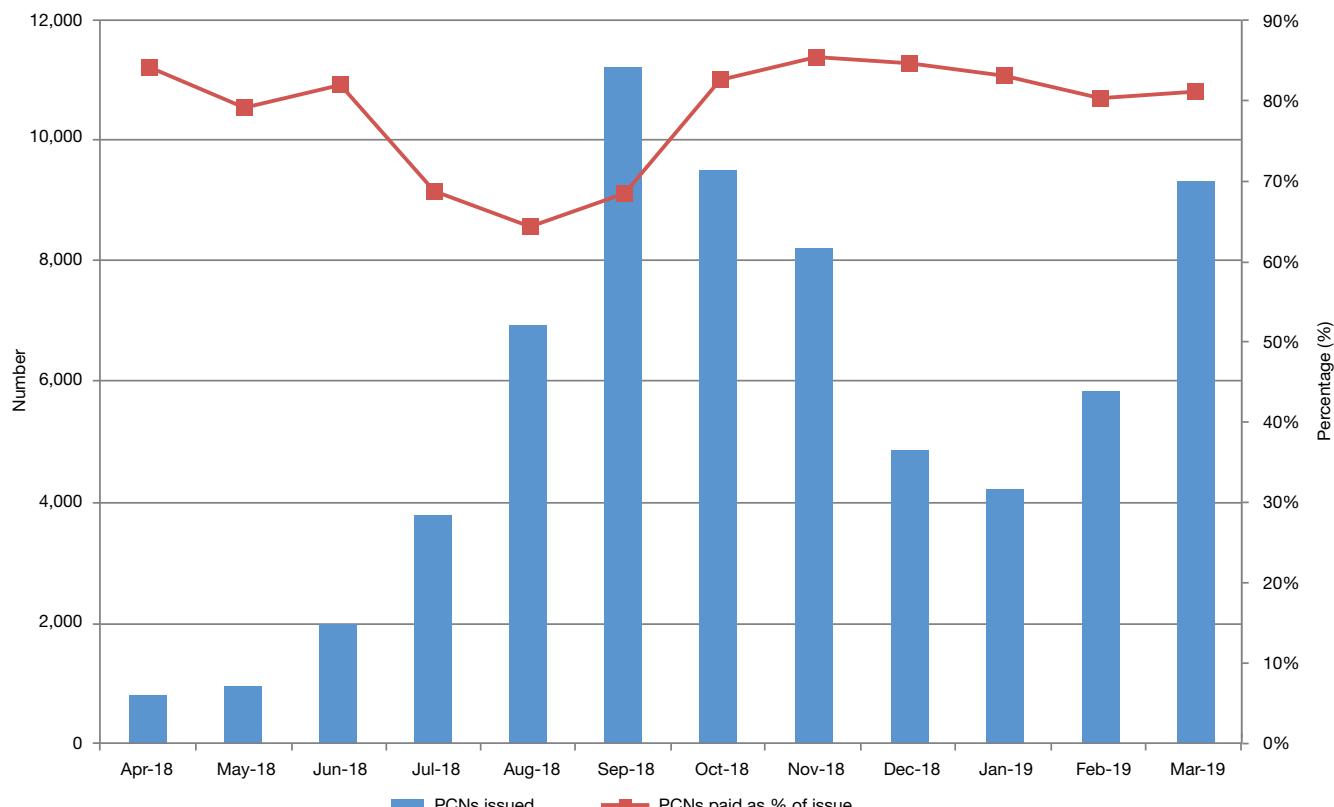
