



# Annual Parking Report

2013-2014



Gloucestershire  
COUNTY COUNCIL

## INTRODUCTION

### THANK YOU FOR TAKING AN INTEREST IN PARKING IN GLOUCESTERSHIRE.

2013-2014 has seen some important developments in the county. The county council, working with our partner councils across the county, gave notice that the current on-street (on the public highway) enforcement arrangements whereby each district or borough council enforced parking restrictions in each of their areas would cease to operate from the 31st March 2013. A review of parking services resulted in a contract for the provision of enforcement patrols and administrative functions being awarded to APCOA and a new countywide on-street parking enforcement regime took effect from the 1st April 2013.

The individual district, borough and city councils within the county retained management and control of their car parks and privately owned car parks and off-street parking areas were, of course, unaffected by the change.

Under the new arrangements, highways within Gloucester City and the Forest of Dean will continue to be patrolled and enforced under arrangements managed by the city and district councils until the end of August 2014, when the roads in both of these areas will fall within the county council led scheme. All highways in Cotswold, Stroud Districts, Cheltenham and Tewkesbury Boroughs will be patrolled by staff employed and supervised by APCOA but under the direction of staff within the county council's Parking Team. Whilst the administration of all appeals (challenges, representations and appeals) are now carried out by APCOA staff, their work is closely supervised by the county's Parking Team who fully review all cases and make any decisions following a challenge, representation or other contact made over the issue of Penalty Charge Notices ("PCN").

During the year a new process has been adopted for issuing and managing all permits, vouchers and waivers issued for on-street parking, as well as adding to drivers ability to "pay by phone" when parking in a pay-and-display space. A mobile phone app and a new website have added convenience and flexibility to the process of buying permits. In addition, the pay-by-phone parking and the new virtual (digital) process has reduced fraud and the cost of managing the system.

These changes have ensured that parking is both managed and enforced in a clear and consistent way across the county whilst reducing costs and introducing the potential for flexibility when looking at individual solutions for local parking problems.

We intend to build on these improvements and continue to introduce new, flexible and efficient methods and practises over the coming year.

## THE RESIDENT PARKING REVIEW

A series of reviews of parking restrictions within highly populated and visited urban areas has been underway since late 2010. The following is a summary of the work undertaken in 2013-2014.

### The purpose of parking reviews

Implementation of new permit parking zones in Gloucestershire has contributed towards achieving a number of GCC transport objectives in the county and have all been identified within the third Local Transport Plan (LTP3), which was adopted in April 2011. Key policy commitments in LTP3, and its supporting document, “The Gloucestershire Parking and Demand Management Strategy” relating to the zones project include the following:

- i. To discourage commuter parking in the town and city centres, through supply and pricing mechanisms, to actively encourage the use of Park & Ride schemes, public transport and low carbon forms of travel.
- ii. To work with the borough and district councils through the Parking Boards to ensure that parking policies in each area support the local economy and provide good access to services but through supply and pricing, do not undermine the use of public transport and low carbon forms of travel
- iii. To set tariffs and use marketing for central off-street and on-street car parking to give priority for shoppers and visitors, and to direct commuters to sites further away from the centre and park and ride sites.

The parking review programme will consider towns across the county in a phased approach – in 2013/14, the review has focused on Cheltenham and Cirencester.

## CIRENCESTER

The Cirencester Parking Review began in the summer of 2012. Gloucestershire County Council (GCC) has been working in partnership with the district and town councils, and Chamber of Commerce so that all aspects of on and off-street parking can be considered together.

Early stages of the review considered a wide area across the town centre (within the ring road). Having considered the feedback from local people, the partnership group requested GCC focus on addressing issues with existing permit schemes in the very central streets of the town, where parking is particularly congested, and there are lots of competing demands for the available spaces.

In response GCC developed proposals and published them for consultation in March 2014. At the Feedback to that consultation highlighted a strong split in opinion amongst local residents and visitors to the town that could not be reconciled. There was little prospect of finding an effective solution to parking issues in the town on which all parties agreed, and hence the proposed changes were abandoned.

As part of the Cirencester Parking Review, the district council have provided cheap all day parking in a peripheral car park (Beeches CP) and are developing improvements to other car parks in the town.

## PITTVILLE

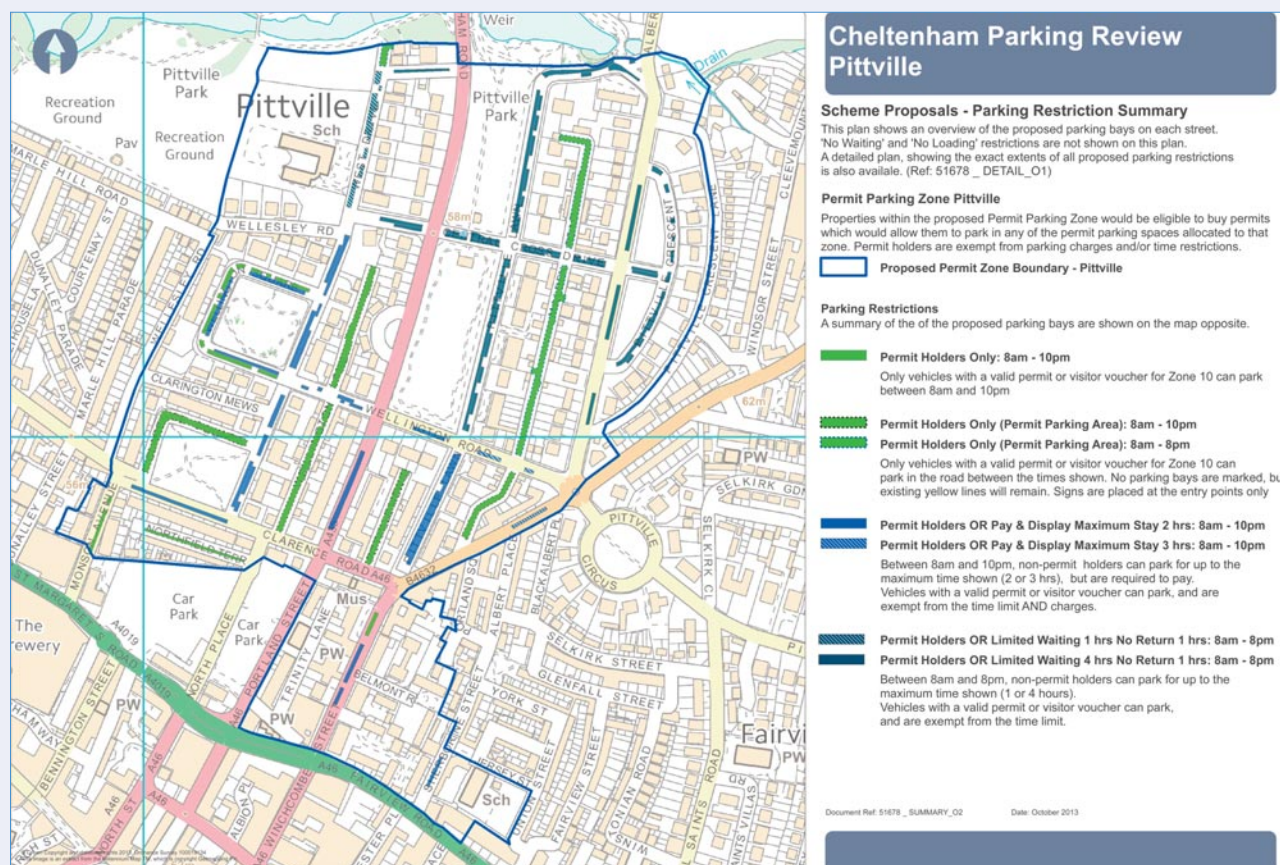
In 2013, GCC conducted a review of parking in the Pittville area of Cheltenham. The review included a number of consultation events with local residents, businesses and other organisations in the neighbourhood.

Existing issues with parking arrangements were highlighted through this review – these included:

- Congested parking into the evenings and weekends near the town centre;
- Requests to extend the operating hours of existing permit parking schemes in the area;
- Congested parking around Pittville Park due to long-stay visitor (commuter) parking.

To address these issues, the county council published proposals for a new permit parking scheme covering much of the Pittville area. These proposals were presented for consultation in October 2013.

Having considered all the feedback received during the consultation process, a decision has been taken to implement the proposed scheme which is expected to be operational by summer 2014.





## ST PAUL'S PARKING REVIEW

The Parking Team has also conducted a review of parking in the St Paul's area of Cheltenham. Through consultation events, existing issues with parking arrangements were highlighted, including:

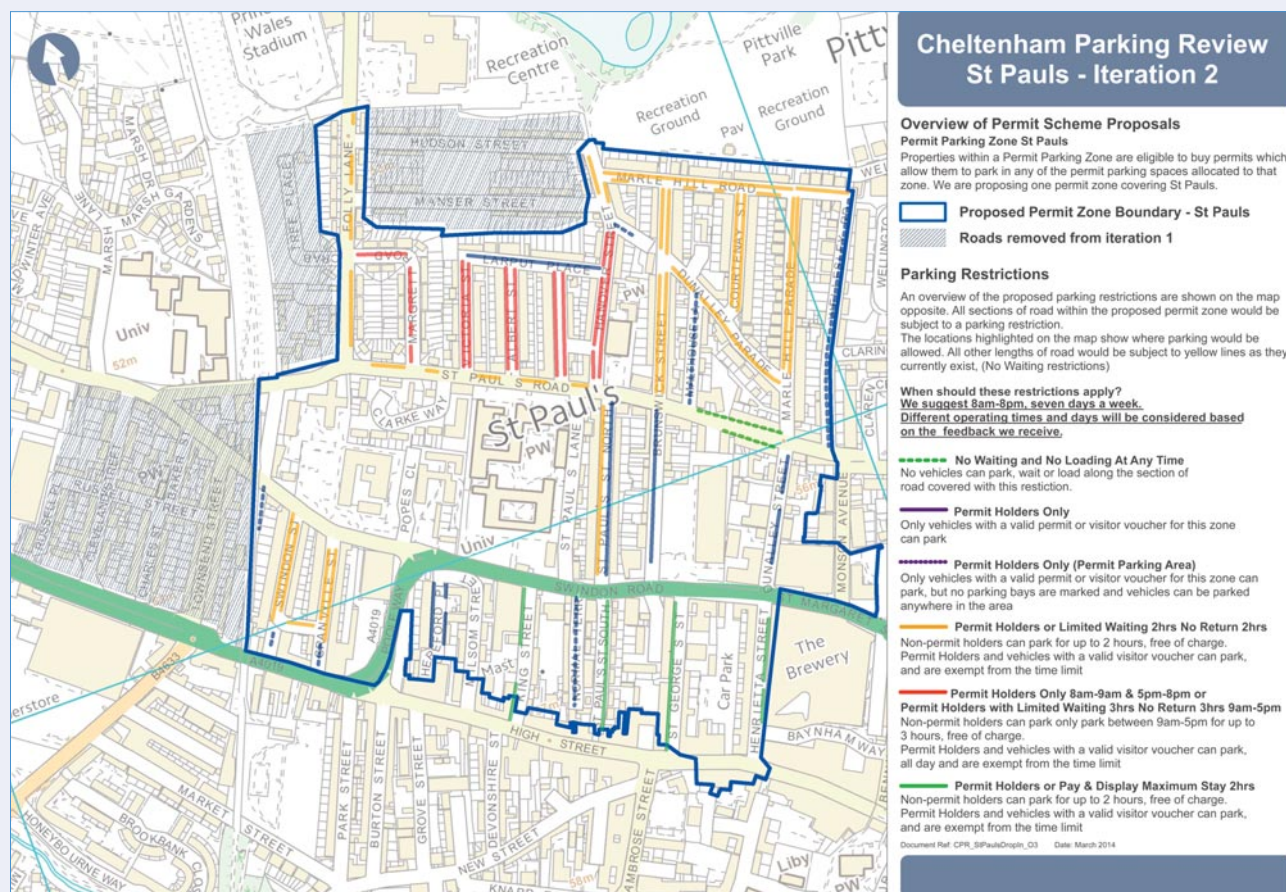
- Congested parking into the evenings and weekends near the town centre;
- Multiple occupancy housing contributing to parking congestion;
- Significant levels of commuter parking.

GCC also received many complaints from local residents about parking in St Paul's. As a result of this we investigated the problem and began talking to local resident groups and other organisations.

A parking survey has confirmed severe parking congestion in the area, and provided a lot of information about the nature of the problem. Planned developments at North Place/Portland Street risk increasing pressure on local parking.

The Parking Team believes that a new area-wide permit parking scheme would address these problems.

A new permit scheme would help to share the available parking more fairly, and make it more likely residents could find a parking space near their home. However, people would be required to pay for a permit, and buy vouchers for visitors.



