

# Annual Parking Review 2016/17



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## **OVERVIEW**

Birmingham City Council continues to tackle a wide range of difficult parking-related challenges which are experienced across the city. These challenges are compounded by the fact that Birmingham is a diverse city undergoing large amounts of change. It is the regional centre of the West Midlands and this is reflected in the policies within the Regional Transport Strategy.

### **Policy Objectives**

We strive to achieve the flow of traffic around our highway network and to minimise disruption to all highway users.

There has been a great deal of focus on managing vehicle congestion (for example through Streetworks Co-ordination and Parking Enforcement) and this continues to be a priority in addressing emissions. However we must also ensure that we provide services to promote the safe and effective movement of pedestrians and cyclists in and around the City.

The provision and enforcement of parking controls play a key role in supporting Birmingham's transport objectives by;

- managing the traffic network to ensure expeditious movement of traffic, (including pedestrians and cyclists), as required under our Network Management Duty as part of the Traffic Management Act 2004
- contributing towards encouraging more sustainable modes of travel
- improving road safety
- improving the local environment and supporting the vitality of the City Centre and local centres
- supporting the quality and accessibility of public transport and taxis
- meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend on the use of a car, including the provision of disabled bays in convenient areas for blue badge holders
- providing areas for effective loading and unloading for businesses and supporting the efficient movement of goods
- supporting the development of alternative forms of car ownership such as car clubs
- managing and reconciling the competing demands for parking space

The availability of car parking has a significant impact on the Council's transport objectives. The provision of parking is a key factor in influencing peoples' choice of travel mode to a destination and can support and influence the use of more sustainable travel choices.

As such, the management of available parking can play a vital role in helping the City to deliver the reductions in carbon emissions which it is committed to and also reducing congestion. However the availability of parking also has an important role in contributing to the success of the local economy and parking management needs to reflect this.

## **OFF STREET PARKING**

### **City Centre car parks**

Whilst Birmingham City Council may no longer control the majority of city centre car parks, we still operate 7 multi-stories and 6 surface level sites.

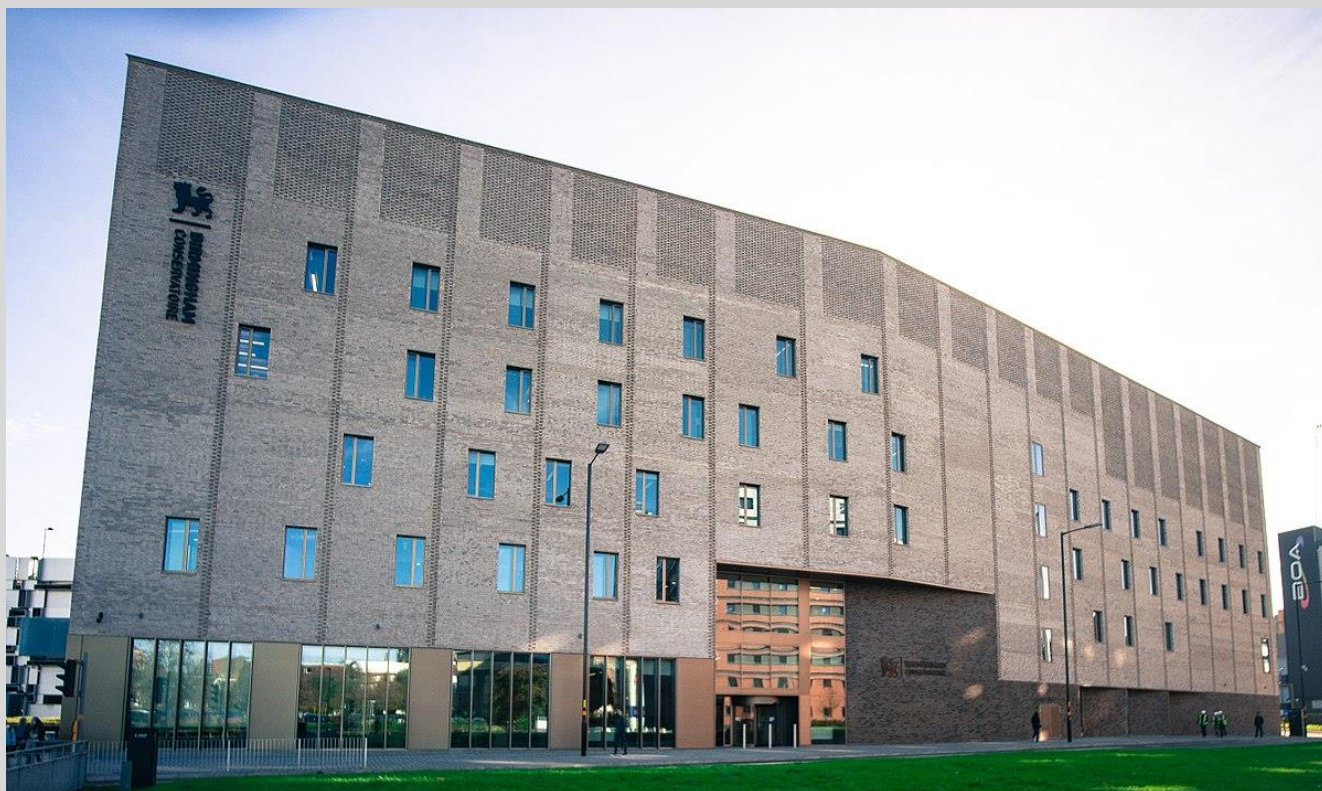
Most of our car parks operate a pay and display system and cashless parking is also available at these sites