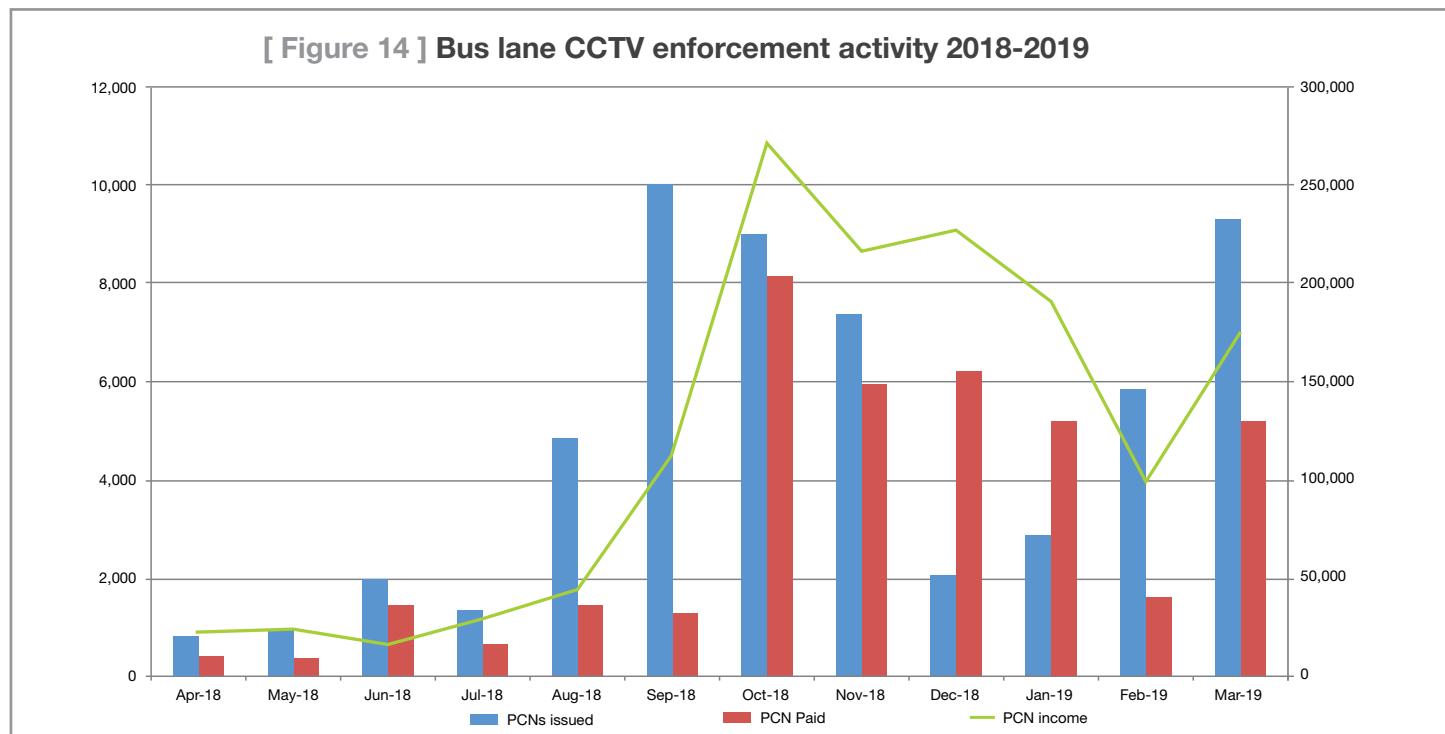