## ASHFORD ROAD AREA

Following a significant number of requests for a permit scheme in this area including a petition, it was proposed to introduce a new permit parking scheme covering Ashford Road and the surrounding streets.

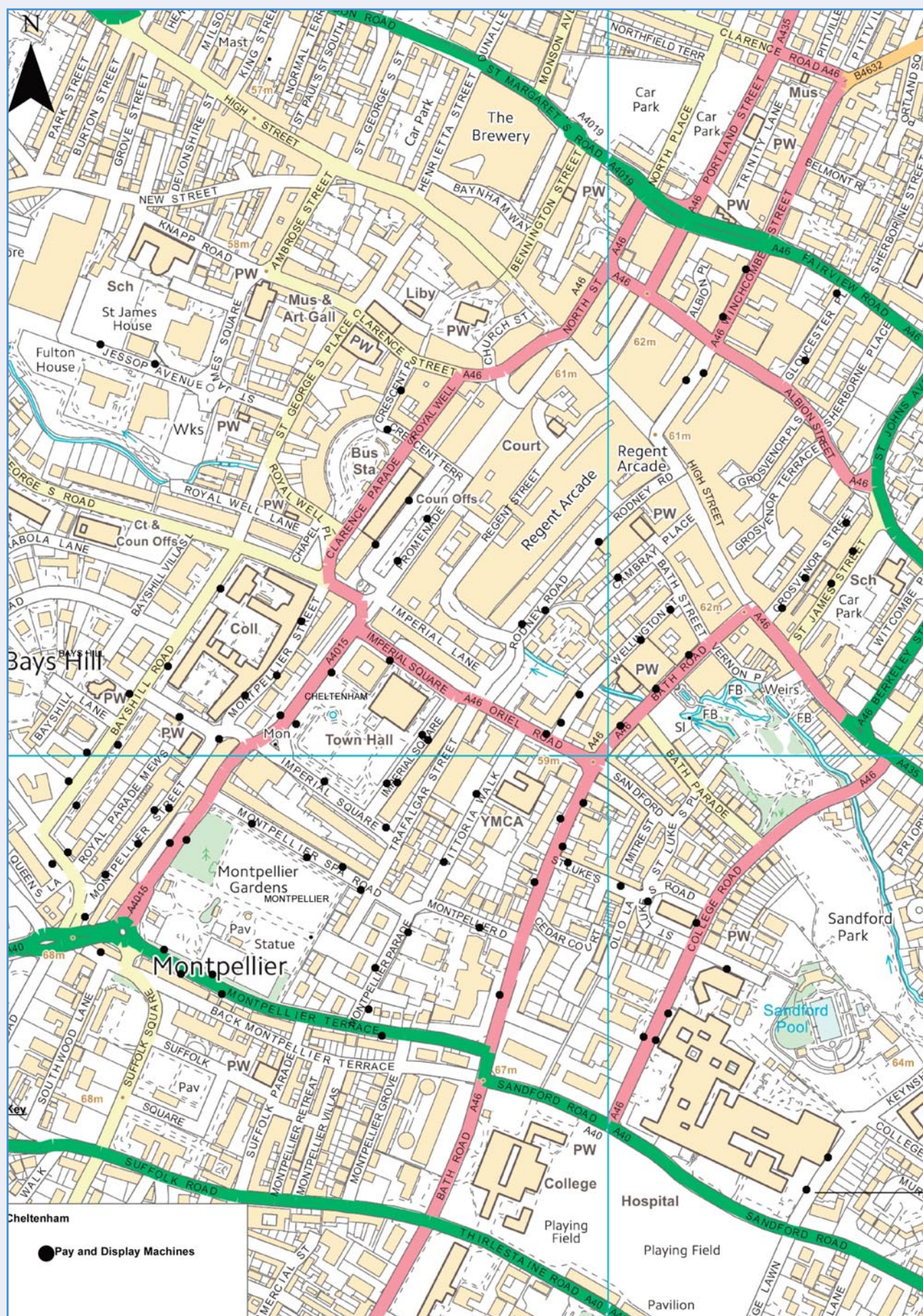
Feedback to the consultation process demonstrated a split in opinion amongst local residents, and the scheme was referred to the Traffic Regulation Committee for their consideration. After a public debate, the committee recommended the permit scheme should not go ahead, and just some small changes to no waiting restrictions on Shurdington Road were progressed.

A final decision has now been taken, in line with the committee's recommendations; the proposed permit zone in that area was abandoned.

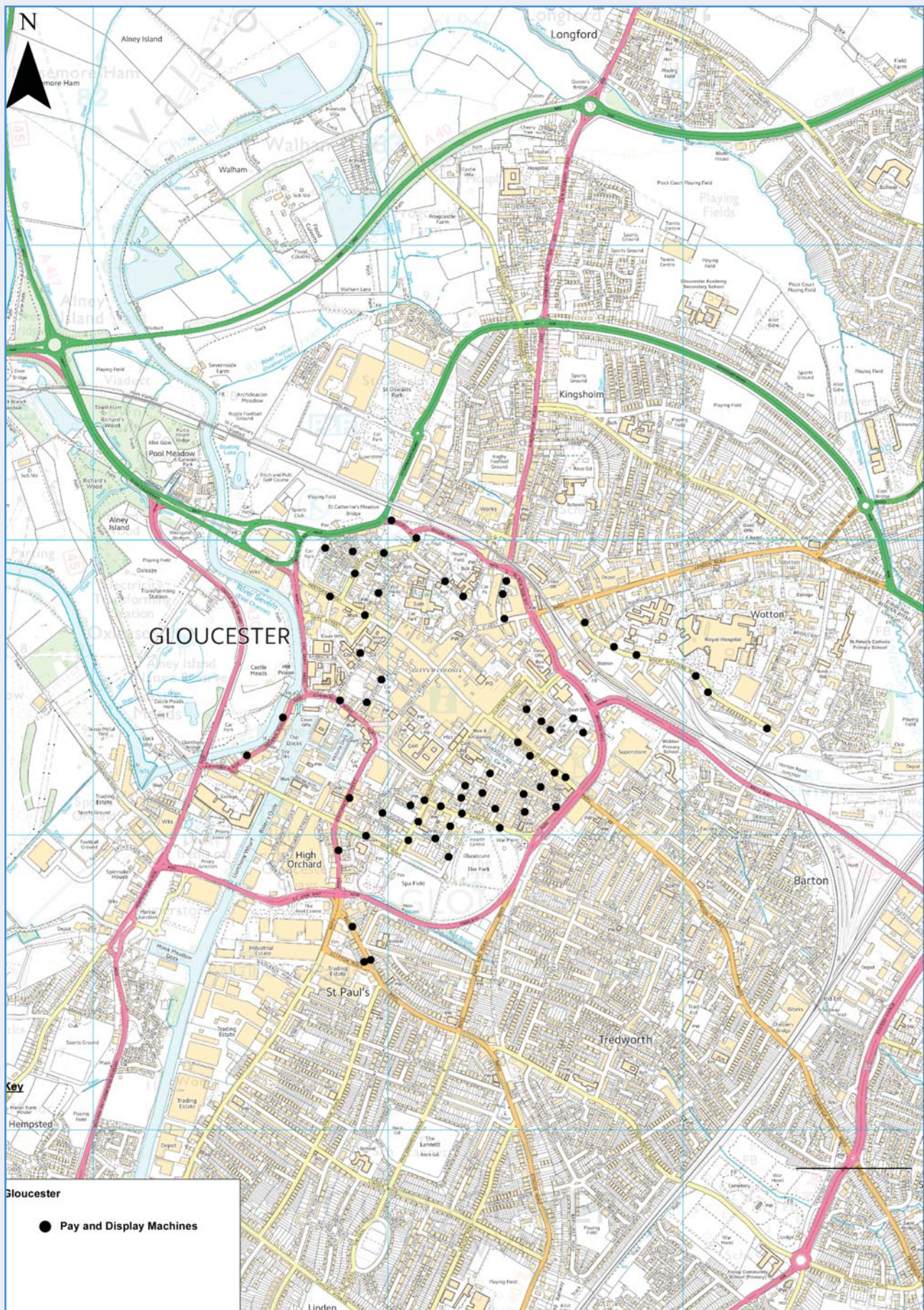
## PAY AND DISPLAY MACHINE LOCATIONS IN GLOUCESTER AND CHELTENHAM

The diagrams on pages 8 and 9 show the location of Pay & Display machines in Cheltenham and Gloucester. In addition, there are two Pay & Display units in Cirencester Market Place.





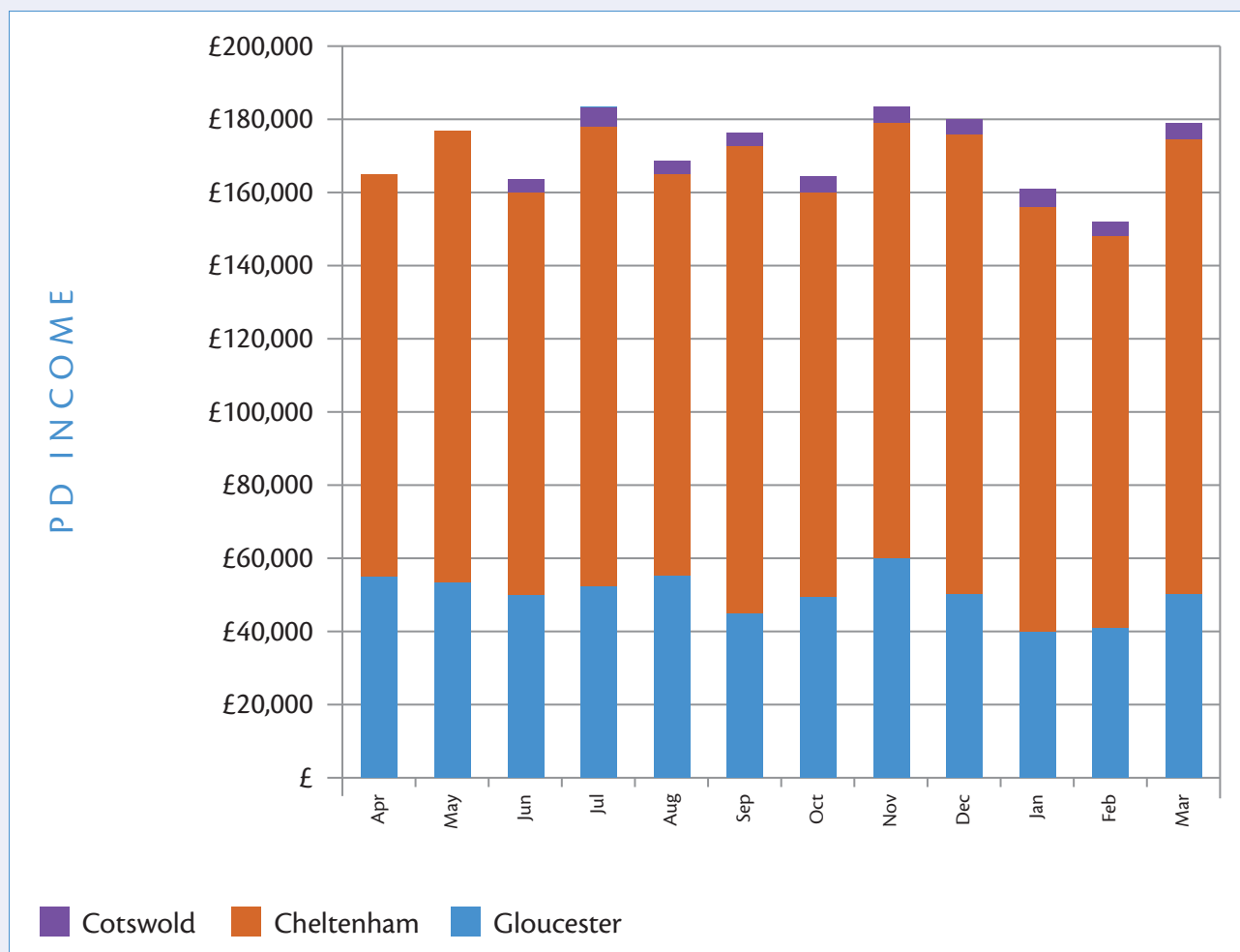






## P&D INCOME

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



The resulting income from on-street P&D charges is approximately £160-£180,000 per month. Approximately one third of the income is collected from Gloucester, and two thirds from Cheltenham. There was no P&D income from Cotswold District in April/May as the only P&D machines on Market Place, Cirencester were temporarily out of order.