Several of our city centre car parks have achieved the Safe Park Mark award for another 12 months and since we first joined the scheme back in 2012, we have worked hard to keep our car parks safe and attractive for our customers. Auto-crime levels on our car parks have continued to be extremely low in the last year.

Parking for Blue Badge holders remains free throughout all our car parks with electric charging bays also available at some of our city centre sites.

The development of the Eastside area of the city has seen a significant increase in the usage of our Millennium Point Car Park with Birmingham City University moving several of its faculties to the area and more recently, the commencement of construction of the new state of the art Birmingham Conservatoire.

Birmingham's new Conservatoire Concert Hall



## City Centre car parks – parking bay information

CAR PARK	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
Lionel Street (closed to public)	0	0	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	
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
Tennant Street	54	0	0	0	0	0	54	0		1
Town Hall multi-storey	0	372	7	6	0	2	387	0	1	1
<b>TOTALS</b>	<b>3015</b>	<b>1267</b>	<b>304</b>	<b>94</b>	<b>5</b>	<b>14</b>	<b>4699</b>	<b>17</b>	<b>6</b>	<b>8</b>

## City Centre car parks – Income & Expenditure 2016/17

CAR PARK	NET INCOME 2016-2017	EXPENDITURE 2016-2017
	£	£
Dudley Street Underground	121,797	42,485
Great Charles Street	36,828	128,924
Jewellery Quarter multi-storey	142,267	77,742
Lionel Street (closed to public)	106,806	5,117
Ludgate Hill	353,119	78,980
Markets multi-storey	234,416	132,003
Millennium Point multi-storey	-22,942	975,690
Navigation Street	170,019	20,669
Paradise Circus multi-storey	520,477	310,374
Pershore Street multi-storey	225,600	87,422
Snow Hill multi-storey	1,567,193	502,848
Tennant Street	79,251	16,909
Town Hall multi-storey	1,010,954	323,247
<b>TOTALS</b>	<b>£4,545,785</b>	<b>£2,702,410</b>

## **Brewery Street coach and Lorry Park**

Our coach and lorry park is strategically located within 2 miles of junction 6 & 7 of the M6 motorway allowing easy access to the West Midlands motorway network. The lorry park has spaces for 32 lorries or coaches (15 x 18.5 metre bays and 17 x 14 metre bays). Entry/egress is CCTV controlled and there are WC, shower and kitchen facilities on-site.

