



Glasgow City Council

**Environment and Liveable Neighbourhoods
City Policy Committee**

**Report by George Gillespie, Executive Director of Neighbourhoods,
Regeneration and Sustainability**

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Item 5

27th August 2024

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 Enforcement, Operations, Projects, and other matters, offering a comprehensive overview of activities and future plans.

Recommendations:

Committee notes 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 encompasses all aspects of parking strategy, management and control and related regulatory provisions within Glasgow City Council's (GCC) jurisdiction, such as Bus Lanes and the Low Emission Zone.
- 1.2 This report will update on key developments and initiatives in the areas of Enforcement, Operations, Projects, and other related matters providing an overview of activities and future plans.

2. Enforcement

- 2.1 Enforcement of parking, bus lane, and Low Emission Zone violations plays a pivotal role in ensuring the functionality of the city and aligns with the objectives outlined in our Transport Strategy framework.

- 2.2 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.

- 2.3 In recognition of this, we are continuing to invest in this area of the service in the following ways:

2.3.1 Parking Enforcement

- The purchase of a new uplift vehicle to support the operation of the Council's vehicle removal service;
- Recruitment of an additional 35 Parking Attendants. 23 are going through their training and an advert for a further 12 has been placed on MyJobScotland; and
- The trial of a dedicated parking enforcement resource for bus corridor violations to support bus journey reliability into and out of the City. This is in response to bus journey reliability issues raised by bus operators.

During the period 01 August 2023 to 31 March 2024, the enforcement team successfully recruited 13 additional Parking Attendants, representing a 19% increase in staff. This additional coverage has proved necessary as the issuance of Penalty Charge Notices has risen by 22% compared to the previous year.

2.3.2 Bus Lane Enforcement

Investments for bus lane enforcement include:

- The purchase and installation of 10 replacement bus lane enforcement cameras by the end of this financial year to support bus journey reliability and ensure performance is maintained.
- The activation of three new sites for bus lane cameras by the end of August 2024 to support new bus gates and address problematic locations identified by bus operators.

2.3.3 Supporting Front Line Services

Parking Services staff have worked closely with Roads colleagues to relocate vehicles during programmed resurfacing works and neighbourhood gully cleaning activities. In addition, support has been provided to Cleansing colleagues by enforcing indiscriminate parking at locations where recycling vehicle access is required for the community bin hubs scheme, currently being rolled out.

2.4 Persistent Offenders and Evaders

2.4.1 On completion of the back-office processing system upgrade scheduled for the end of September 2024, the Council will be able to set the number of PCNs 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. There is a release fee of £150 on top of the PCN charges plus £20 per day for storage which must be paid before a vehicle can be retrieved from the pound. The system update will flag each vehicle on the Parking Attendants Handheld Unit when the Vehicle Registration Mark is scanned. This should provide greater deterrence than a standard parking ticket as the offender will not be able to retrieve the vehicle from the pound until the fine has been paid.

2.4.2 During 2023/24, we had 1811 vehicles with three or more unpaid PCNs. At the Parking Scotland Meeting in April 2024 there was a presentation about the possibility of introducing a national persistent evaders database. We were informed that there appears to be a link between multiple parking offences and criminal activity and anti-social behaviour so sharing this information may also improve the safety of our communities. We will continue a dialogue on this to find out if it has the ability to assist with the persistent evaders we have on our system.

3. Parking Operations

3.1 The Parking Operations team oversee key functions within Parking Services which underlie the overall on/off street parking, bus lane and Low Emission Zone operations across the city and provide the basis for enforcement to be effectively and efficiently carried out.

3.2 Notable achievements made by the Operations team so far this year include:

- Reducing the wait time for a disabled person to have their parking space marked on the ground following their application being submitted. Since taking over this function the Operations team have reduced this from over 12 months down to approximately 2 months.
- Improving the processing of dispensation requests by making the webpage more informative for members of the public and streamlining the application forms. This has so far demonstrated a significant reduction in correspondence from the public seeking clarification and sending in queries.
- Developing a strong working relationship with Drumoyne Community Council to take forward an experimental Traffic Regulation Order to try and assist with the unique parking issues they are experiencing around the Queen Elizabeth University Hospital.

4. Projects

4.1 The Operations team have currently been managing the numerous projects undertaken by Parking Services, however this year an additional project management team will be in place by October to assist with implementing these. The following projects are ongoing or in the planning stages:

4.2 Pavement Parking Prohibition

4.2.1 This was previously part of a separate update report taken to [Environment and Liveable Neighbourhoods City Policy Committee on 30th April 2024](#).

4.2.2 The implementation of the Pavement Parking Prohibitions is being undertaken in 3 stages:

Stage 1: Audit of Streets

Stage 2: Assessment of Streets

Stage 3: Implementation / Enforcement

4.2.3 The stage 1 “audit of streets” desktop exercise was completed in May. The results of this can be viewed on our interactive map at:

<https://glasgowgis.maps.arcgis.com/apps/instant/interactivelegend/index.html?appid=141a7017aac5465b835a8b284fa5bec8>

Any roads highlighted in magenta on the interactive map would not be considered for an exemption and Penalty Charge Notices (PCNs) can be issued as soon as our back-office system is set up. These roads are either located in areas already controlled by parking restrictions or the roads are at least 7.5 metres wide, which allows safe passage of a fire engine when cars are parked on both sides of the road.

4.2.4 The stage 2 “assessment of streets”, which focuses on the roads highlighted in green on the interactive map, began prior to the school holidays beginning. The assessment is being carried out in two parts.