## ON-STREET PAY AND DISPLAY TARIFFS

Cheltenham & Cirencester On-Street	Tariffs								
	15 mins	30 mins	45 mins	1hr	1.5hr	2hr	3hr	4hr	All Day
1 Market Place, Cirencester		£0.50		£1.00					
2 Market Place, Cirencester		£0.50		£1.00					
Argll Road 156				£1.00		£2.00	£3.00	£4.00	
Argll Road 157				£1.00		£2.00	£3.00	£4.00	
Bath Road 128				£1.60		£2.80	£3.80		
Bath Road 129				£1.60		£2.80	£3.80		
Bath Road 130				£1.60		£2.80	£3.80		
Bath Road 140				£1.00		£2.00			
Bath Road 141				£1.00		£2.00			
Bath Road 142				£1.00		£2.00			
Bath Road 143				£1.00		£2.00			
Bath Road 195		£0.50		£1.00		£2.00	£4.00	£5.00	
Bayshill Road 165		£0.50		£1.00		£2.00	£4.00	£5.00	
Bayshill Road 166		£0.50		£1.00		£2.00	£4.00	£5.00	
Bayshill Road 167		£0.50		£1.00		£2.00	£4.00	£5.00	
Bayshill Road 168		£0.50		£1.00		£2.00	£4.00	£5.00	
Bayshill Road 169		£0.50		£1.00		£2.00	£4.00	£5.00	
Bayshill Road 170		£0.50		£1.00		£2.00	£4.00	£5.00	
Bayshill Road 171		£0.50		£1.00		£2.00	£4.00	£5.00	
Cambray Place 115				£1.60		£2.80	£3.80		
College Road 147				£1.00		£2.00	£3.00	£4.00	
College Road 148				£1.00		£2.00	£3.00	£4.00	
College Road 149				£1.00		£2.00	£3.00	£4.00	
College Road 150				£1.00		£2.00	£3.00	£4.00	
Cressent Place 138				£1.60		£2.80	£3.80		
Cressent Terrace 137				£1.60		£2.80	£3.80		
Crickley Hill									
Crickley Hill (2)									
Fauconberg Road/one is Queen Circus 179				£1.00		£2.00			
Fauconberg Road/one is Queen Circus 180				£1.00		£2.00			
Gloucester Place 161				£1.50		£3.00			
Grosvenor Street 162				£1.50		£3.00			



## ON-STREET PAY AND DISPLAY TARIFFS

Cheltenham & Cirencester On-Street	Tariffs								
	15 mins	30 mins	45 mins	1hr	1.5hr	2hr	3hr	4hr	All Day
Grosvenor Street 163				£1.50		£3.00			
Grosvenor Street 164				£1.50		£3.00			
Imperial Square 107		£0.50		£1.00		£2.00			
Imperial Square 108				£1.60		£2.80	£4.00	£5.50	£10.00
Imperial Square 109				£1.60		£2.80	£4.00	£5.50	£10.00
Imperial Square 110				£1.60		£2.80	£4.00	£5.50	£10.00
Imperial Square 111				£1.60		£2.80	£4.00	£5.50	£10.00
Imperial Square 196				£1.60		£2.80	£4.00	£5.50	£10.00
Imperial Square North 197				£1.60		£2.80			
Inner Promenade 117		£1.00		£1.70	£2.50	£3.30			
Inner Promenade 118		£1.00		£1.70	£2.50	£3.30			
Jessop Avenue 135							£1.30		£6.00
Jessop Avenue 136							£1.30		£6.00
Keynsham Road 152				£1.00		£2.00	£3.00	£4.00	
Keynsham Road 153				£1.00		£2.00	£3.00	£4.00	
Keynsham Road 154				£1.00		£2.00	£3.00	£4.00	
Keynsham Road 155				£1.00		£2.00	£3.00	£4.00	
Promenade North 101		£1.00		£1.70	£2.50	£3.30			
Promenade North 103		£1.00		£1.70	£2.50	£3.30			
Montellier Drive 192		£0.50		£1.00		£2.00			
Montellier Parade 189		£0.50		£1.00		£2.00	£4.00	£5.00	
Montellier Parade 190		£0.50		£1.00		£2.00	£4.00	£5.00	
Montellier Parade 191		£0.50		£1.00		£2.00	£4.00	£5.00	
Montellier Spa Road 185		£0.50		£1.00		£2.00	£4.00		
Montellier Spa Road 186		£0.50		£1.00		£2.00	£4.00		
Montellier Spa Road 187		£0.50		£1.00		£2.00	£4.00		
Montellier Spa Road 188		£0.50		£1.00		£2.00	£4.00		
Montellier Street 112				£1.60		£2.80	£4.00	£5.50	£10.00
Montellier Street 113				£1.60		£2.80	£4.00	£5.50	£10.00
Montellier Street 114				£1.60		£2.80	£4.00	£5.50	£10.00
Montellier Street 174		£0.50		£1.00		£2.00	£4.00	£5.00	
Montellier Street 175		£0.50		£1.00		£2.00	£4.00	£5.00	

## ON-STREET PAY AND DISPLAY TARIFFS

Cheltenham & Cirencester On-Street	Tariffs								
	15 mins	30 mins	45 mins	1hr	1.5hr	2hr	3hr	4hr	All Day
Montellier Street 175		£0.50		£1.00		£2.00	£4.00	£5.00	
Montellier Street 176		£0.50		£1.00		£2.00	£4.00	£5.00	
Montellier Street 177		£0.50		£1.00		£2.00	£4.00	£5.00	
Montellier Street 178		£0.50		£1.00		£2.00	£4.00	£5.00	
Montpellier Terrace 183		£0.50		£1.00		£2.00		£4.00	
Montpellier Terrace 184		£0.50		£1.00		£2.00		£4.00	
Montpellier Terrace 200		£0.50		£1.00		£2.00		£4.00	
Montpellier Terrace 201		£0.50		£1.00		£2.00		£4.00	
Montpellier Terrace 202		£0.50		£1.00		£2.00		£4.00	
Montpellier Walk 181		£0.50		£1.00		£2.00			
Montpellier Walk 182		£0.50		£1.00		£2.00			
Oriel Road 127				£1.60		£2.80	£3.80		
Orrisdale Terrace 151				£1.00		£2.00	£3.00	£4.00	
Queens Parade/Parabola Road 172		£0.50		£1.00		£2.00	£4.00	£5.00	
Queens Parade/Parabola Road 173		£0.50		£1.00		£2.00	£4.00	£5.00	
Rodney Road 119				£1.00		£2.00			
Rodney Road 120				£1.60		£2.80	£3.80		
Rodney Road 139				£1.00		£2.00			
St Annes Road 158				£1.00		£2.00			
St Annes Road 159				£1.00		£2.00			
St James Street 121				£1.60		£2.80	£3.80		
St James Street 122				£1.60		£2.80	£3.80		
St Lukes 144				£1.00		£2.00			
St Lukes 145				£1.00		£2.00			
St Lukes 146				£1.00		£2.00	£3.00	£4.00	
Suffolk Square 199	£0.20	£0.40	£0.70	£1.00	£1.50	£2.00			
Promenade South 104				£1.60		£2.80	£4.00	£5.50	
Promenade South 105				£1.60		£2.80	£4.00	£5.50	
Promenade South 106				£1.60		£2.80	£4.00	£5.50	
Vittoria Walk 193		£0.50		£1.00		£2.00			
Vittoria Walk 194		£0.50		£1.00		£2.00			
Wellington Street 123				£1.60		£2.80	£3.80		

## ON-STREET PAY AND DISPLAY TARIFFS

Cheltenham & Cirencester On-Street	Tariffs								
	15 mins	30 mins	45 mins	1hr	1.5hr	2hr	3hr	4hr	All Day
Wellington Street 124				£1.60		£2.80	£3.80		
Wellington Street 125				£1.60		£2.80	£3.80		
Wellington Street 126				£1.60		£2.80	£3.80		
Winchcombe North 133				£1.60		£2.80	£3.80		
Winchcombe North 134				£1.60		£2.80	£3.80		
Winchcombe South 131				£1.60		£2.80	£3.80		
Winchcombe South 132				£1.60		£2.80	£3.80		



## ON-STREET PAY AND DISPLAY TARIFFS

Gloucester On-Street	Tariffs								
	15 mins	30 mins	45 mins	1hr	1.5hr	2hr	3hr	4hr	All Day
Albion Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Albion Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Archdeacon Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Archdeacon Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Archdeacon Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Archdeacon Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Archdeacon Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Arthur Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Arthur Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Barbican Way	n/a	0.7	0	1.4	2.1	2.7	4	5	n/a
Bearland	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Bedford Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Belgrave Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Belgrave Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Brunswick Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Brunswick Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Brunswick Square	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Brunswick Square	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Brunswick Square	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Brunswick Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Clare Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Clifton Road	n/a	n/a	n/a	1.5	n/a	2.5	n/a	n/a	n/a
Clifton Road	n/a	n/a	n/a	1.5	n/a	2.5	n/a	n/a	n/a
Commercial Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Commercial Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Cromwell Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Cromwell Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Eastgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Eastgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Eastgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Eastgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Great Western Road	n/a	n/a	n/a	1.5	n/a	3	4	5	n/a
Great Western Road	n/a	n/a	n/a	1.5	n/a	3	4	5	n/a

## ON-STREET PAY AND DISPLAY TARIFFS

Gloucester On-Street	Tariffs								
	15 mins	30 mins	45 mins	1hr	1.5hr	2hr	3hr	4hr	All Day
Great Western Road	n/a	n/a	n/a	1.5	n/a	3	4	5	n/a
Great Western Road	n/a	n/a	n/a	1.5	n/a	3	4	5	n/a
Great Western Road	n/a	n/a	n/a	1.5	n/a	3	4	5	n/a
Kings Barton Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Kings Barton Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Ladybellegate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Montpellier	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Montpellier	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Montpellier	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Montpellier	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Mount Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Nettleton Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Nettleton Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Northgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Park Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Park Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Park Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Pitt Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Pitt Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Pitt Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Prince Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Prince Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Priory Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Priory Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Russell Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Russell Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Russell Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Russell Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Severn Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Severn Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Severn Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Southgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a

## ON-STREET PAY AND DISPLAY TARIFFS

Gloucester On-Street	Tariffs								
	15 mins	30 mins	45 mins	1hr	1.5hr	2hr	3hr	4hr	All Day
Southgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Southgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Spa Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Spa Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
St Kilda Parade	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
St Mary's Square	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
St Mary's Square	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
St Mary's Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
St Michael's Square	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
St Michael's Square	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
St Michael's Square	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
St Michael's Square	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
St Michael's Square	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
St Michael's Square	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
St Michael's Square	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Station Road	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Stroud Road	n/a	n/a	n/a	1.5	n/a	2.5	n/a	n/a	n/a
Stroud Road	n/a	n/a	n/a	1.5	n/a	2.5	n/a	n/a	n/a
Stroud Road	n/a	n/a	n/a	1.5	n/a	2.5	n/a	n/a	n/a
Upper Quay Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Wellington Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Wellington Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Wellington Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Westgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Westgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Westgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Westgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Westgate Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Whitfield Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a
Whitfield Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a



## ON-STREET PAY AND DISPLAY TARIFFS

Gloucester On-Street	Tariffs								
	15 mins	30 mins	45 mins	1hr	1.5hr	2hr	3hr	4hr	All Day
Worcester Street	n/a	0.7	n/a	1.4	2.1	2.7	n/a	n/a	n/a

## CONTRACT MANAGEMENT

On 1 April 2013 Gloucestershire County Council (GCC) took over responsibility for on-street enforcement in Cheltenham Borough, Tewkesbury Borough, Stroud District and Cotswold District. At the same time, APCOA, was awarded a contract to undertake parking enforcement within these districts.

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 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.

