Item 6

21st November 2023

Glasgow City Council

Environment and Liveable Neighbourhoods City Policy Committee

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PARKING SERVICES UPDATE

Purpose of Report:

The purpose of this report is to provide an update on the activities and progress of the Council's Parking Services. This report covers key developments and initiatives in the areas of Car Parks, Enforcement, Operations, Projects, and other matters, offering a comprehensive overview of activities and future plans

Recommendations:

That the Committee note the content of the report.

Ward No(s): Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

1. Background

1.1 The Council's Parking Services underwent a significant transformation in October 2022 under the guidance of a newly appointed Group Manager. This restructured service now encompasses all aspects of parking and related regulatory provisions within the Council's jurisdiction, such as Bus Lanes and the Low Emission Zone. Over the past year, the Group Manager has conducted a thorough review of functions, focusing on aligning its operations with the needs of the City, the Council and personnel.

1.2 Parking Services' functions can be divided into four primary areas: Car Parks, Enforcement, Operations, and Projects. This report will provide an update on each of these areas and address additional matters of significance since the previous report.

2. Car Parks

2.1 Car Parks, being the commercial component of Parking Services, require continuous monitoring and improvement, especially in the face of external off-street parking providers. A summary of the performance of pay and display surface car parks and multi-storey car parks is presented below.

2.2 Pay and Display surface car parks

Car Park	Performance compared to pre-Covid (Apr – Sep)
Bunhouse	293%
Burnside	198%
Cathedral	80%
Dunlop Street	118%
Glasgow Cross	91%
Kelvingrove	109%
Lilybank	168%
Newton Street	113%
Riverside	123%

While most pay and display surface car parks perform well, there are concerns regarding those at the Cathedral Precinct, potentially influenced by the availability of free staff parking at the Glasgow Royal Infirmary.

2.3 Multi-Storey car parks

Car Park	Performance compared to pre-Covid (Apr – Sep)
Cadogan Square	96%
Cambridge Street	68%
Charing Cross	74%
Concert Square	57%
Duke Street	82%

Dundasvale	46%
SEC	95%

Among multi-storey car parks, Duke Street, Cadogan Square and SEC are performing well, while other car parks are gradually recovering to pre-Covid levels. Notably, Concert Square as shown improvement due to the return of students to the University, while Dundasvale has been affected by the reduction in occupied office space in the vicinity.

Please note: The Tables above use income as the comparator.

3. Enforcement

3.1 Enforcement of parking, bus lanes, and the Low Emission Zone plays a pivotal role in ensuring the functionality of the city and aligns with the objectives outlined in our Transport Strategy framework. The Council is making significant investments in this area to enhance enforcement services.

3.2 The following policies and actions have been agreed by council:

Action 70.A: Work to ensure effective enforcement of dedicated spaces for servicing and delivery vehicles.

Policy 84: Ensure adequate management and enforcement of parking regulations on-road utilising Glasgow's Decriminalised Parking Enforcement measures and new technology as appropriate.

Action 84.E: Improve enforcement of inconsiderate parking at bus stops and bus lanes through improved communications with bus operators and SPT on problem areas.

3.3 In recognition of this, we are investing in this area of the service in the following ways:

3.3.1 Parking Enforcement

- Recruitment of an additional 30 Parking Attendants on a temporary basis to expand coverage in parking-controlled areas.
- Recruitment of 2 Senior Parking Attendants to support the increased workforce.
- Replacement of 84 Handheld Units for enhanced operational efficiency.
- Collaboration with bus operators to assess and address parking issues on key bus corridors, involving scoping exercises including direct observation of issues whilst travelling on the bus at peak times, and adjustments to road markings and signage. This exercise will be repeated on completion of these adjustments to assess effectiveness.

Over the past three months, the enforcement team has successfully recruited 13 additional Parking Attendants, resulting in a 19% increase in staff.

Furthermore, the issuance of Penalty Charge Notices has surged by nearly 40% compared to the previous year.

3.3.2 Bus Lane Enforcement

Initiatives for bus lane enforcement include:

- Due to the aging camera infrastructure and an observed 50% decrease in the number of penalty charges issued; a review of the bus lane camera estate to determine any upgrades and replacements required to address faults and improve performance.
- Identification of three new sites for bus lane camera installation to support new bus gates and address problematic locations

A Bus Co-ordination Group is being established to address bus service issues in the city and conduct enforcement activities as necessary. Membership will consist of members of Glasgow City Council, representatives of the major bus operators and SPT.

3.3.3 Supporting Front Line Services

The Council's powers under Temporary Traffic Regulation Orders are being leveraged to support:

- Cleansing operations across the city, promoting the efficient management of refuse collection and enhancing the accessibility of bin hubs being rolled out in Pollokshields and Haghill.
- Neighbourhood gully cleaning, removing parked cars to permit access to clean gullies.

