

# Parking

## Annual Report

### Financial Year 2018/19



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# 1. Overview

## Council Plan and Budget 2018 to 2022

Birmingham is experiencing one of its most exciting periods of regeneration and development in recent times.

We aim to be a city of growth where every child, citizen and place matters - and Birmingham City Council wants to make a positive difference, every day, to people's lives. This underpins everything we do, whether that's setting our priorities, making decisions or delivering services.

### Challenges and opportunities

**BIRMINGHAM HAS**  
**1,141,000**  
**CITIZENS**  
**46%**  
**UNDER 30**



Our population is expected to rise to 1.31million by 2039 (15% rise from now) and 24% predicted rise in adults aged 85+ by 2028.

**90**  
**A**  
**DIFFERENT**  
**LANGUAGES**  
**ARE SPOKEN**



Birmingham has a young and richly diverse population with 25% of the population under-18 and 42% from Black and Minority Ethnic communities.

**OUTSIDE OF LONDON**  
**OUR CITY IS THE**  
**MOST**  
**ETHNICALLY &**  
**CULTURALLY**  
**DIVERSE**



**1,789**  
**CHILDREN**  
**IN CARE**  
**(UNDER 18)**



**1 in 3** children live in poverty and there is a gap in life expectancy between the wealthiest and poorest wards. **English** is not the first language for 42% of school children.

**1,836**  
**FAMILIES**  
**SUPPORTED BY**  
**FAMILY SERVICES\***



(\*THINK FAMILY)

**Unemployment** is higher than the UK average – 6.4% in Birmingham compared to 2.6% in the UK.  
**Unequal employment** rates across Birmingham – e.g. Hodge Hill at 46% compared to 78% in Sutton Coldfield.  
**Air pollution** causes up to 900 premature deaths (deaths before the age of 75) per year.

**HOME TO OVER**  
**20**  
**MUSEUMS**



**571**  
**PARKS**



More than any other European city.

**4 MILLION VISITORS TO**  
**CITY'S 37**  
**LIBRARIES**  
**ANNUALLY**



**12,373**  
**ADULTS (18+)**  
**RECEIVING**  
**LONG-TERM SUPPORT**



**35 MILES**  
**OF WATERWAYS**  
**MORE CANALS**  
**THAN VENICE**





**61,818**

**COUNCIL HOUSES**

89,000 new homes are needed by 2023: street homelessness is on the rise and 1 in 88 people (12,785) are homeless.

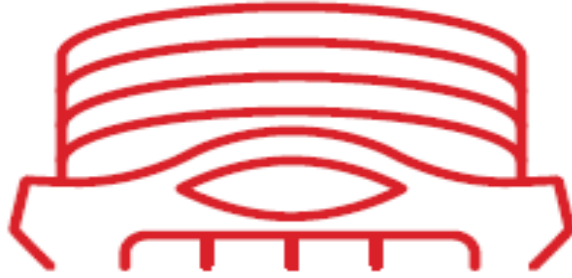


**HOME TO**

**5**

**UNIVERSITIES**

with 87,400 students (aged 16-64).



## MOST RAPIDLY IMPROVING CITY

to live and work in with exciting new developments in Birmingham city centre, delivering almost 13,000 new homes, over 40,000 jobs and adding £2billion to the local economy.

## COMMONWEALTH GAMES

will reposition Birmingham globally.

**GENERATING**

**£526m**

for the regional economy and creating 1,000 new homes.



Wide ranging lively cultural offer, including world class theatres, Town Hall and Symphony Hall and a rich tapestry of festivals.

## CITIZENS' TOP PRIORITIES

**#1**

Clean Streets (57%)



**#2**

Refuse Collection (55%)



**#3**

Child Protection and Safeguarding (37%)



**#4**

Road and Pavement Repairs (37%)



**#5**

Care and Support for Older and Disabled People (36%)



**IN 2017, MORE THAN**

**12,000**  
**NEW COMPANIES**  
**OPENED THEIR DOORS**  
**FOR NEW BUSINESS**  
**IN BIRMINGHAM**



### Our priorities

Guided by the present situation – with a rising demand for services (especially adult social care), financial pressures and the need to invest in children’s services – we plan to focus our resources on five key priorities:

- Birmingham is an entrepreneurial city to learn, work and invest in
- Birmingham is an aspirational city to grow up in
- Birmingham is a fulfilling city to age well in
- Birmingham is a great city to live in
- Birmingham residents gain the maximum benefit from hosting the Commonwealth Games

The council is just one key player in achieving these priorities. Over the next few years, our financial situation remains challenging so our role in the city needs to change. One of the biggest shifts we’ll need to make is to move from directly delivering services to a position



where we use our resources to enable and facilitate others. This means a much greater focus on collaboration and partnerships.

We see the council's role as providing strategic leadership – that's being able to visualise a new future for the city and equipping others to share our vision. We want to ensure the provision of decent services for all, so we can focus on supporting those least able to support themselves. And we'll work with partners and put citizens and neighbourhoods at the heart of our decision-making.

## Highways Infrastructure

To meet these challenging priorities, the Highways Team (which became part of the Inclusive Growth Directorate in 2018), has been involved in several large scale projects over the last 12 months, many of which have had an effect on parking provision.

- **Metro expansion works:**

The Birmingham Westside extension will bring Metro services from Grand Central to Centenary Square, Broad Street, Five Ways and Hagley Road.

The project is being delivered in two phases:

Phase one runs from Grand Central, past Birmingham's Town Hall to Centenary Square. There will be Metro stops serving Victoria Square and the Paradise and Arena Central developments at the redeveloped Centenary Square. Passenger services are due to begin on this section in late 2019.

Phase two is the further extension of the route from Centenary Square along Broad Street to Hagley Road in Edgbaston (just west of Five Ways). Stops will serve Brindleyplace, Five Ways and the terminus on Hagley Road. Passenger services are due to begin on this section in 2021.



- **Paradise redevelopment**

Paradise Birmingham, is one of the biggest central regeneration schemes in Birmingham and has seen some of the city's more recognisable buildings, the Central Library and the Conservatoire knocked down to make way for a host of new buildings for office, leisure and hotel use, as well as more open public areas and a Midland Metro tram stop.

Demolition work began in January 2015, with the first two buildings almost due to be completed. The whole scheme is expected to be completed in 2025.



- **Bus priority lanes**

Lots of people travel to and in Birmingham city centre every day. We need to improve public transport to make it easy for people to get around and to reduce reliance on private cars, which cause congestion and air pollution. Birmingham City Council is currently working to create a clean air city, including the introduction of a Clean Air Zone from 2020. The main goal is to reduce the level of nitrogen dioxide in the city's air.