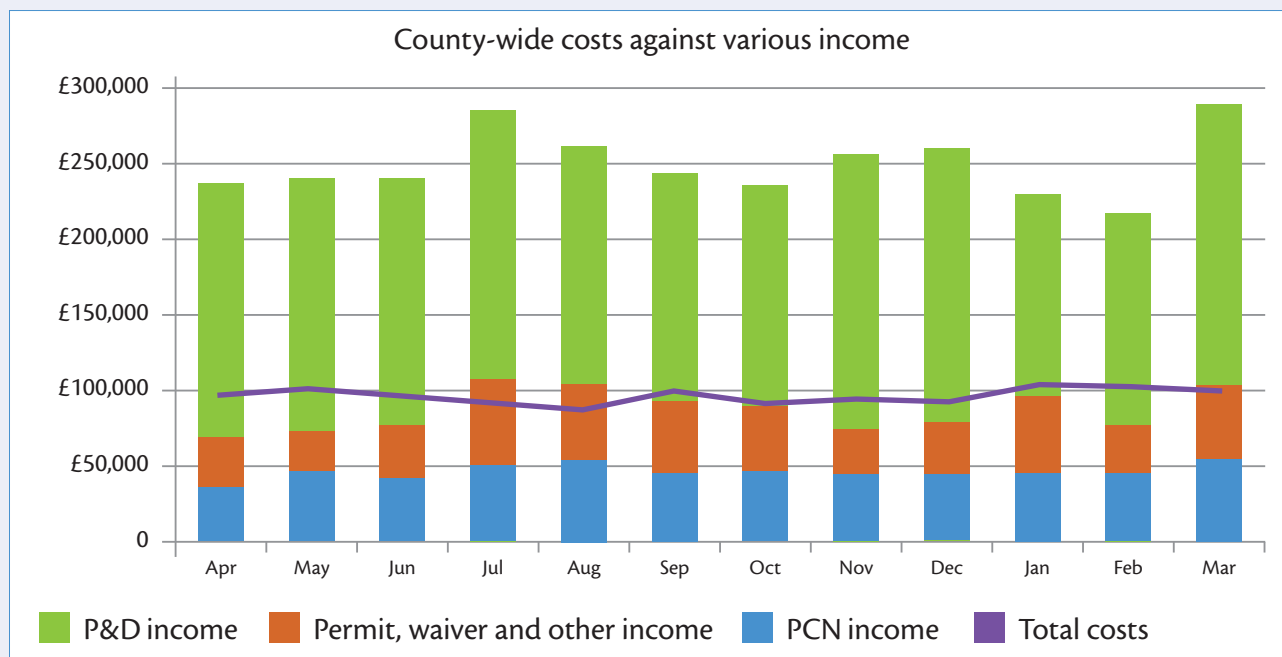
## ENFORCEMENT

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

## ON-STREET PARKING

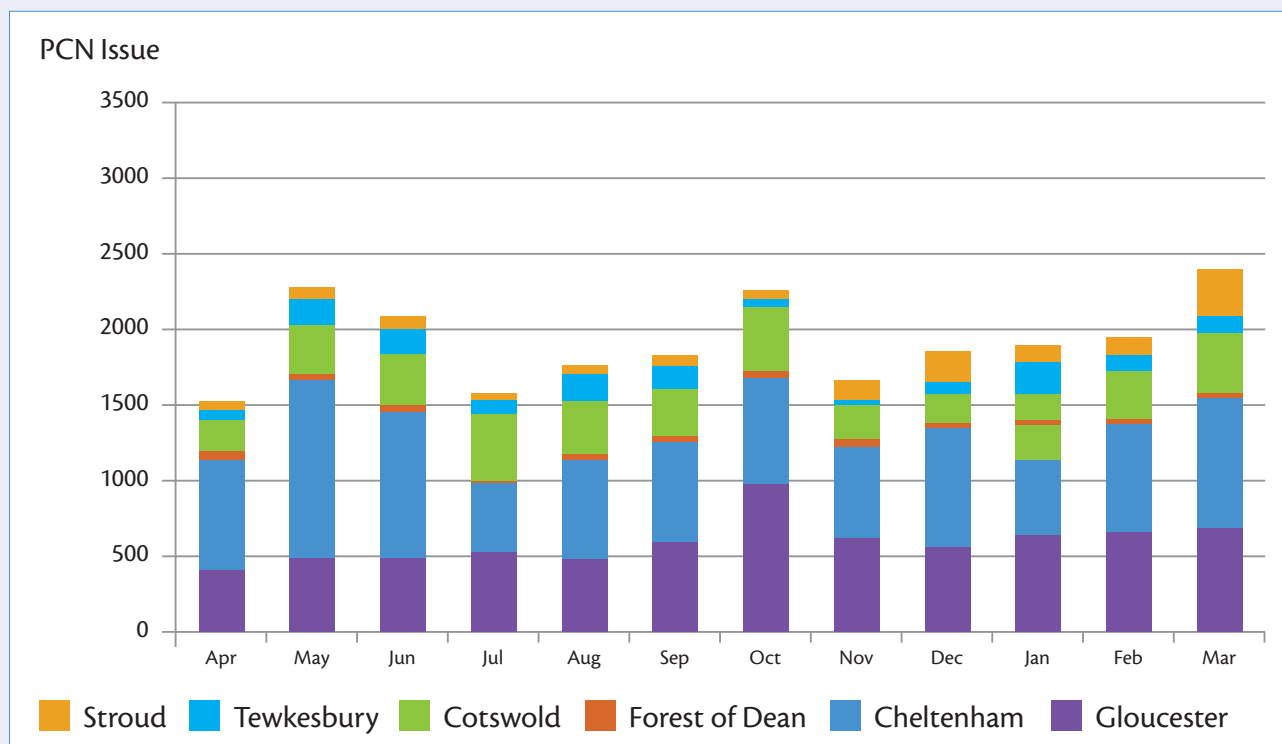
### Income and Costs

The Key financial trends in on-street parking enforcement are demonstrated in the graph below:



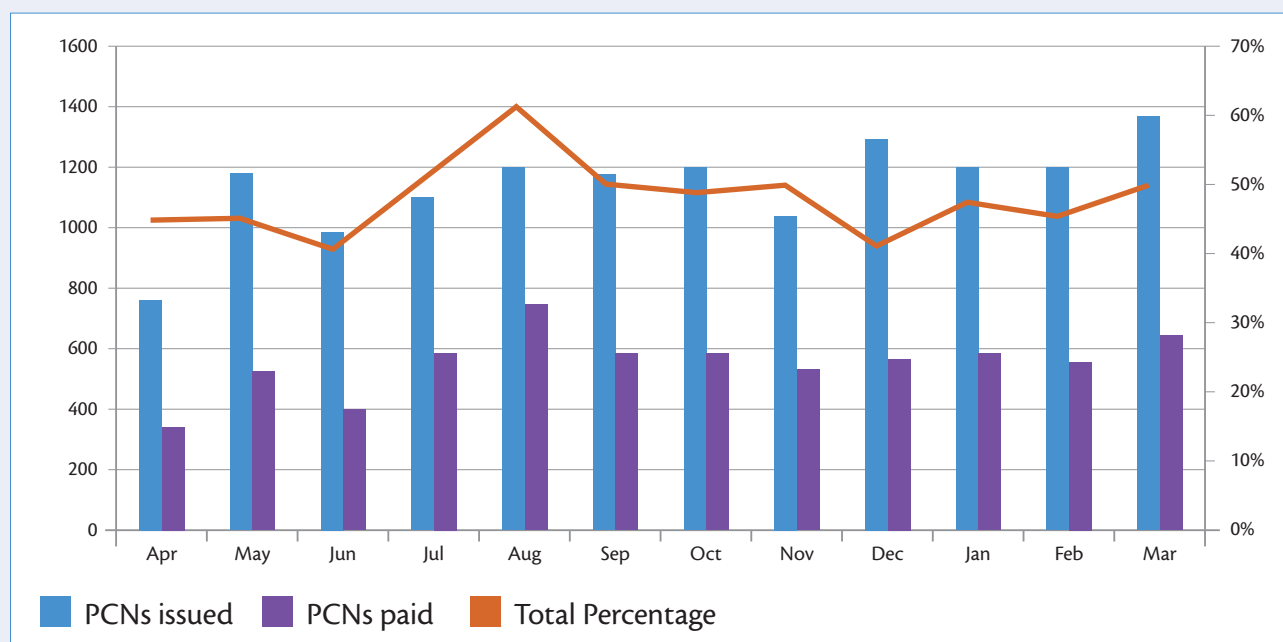
The chart below shows the number of Penalty Charge Notices (PCNs) issued in each district by month. Most PCNs are issued in Cheltenham and Gloucester, where there are many more parking restrictions to enforce than other towns in the county.

The number of PCNs issued gradually increased throughout the year with a slight up-turn in March 2014.



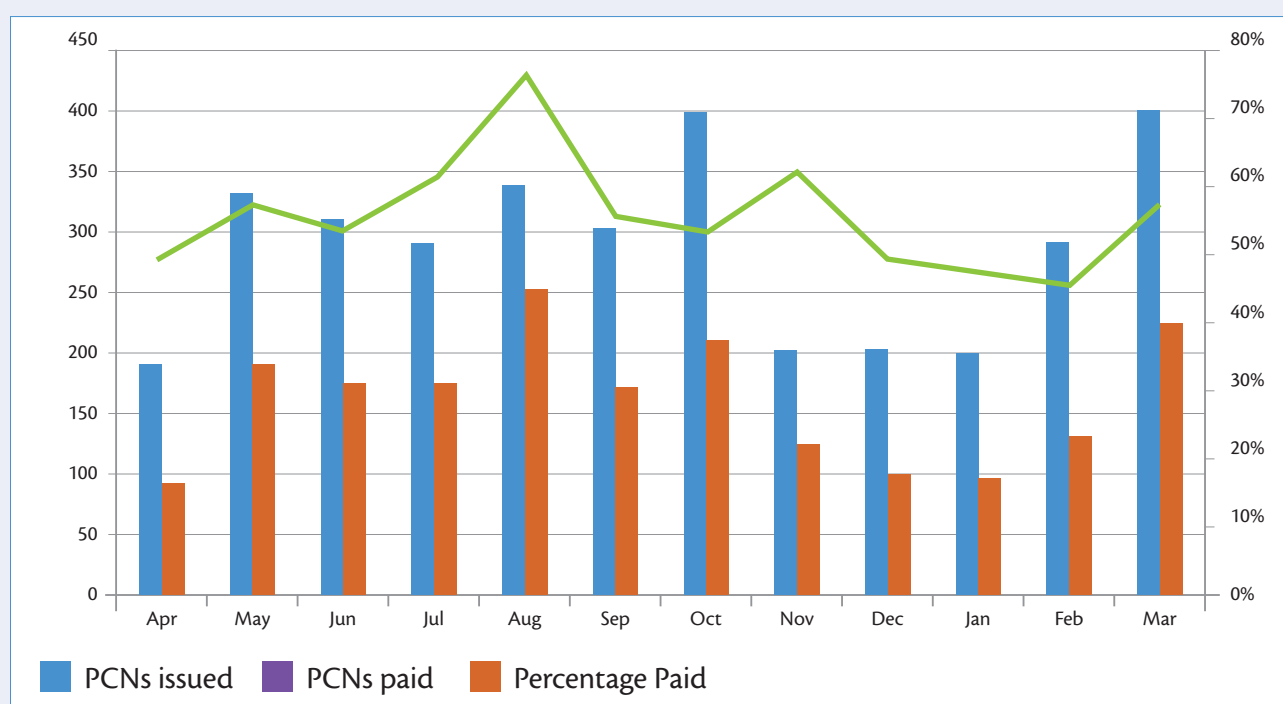
## PCN ISSUE AND PAYMENT BY DISTRICT

### Cheltenham



2013/2014	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
PCN issued	733	1161	980	1120	1193	1167	1191	1059	1293	1210	1196	1342
PCN paid	326	517	392	574	723	576	570	514	531	564	546	659

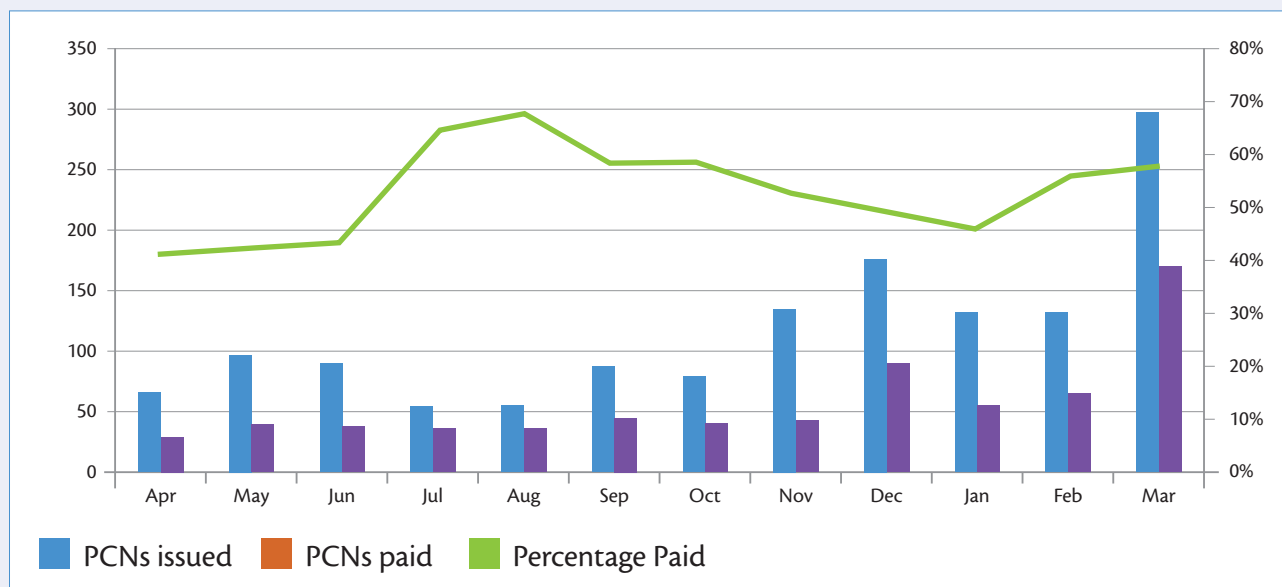
### Cotswolds



2013/2014	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
PCN issued	185	333	316	280	339	305	398	201	204	199	284	400
PCN paid	90	190	172	172	258	171	212	125	98	94	131	229