3.4 Update on correspondence with Scottish Government

3.4.1 Council Conveners wrote to the Minister for Transport on 11th April 2023 to raise a number of issues in relation to enforcement powers for bus lanes, parking, vehicle engine idling and moving traffic offences. Specifically, to seek support for a number of changes to be made to support Glasgow and other local authorities to better enforce against illegal parking and traffic offences that have a detrimental impact on our communities, the safety of individuals and the quality of our environment.

3.4.2 Bus Lane Enforcement

The level of Charge Notice was requested to be increased from £60 to £100 and that was approved by the Scottish Government on 23rd August 2023.
In addition to this, ask for engagement to discuss the opportunity to introduce new provisions for bus-mounted cameras on buses to be used to capture infringements of bus lane regulations.

3.4.3 Parking Enforcement

The Council are investing in our parking enforcement resources, however a review of powers available to Councils to support the issuing of parking fines would be welcome.

3.4.4 Vehicle Engine Idling

Glasgow City Council is keen to take as robust action as possible to improve air quality in our city.
The Council has therefore requested a review of and changes to relevant guidance to support a more proactive approach to issuing penalties and enforcing against idling, which harms public health and pollutes our atmosphere.

3.4.5 Moving Traffic Offences

We are aware that local authorities in England last year became able to apply to the UK Government to take on enforcement capabilities for certain moving traffic offences. We would be grateful for engagement and review around how councils in Scotland may be similarly able to access enforcement powers in relation to some moving traffic offences.

3.4.6 The Minister for Transport responded on 26th April 2023 and, whilst not all requests could be considered at this time as changes would be required to be made to primary legislation. However, he is willing to engage with us further. The Conveners have subsequently raised these matters at COSLA level and intend to follow up with fresh correspondence to the Scottish Government and the new Minister.

3.5 Observation Periods

3.5.1 Further to the report in March the enforcement team have reduced the observation period for School Car Free Zones and School Keep Clear Markings The proposals to reduce the observation period for yellow line restrictions and other areas where loading/unloading is permitted will be included as part of the Traffic Regulation Order amendments to standardise the chargeable hours across the City. The statutory process for this is due to commence in Spring 2024.

3.6 Persistent Offenders

3.6.1 We are in the process of updating the back-office systems to reduce the number of PCN’s required to identify persistent offenders. This will mean that vehicles with three or more unpaid Penalty Charge Notices will be uplifted and removed to the Vehicle Pound, ensuring compliance with parking regulations. The system update will flag each vehicle on the Parking Attendants Handheld Unit when the Vehicle Registration Mark is scanned.

4. Operations

4.1 The Operations team, responsible for managing correspondence and overseeing various key functions within Parking Services, has undergone recent restructuring. Their responsibilities include handling Traffic Regulation Orders, parking permits, parking appeals, maintenance of parking machines, and several other tasks.

4.2 Notable initiatives and responsibilities of the Operations team include:

- Implementation of the Experimental Traffic Regulation Order (ETRO) to introduce a permit parking area around the Queen Elizabeth University Hospital, working closely with the community. Plans are expected to be finalised by the end of the year.
- Providing a chargeable Traffic Regulation Order promotion service to developers to permit new development across the city. 4 have been completed in the last 12 months, with another 11 applications in the pipeline.
- The assessment and installation of Disabled Persons Parking Spaces received through Social Work Services. The number of applications is increasing annually and the total number received over the past 12 months is 381.
- Evaluation and approval of Access Protection Markings (APMs) applications in response to growing demand. This is currently a free service and 30 requests were received over the last 12 months.
- Maintenance of regulatory lining and signing across the city to ensure public awareness and support enforcement activities. Approximately 100 requests per month are received.
- The processing of dispensations and parking suspensions through a dedicated public-facing mailbox. Over the past 12 months, 486 dispensation/parking suspension requests have been processed.
- Collaboration with the Council's Licensing team to manage taxi ranks.
- Management of contracts for bus stop and bus shelter maintenance, with the advertising bus shelter contract providing significant income

5. Projects – Progress Update

5.1 To manage the numerous projects undertaken by Parking Services, recruitment of a dedicated Project Manager is underway. Several projects are ongoing or in planning stages:

5.2 Pavement Parking Prohibition

Scottish regulations and guidance on the technical aspect of enforcing this prohibition is going through the parliamentary process. When these regulations are made then we will develop the back-office process to meet these new regulations.
Once our back-office systems are set up then we would be in a position to commence enforcement, subject to any Exemption Orders being needed to permit pavement parking at certain locations.