As part of the Clean Air Zone, a number of additional transport improvements including bus priority schemes have been designed on key transport corridors in the city. This has meant the removal of on-street parking bays in some city centre streets.



- **Cycle lane provision**

The Birmingham Cycle Revolution (BCR) has been developing segregated cycle routes along two of the city's most important commuter corridors – the A38 between Birmingham city centre and Selly Oak, and the A34 between the city centre and Perry Barr.

More than £11 million will be invested in creating two-way cycle paths allowing cyclists to travel in safety and confidence on all-weather lanes, separated from other road users such as cars, buses, vans and lorries.

A further £1.4 million will be spent on infrastructure to join the two routes through the city centre, establishing a continuous north-south cycle highway. This will require the removal of on-street pay and display parking from several city centre streets.

Construction work is due to be completed by the end of 2019.



## 2. Off-street parking

### City centre car parks

#### City Centre car parks – parking bay information

Car park name	Pay and Display	Pay On Foot	Exclusive Use Bays	Blue Badge	Parent and Child	Electric Bays	Total	Motor cycles	CCTV	Safe Park Mark
Dudley Street Underground	53	0	0	2	0	2	57	6		1
Great Charles Street	82	0	0	0	0	0	82	0		
Jewellery Quarter multi-storey	546	0	2	3	0	2	553	0	1	1
Lawson Street	50	0	0	0	0	0		0		
Ludgate Hill	205	0	0	0	0	0	205	0		
Markets multi-storey	568	0	0	5	0	2	575	0	1	1
Millennium Point multi-storey	0	895	0	50	5	2	952	6	1	1
Navigation Street	44	0	0	0	0	0	44	0		1
Paradise Circus multi-storey	500	0	100	8	0	2	610	0		1
Pershore Street multi-storey	315	0	0	0	0	2	317	0	1	
Snow Hill multi-storey	648	0	195	20	0	0	863	5	1	1
Town Hall multi-storey	372	0	7	6	0	2	387	0	1	1
<b>TOTALS</b>	<b>3383</b>	<b>895</b>	<b>304</b>	<b>94</b>	<b>5</b>	<b>14</b>	<b>4645</b>	<b>17</b>	<b>6</b>	<b>8</b>



**City centre car parks – income & expenditure 2018/19**

<b>Car park name</b>	<b>Expenditure</b>	<b>Income</b>
Dudley Street Underground	£56,078	£169,331
Great Charles Street	£136,735	£166,470
Jewellery Quarter multi-storey	£94,503	£309,708
Lawson Street	£15,060	£12,348
Ludgate Hill	£88,875	£465,923
Markets multi-storey	£159,673	£405,652
Millennium Point multi-storey	£960,729	£1,110,956
Navigation Street	£33,773	£205,856
Paradise Circus multi-storey	£335,681	£882,895
Pershore Street multi-storey	£110,719	£375,874
Snow Hill multi-storey	£550,340	£2,189,054
Town Hall multi-storey	£480,623	£1,585,889
<b>Totals</b>	<b>£3,022,789</b>	<b>£7,879,956</b>

**Brewery Street coach & lorry park**

<b>CAR PARK</b>	<b>Expenditure</b>	<b>Income</b>
Brewery Street Coach Park	£38,593	£86,368

## Local car parks

### Local car parks – parking bay information

CAR PARK - SUBURB	Pay & Display Bays	Blue Badge Bays	Electric Bays	Free Bays	Totals
Adams Street/Richard Street, Aston	36	0	0	0	36
Alfred Road, Sparkhill	54	0	0	0	54
Alum Rock Road, Saltley	24	0	0	0	24
Alvechurch Road/Redhill Road, West Heath	0	2	0	21	23
Anchorage Road, Sutton	64	0	0	0	64
Baker Street, Handsworth	72	2	0	0	74
Bewdley Avenue, Sparkhill	14	0	0	0	14
Boulton Road/Soho Road, Handsworth	51	3	0	0	54
Church Road No.2, Erdington	61	0	0	0	61
Clifton Road, Balsall Heath	21	0	0	0	21
Duchess Road multi-storey, Edgbaston	90	3	0	0	93
Duke Street, Sutton	50	0	0	0	50
Herbert Austin, Northfield	46	3	0	0	49
High Street, Kings Heath	19	2	2	0	23
Highgate Road, Sparkhill	0	0	0	11	11
Hob Moor Road, Yardley	35	0	0	0	35
Hockley Flyover, Aston	50	0	0	0	50
Hunters Road, Lozells	0	0	0	32	32
Lockwood Road, Northfield	17	2	0	0	19
Machin Road, Erdington	40	0	0	0	40
Metchley Lane, Harborne	35	0	0	0	35
Mill Street, Sutton	22	0	0	0	22
Moseley Village, Moseley	66	6	2	0	74
Oldfield Road, Balsall Heath	60	0	0	0	60
Reddicroft Lower, Sutton	46	0	0	0	46
Reddicroft Upper, Sutton	74	0	0	0	74
St. Pauls Road, Balsall Heath	10	0	0	0	10
South Parade, Sutton	132	0	0	0	132
Station Street, Sutton	108	0	0	0	108
Victoria Road multi-storey, Sutton	493	18	2	0	513
Waverhill Road, Handsworth	32	0	0	0	32
York Street, Harborne	84	3	0	0	87
<b>Totals</b>	<b>1906</b>	<b>44</b>	<b>6</b>	<b>64</b>	<b>2020</b>

### Local car parks – income & expenditure 2018/19

Car park name	Expenditure	Income
Adams Street, Aston	£4,183	£8,043
Alfred Road, Sparkhill	£2,233	£20,071
Alum Rock Road, Saltley	£2,838	£26,236
Alvechurch Road, West Heath	£ -	Free car park
Anchorage Road, Sutton	£9,651	£78,516
Baker Street, Handsworth	£11,174	£80,938
Bewdley Avenue, Sparkhill	£ -	£10,844
Boulton Road, Handsworth	£6,523	£48,547
Church Road No.2, Erdington	£5,338	£69,877
Clifton Road, Balsall Heath	£313	£9,358
Duchess Road, Edgbaston	£19,052	£41,182
Duke Street, Sutton	£12,084	£94,762
Herbert Austin, Northfield	£7,166	£39,427
High Street, Kings Heath	£3,691	£38,148
Highgate Road, Sparkhill	£ -	£13,125
Hob Moor Road, Yardley	£3,340	£19,784
Hockley Flyover, Aston	£5,721	£1,750
Hunters Road, Handsworth	£590	Free car park
Lockwood Road, Northfield	£2,615	£29,934
Machin Road, Erdington	£5,536	£22,948
Metchley Lane, Harborne	£6,014	£19,116
Mill Street, Sutton	£4,035	£49,783
Moseley Village, Moseley	£11,141	£87,993
Oldfield Road, Balsall Heath	£2,640	£7,460
Reddicroft Lower, Sutton	£8,462	£65,872
Reddicroft Upper, Sutton	£17,962	£75,845
St. Pauls Road, Balsall Heath	£620	£13,021
South Parade, Sutton	£20,357	£94,337
Station Street, Sutton	£24,646	£119,409
Victoria Road, Sutton	£166,448	£192,546
Waverhill Road, Handsworth	£3,555	£19,116
York Street, Harborne	£17,536	£133,228
<b>Totals</b>	<b>£385,464</b>	<b>£1,531,216</b>