Figure 14 shows the number of CCTV PCNs issued, amount paid and the income received from these payments.



#### Cheltenham Transport Plan, Phase 4: Clarence Street (Boots Corner)

Cheltenham Transport Plan, Phase 4: Clarence Street (Boots Corner) is a Cheltenham Borough Council led initiative. It has seen the introduction of Experimental Traffic Regulation Orders (ETROs) which became effective on 28th June 2018. This scheme includes a bus only street, that aims 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 is likely to be reviewed to establish whether any modifications should be made based on data gathered and comments received in response to the consultation.

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

#### [ Figure 15 ] Clarence Street/North Street, Cheltenham (“Boots Corner”) Sealed Bus Lane map schedule



The ETRO became effective on 28th June 2018, with the ANPR camera enforcement starting on 16th July 2018 when a period of warning notices were issued. PCNs were issued from 13th August 2019.

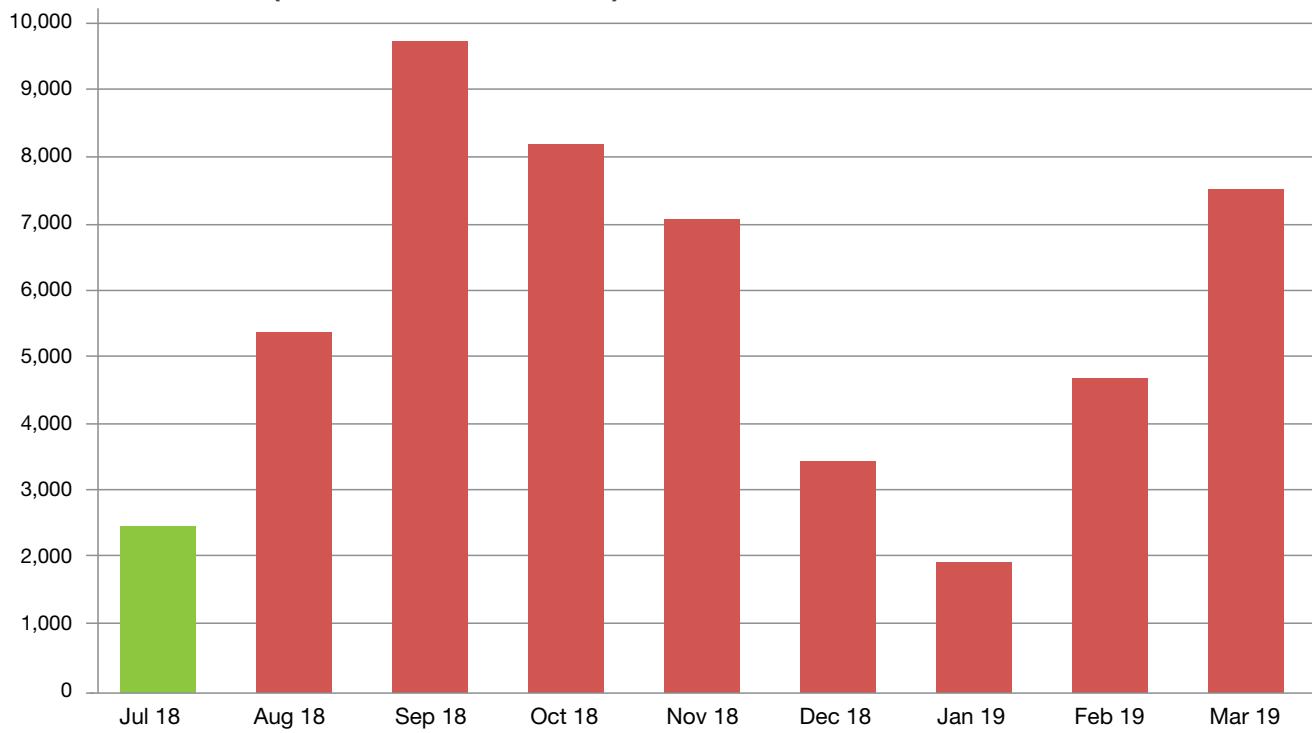
Figure 16 (below) shows the number of warning notices and PCNs issued in 2018-19 financial year

Please note that the reduction in PCN issue rates is due to camera function issues, which have since been resolved.

**[ Table 3 ] Clarence Street, Cheltenham bus lane contravention figures**

Month	Warning Notices issued	Penalty Charge Notices issued
July 2018	2,447	0
August 2018	3	5,403
September 2018		9,757
October 2018		8,229
November 2018		7,074
December 2018		3,410
January 2019		1,897
February 2019		4,676
March 2019		7,530
<b>Period total</b>	<b>2,450</b>	<b>47,976</b>