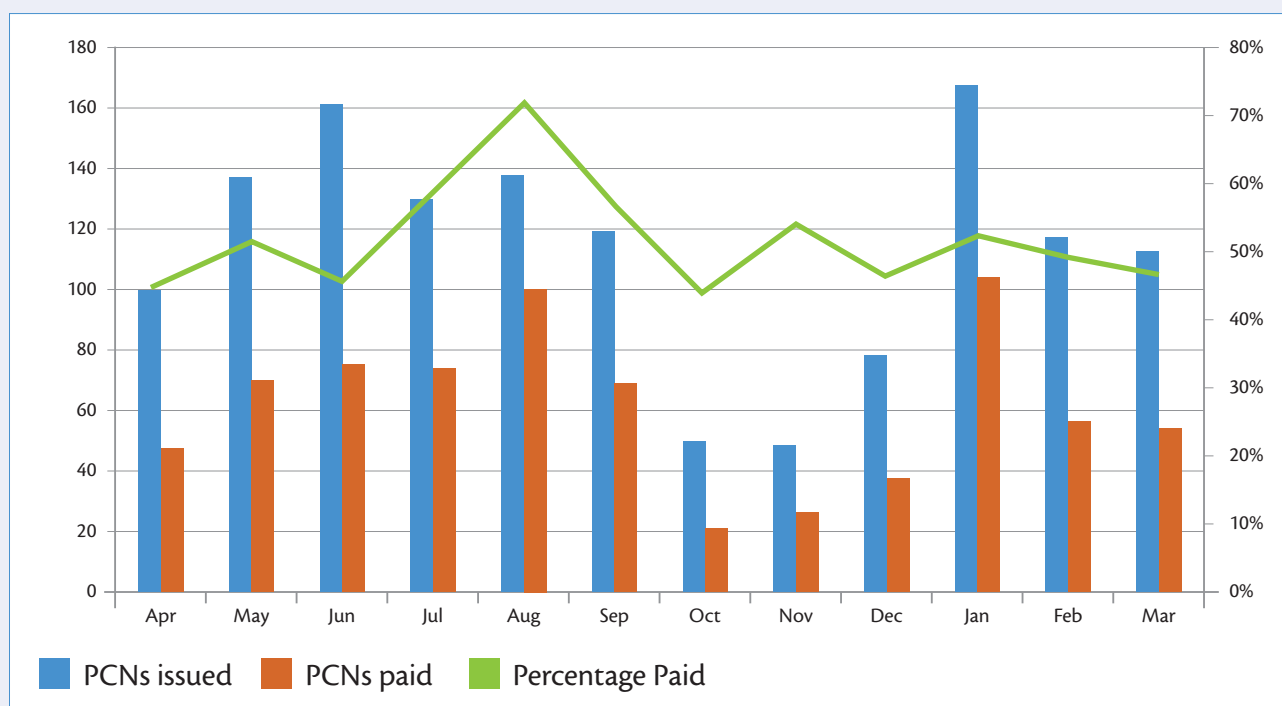
## PCN ISSUE AND PAYMENT BY DISTRICT

### Stroud



2013/2014	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
PCN issued	68	96	85	55	56	79	69	134	178	128	124	197
PCN paid	27	40	36	35	38	44	41	40	89	59	69	169

### Tewkesbury



2013/2014	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
PCN issued	101	137	162	128	137	119	49	47	78	167	117	114
PCN paid	47	70	75	74	100	67	21	26	36	86	59	54



**Gloucester City, and the Forest of Dean councils** continue to have responsibility for enforcement in their areas until September 2014, when they too will become the county council's responsibility. Therefore figures are not provided here for the number of PCNs issued in these areas.

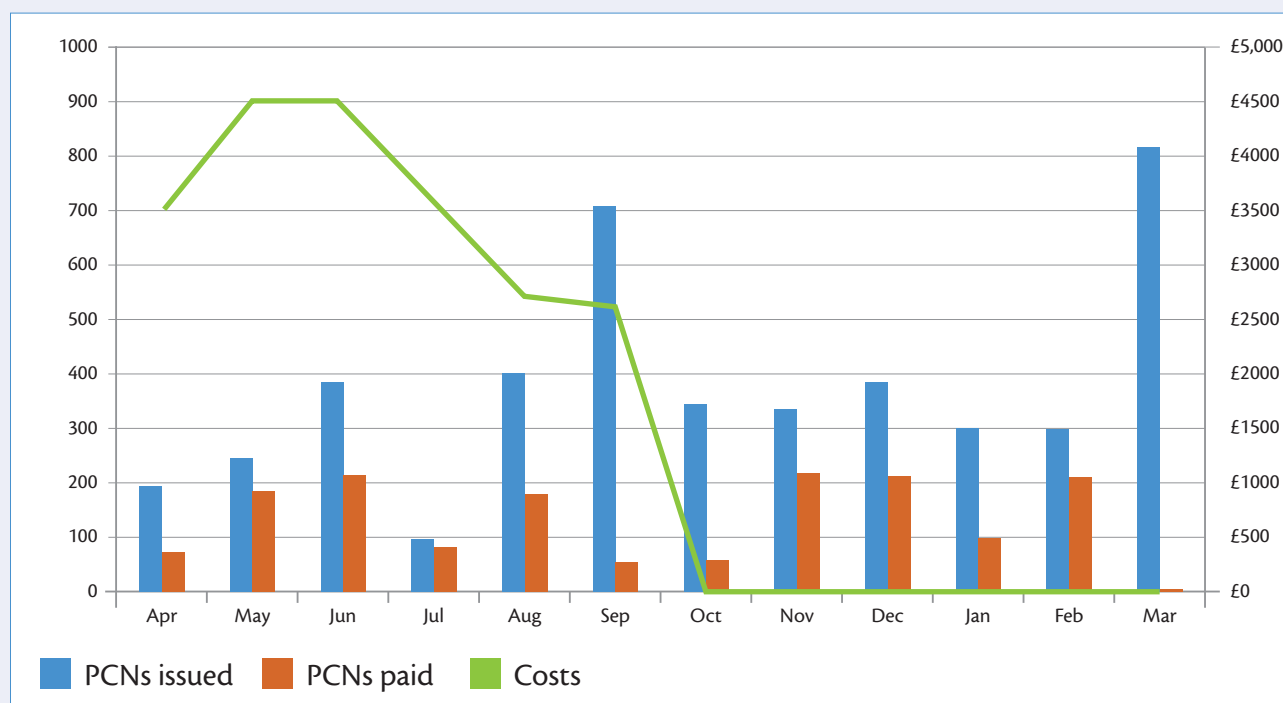
## CCTV – Bus lane enforcement

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

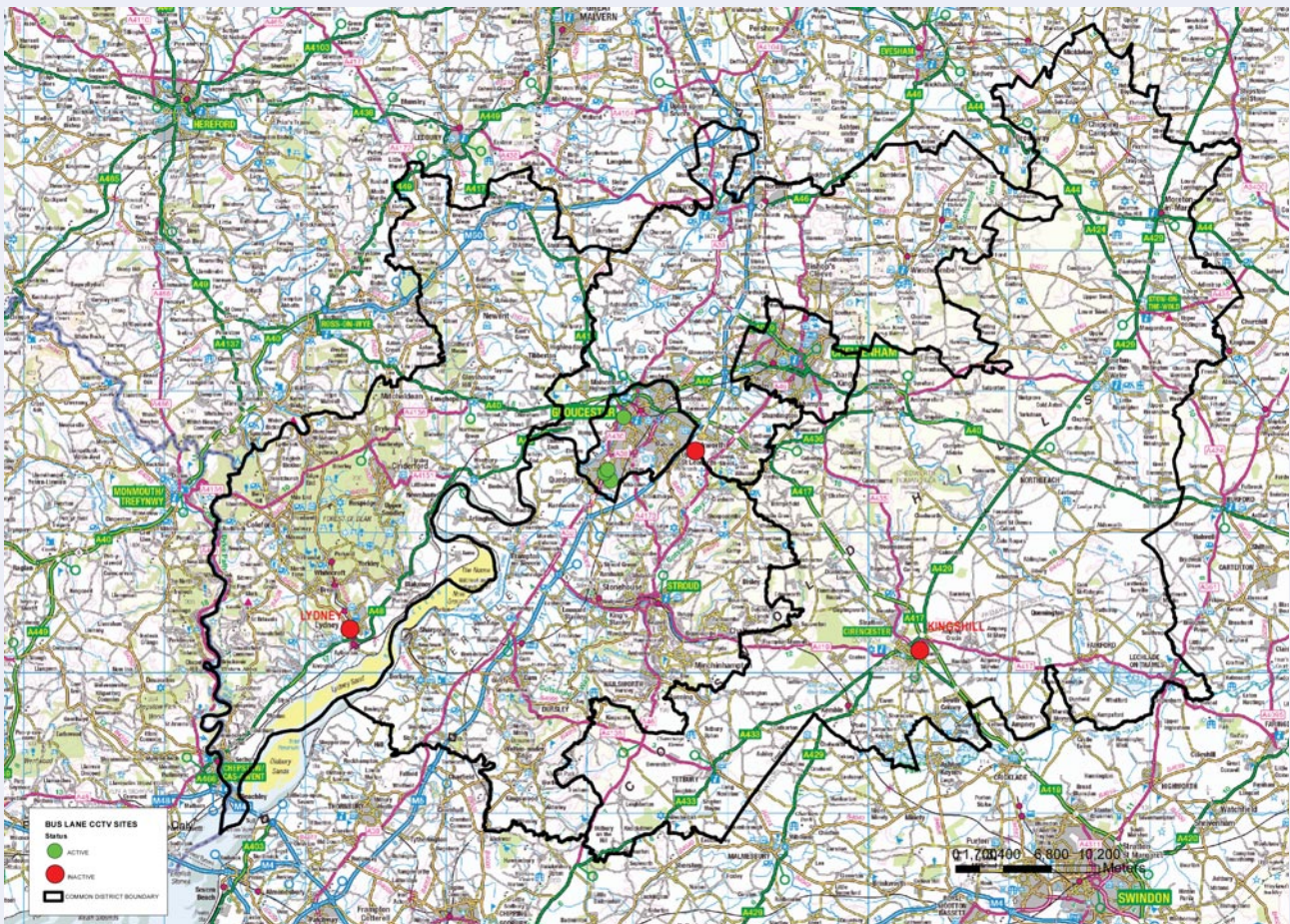
To assist with its parking enforcement objectives, the Council utilises a network of unattended CCTV cameras to improve road safety and help to prioritise the movement of local buses and reduce trip times, whilst enabling the county to enforce effectively and efficiently. At present four cameras are 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 SEA 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.

## Bus Lane CCTV Enforcement Activity 2013-2014

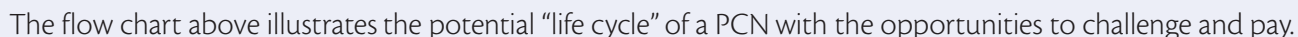


CCTV	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan 14	Feb	Mar
PCN issued	187	243	381	93	404	725	351	341	375	302	300	830
PCN paid	67	181	236	77	165	54	58	231	232	104	73	11
PCN income	6590	6014	6081	9391	4807	2554	1800	4110	0	0	0	0
Average PCN Value Costs	3472.06	4526.33	4526.33	3651.18	2713.68	2636.58	0	0	0	0	0	0