We are working closely with other local authorities at this stage to ensure a clear and joined-up navigation of the process is achieved. Our next meeting with Local Authorities is due to take place before the end of November.
We are currently in the process of procuring consultancy services to survey all of our unrestricted roads to identify where pavement parking is occurring and assess locations against Scottish Government guidelines to identify whether or not an exemption is appropriate. The findings of this survey and subsequent recommendations will be reported to this Committee and we anticipate that these results should be available by May 2024.

5.3 New parking permit system

The implementation of a new RingGo permit system is an important transformation project which will introduce a self-managed online process and makes the application and renewal of parking permits a more simplified and easier experience for customers.
The major benefits will be sending automated renewal reminders to customers in advance of their permit expiring and implementing the quarterly payment plans for resident parking permits by validating an approved application for a period of 12 months which then gives the customer the possibility to purchase 3 month parking sessions over the course of these 12 months without the need to submit new documentation.
The estimated go-live date is 12th December 2023.

5.4 Carbon based parking permit charges and additional parking permit charges

5.4.1 A new carbon-based, and additional permit pricing strategy has been identified for all existing Restricted Parking Zones (RPZs) and Controlled Parking Zones (CPZs). This was approved by Full Council at the Budget in February 2022 and aims to reduce car emissions and car ownership by pricing parking permits based upon a vehicle's level of carbon dioxide (CO_2) emissions and the number of permits per household/property.

5.4.2 The proposal went out to a first stage consultation with key stakeholders in December 2022, however feedback stated that the pricing structure was set too high. Changes have now been made, which means a parking permit would now be cheaper for the lowest polluting vehicles compared to current prices.

5.4.3 The first stage consultation has been carried out again and we are now looking at the feedback to take this proposal forward to a public consultation.

5.5 Penalty Charge Notice and Bus Lane Charge Increase

5.5.1 Penalty Charges have not increased in over 20 years and the current charge level is not acting as an effective deterrent with some people choosing to park and pay the fine as an alternative to paying for legal parking. Illegal parking is causing delay and disruption across the city. Essential services such bus transport are delayed and disrupted due to the congestion caused by illegal parking in bus lanes. Residential areas are also impacted when service vehicles such as bin

lorries are unable to access lanes to uplift waste, driveways are obstructed or vehicles park on footways obstructing pedestrians.

5.5.2 In February we were given authorisation from the Scottish Government to increase our level of Penalty Charge Notice (PCN) for parking contraventions from 1st April 2023 (currently £60 and going up to £100 if not paid within x days). We then sought authorisation from the Scottish Government to increase our Bus Lane Charges in line with the PCN increase and this was granted on 23rd August 2023.

5.5.3 These new charges will come into force in March 2024.

5.6 Event Day Parking Zones

5.6.1 Efforts are underway to establish Event Day Parking Zones around Celtic Park and Ibrox stadia to protect residential areas and improve enforcement during events.

5.6.2 We are in the final stages of appointing a consultant to assist with public engagement and the statutory process. Subject to the number of objections and any challenges we may receive, the implementation of the zones is currently expected to come into effect by the end of May 2024.

5.7 Increase in chargeable hours

5.7.1 All parking zones will be brought into line in terms of the restricted times. For some areas this will mean that restrictions are extended until 10pm (from). These extended hours offer better protection for permit holders against an influx of parking related to the night time economy.

5.7.2 Existing TROs will need to be amended and will be subject to the same process and universal right of objection as a new TRO. Depending on the nature and volume of objections received we anticipate that this could be implemented by the start of 2025.

5.8 Roll-out of other parking control schemes

5.8.1 The following seven areas were identified in 2019 as requiring parking control schemes to deal with parking issues the local community are/will be experiencing:

- Barras South Extension
- Broomhill / Thornwood
- Dennistoun and Royston
- Kirklee
- New Gorbals (Hutchesontown)
- Sighthill
- St Vincent Street / Argyle Street / Dumbarton Road Corridor

5.8.2 Parking surveys have now been carried out within the following areas:

- Barras South Extension
- Broomhill / Thornwood
- Dennistoun and Royston
- Kirklee
- New Gorbals (Hutchesontown)

5.8.3 Results have been shared with all elected members and community councils within the respective areas, for their information and any feedback.

5.8.4 Projects have been prioritised based on the scale of issues and community feedback as follows:

- **Broomhill and Thorwood**
- **Kirklee**
- **Sighthill**

5.8.5 All of these areas are experiencing pressure on parking from commuting and there is clear community backing for a restricted parking zone:

- **Barras South Extension**
- **Dennistoun and Royston**
- **New Gorbals (Hutchesontown**

5.8.6 Although there is clear parking pressure in these areas, further community engagement is required. Placing these projects further down the list gives more time to engage with communities and develop an agreed proposal:

- **St Vincent Street / Argyle Street / Dumbarton Road Corridor** – other workstreams relating to active travel and bus partnership are commencing in this area and we would wish to co-ordinate this proposal with the emerging designs for active and sustainable travel in the area.