**[ Figure 16 ] Clarence Street, Cheltenham Bus Gate - Warnings/PCNs issued (16/07/2018 - 31/03/2019)**



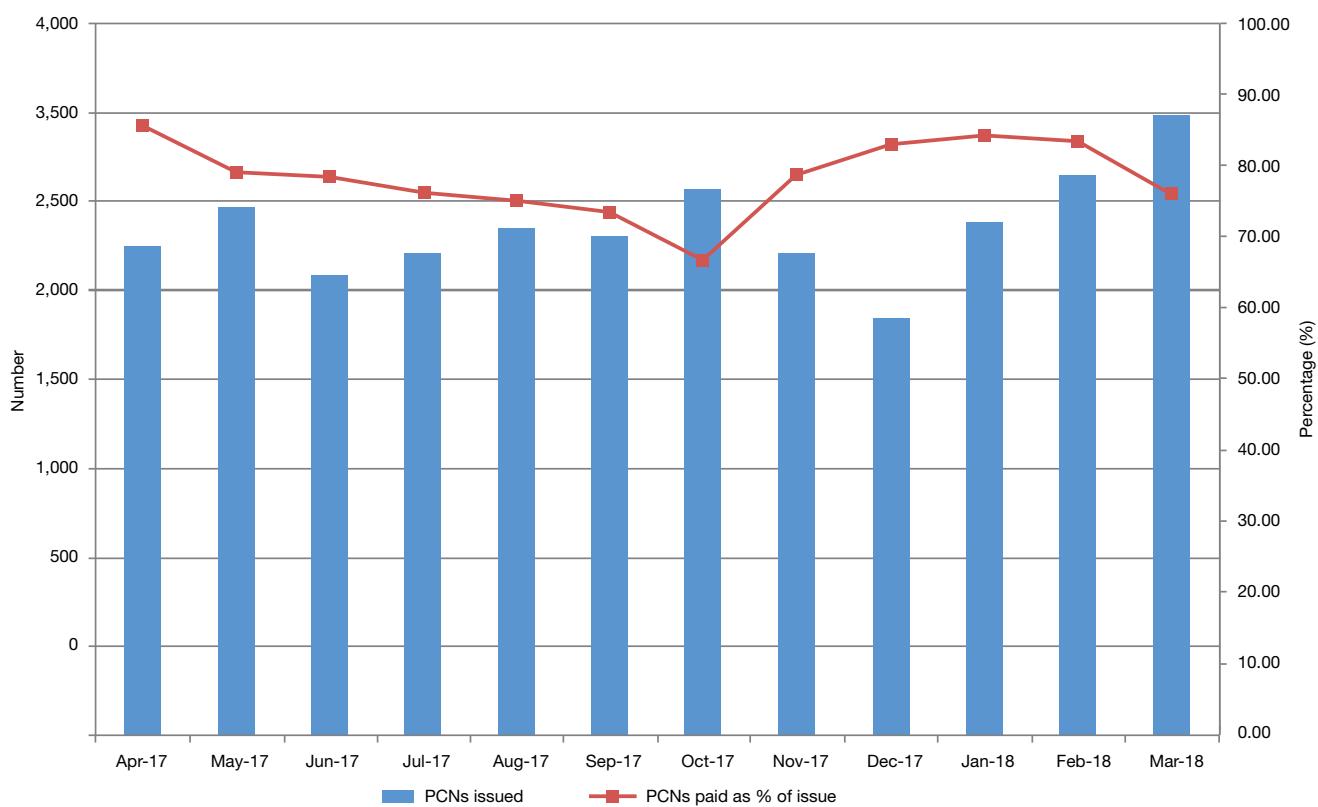
Please note that the CTP phase 4 scheme is ongoing in to the next financial year. More information will be available in the 2019/ 20 Annual Report.

## 7. Civil Parking Enforcement (CPE)

Figure 17 contains the data covering financial period 2018-19 for the number of PCNs issued for CPE on street Penalty Charge Notices (PCNs) and the percentage of those that were paid.