4.2.5 Ward 1 was selected at random to provide a sample of the assessment process.

4.2.6 The first part is an evening parking availability survey which will be an added layer on the existing interactive map. Sites where pavement parking is taking place will also be recorded and highlighted on the Interactive map.

4.2.7 The second part is to carry out a full road assessment proforma for any pavement parking on roads that require a fuller assessment and have limited parking availability.

4.2.8 The road assessments have been completed for Ward 1 and we are currently reviewing their findings before publishing the sample information and putting forward any recommendations.

4.2.9 The parking availability surveys and road assessments for all other Wards will now be programmed to begin once the school holidays finish using voluntary internal resources and it is hoped the parking availability surveys and assessment proformas will be complete by the end of 2024. Thereafter, during the last quarter of this financial year, we will review and publish the results and put forward any associated recommendations.

4.2.10 The mechanism for issuing PCNs for pavement and dropped kerb parking is programmed to be in place by the end of September and enforcement of obstructive parking at dropped kerbs or double parking will commence as soon as that mechanism is in place. Enforcement of pavement parking will be introduced on a phased basis where an assessment has been completed and no exemption is being considered. Initial assessments are estimated to be complete by Jan 2025.

4.3 New parking permit system

The new RingGo virtual parking permit system went live on 12 December 2023. Officers are continuing to make some minor improvements following public feedback to make sure all the necessary information required by users is accessible. The next stage is the transfer of event day parking permit holders over to this new system, this has started with those living/working within the Scotstoun event day parking zone area and will thereafter move on to those living/working within the Hampden event day parking zone area. Following this transfer, the final element to move over onto this new system will be the Residents Visitor Parking Permits.

4.4 Carbon-based parking permit charges and additional parking permit charges

4.4.1 This strategy aims to reduce car emissions and car ownership by pricing parking permits based upon a vehicle’s level of carbon dioxide (CO₂) emissions and the number of permits per household/property. The statutory documents are being

finalised for public consultation in September 2024. It is anticipated that, subject to any objections received during the public consultation, this new strategy should be ready for implementation in October 2024.

4.5 Event Day Parking Zones

4.5.1 Work is underway to establish Event Day Parking Zones around Celtic Park and Ibrox stadia to protect residential areas and improve enforcement during events. The consultant was appointed in November 2023; stakeholder engagement sessions were then carried out in January 2024. A previous TRO process met with significant objection from stakeholders and was referred to an independent reporter. Every effort is therefore being made to ensure that objections to the proposals are minimised.

4.5.2 Following feedback received during the engagement sessions, it was deemed necessary to conduct an accessibility assessment for both stadia and amend the originally proposed plans. At the request of key stakeholders, it was agreed to carry out further in-person meetings with them once the designs have been amended. Current projections show that the statutory process could be complete by the end of the year 2024, ready then for physical implementation.

4.6 Standardisation of chargeable hours

4.6.1 The Standardisation of chargeable hours across parking zones may provide maximum benefit for permit holders and encourage modal shift by managing the use of the car. Preparatory work to take forward standardisation of chargeable hours across residential zones will be undertaken in the coming financial year. No changes to chargeable hours within the city centre will be progressed at this time, with any future changes being subject to further engagement with businesses, stakeholders and partners.

4.7 Future Parking Controls Programme

4.7.1 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

4.7.2 Initial designs have been completed with meetings with local community representatives scheduled to begin from August 2024 for the following areas:

- Broomhill / Thornwood

- Kirklee
- Sighthill

4.7.3 A programme of community engagement and evaluation has been developed for the following areas, as follows:

- Dennistoun – September 2024
- New Gorbals (Hutchesontown) – October 2024
- Barras South Extension – October 2024

This engagement will consist of all residential and business properties receiving a letter/ survey regarding parking controls and traffic measures. The survey will also be available online.

4.7.4 In relation to St Vincent Street / Argyle Street / Dumbarton Road Corridor, other programmes promoting active travel and sustainable travel are due to commence in this area and we are liaising with other design teams to co-ordinate this proposal with these emerging designs.

4.8 Expansion of Parking Control Programme

4.8.1 In addition to previously reported project areas for future parking controls the Council's 2024-27 budget agreed an expansion of new controls to be progressed.

4.8.2 In line with the Council's Strategic Parking and Kerbside Management Plan, parking controls will be prioritised in areas with the following characteristics:

- Local neighbourhoods, both major and local town centres
- Employment centres
- Transport Hubs, subway stations, railway stations and bus interchanges
- Residential zones suffering from displacement issues

4.8.3 Given the South side of the City has remained relatively uncontrolled in terms of parking, with the exception of bus priority corridors, focus will be given to this area in the first instance. The following areas are being considered:

- Pollokshields
- Govanhill
- Battlefield
- Shawlands
- Strathbungo

4.8.4 Subject to the recruitment process, the new project management team should be in place by October 2024 and they will investigate the above areas to determine and implement suitable parking management measures over the next 3 financial years.

5. Conclusion

- 5.1 This report provides an overview of the Council's ongoing Parking Services activities and initiatives, addressing various aspects of enforcement, operational improvements, and progress in multiple projects. Future updates of key parking services workstreams will continue to be reported to this Committee as appropriate.

6. Policy and Resource Implications

Resource Implications:

<i>Financial:</i>	NRS Revenue and Capital
<i>Legal:</i>	Promoted under the Road Traffic Regulation Act 1984
<i>Personnel:</i>	External consultant will carry out statutory traffic regulation order process along with assistance from Parking Services officers Recruitment of additional technical staff to facilitate expansion of the RPZ programme
<i>Procurement:</i>	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

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:

None at this stage

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

7. Recommendations

Committee notes the content of the report.