A short stay tariff of £5 for 4 hours was introduced in 2015 in response to feedback from freight organisations. This tariff has proved to be popular with many coach and haulage drivers resulting in increased usage in the last 12 months. We receive regular positive feedback from drivers who use the facility.



<b>CAR PARK</b>	<b>NET INCOME 2016-2017</b>	<b>EXPENDITURE 2016-2017</b>
	£	£
<b>Brewery Street Coach Park</b>	<b>45,594</b>	<b>38,611</b>

## Suburban car parks

We continue to provide off-street parking facilities in many of our suburbs, supporting the economies of our local town centres.

Again, parking for Blue Badge Holders is free at all our local sites. Charges for short stay parking are set at a level which addresses our transport policy objectives but also is not detrimental to the attractiveness of parking for local retailers and other businesses.

### Suburban car parks – parking bay information

CAR PARK - SUBURB	Pay & Display	Blue Badge	Electric Bays	Free	Totals
Adams Street/Richard Street, Aston	36	0		0	36
Alfred Road, Sparkhill	54	0		0	54
Alum Rock Road, Saltley	24	0		0	24
Alvechurch Road/Redhill Road, West Heath	0	2		21	23
Anchorage Road, Sutton	64	0		0	64
Baker Street, Handsworth	72	2		0	74
Bewdley Avenue, Sparkhill	14	0		0	14
Boulton Road/Soho Road, Handsworth	51	3		0	54
Church Road No.1, Erdington	63	0		0	63
Church Road No.2, Erdington	61	0		0	61
Clifton Road, Balsall Heath	21	0		0	21
Duchess Road multi-storey, Edgbaston	90	3		0	93
Duke Street, Sutton	50	0		0	50
Hart Road, Erdington	164	2		0	166
Herbert Austin, Northfield	46	3		0	49
High Street, Kings Heath	19	2	2	0	23
Highgate Road, Sparkhill	0	0		11	11
Hob Moor Road, Yardley	35	0		0	35
Hockley Flyover, Aston	50	0		0	50
Hunters Road, Lozells	0	0		32	32
Lockwood Road, Northfield	17	2		0	19
Machin Road, Erdington	40	0		0	40
Metchley Lane, Harborne	35	0		0	35
Mill Street, Sutton	22	0		0	22
Moseley Village, Moseley	66	6	2	0	74
Oldfield Road, Balsall Heath	60	0		0	60
Reddicroft Lower, Sutton	46	0		0	46
Reddicroft Upper, Sutton	74	0		0	74
St. Pauls Road, Balsall Heath	10	0		0	10
Silver Street, Kings Heath	109	8			117
South Parade, Sutton	132	0		0	132
Station Street, Sutton	108	0		0	108
Victoria Road multi-storey, Sutton	493	18	2	0	513
Warwick Road, Acocks Green	63	3		0	66
Waverhill Road, Handsworth	32	0		0	32
York Street, Harborne	84	3		0	87
<b>Totals</b>	<b>2305</b>	<b>57</b>	<b>6</b>	<b>64</b>	<b>2432</b>

## Suburban car parks - Income & Expenditure 2016/17

CAR PARK NAME/SUBURB	Expenditure 2016/17	Income 2016/17
	£	£
Adams Street, Aston	5,456	12,748
Alfred Road, Sparkhill	3,434	8,320
Alum Rock Road, Saltley	2,264	24,124
Alvechurch Road, West Heath	0	Free Car Park
Anchorage Road, Sutton	8,642	71,730
Baker Street, Handsworth	13,297	64,754
Bewdley Avenue, Sparkhill	550	703
Boulton Road, Handsworth	6,861	41,503
Church Road No.2, Erdington	5,720	67,191
Clifton Road, Balsall Heath	0	3,588
Duchess Road, Edgbaston	18,727	21,222
Duke Street, Sutton	8,266	76,912
Hart Road, Erdington	9,039	1,999
Herbert Austin, Northfield	10,096	47,240
High Street, Kings Heath	2,561	25,933
Highgate Road, Sparkhill	1,199	14,525
Hob Moor Road, Yardley	3,164	18,757
Hockley Flyover, Aston	8,338	1,447
Hunters Road, Handsworth	3,425	Free Car Park
Lockwood Road, Northfield	3,360	29,300
Machin Road, Erdington	4,737	24,510
Metchley Lane, Harborne	4,007	28,213
Mill Street, Sutton	5,140	38,166
Moseley Village, Moseley	8,474	61,713
Oldfield Road, Balsall Heath	2,351	3,835
Reddicroft Lower, Sutton	11,776	61,353
Reddicroft Upper, Sutton	26,499	72,189
St. Pauls Road, Balsall Heath	0	8,016
South Parade, Sutton	19,402	131,332
Station Street, Sutton	4,564	107,863
Victoria Road, Sutton	109,405	157,303
Waverhill Road, Handsworth	1,788	15,034
York Street, Harborne	13,413	93,266
<b>Totals</b>	<b>£325,955</b>	<b>£1,334,789</b>