### 3. On-street parking

#### Inner Zone

Parking in the Inner Zone area is limited to a 2 hour maximum stay and the charges in 2018/19 were:

#### Monday to Saturday 8:00am to 6:00pm

Up to 1 hour                      £3.00                      Up to 2 hours                      £5.50

#### Monday to Saturday 6:00pm to 7:30pm

Up to 90 minutes                      £3.50

#### Streets & parking bays located in the Inner Zone

Street name	No. of parking bays
Barwick Street	28
Bath Passage	7
Bennetts Hill	13
Bridge Street	14
Brunel Street	20
Church Street	54
Colmore Row	18
Cornwall Street	68
Corporation Street	34
Edmund Street	71
Hinckley Street	4
Holiday Street	36
Hurst Street	16
Livery Street	43
Margaret Street	10
Newhall Street	37
New Market Street	11
Pershore Street	6
Station Street	8
Steelhouse Lane	25
Printing House Street	15
Thorp Street	12
Waterloo Street	46
Weaman Street	41
Whittall Street	45
<b>TOTAL</b>	<b>669</b>



## **Jewellery Quarter Zone**

Parking charges in 2018/19 were:

### **Monday to Saturday 8:00am to 6:00pm**

Up to 1 hour	£1.10	Up to 3 hours	£2.60
Up to 2 hours	£1.90	Up to 4 hours	£3.60

There is a 4 hour maximum parking stay with no return to the same Parking Place within 1 hour

### **Streets & parking bays located in the Jewellery Quarter Zone**

<b>Street name</b>	<b>No. of parking spaces</b>
Albion Street	17
Augusta Street	16
Branston Street	32
Caroline Street	36
Charlotte Street	31
Fleet Street	26
Frederick St	17
George Street	15
Graham Street	8
Hall Street	14
Hockley Street	10
Hylton Street	37
Legge Lane	9
Lionel Street	60
Ludgate Hill	29
Mary Ann Street	7
Moreton Street	9
Newhall Street	48
Northwood St	14
Northampton St	41
Pitsford Street	21
Pope Street	7
Regent Street	6
Spencer Street	51
St Pauls Square	81
Summer Row	4
Tenby St. North	6
Vittoria Street	22
Vyse Street	71
Warstone Lane	40
<b>TOTAL</b>	<b>785</b>

## Gun Quarter Zone

Parking charges in 2018/19 were:

### Monday to Saturday 8:00am to 6:00pm

Up to 1 hour	£1.10	Up to 3 hours	£2.60
Up to 2 hours	£1.90	Up to 4 hours	£3.60

Parking in the Gun Quarter Zone is limited to a 4 hour maximum stay with no return to the same Parking Place within 1 hour.

### Streets & parking bays located in the Gun Quarter Zone

Street name	No. of parking spaces
Bagot Street	31
Bath Street	14
Bond Street	10
Buckingham Street	48
Cliveland Street	13
Hampton Street	40
Hanley Street	18
Henrietta Street	19
Hospital Street	27
Howard Street	22
Legge Street	4
Lench Street	4
Little Shadwell Street	8
Loveday Street	4
Lower Loveday Street	14
Moland Street	15
Mott Street	39
Price Street	12
Princip Street	13
Shadwell Street	16
Staniforth Street	19
Summer Lane	18
Vesey Street	14
William Booth Lane	8
William Street North	24
<b>TOTAL</b>	<b>454</b>

## Outer Zone

Parking charges in 2018/19 were:

### Monday to Saturday 8:00am to 6:00pm

Up to 1 hour	£1.10	Up to 3 hours	£2.60
Up to 2 hours	£1.90	Up to 4 hours	£3.60

Parking in the Outer Zone is limited to a 4 hour maximum stay with no return to the same Parking Place within 1 hour.

### Streets & parking bays located in the Outer Zone

STREET NAME	NO. OF PARKING SPACES
Aston Street	24
Bath Row	42
Berkeley Street	37
Bishopsgate Street	13
Blucher Street	20
Bordesley Street	31
Bow Street	9
Bromsgrove Street	24
Brownsea Drive	4
Clement Street	9
Commercial Street	10
Coventry Street	11
Edward Street	24
Ellis Street	18
Ernest Street	3
Essex Street	4
Exeter Street	2
Fleet Street	36
Gas Street	29
Gooch Street North	5
Gough Street	24
Granville Street	29
Helena Street	11
Holliday Street	29
Holloway Head	44
Hurst Street	6
Irving Street	40
Kent Street	24
Kingston Row	3
Lower Essex Street	29

Ludgate Hill	14
Marshall Street	5
New Bartholomew Street	27
Pershore Street	7
Ridley Street	11
St Martins Street	20
Scotland Street	8
Sheepcote Street	27
Summer Row	19
Tennant Street	79
Upper Gough Street	29
Washington Street	14
William Street	12
Wrentham Street	33
<b>TOTAL</b>	<b>899</b>

### **Eastside Zone**

Eastside consists of 3 streets near to Aston University (Holt Street, Woodcock Street and Aston Road) where payment for parking is via our cashless parking supplier, RingGo. There are a total of 65 spaces in this zone.

#### **Parking Charges in 2018/19 were**

#### **Monday to Saturday 8:00am to 7.30pm**

Up to 1 hour	£1.10	Up to 3 hours	£2.60
Up to 2 hours	£1.90	Up to 4 hours	£3.60

Parking in Eastside is limited to a 4 hour maximum stay with no return to the same Parking Place within 1 hour.