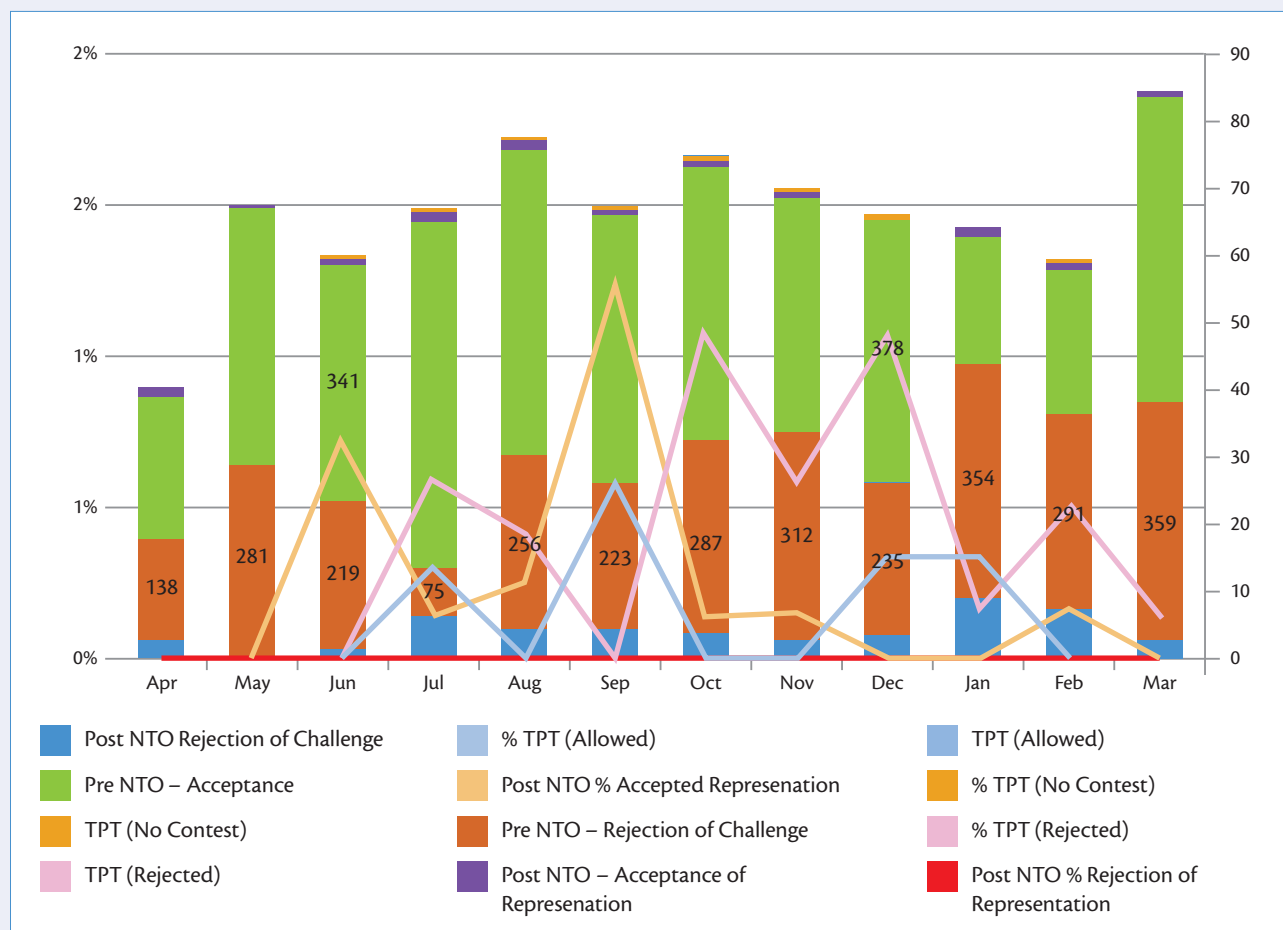
The map above shows both established and new CCTV sites in Gloucestershire.





## Appeals and Representations

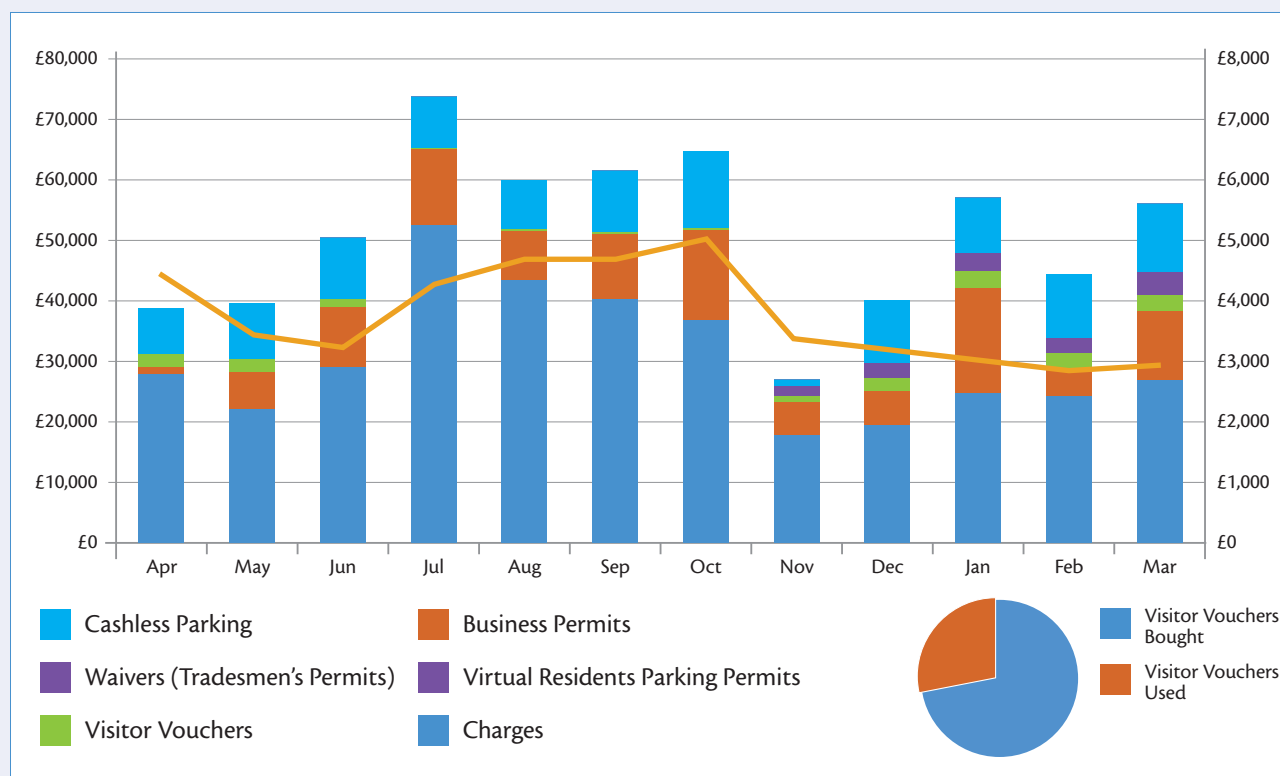
The left hand side of the chart shows the percentage of tickets issued which are appealed/challenged. Just over 2% of the total number of tickets issued are challenged, and around half of those challenged are still enforced.



Actions	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Pre NTO – Rejection of Challenge	138	281	219	75	256	223	287	213	235	354	291	359
Pre NTO – Acceptance	219	382	341	513	439	383	412	357	378	195	220	466
Pre NTO% Accepted Challenge	14%	17%	16%	24%	20%	17%	15%	13%	16%	8%	9%	16%
Pre NTO% Rejected Challenge	9%	12%	11%	4%	12%	10%	10%	11%	10%	15%	12%	12%
Post NTO Rejection of Challenge	30	6	18	64	53	50	37	32	41	84	78	23



## Permit, Waiver and other income



Actions	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Virtual Residents Parking Permits	918	815	903	1404	1278	1306	1159	533	975	1169	1125	1282
Business Permits	7	18	42	45	26	37	57	12	17	55	62	43
Visitor Vouchers	2466	2192	1994	352	332	274	258	1500	3130	2970	2830	2880
Waivers (Tradesmen's Permits)	23	10	2	2	22	30	35	249	461	461	235	258
Cashless Parking								1767	3428	3578	3518	4502

Finance	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Virtual Residents Parking Permits	£27,115.17	£22,285.69	£27,948.58	£51,995.93	£44,142.51	£40,729.39	£35,649.03	£17,655.97	£19,335.62	£24,845.06	£24,191.70	£25,994.60
Business Permits	£1,501.00	£5,100.00	£10,500.00	£12,450.00	£7,100.00	£10,450.00	£16,050.00	£4,290.00	£5,450.00	£16,750.00	£4,210.00	£11,950.00
Visitor Vouchers	£2,466.00	£2,192.00	£1,994.00	£352.00	£332.00	£274.00	£258.00	£1,500.00	£3,130.00	£2,970.00	£2,830.00	£2,880.00
Waivers (Tradesmen's Permits)	£172.50	£75.00	£15.00	£15.00	£285.00	£225.00	£262.50	£1,805.00	£1,780.00	£2,995.00	£3,025.00	£3,130.00
Cashless Parking	£7,148.50	£9,541.20	£10,627.20	£9,463.90	£8,207.90	£10,480.10	£12,458.90	£1,335.12	£10,269.00	£9,633.40	£10,154.50	£12,082.80
Charges	£4,410.00	£3,308.50	£3,228.50	£4,219.00	£4,723.50	£4,723.50	£4,978.00	£3,340.50	£3,130.00	£2,970.00	£2,830.00	£2,880.00