## **ON-STREET PARKING**

Payment can be made by purchasing a ticket from the pay and display machines or alternatively by paying by mobile phone when using any of the on-street pay and display bays within Birmingham city centre. Charges and operational hours vary according to zones and parking is free for Blue Badge holders.

There were a total of 2,825 pay and display spaces within the Controlled Parking Zone in 2016/17 which are located in the following parking zones:-

### **Inner Zone**

As the name suggests this parking zone is located in the very centre of the city and encompasses the City's Financial and Banking districts. Our Council House and Town Hall take pride of place in Victoria Square are located next to the huge "Paradise" redevelopment which will see the creation of 1.8 million square feet of office/retail space with 10 high quality buildings and a 4 star hotel being constructed.

"Paradise" during construction!



And how “Paradise” will look!



Parking in the Inner Zone area is limited to a 2 hour maximum stay and the charges in 2016/17 were:

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

Up to 30 minutes	£1.80
Up to 1 hour	£3.50
Up to 2 hours	£6.00

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

Up to 30 minutes	£1.80
Up to 90 minutes	£3.20

Sunday 8:00am to 7:30pm

Up to 2 hours	£2.50
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## **Parking bays in the Inner Zone**

<b>STREET NAME –Inner Zone</b>	<b>SPACES</b>
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
Ladywell Walk	6
Livery Street	43
Margaret Street	10
Newhall Street	37
New Market Street	11
Station Street	8
Steelhouse Lane	25
Printing House Street	15
Swallow Street	15
Thorp Street	12
Waterloo Street	46
Weaman Street	41
Whittall Street	45
<b>TOTAL</b>	<b>669</b>

## **Jewellery Quarter Zone**

This unique area dates back more than 250 years and is home to more than 500 Jewellery businesses. It is a designated conservation area with over 200 listed buildings and is described by England Heritage as “a unique historic environment in England – a national treasure”.

As the number of business and residential developments continues to increase in this area, parking has become a premium and a review of parking requirements was undertaken in the summer of 2017. The results of the survey will form the basis for changes to the parking provision in the area.

In 2016/17 there were:

- 795 pay and display bays
- 650 permit bays
- 96 ticket machines

## New “Golden Square” public square in the Jewellery Quarter



Parking charges in 2016/17 were:

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

### Hourly Rates

Up to 1 hour	90p
Up to 2 hours	£1.60
Up to 3 hours	£2.50
Up to 4 hours	£3.00

There is a 4 hour maximum parking stay with no return to the same Parking Place within 2 hours

### Parking bays in the Jewellery Quarter

STREET NAME – Jewellery Quarter	SPACES
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**

The Gun Quarter was for many years a centre of the world’s gun-manufacturing industry, specialising in the production of military firearms and sporting guns. Following the Big City Plan of 2008, the Gun Quarter is now a district within Birmingham City Centre.

The Gun Makers Arms Public House is in the heart of the Gun Quarter.



Parking charges in 2016/17 were:

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

Hourly Rates

Up to 1 hour	90p
Up to 2 hours	£1.60
Up to 3 hours	£2.50
Up to 4 hours	£3.00

Parking in the Gun Quarter Zone is limited to a 4 hour maximum stay with no return to the same Parking Place within 2 hours.