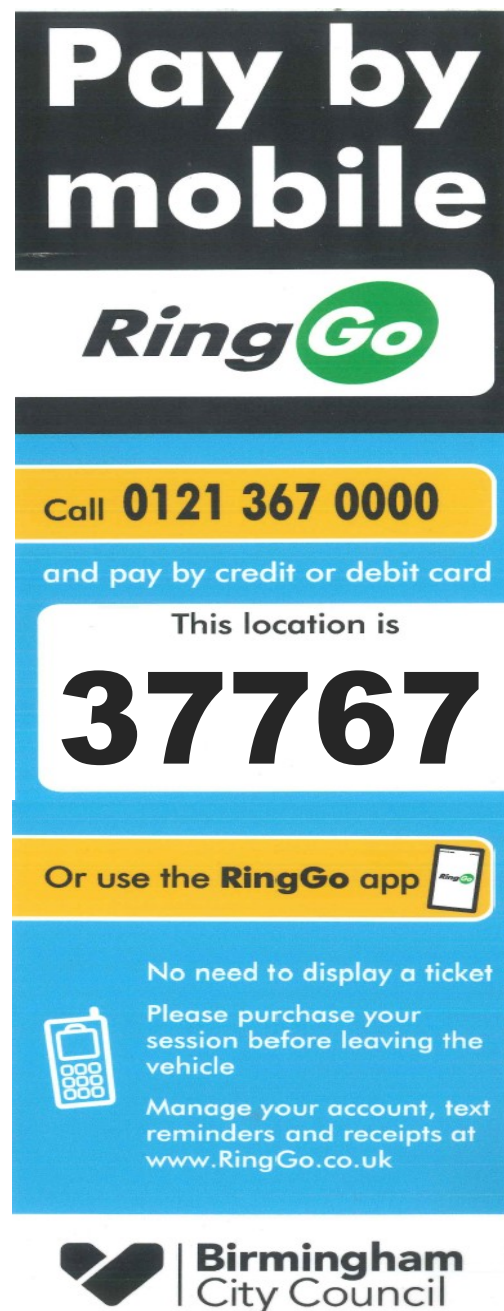


## 4. Cashless parking

### Parkmobile to RingGo

In November 2018 we changed our cashless parking platform from Parkmobile to RingGo. There were many advantages to the move for both customers and the Council and as a result of a large scale marketing campaign; the changeover was an extremely smooth one.

Since then, we have seen a continued, month of month, increase in customers usage.




**Pay by mobile**


**RingGo**

Call **0121 367 0000**  
and pay by credit or debit card

This location is  
**37767**

Or use the **RingGo app** 

No need to display a ticket  
Please purchase your session before leaving the vehicle  
Manage your account, text reminders and receipts at [www.RingGo.co.uk](http://www.RingGo.co.uk)

 **Birmingham City Council**



**Phone parking**

From 26 November 2018  
RingGo will be providing phone parking services on behalf of Birmingham City Council

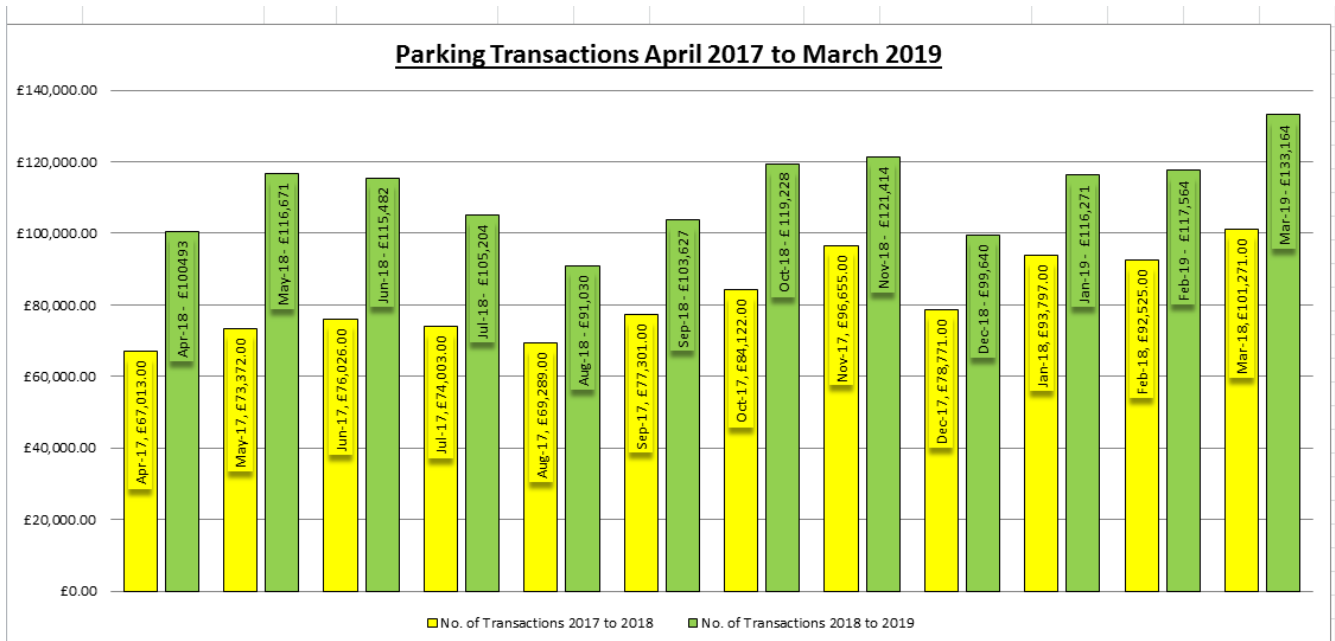
**Register now**

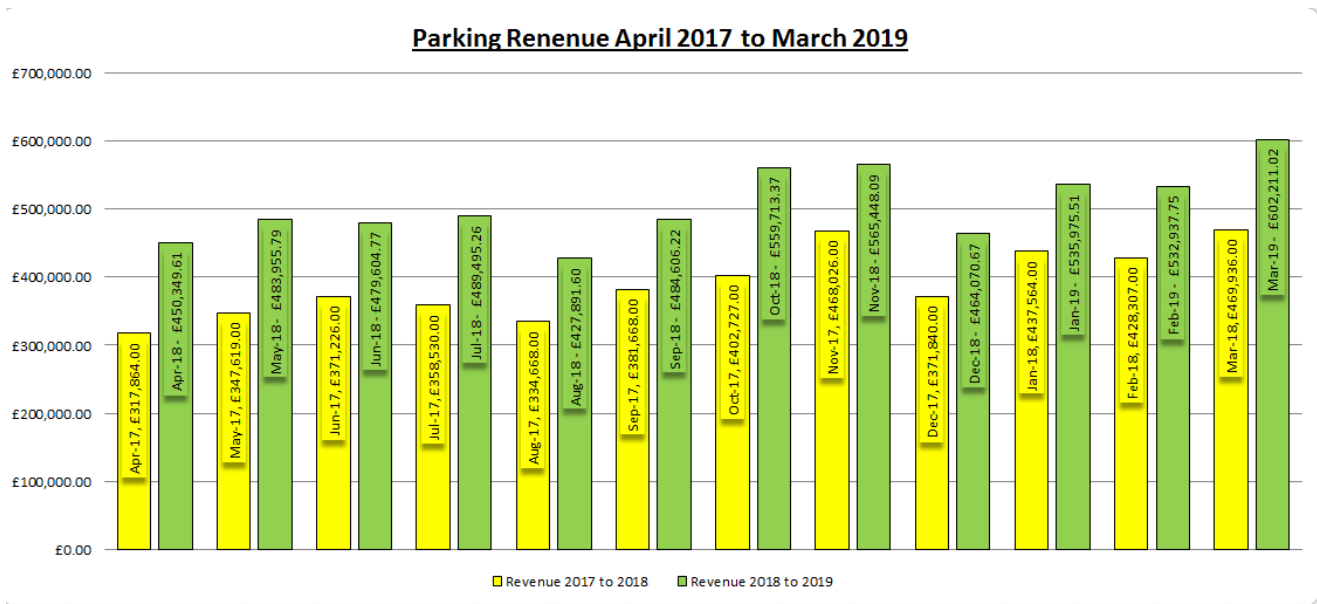
It's simple to pay by mobile  
Just download the app or register online at [www.myRingGo.co.uk](http://www.myRingGo.co.uk)