5.9 Strategic Parking and Kerbside Management Plan

5.9.1 The Parking Services team is collaborating with the Council's Transport Strategy team to develop a Strategic Parking and Kerbside Management Plan. Feedback from the Spatial Delivery Framework is being analysed to guide future decisions and potential changes to the plan.
When finalised, the Strategic Parking and Kerbside Management Plan will underpin the Parking Services team’s forward approach to progressing parking restrictions schemes.

5.9.2 Once an analysis of vehicle movements, parking surveys and parking availability is conducted along with the stakeholder feedback and future land use drawn from the CityPlan the following short-, medium- and long-term actions for the Parking Services team are set out below:

Short Term

- Minimise the impact of private car travel into existing controlled areas by maximising the chargeable hours across all existing parking zones, including the City Centre. This has already been identified as a project above.
- Review all event areas to assess the requirements for parking controls. This is currently being worked on with Celtic Park and Ibrox Stadium. All other event locations will be reviewed following completion of this exercise.

Medium Term

Develop parking management measures in line with the strategic framework and principles/tools contained within the Strategic Parking and Kerbside Management Plan across the following areas:

- Major Town Centres, e.g., Shawlands and Parkhead
- Universities, Colleges and Hospitals
- Subway Stations south of the river: Bridge Street, West Street, Shields Road, Kinning Park, Cessnock, Ibrox, Govan

Longer Term

- Continue to monitor residential areas suffering from displacement issues
- Develop parking management measures for all “Local Town Centres”
- Develop parking management measures for all “Rail Stations” to assess parking issues

6. Introducing a requirement for developers to contribute to the costs of promoting Traffic Regulation Orders

6.1.1 At the previous committee meeting in March 2023 members asked for advice on the following question:

“details of how the City Development Plan could support the Strategic Parking Plan, including by requiring developers to contribute to the costs of promoting Traffic Regulation Orders (TRO), in line with existing SG11: Sustainable Transport, Section 6.10 on Overspill Parking”

Section 6.10 of Supplementary Guidance SG11 has an expectation that developers will contribute towards the costs which would be incurred by a Roads Authority in promoting a Controlled Parking Zone (CPZ), but not through planning contributions/conditions. The legal process to promote any kind of TRO including CPZs is subject to a universal right of objection and if there are objections, there is no guarantee that the TRO will be successfully implemented. For this reason, GCC doesn’t usually make obtaining a CPZ a condition of a planning permission or grant planning permission to developments that rely on parking issues being resolved by a CPZ.
It should be noted that where a development would benefit from but is not reliant on the promotion of a supporting TRO, then a process is already in

place for a developer to request that the Roads Authority promote the TRO and the costs are then recharged to the developer.

7. Conclusion

7.1 This report provides a comprehensive overview of the Parking Services activities and ongoing initiatives, addressing various aspects of car park performance, enforcement efforts, operational improvements, and progress in multiple projects. We are committed to continuously improving our services to meet the evolving needs of our community and contribute to the city's growth and sustainability.

8. Policy and Resource Implications

Resource Implications:

Financial:	NRS Revenue and Capital
Legal:	Promoted under the Road Traffic Regulation Act 1984
Personnel:	External consultant will carry out statutory traffic regulation order process along with assistance from Parking Services officers
Procurement:	Council's existing framework with external consultants
Council Strategic Plan:	Supports the following key priorities within the Council Strategic Plan specifically under the following themes: Grand Challenge 3 – Mission 1 Deliver sustainable transport and travel aligned with the city region Grand Challenge 4 – Mission 1 Create safe, clean and thriving neighbourhoods

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.	Service Delivery – Outcome 2 Local community will be able to provide feedback on proposals within their areas

What are the potential equality impacts as a result of this report?	Should have a positive impact on disabled badge holders Will have a negative impact on low income households that own vehicle(s) given the requirement to pay for parking
Please highlight if the policy/proposal will help address socio-economic disadvantage.	The proposals should free up a greater number of available parking spaces which would be beneficial to local residents and disabled badge holders

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:	Action Point 22 – the introduction of parking controls within areas which are highly affected by non-residential parking, should result in less private vehicles entering these areas.
What are the potential climate impacts as a result of this proposal?	Less private vehicles entering these areas should result in less emissions and improved air quality.
Will the proposal contribute to Glasgow's net zero carbon target?	Yes – should result in less private vehicles entering these areas.

Privacy and Data Protection Impacts:

Are there any potential data protection impacts as a result of this report Y/N	
If Yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out	

9. Recommendations

That the Committee note the content of the report.