Parking bays in the Gun Quarter

STREET NAME – Gun Quarter Zone	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

As the name suggests, the Outer Zone parking area consists of all the streets on the periphery of the City Centre Controlled Parking Zone.

Parking charges in 2016/17 were:

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

#### Hourly Rates

Up to 1 hour	90p
Up to 2 hours	£1.60
Up to 3 hours	£2.50
Up to 4 hours	£3.00

Parking in the Outer Zone is limited to a 4 hour maximum stay with no return to the same Parking Place within 2 hours.

#### Parking bays in the Outer Zone

Allison Street	8
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
Fazeley Street	5
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
Windmill Street	5
<b>TOTAL</b>	<b>917</b>

### **Season tickets and permits**

A new on-line method has been introduced of applying for and renewing different types of season tickets and parking permits. Customers now experience a much faster turnaround in the processing of their permits.

This new 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.

The introduction of this new system coincides with an overhaul of the Birmingham City Council website which has a fresh new look. The pages have been simplified and provide engaging content and improved customer journeys throughout the site.

### **Residents parking**

There are now 16 residential parking schemes in the suburbs of Birmingham.

1. Aston
2. Attwood Green
3. Boswell Road, Sutton Coldfield
4. Chamberlain Gardens, Ladywood
5. Jewellery Quarter
6. Jordan Road, Mere Green
7. King Edwards Road, Moseley
8. City Centre – Inner and Outer zones
9. Dale Road, Selly Oak
10. Harrisons Road, Edgbaston
11. Humphrey Middlemore Drive, Edgbaston
12. Maas Rd, Rochester Rd, and Chatham Road, Northfield
13. Roman Road, Harborne
14. Station Road, Kings Norton
15. Tudor Road, Sutton Coldfield



## 16. Woodleigh Avenue, Harborne

Resident parking schemes are normally implemented where a parking problem is specific to only a few roads. Residents are able to apply for a permit that enables them to park near their home but does not offer a dedicated parking space.

### **Parking bay suspensions**

In 2016/17 demand for parking suspensions increased again, primarily as a result of increased redevelopment work in the city centre.

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.