Or call 0121 367 0000 once the service goes live  
If you are already a RingGo customer there is no need to re-register

Month	Revenue	No. of Transactions	Month	Revenue	No. of Transactions
Apr-17	£317,864	67,013	Apr-18	£450,349.61	100,493
May-17	£347,619	73,372	May-18	£483,955.79	116,671
Jun-17	£371,226	76,026	Jun-18	£479,604.77	115,482
Jul-17	£358,530	74,003	Jul-18	£489,495.26	105,204
Aug-17	£334,668	69,289	Aug-18	£427,891.60	91,030
Sep-17	£381,668	77,301	Sep-18	£484,606.22	103,627
Oct-17	£402,727	84,122	Oct-18	£559,713.37	119,228
Nov-17	£468,026	96,655	Nov-18	£565,448.09	121,414
Dec-17	£371,840	78,771	Dec-18	£464,070.67	99,640
Jan-18	£437,564	93,797	Jan-19	£535,975.51	116,271
Feb-18	£428,307	92,525	Feb-19	£532,937.75	117,564
Mar-18	£469,936	101,271	Mar-19	£602,211.02	133,164
<b>Totals</b>	<b>£4,689,975</b>	<b>984,145</b>	<b>Totals</b>	<b>£6,076,259.66</b>	<b>1,339,788</b>





## 5. Season tickets & residents parking

There was no change to the number of resident parking schemes in Birmingham during 2018/19 although there are several new ones in the pipeline. For a full current list of resident parking permit schemes in Birmingham please click on the link:

[www.birmingham.gov.uk/info/20109/parking/412/apply\\_for\\_a\\_resident\\_parking\\_permitseason\\_ticket/3](http://www.birmingham.gov.uk/info/20109/parking/412/apply_for_a_resident_parking_permitseason_ticket/3)

Both season ticket and permit applications are processed via the Parking Gateway system with customers seeing shorter turnaround times since the web based system was introduced back in 2016.

The Parking gateway system allows customers to:-

- Complete their application/renewal.
- Provide supporting documentation.
- Make changes, such as vehicle registration and name changes.
- Pay for their permit.
- Receive e-mail updates at each step of the process.

In 2018/19 we processed almost 4,000 applications from customers.

## 6. Parking bay suspensions

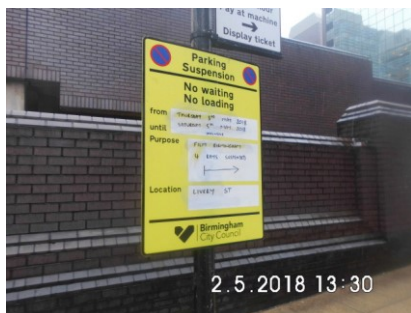
We receive parking bay suspension requests for many different reasons but they are normally to facilitate redevelopment/construction works and to aid traffic flow.

In 2018/19, the cost to suspend a parking bay was £36 a day per bay however when there is a requirement to suspend multiple parking bays, the cost is reduced.

We work closely with our contractor, NSL, to ensure that these suspensions are well advertised in advance and to try and accommodate the needs of the requestor whilst balancing our traffic management requirements.

In 2018/19 we received in excess of 800 requests for the suspension of parking bays in the city centre.

2018/2019	No. of Suspension Requests
Apr-18	73
May	68
June	55
July	41
August	50
September	84
October	71
November	106
December	68
January 2019	65
February	64
March	73
<b>Total</b>	<b>818</b>





## 7. Civil parking enforcement

The Traffic Management Act 2004 (TMA) imposes a duty on the City Council to manage the parking restrictions in place to reduce congestion and increase traffic flow throughout the city. The TMA also allows Local Authorities to take responsibility for the enforcement of parking restrictions by issuing Penalty Charge Notices.

NSL have been employed to carry out parking enforcement duties in Birmingham since 2008.

With their team of Civil Enforcement Officers (CEOs) NSL ensure that the parking restrictions throughout Birmingham are enforced as well as delivering additional benefits under the Birmingham Business Charter for Social Responsibility.



This Charter is a set of guiding principles which the Council adheres to and invites all organisations to adopt as a mechanism for managing how they deliver social value. All contractors are also required to adhere to the Council's Living Wage Policy. NSL have become an accredited Charter signatory and work to an annual action plan to deliver social value, some examples of which have been:-

- Local Employment – to increase the number of staff that live within 10 miles of the City Centre by 5% within the first year of the contract - Currently 49% of the current workforce live within 5 miles of the City Centre and 81% of employees live within 10 miles of the City Centre.
- Good Employer – Investors in People (IIP) to retain IIP Gold Status – IIP Status improved from Gold to Platinum.
- Green and Sustainable – to reduce fuel/emissions – Changes made to break/shift patterns resulting in 20% reduction in fuel in first year, replacement of more environmentally friendly vehicles e.g. stop/start technology

This is a huge task given the size of Birmingham and the density of streets on which there are parking restrictions. However, with the experience gained and the continual review of CEO deployment, it has been possible to provide an effective enforcement function which is essential to encouraging sensible and safe parking.

### **Penalty Charge Notices**

Penalty Charge Notices (PCNs) are issued by CEOs to vehicles that have contravened a parking regulation. The PCN is usually affixed to the windscreen of the vehicle or the CEO can also issue the PCN directly to the person they believe to be the driver/owner of the vehicle. Alternatively, a PCN can be issued by post if the CEO has been unable to issue it directly to the vehicle or hand it to the driver.