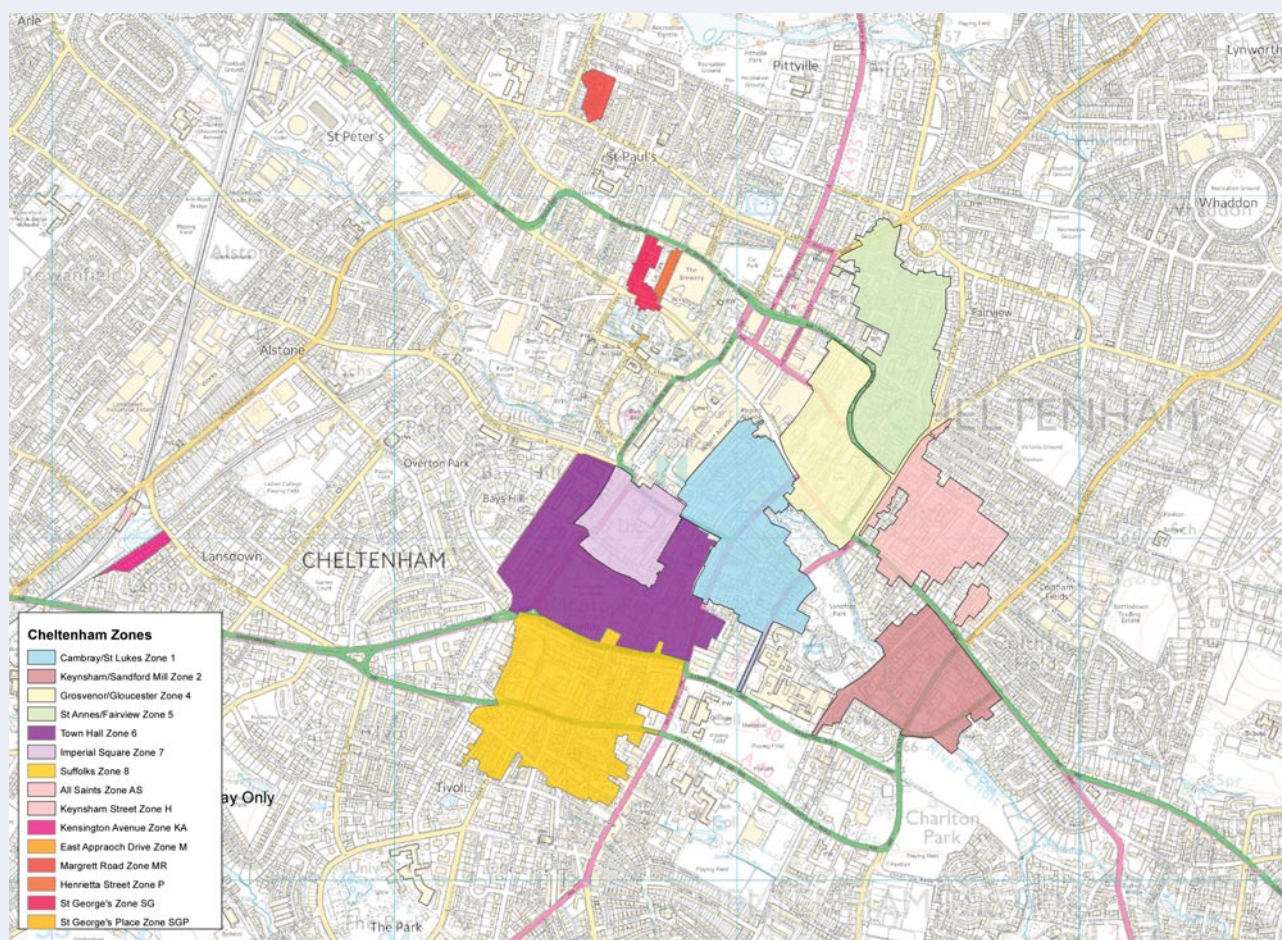
## Permits

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

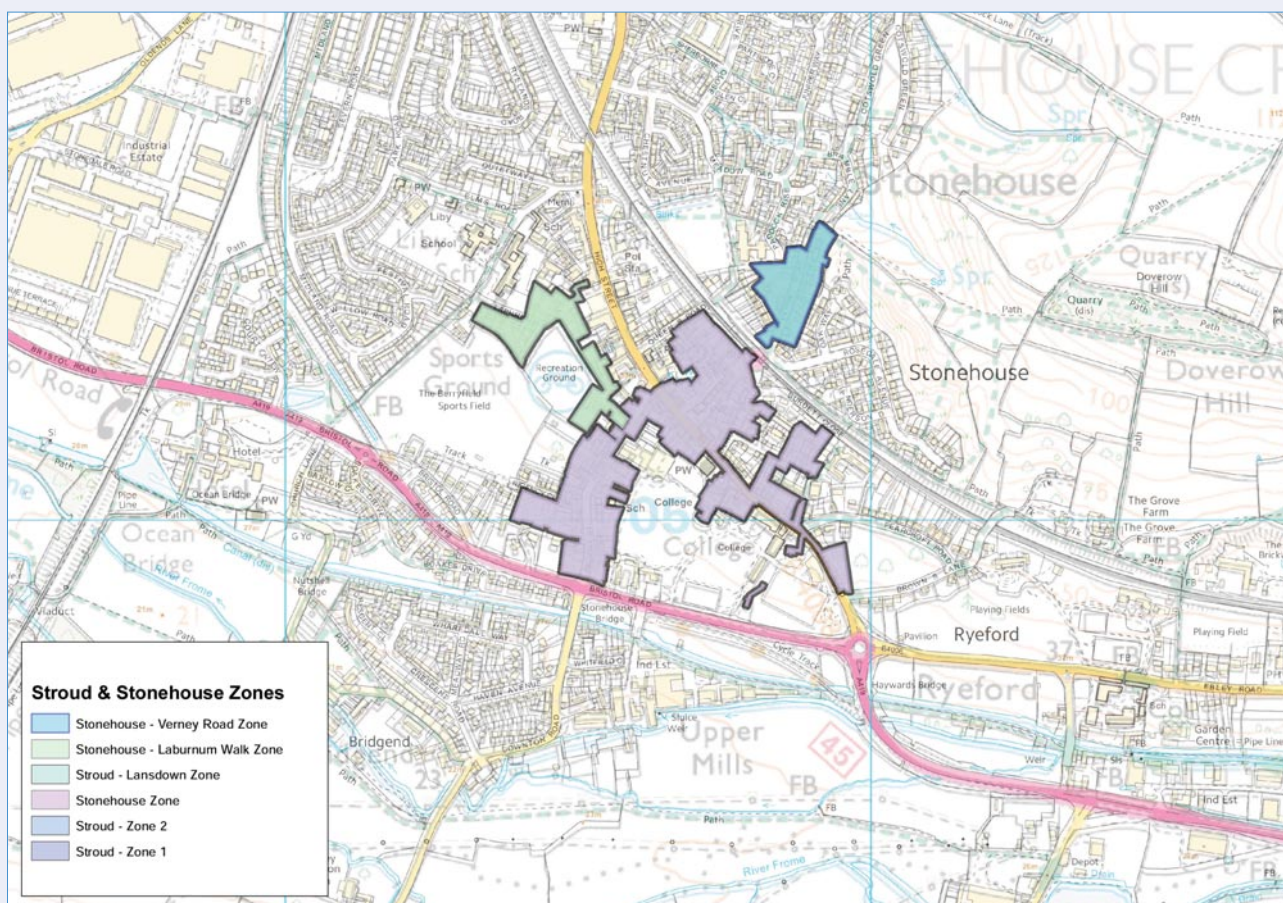
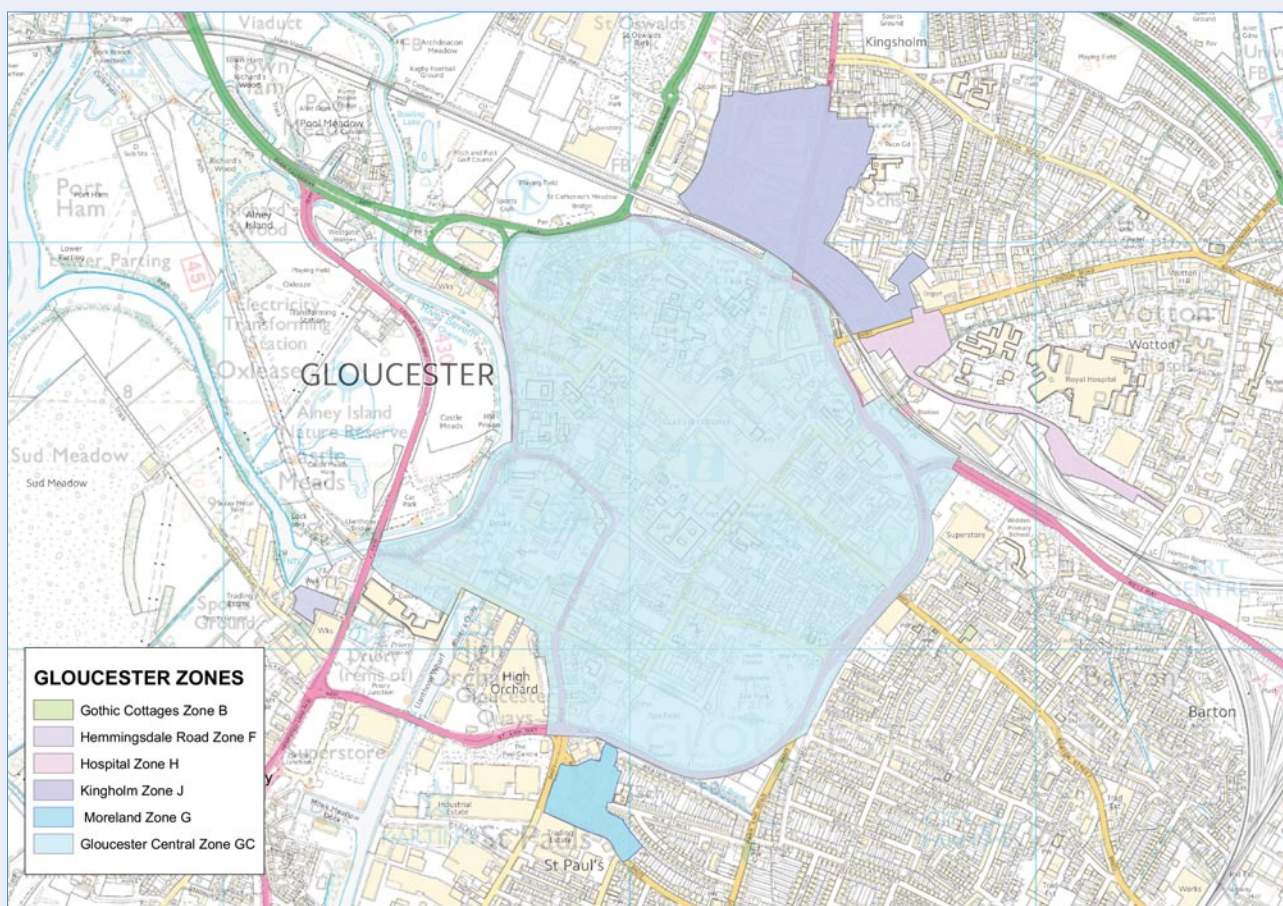
If you need to purchase visitor vouchers, or a waiver permit, please contact Mi Permit:

**Online:** [www.wanttopark.com/gloucestershire](http://www.wanttopark.com/gloucestershire)

**Telephone:** 0333 123 5900, this is a national number available **Monday to Friday 8am to 8pm and Saturday 8am to 4pm**. For more information on 0333 123 5900









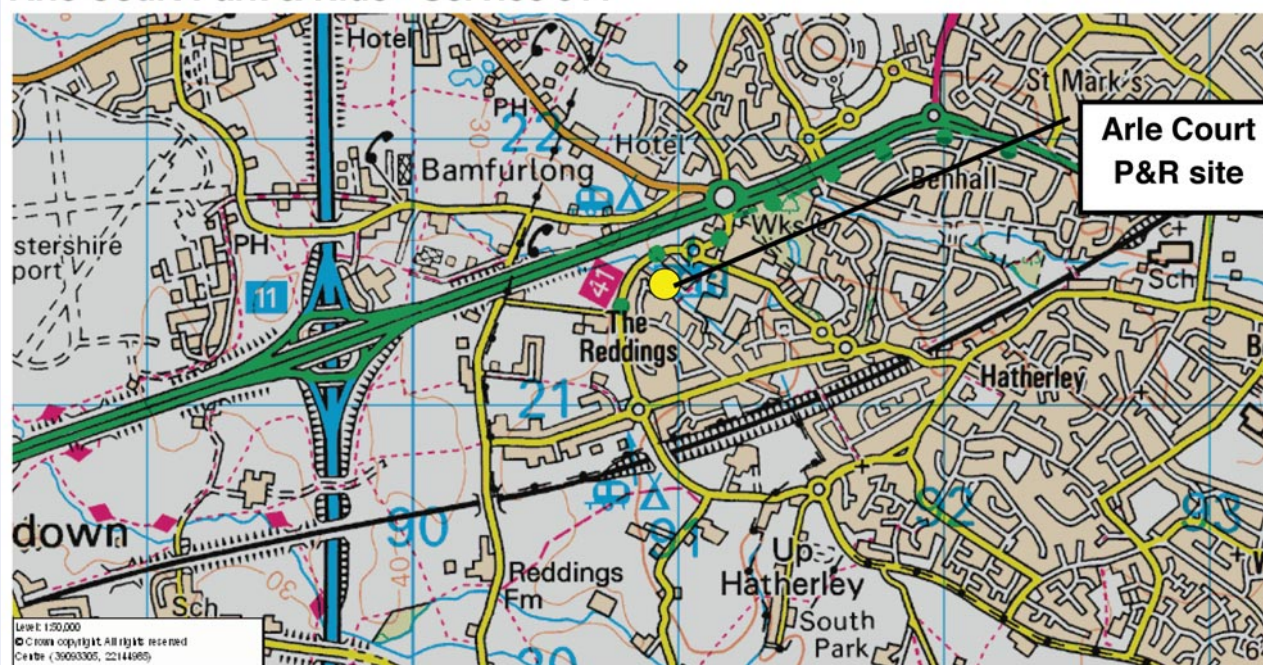
## PARK AND RIDE REPORT (January 2013 until February 2014)

There are three 'Park & Ride' schemes operating in the Gloucester and Cheltenham areas. The biggest challenge for the county council apart from aiming to reduce levels of congestion is to reduce levels of tax payer funding and encourage growth of commercially operated schemes.

### Cheltenham P&R Schemes

#### Arle Court Park and Ride – Service 511

##### Arle Court Park & Ride - Service 511

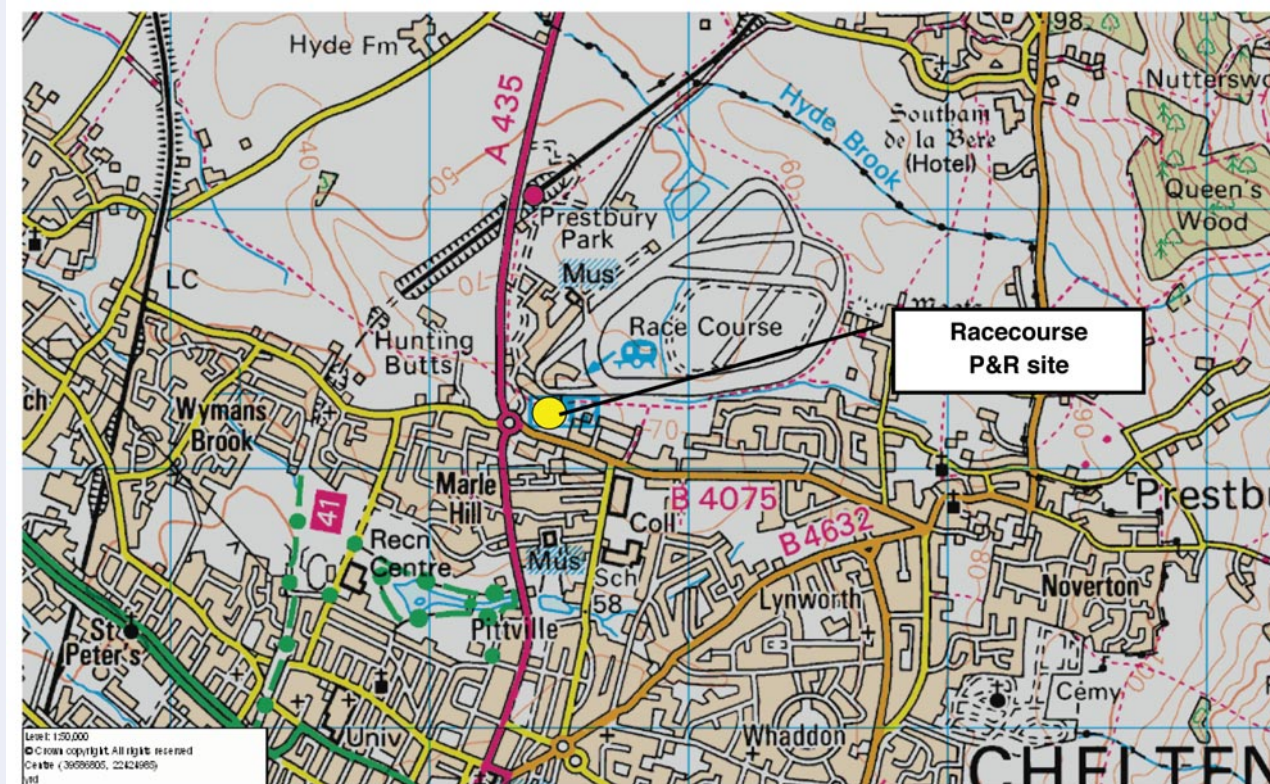


<b>Location:</b>	Cheltenham, Grovefield Way, GL51 6SH
<b>Bus service provider:</b>	Bennetts Coaches
<b>Bus service frequency:</b>	Every 12 minutes Monday to Saturday.
<b>Number of car parking spaces:</b>	534 (including 154 spaces created through expansion)
<b>Parking tariff:</b>	Free parking for customer use only.
<b>Facilities:</b>	None
<b>Level of county council involvement:</b>	Car park is leased by GCC. Bus service operates on a commercial basis without subsidy.