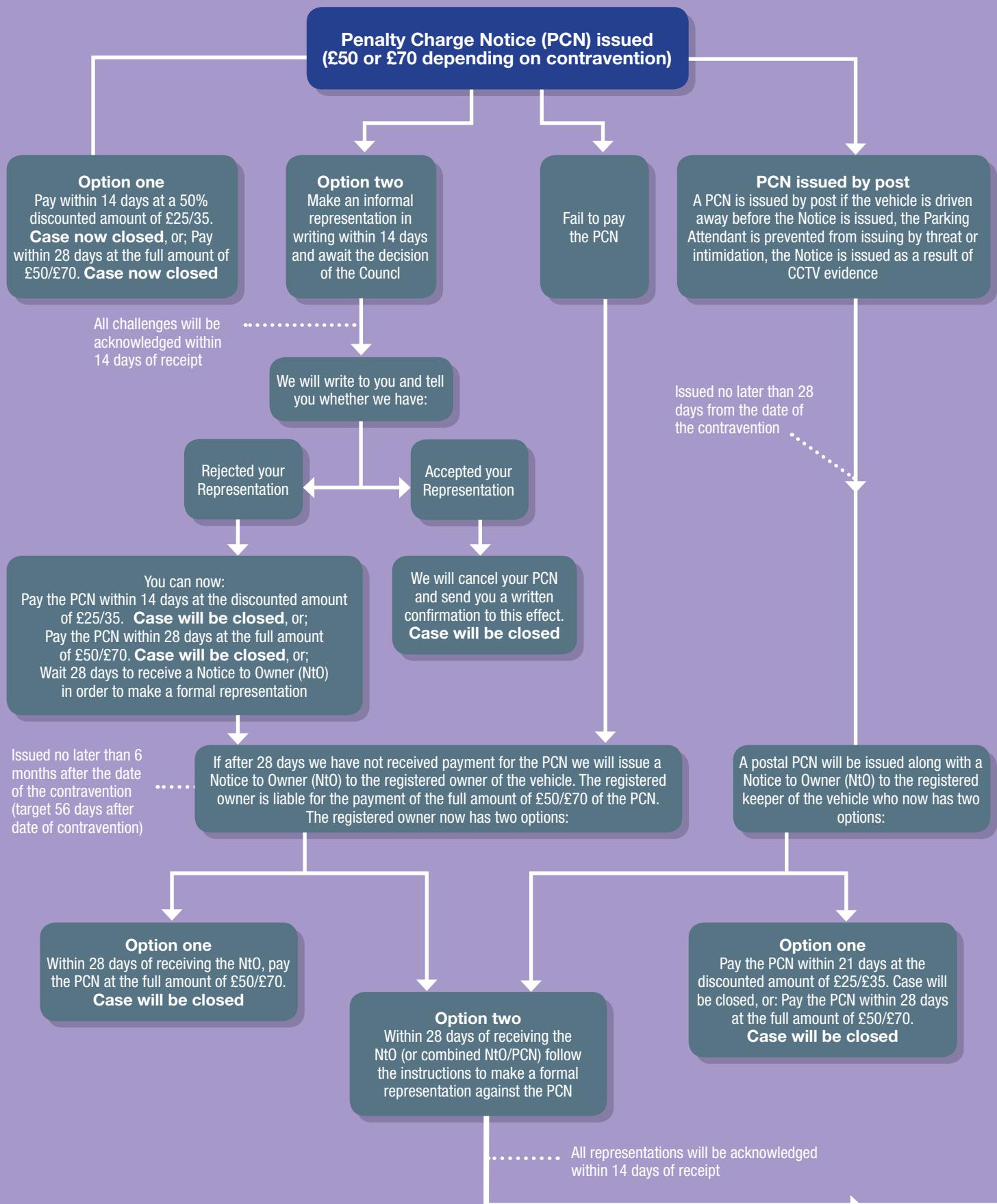
[ Figure 17 ] Countywide PCN issue and %of PCNs paid 2018-2019