A mobile CCTV vehicle is also used in the following situations to assist in upholding the parking restrictions to improve safety for road users and pedestrians:-

- In a bus lane
- Parked in a bus stop clearway or bus stand clearway
- Parked in a keep clear zig-zag area outside a school
- Parked on a red route

The relevant legislation allows the issue of two price bands of Penalty Charge Notice. Birmingham City Council issue:-

1. £70.00 Notice for more serious parking contraventions (e.g. parked on double yellow lines). Payment is reduced to £35 if paid within 14 days
2. £50.00 Notice for less serious contraventions (e.g. parked with an expired pay and display ticket). Payment is reduced to £25 if paid within 14 days

The reduced payment shown above is to be paid within 21 days when the Penalty Charge Notice has been sent by post.

### **Civil Enforcement Officer - deployment**

Civil Enforcement Officers are deployed seven days a week, 364 days a year, across the city on foot, in cars, on mopeds and bicycles enabling a far more responsive service. Additionally they may also work during the day and at night to deal with major events and to reduce disruption across the City.

Whilst their enforcement duties are essential, they also provide a number of other functions to the Council by reporting abandoned vehicles, environmental issues such as graffiti, litter and illegal dumping, illegal footway crossings, non-approved parking suspensions and skips along with defects such as signage, lines and restrictions in car parks and on the streets.

### **School parking enforcement**

Inconsiderate or illegal parking is a problem many schools have to face on a daily basis. This not only causes road safety issues, including danger to children crossing the roads but also undermines the school's efforts to be a good neighbour.

The parking enforcement team is continuing to work with the Council's Transportation Behaviour Change Team who contact schools directly to encourage them to sign up to "Modeshift Stars" which is a national accredited award scheme that recognises schools that have shown excellence in supporting forms of sustainable travel. Children, parents and teachers work together to encourage healthy lifestyles through walking and cycling and to improve safety around the environment of the school. So far approximately 55% of the schools in Birmingham have signed up to this award scheme.

The Transportation Behaviour Change Team work with the schools to provide information which includes a guidance booklet, banners and leaflets contained in an activity box, which are loaned out on a termly basis. This is then supported by enforcement which is carried out by us or the local Police. This activity box has been well received by schools and has allowed the schools to complete the educational messages regarding inappropriate parking to their whole school community.

### **Civil Enforcement Officer training**

All CEOs are trained in accordance with the required regulations and undertake a training course before being required to pass a written exam. During this period of professional development they also undergo conflict management training through a certified City & Guilds qualification.

Further follow-up training then takes place over the next four weeks through coaching and mentoring provided by experienced CEOs, NSL managers and their Learning and Development team. CEOs then have a three-month probationary period with regular reviews and additional training if required.

In addition to the training to become a CEO, Dementia Friends training also now takes place for all CEOs.

### **Vehicle removal**

Enforcing Authorities have the power to remove vehicles. However these powers should only be used in a limited range of circumstances such as where the same vehicle repeatedly offends and PCNs remain unpaid, where the vehicle is causing a hazard or where the vehicle is deemed to be abandoned or a risk to public safety.

During 2018/2019, we continued our policy to remove vehicles that have been parked in contravention of parking restrictions only when deemed absolutely necessary, as primarily the objective is to get the vehicle moved on whenever possible.

### **Blue badge misuse**

As part of its commitment to tackle the problem of blue badge misuse across the City, in 2018 we employed blue badge investigation officers. These officers are in addition to the CEOs who already routinely look out for invalid blue badges as part of their patrol. The investigation officers have the authority to seize blue badges where they are invalid or a driver is misusing a badge for the purpose of advantageous or free parking, and process the evidence for court, where we continue to achieve successful prosecutions.

From August 2018 to March 2019 there were 69 cases where the blue badges were seized, of which 55 cases so far have resulted in successful prosecutions and total fines imposed by the courts of £11,388.

## **8. Abandoned vehicles**

We undertake the removal of abandoned vehicles in accordance with the provisions of:-

- Refuse Disposal (Amenity) Act 1978 (as amended)
- Road Traffic Regulations Act 1984 (as amended)
- Removal and Disposal of Vehicles Regulations 1986 (as amended)
- Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008
- Clean Neighbourhoods and Environment Act 2005

To make reporting an abandoned vehicle easier, we have added the option to our website, which also gives advice on how to determine if the vehicle is actually abandoned, particularly with regard to whether it is taxed. When an abandoned vehicle is reported to us, where relevant, we carry out a site visit to make an assessment of the vehicle to determine what action is to be taken.

Where the vehicle is assessed as being abandoned, a notice is placed on the vehicle to advise that arrangements are being made to remove the vehicle. This is to ensure that if the vehicle is owned, a period of time is allowed for it to be moved or for contact to be made with the Council.

Our experience shows that most of the reported vehicles, believed to be abandoned, are actually owned and taxed. This is supported by the fact that of the 1,904 reported vehicles during 2018/19, only 966 vehicles (almost 51%) were at the location when a site visit was carried out. Following investigation, only 195 of these vehicles were issued with notices resulting in 80 vehicles being removed.

We cannot remove vehicles from private land without the permission from the land owner.

## 9. Future initiatives

- **Ladywood Resident parking Scheme**

### Background

We have previously written to people in central Ladywood to propose a scheme to manage and control on-street parking. We listened to the feedback and the scheme, including parking permits for residents, will be going ahead.

Some people told us that they park in one of the parking areas belonging to the council's housing department, and think that on-street parking restrictions might mean non-residents park in these spaces. To stop this happening, we could include those parking areas in the scheme, so that only vehicles with a resident permit could park there.

This consultation is to ask whether you would like us to include the housing owned parking areas in the parking controls. Private parking and other off-street parking are not part of the consultation and would not be affected.

### What we are proposing

#### **Permit holder only parking**

These are parking areas which can only be used by holders of a parking permit. People living or working in the area will be allowed to purchase permits to park in any permit holder parking bay or area. Residents will also be able to apply for a permit for a carer who needs to visit them regularly and to purchase a limited number of one day permits for all other visitors.

Buying a permit would allow you to park in the marked areas, but would not guarantee you a parking space.

Blue Badge holders would also need to display a valid permit to park here, although their first resident permit would be free of charge.

Permit costs are:

Permit type	Cost
First Resident Permit issued to a household (valid for one year)	£17
Additional Resident Permits	£34
Resident Blue Badge holder permit (valid for one year, limited to one per Blue Badge holder)	Free
Business Permit (valid for one year)	£135
Resident Visitor Permit (book of 5 permits, each valid for one day)	£3.50
Change the vehicle registration number on your permit	£12
Replace a stolen permit	£12
Replace a lost permit	£20

- **Short stay payment parking**

In these spaces, you will have to pay to park. Spaces will have a maximum stay period of 4 hours and no return with one hour. Payment to park here is likely to be via mobile phone (RingGo)

- **Free limited waiting parking**

These spaces will have a maximum stay period of one hour

- **No waiting at any time**

These are areas with double yellow line restrictions.