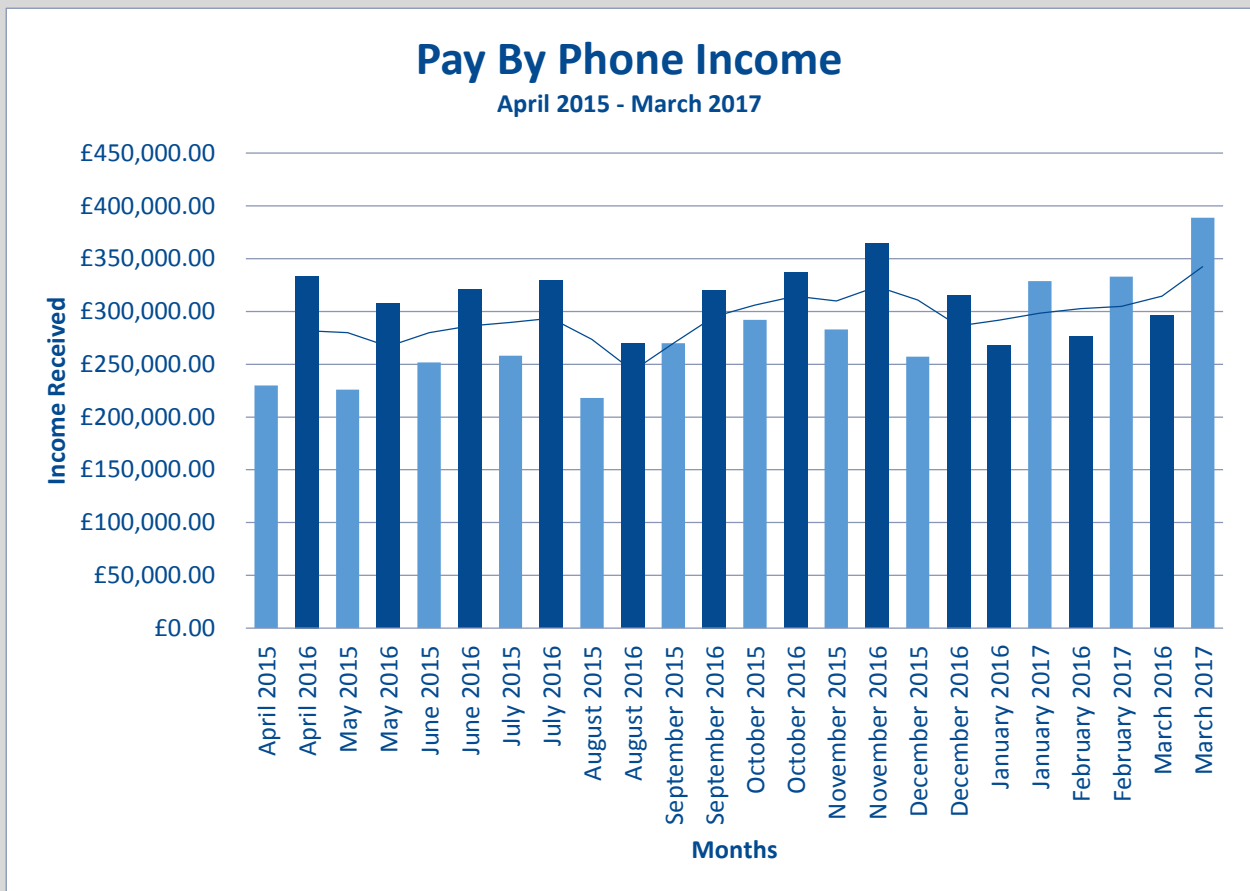
### **Cashless Parking**

Birmingham first introduced cashless parking via mobile phone back in July 2006. It has proved to be an extremely popular facility and we have seen a year on year rise in the number of users.

Like many local authorities, Birmingham has removed a significant number of on-street ticket machines and in our Inner Zone parking area, the number of machines was reduced by almost half, from 85 to 43 machines. There is, however, still at least 1 ticket machine located in each street to allow customers the choice if they prefer to pay by cash. Further reductions in machine numbers will follow in future years as more and more customers use the pay by phone method.

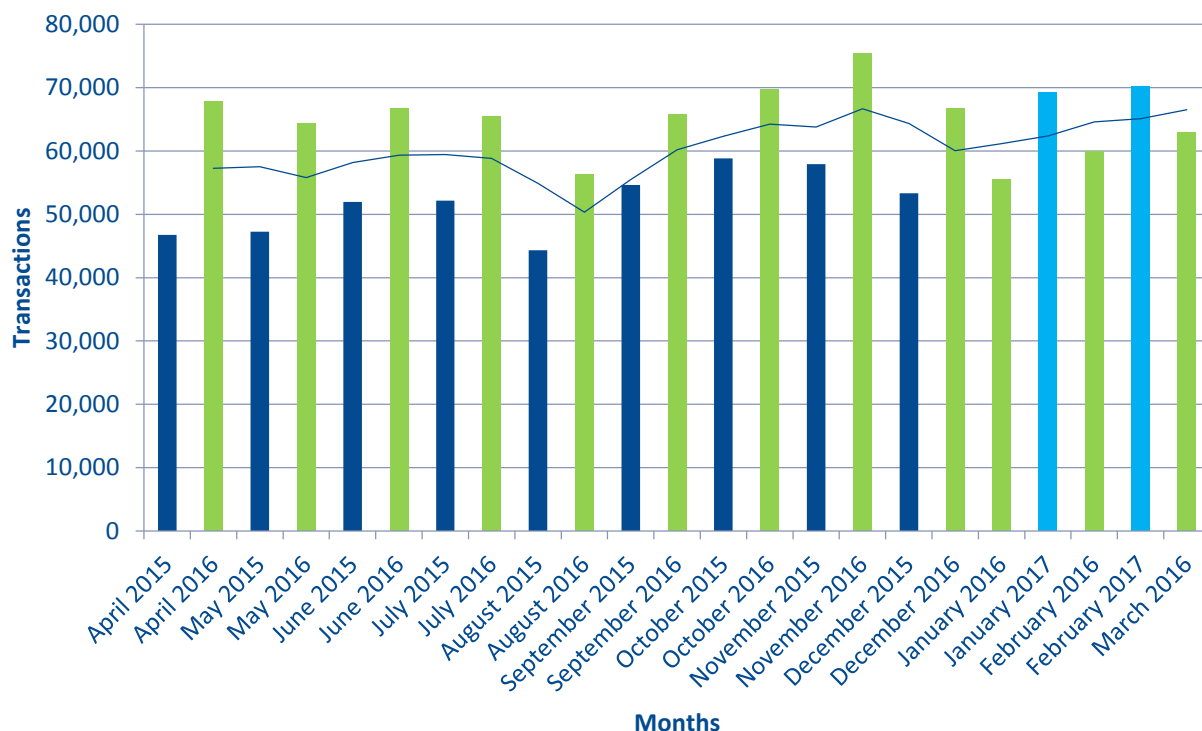
The Pay by Phone service continues to grow in popularity. There were over 195,000 additional transactions (27% increase) made in 2016/17 when compared to 2015/16.