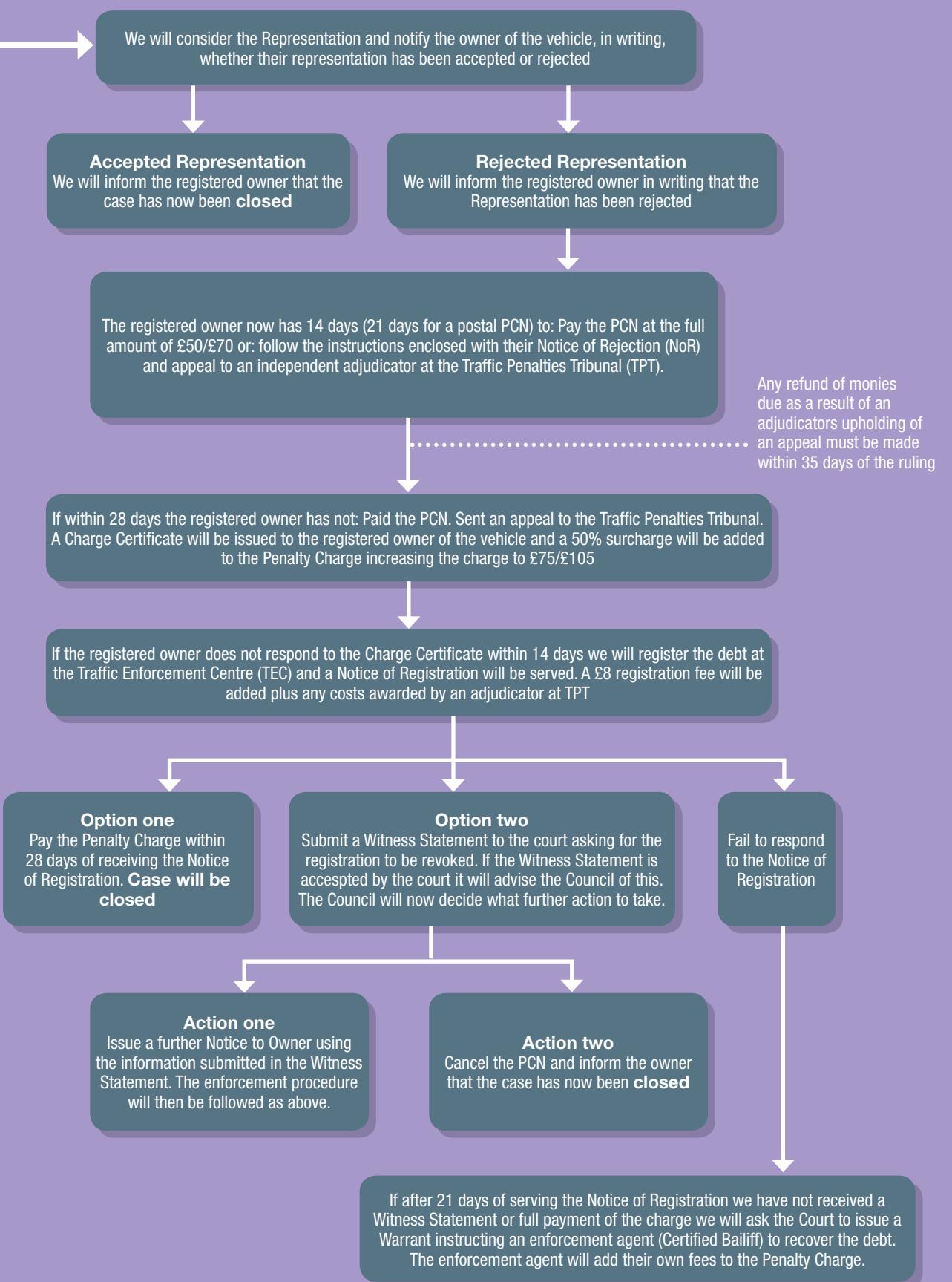


## 8. Challenges and representations

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

[ Figure18 ] PCN Life Cycle





The table below shows the number of challenges and representations received for the 2018-19 period and as a percentage of issue for on street parking contraventions.

[ Table 4 ]

Challenges and Representations	Yearly Totals	Challenges and Representations as a % of Total PCNs Issued
Rejection Pre Notice to Owner (NtO)	3,939	11.2%
Acceptance Pre NtO	1,975	5.6%
Rejection Post NtO	375	1.1%
Acceptance Post NtO	343	1.0%
<b>Total PCNs Issued</b>	<b>35,224</b>	

The table below shows the representations received for the 2018-19 period and as a percentage of issue for bus lane contraventions.

[ Table 5 ]

Challenges and Representations	Yearly Totals	Challenges and Representations as a % of Total PCNs Issued
Rejection Post NtO	2,267	5.3%
Acceptance Post NtO	1,579	3.7%
<b>Total PCNs Issued</b>	<b>42,533</b>	

The table below shows the number of PCN cases that were submitted to Traffic Penalty Tribunal (TPT) for the 2018-19 period.

[ Table 6 ] On street PCN's

Stage	Yearly Totals
No contest	3
Appeals rejected	23
Appeals allowed	34
<b>Total submitted to TPT</b>	<b>60</b>

[ Table 7 ] Bus lane PCN's

Stage	Yearly Totals
No contest	20
Appeals rejected	8
Appeals allowed	56
<b>Total submitted to TPT</b>	<b>84</b>

[ Table 8 ] 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

## 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 28 cases of blue badge misuse being identified in 2018/19 and in all cases badges were seized and later returned to the badge holder with a warning letter. The majority of these cases were taken to court for prosecution resulting in the offenders being fined. A proportion of these cases have yet to be taken to court and therefore full figures for this financial

period are unknown. Occasionally cases of misuse are not brought to prosecution if it is not in the public interest to do so. GCC Parking Team receives advice and guidance from the GCC Legal Team on all cases and whether to or not.