- **Clean Air Zone (CAZ)**

A Clean Air Zone (CAZ) is an area where targeted action is taken to improve air quality, in particular by discouraging the most polluting vehicles from entering the zone. No vehicle is banned in the zone, but those which do not have clean enough engines will have to pay a daily charge if they travel within the area.

Have your say.  
Consultation open  
from 4 July to  
17 August 2018.



#brumbreathes

## A Clean Air Zone for Birmingham

[birmingham.gov.uk/caz](http://birmingham.gov.uk/caz)



The Government has said that Birmingham needs a clean air zone and that we need to reduce levels of NO<sub>2</sub> in the air to a maximum average of 40µg/m<sup>3</sup> as soon as possible. Once we reach that target, we want to continue to lower the amount of NO<sub>2</sub> and particulate matter in the air as far as we can.

Birmingham plans to introduce a Clean Air Zone covering all roads within the A4540 Middleway Ring Road (but not the Middleway itself) during 2020.

For further details on the Clean Air Zone please go to:

[www.birmingham.gov.uk/info/20076/pollution/1763/a\\_clean\\_air\\_zone\\_for\\_birmingham](http://www.birmingham.gov.uk/info/20076/pollution/1763/a_clean_air_zone_for_birmingham)

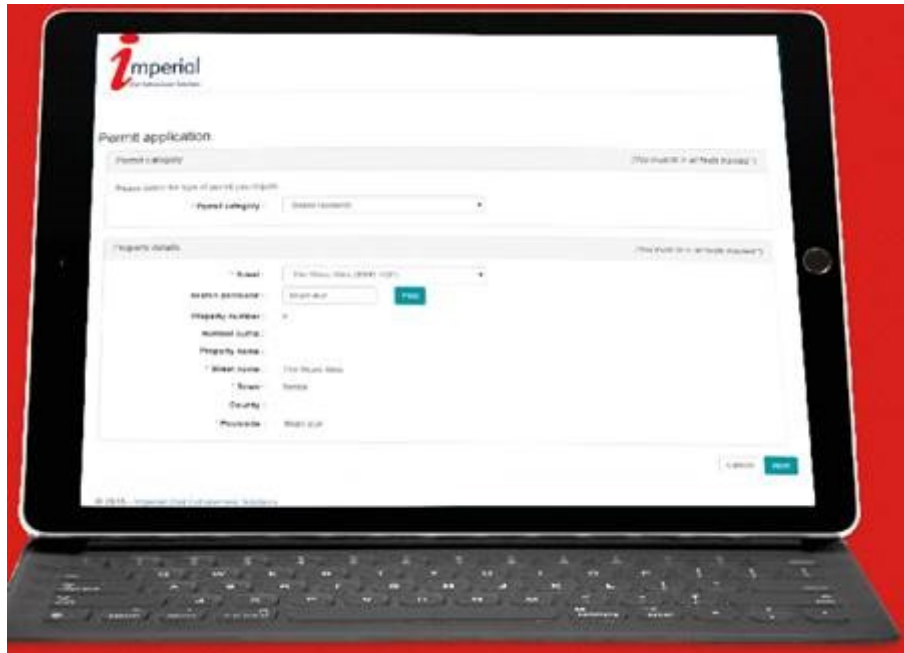
- **PermitSmarti**

**PermitSmarti** will simplify the way in which our customers apply for and procure their parking permits/season tickets. The system has been designed to eliminate onerous administrative demands, improve accessibility and encourage self-service. PermitSmarti will help us achieve our digital objectives as part of a fully transactional web service.

PermitSmarti comprises three elements:

1. Customer facing web portal – PermitSmarti Citizen
2. Back office
3. Systems configuration





**PermitSmarti offers:**

- **Virtual permits** – which are environmentally friendly and introduce significant cost savings on the cost of stationery.
- **Mobile device optimisation** – designed for use on smartphones and tablets
- **Council branding**
- **Accessibility** – complies with all accessibility standards relevant to users with visual, hearing and motor impairment.
- **Flexible configuration** – offering many different permit types including those with tiered pricing and permits based upon CO2 emissions.
- **Real time data transfer** – the system works in real time to ensure residents receive prompt updates via email about the status of their permit application. It also ensures that all information is received in the back office as soon as it is available.
- **Distance working** – both the back and front office of PermitSmarti are accessible by web and are mobile optimised. As long as a member of staff has a secure connection, they will be able to access PermitSmarti from home.
- **Secure** – All payments are made via a third party PCI-compliant service; no card details are stored within the system and payment is completely secure. PermitSmarti will also interface with the Council's existing payments system.
- **Simplified administration process** – applicants are able to use their application number and PIN if, on the rare occasion, they need to speak to a member of back-office staff about their application. The process has been simplified to eliminate the need for customer-staff interaction in order to maximise efficiencies.

- **Birmingham Smithfield**

Birmingham Smithfield will be a once in a generation opportunity to create a truly transformational development that will drive the city’s international standing and reputation. Located on the site of the former Wholesale Markets complex, this will provide an opportunity to reimagine 14 hectares of land in the heart of the city.

In terms of parking, this redevelopment will see the demolition of 2 of our older multi-storey car parks, Markets and Pershore Street which were constructed in the 1970’s.

Download the [Birmingham Smithfield Masterplan](#)



- **Demolition of Paradise Circus car park**

There are proposals to declare the Paradise Circus multi-storey car park surplus to Council requirements and to offer it for sale as a redevelopment opportunity to complement and further enhance the profile of the entertainment district.

In the short term, car parking numbers in the locality will actually increase when as part of the Paradise redevelopment scheme; a new privately operated car park will be opened to the public from the end of December 2019.

The new car park will be of a high quality specification and provide a safer car parking environment for customers, than at our current site.

- **Expansion of charging for parking at Parks**

During the next 12 months the public will be consulted on proposals to introduce parking charges at Victoria Common Park in Northfield.

Income generated from charging will be reinvested into its infrastructure (to improve the safety and security of car park users) and to maintain the park to the standard visitors expect. In addition, the Parks Service has an investment wish list for the site which would be funded by income from the charging scheme.