2015-16			2016-17		
Month	Revenue £	No. of Transactions	Month	Revenue £	No. of Transactions
April 2015	£ 229,953.70	46,762	April 2016	£333,739.20	67,814
May 2015	£ 225,908.60	47,233	May 2016	£307,766.30	64,386
June 2015	£ 251,861.20	51,941	June 2016	£320,971.30	66,689
July 2015	£ 258,084.20	52,151	July 2016	£329,353.20	65,486
August 2015	£ 217,969.80	44,339	August 2016	£269,566.00	56,341
September 2015	£ 270,047.10	54,614	September 2016	£320,262.00	65,829
October 2015	£ 291,976.50	58,815	October 2016	£337,092.00	69,649
November 2015	£ 283,055.40	57,932	November 2016	£364,301.20	75,369
December 2015	£ 257,170.60	53,300	December 2016	£315,642.20	66,745
January 2016	£ 267,895.30	55,537	January 2017	£328,908.80	69,198
February 2016	£ 276,355.20	59,985	February 2017	£332,975.90	70,214
March 2016	£ 296,052.10	62,858	March 2017	£388,932.20	82,536
	£ 3,126,329.70	645,467		£3,949,510.30	820,256



## Number of Pay By Phone Transactions

April 2015 - March 2017



### **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.

On 1<sup>st</sup> April 2008 Birmingham City Council started working with NSL to provide parking enforcement on behalf of Birmingham City Council. NSL was also subsequently awarded a 5-year contract in 2015 to carry out the parking enforcement duties in Birmingham.

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

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 already gained the continual review of CEO deployment and regular progress meetings with the Council, 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 schools
- Parked on a red route

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

- a £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
- £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 across the city on foot, in cars, on mopeds and bicycles enabling a far more responsive service.



CEOs can be deployed from 06:00 hours to 23:00 hours, seven days a week, 364 days a year. There is often additional work throughout the night to deal with major events and to reduce disruption across the City. During 2016/17, the average number of CEOs employed at any one time in Birmingham was 82.

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 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 provide information which includes a guidance booklet, banners and leaflets contained in an activity box, which are loaned out to schools on a termly basis. This is then supported by enforcement which is carried out by us or the local Police.

This campaign box has been well received by schools and has allowed the schools to complete the educational messages around 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.

During 2016-17, an anti-terrorism training session was delivered to all CEOs by West Midlands Police.

## **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 2016/2017, 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.

## **Customer comment cards**

CEOs regularly assist members of the public with problems and concerns that are not directly related to their role, many receiving thanks and praise for their efforts.