\*\* 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 out weigh the offence.

**[ Table 9 ]**

Total prosecuted	13
Total not prosecuted**	8
Total cases awaiting court date	7
<b>Total incidents</b>	<b>28</b>



## 10. Permits, Waivers and Other Income

Permits and waiver charges have remained unchanged.  
The table shows the current permit charges.

[ Table 10 ] Permit charges

Permit type	Cost
1st permit	£50 per year or £4.17 monthly
2nd permit	£100 per year or £8.34 monthly
Visitor Voucher (1 full calendar day)	£10 per set of 10 (£1 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 - Free (£0) It is still necessary to obtain a permit (even though it is free of charge) 2nd Permit - £50 per year or £4.17 monthly
Motorcycles under 300cc (reduced charge)	1st Permit - £25 2nd Permit - £50 per year or £4.17 monthly
Waivers (red or green)	£10 for first day, £5 subsequent days

The table opposite shows the number of red and waivers purchased during the 2018/19 period

[ Table 11 ]

Green waivers	1,940
Red	283



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 opposite shows total income and expenditure to deliver parking services for GCC.

Figure 19 (below) shows the total income and costs per month for 2018-2019.

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 the parking asset, and then 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 12 ] On-street parking income and expenditure 2018-2109**

	£'000	£'000
<b>Income</b>		<b>-5,363</b>
<b>Expenditure</b>		
Employee Related	310	
Premises Related	3	
Transport Related	1	
Supplies and Services	82	
Third Party Payments	1,591	
Depreciation	46	
Inter GCC Transfers	13	
Capital Financing Costs	150	
Central Support Recharge Elements	97	
		<b>2,293</b>
<b>Net Income</b>		<b>-3,072</b>

## 12. Park & Ride Report

Gloucestershire County Council has led the way nationally by introducing ground breaking technology to manage 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 people 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.

In October 2018 Cabinet approved a revised parking strategy for Arle Court Park and Ride in Cheltenham to address the capacity concerns for bus users. The County Council has worked with private sector providers Chipside, Flowbird & Atkins, as well as bus operators Stagecoach and Pulhams 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.

For customers that wish to park on site a maximum of 150 spaces will be provided for this on a trial basis

use where payment is made using the MiPermit digital application with no payment infrastructure on site. Once the 150 spaces have been sold then no more are available for sale. This ensures that there is adequate space provision for park and ride users. The new arrangements are due to go live after 1st April 2019 and will be reviewed on a regular basis.

### 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.

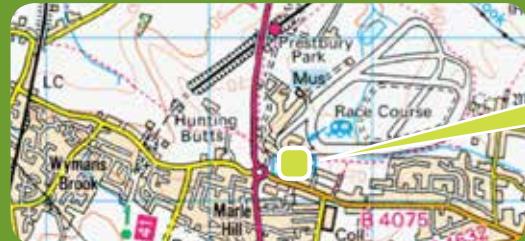
#### Car park:

- Maintained by Gloucestershire County Council
- Open during bus operational hours Monday to Sunday
- Free parking for Park & Ride customers only
- CCTV in operation
- 2.1m height barrier in place (overflow section of car park)

#### Pulhams' Coaches Hospitals service 99 Timetable:

The Gloucester and Cheltenham Hospitals service 99 will run at least every 30 minutes during the day on Mondays to Fridays between Arle Court Park & Ride and both Cheltenham and Gloucester Hospitals.

#### 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

#### Bus Service:

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 Stagecoach website.



## Notes

## Notes



**Contact:** Parking Team  
Gloucestershire County Council  
Shire Hall  
Gloucester  
GL1 2TG  
**e:** [parking@goucestershire.gov.uk](mailto:parking@goucestershire.gov.uk)

[www.goucestershire.gov.uk](http://www.goucestershire.gov.uk)



Gloucestershire  
COUNTY COUNCIL