## Racecourse Park and Ride – Services D, 99 and U

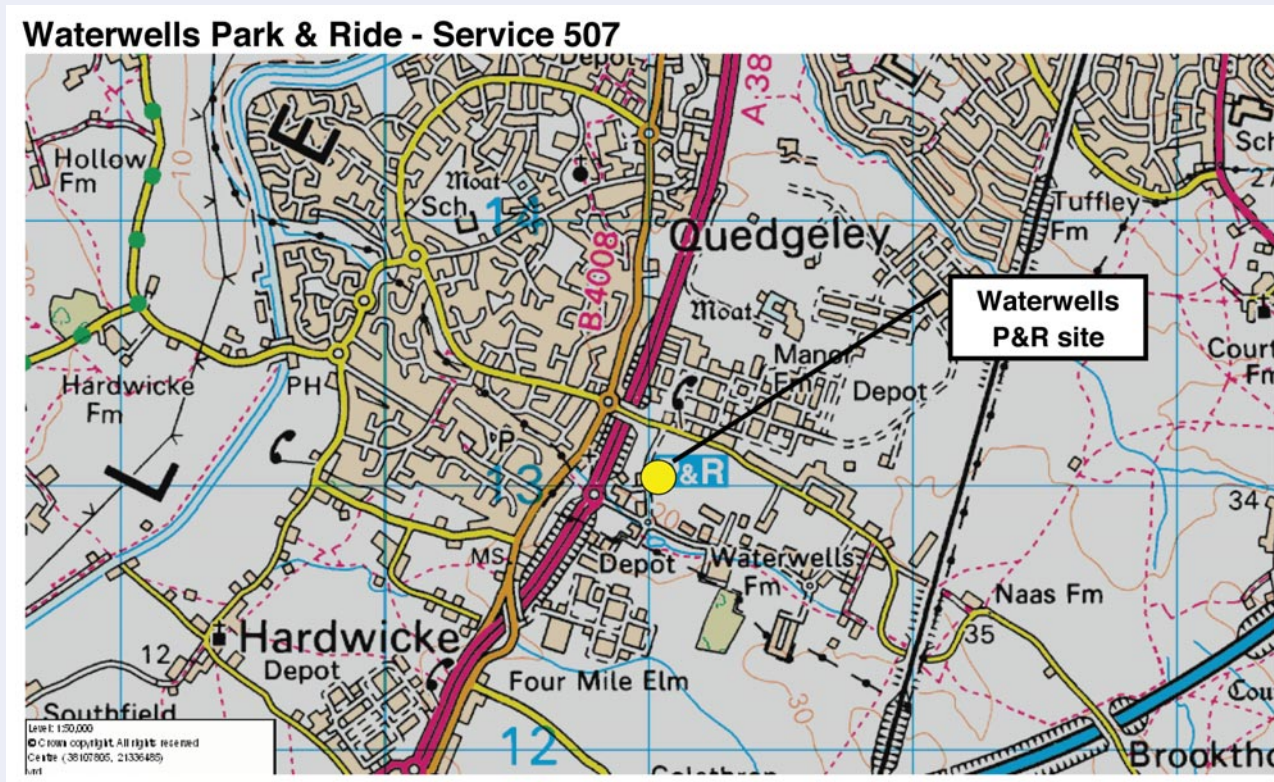
### Racecourse Park & Ride - Services D, 99 and U



<b>Location:</b>	Cheltenham, New Barn Lane, GL50 4SH
<b>Bus service provider:</b>	Stagecoach
<b>Bus service frequency:</b>	Service D operates every 10 minutes from the site Monday-Saturday.
<b>Number of car parking spaces:</b>	600
<b>Parking tariff:</b>	Free parking for customer use only.
<b>Facilities:</b>	Provided through Racecourse building
<b>Level of county council involvement:</b>	Car park is no longer leased by GCC. Stagecoach and Cheltenham Borough Council have taken joint responsibility for the operation of this car park. Bus services operate on a commercial basis without subsidy.
<b>Future plans:</b>	N/A

## Gloucester P&R Schemes

### Waterwells Park & Ride - Service 507



<b>Location:</b>	Quedgeley, Telford Way, GL2 2AB
<b>Bus service provider:</b>	Bennetts Coaches
<b>Bus service frequency:</b>	Every 13 minutes, Monday to Saturday
<b>Number of car parking spaces:</b>	300
<b>Parking tariff:</b>	Free parking for customer use only.
<b>Facilities:</b>	Waiting room, toilets, baby changing room.
<b>Level of county council involvement:</b>	Car park is leased. Bus service operates on full subsidy basis.
<b>Future plans:</b>	Parking enforcement through ANPR or other means to prevent misuse.



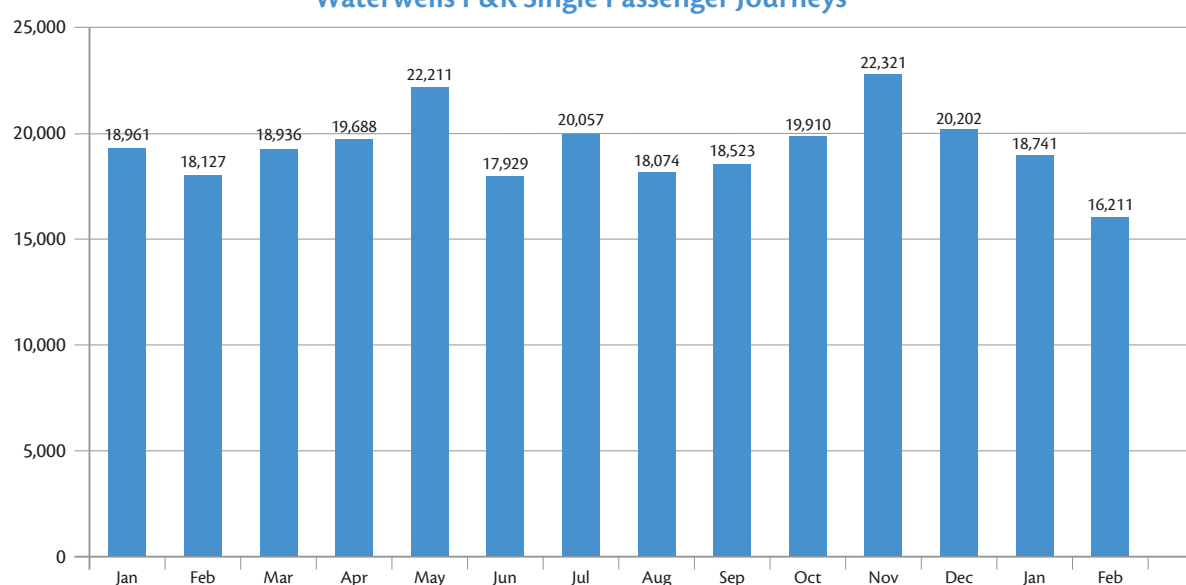
## Park and Ride performance charts for Gloucester (Waterwells) and Cheltenham (Arle Court) January 2013 until February 2014

### Number of single journeys taken per month

The following charts show the number of single passenger journeys undertaken on the Gloucester (Waterwells) and Cheltenham (Arle Court) Park & Rides respectively. The Gloucester service has been in decline while Cheltenham's Arle Court continues to improve. Planning measures are currently under consideration for Gloucester that will enhance the existing bus route and in turn encourage greater patronage.

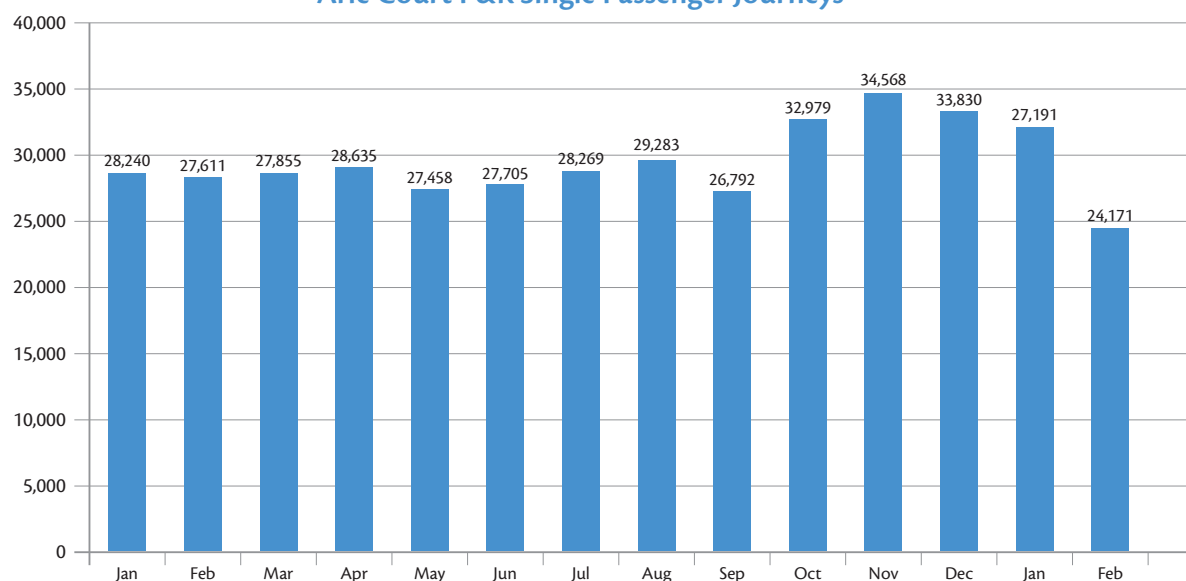
No data is provided for trips from the Racecourse site as this is now run privately on a commercial basis.

**Waterwells P&R Single Passenger Journeys**



■ Single passenger journeys

**Arle Court P&R Single Passenger Journeys**



■ Single passenger journeys

## PARK AND RIDE

### Gloucester

#### 507: Gloucester Centre – Waterwells Park and Ride

### How much does it cost?

At **Waterwells** parking is free (for Park & Ride customers).

Adult Day Return	£2.50
Group Returns	Only 1 ticket is issued to the £2.50 fare payer. Accompanying passengers must return with the ticket holder or will be charged a full fare.
Group Return for 2 people	£ 4
Group Return for 3 people	£5.50
Group Return for 4 people	£7
Group Return for 5 people	£8
Any group over 5 people	£1.50 per additional passenger

### *Saver Tickets*

Pass holders, concessionary free travel or Saver Ticket holders are not entitled to carry additional passengers on the same pass/ticket.

#### Adult 10 Journey

This ticket is stamped on each journey and is valid until all journeys have been used.

£11 (saving of £1.50)

#### Adult Week

Unlimited travel, valid from date of issue until expiry date.

£10

#### Adult Monthly

Unlimited travel, valid from date of issue until expiry date.

£40



## PARK AND RIDE

### Cheltenham

#### 511: Cheltenham Centre - Arle Court Park and Ride

#### How much does it cost?

At **Arle Court** parking is free (for Park & Ride customers).

Adult Day Return	£3.00 (child under 16, if applicable £1.50)
Adult Day Single	£2.00 (child under 16, if applicable, £1.00)
Group Returns	Additional passengers charged £1 each. 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.

**Concessionary passes** are accepted subject to local issuing conditions.

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

#### Saver Tickets

Pass holders, concessionary free travel or Saver Ticket holders are not entitled to carry additional passengers on the same pass/ticket.

10 Journey Strip Ticket	£14
-------------------------	-----

Ticket is stamped on each journey.

All journeys to be used within 1 month of

One Week Ticket	£12
-----------------	-----

1 week unlimited travel valid from date of issue until expiry date.

Monthly Ticket	£45
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