## 10. Financial and statistical information

<b>Car Parking Outturn 2018/19</b>			
	<b>Expenditure</b>	<b>Income</b>	<b>Net</b>
<b>On-Street Parking</b>			
In-house staff	£58,749.00		£58,749.00
Equipment maintenance, renewal, Supplies & Services	£307,409.77		£307,409.77
Pay & Display/Meters		-£5,052,120.54	-£5,052,120.54
Residents & Visitor Permits		-£218,479.67	-£218,479.67
Business Permits		-£15,371.86	-£15,371.86
Other income		-£1,598,796.91	-£1,598,796.91
<b>Total</b>	<b>£366,158.77</b>	<b>-£6,884,768.98</b>	<b>-£6,518,610.21</b>
<b>Enforcement (From On &amp; Off Street excl. BLE)</b>			
In-house staff	£799,588.78		£799,588.78
Contractors	£2,453,621.52		£2,453,621.52
Equipment maintenance, Supplies & Services	£163,918.20		£163,918.20
Legal Services	£295,804.52		£295,804.52
PCN Income (from On-Street)		-£4,353,783.22	-£4,353,783.22
PCN Income (from Off-Street)		-£561,316.32	-£561,316.32
Other Income		-£35,910.01	-£35,910.01
<b>Total</b>	<b>£3,712,933.02</b>	<b>-£4,951,009.55</b>	<b>-£1,238,076.53</b>
<b>Net On-Street Parking &amp; Enforcement for Section 55 Statement</b>			
	<b>£4,079,091.79</b>	<b>-£11,835,778.53</b>	<b>-£7,756,686.74</b>
<b>Off-Street Parking</b>			
Pay & Display/Meters		-£8,413,997.24	-£8,413,997.24
Season Tickets		-£848,035.15	-£848,035.15
Other income (e.g. advertising & rents)		-£488,650.94	-£488,650.94
In-house staff	£181,901.33		£181,901.33
Equipment maintenance/renewal	£232,385.54		£232,385.54
Third Party Payment - Compensation	£438,493.39		£438,493.39
Prudential Borrowing	£236,739.00		£236,739.00
Depreciation	£66,056.17		£66,056.17
Bank, Pay by Phone system charges	£432,661.16		£432,661.16
Security Contracts	£589,612.17		£589,612.17
Premises Costs	£2,881,215.99		£2,881,215.99
Other miscellaneous costs	-£26,460.25		-£26,460.25
<b>Total Off-Street Parking</b>	<b>£5,032,604.50</b>	<b>-£9,750,683.33</b>	<b>-£4,718,078.83</b>

<b><u>Parking Management</u></b>			
In-house staff	£247,716.42		£247,716.42
Other miscellaneous costs	£9,063.46		£9,063.46
<b>Total Parking Management</b>	<b>£256,779.88</b>	<b>£ -</b>	<b>£256,779.88</b>
<b>Total Net Car Parking - 2018/19</b>	<b>£9,368,476.17</b>	<b>-£21,586,461.86</b>	<b>-£12,217,985.69</b>

**Section 55 Statement 2018/19**

<b><u>Birmingham City Council</u></b>		
	<b>Current Year</b>	<b>Previous Year</b>
<b><u>ON-STREET</u></b>	<b>£</b>	<b>£</b>
<b>Income</b>		
Pay & Display/Meters	-£5,052,120.54	-£4,739,411.85
Residents & Visitor Permits	-£218,479.67	-£149,661.26
Business Permits	-£15,371.86	-£120,110.10
Other income	-£1,634,706.92	-£1,088,525.43
PCN income	-£4,353,783.22	-£3,901,691.92
<b>Total Income</b>	<b>-£11,274,462.21</b>	<b>-£9,999,400.56</b>
<b>Expenditure</b>		
Contractors	£2,453,621.52	£2,482,813.58
In-house staff	£858,337.78	£828,477.82
Equipment maintenance/renewal	£471,327.97	£347,638.66
Traffic Penalty Tribunal	£49,649.99	£46,361.85
TEC (Northampton)	£246,154.53	£232,060.21
<b>Total Expenditure</b>	<b>£4,079,091.79</b>	<b>£3,937,352.12</b>
<b>(Surplus)/Deficit</b>	<b>-£7,195,370.42</b>	<b>-£6,062,048.44</b>
<b><u>OFF-STREET</u></b>		
<b>PCN Income</b>	-£561,316.32	-£520,895.76
<b>Total Income</b>	<b>-£561,316.32</b>	<b>-£520,895.76</b>
<b>Expenditure</b>	£ -	£ -
<b>Total Expenditure</b>	£ -	£ -
<b>(Surplus) / Deficit</b>	<b>-£561,316.32</b>	<b>-£520,895.76</b>
<b><u>TOTAL ON- AND OFF-STREET</u></b>		
<b>Income</b>	<b>-£11,835,778.53</b>	<b>-£10,520,296.32</b>
<b>Expenditure</b>	<b>£4,079,091.79</b>	<b>£3,937,352.12</b>
<b>(Surplus)/Deficit</b>	<b>-£7,756,686.74</b>	<b>-£6,582,944.20</b>
<b><u>Use of Surplus</u></b>		
Maintenance of Off-Street Parking Accommodation	£2,881,215.99	
Prudential Borrowing for Car Parking upgrades	£236,739.00	
Highways Improvements Works/WMCA ITA Levy	£4,638,732.00	
	<b>£7,756,686.99</b>	

## 11. Penalty Charge Notice statistics for 2018/19

(figures produced in September following financial year when some cases are still going through the recovery process)			
<b><u>Parking Penalty Charge Notices (PCNs) Issued</u></b>			
	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>
Total number of higher level PCNs issued	75,087	74,257	88,037
Total number of lower level PCNs issued	62,578	55,968	53,650
<b><u>Total number of PCNs issued</u></b>	<b>137,665</b>	<b>130,225</b>	<b>141,687</b>
Total number of PCNs cancelled	2,070 (1.5%)	1,970 (1.5%)	2,096 (1.5%)
Total number of collectable PCNs	135,595	128,255	139,591
Total number of PCNs paid	105,820 (77%)	99,402 (78%)	107,714 (77%)
Total number of PCNs paid at discount	72,042 (53%)	68,571 (53%)	74,853 (54%)
Total number of PCNs where a representation (informal/formal) was made (excluding transfer of liability)	19,617 (14%)	19,065 (15%)	19,182 (14%)
Total number of PCNs cancelled/written off as a result of representation (informal/formal)	6,218 (32%)	6,062 (32%)	6,883 (36%)
Total number of PCNs cancelled/written off for other reasons	7,709 (6%)	10,369 (8%)	10,641 (8%)
Total number of vehicles removed following issue of a PCN	8 (0%)	6 (0%)	4 (0%)



## **Notes**

1. PCNs for parking contraventions only included in figures
2. Percentage figures shown expressed as total number of PCNs issued
3. Figures produced in September following financial year end when some cases will still be progressing through the recovery process