This added value to the customer unfortunately often goes unnoticed. The introduction of "Customer Comment" cards gives the option for the member of the public to provide feedback regarding the good service they may have received.

Some examples of the feedback that has been received are shown below:-

**Feedback details:** It was on the 24th of May 2016 when I met the traffic warden about to give me a ticket although the machine had printed the wrong expiry time for the £3.20 that I had paid. I found the Traffic Warden to be understanding and a refreshing change to deal with As such I felt compelled to write this message to congratulate the council on hiring a helpful and understanding chap Well done.

**Feedback details:** I would like to thank a parking attendant (Traffic Warden) that helped me after I fell and hurt myself. I THINK I thanked him at the time but feel he should get some recognition from yourselves for his care and attention. He was the first to stop and ask if I was ok and the general welfare questions of someone laying on the floor in pain. (Several people had already walked past me, probably thinking I was inebriated). He called an ambulance for me and waited with me until it arrived, talking to me and taking my mind off the discomfort and pain.

**Feedback details:** I would like to say a Big Thank you again for the removal of Van. Keep up the good work.

**Feedback details:** 18<sup>th</sup> August 2016 – We had an enforcement call earlier for Stechford Road reporting cars parked on yellow lines. The caller rang back to thank the CEO for attending and helping the situation. PCNs were issued and a number of cars moved on. He specifically asked if his comments could be passed onto the CEO.

**Feedback details:** I visited Birmingham City Centre last week and was looking for an appropriate parking bay. A traffic warden was so polite and patient with me as I suffer from anxiety and I have mobility difficulties. He took the time to confirm where I was parked was fine for up to 3 hours and helped me feel more at ease as I was panicking a little. Positive comments are equally important as complaints.

**Feedback details:** 25<sup>th</sup> January 2017 I would be grateful if you could pass on my thanks to CEOs for their assistance on Great Hampton Street/Hockley Hill and Constitution Hill today. They issued 4 PCNs, logged in 26 and moved on 30+ vehicles, a worthwhile couple of hours. I would like to compliment them on their professional manner when dealing with a few irate customers - a job well done.

### 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

A vehicle can be classed as abandoned if it is untaxed **and**

- is significantly damaged or un-roadworthy (wheels removed, broken windows, missing number plates) and has no registered keeper
- is burned out and a danger to the public

A vehicle needs to meet one of the above to qualify as an abandoned vehicle.

When an abandoned vehicle is reported we undertake to carry out the following:-

- we will investigate and inspect the vehicle
- If we believe it's been abandoned, actions will be taken:-
  - A 14 day notice will be placed on the vehicle to advise that it will be removed. (This gives the opportunity for an owner to get in touch with us to explain that it is not abandoned).
  - If no contact is received, the vehicle will then be removed.
- If a vehicle is on the highway and is in a dangerous condition or causing a hazard, this will be treated as a priority and will be removed as soon as possible.

We cannot remove vehicles from private land without the permission of the landowner.



Vehicles can also be reported via our website where we now have an abandoned vehicle link making it easier for members of the public to make reports.

### **Future initiatives**

As part of a review of parking policies the council is developing a strategic programme to review and develop measures in areas where parking problems are most severe.

Reviews of parking behaviour have been carried out in a number of areas of the city. Controlled parking areas are proposed for central Erdington, Ladywood Westside, the St. Mark's area and Digbeth. The development of controlled parking schemes in these areas is progressing for possible implementation during 2017/18.

A review of parking provision in the Jewellery Quarter has been taking place with a view to improving the current parking scheme, including more permit parking for business users.

2017/18 will see the introduction of parking charges at one of the City's major parks, Cannon Hill. Income received from the parking charges will be put back into the upkeep of the park with similar to schemes to follow in future years.

# FINANCIAL AND STATISTICAL INFORMATION

## Parking Services Annual Accounts 2016/17

### Car Parking Outturn 2016/17

	Expenditure	Income	Net
Year: 2016/17	£	£	£
<b>On-Street Parking</b>			
In-house staff	72,083		72,083
Equip't maintenance, renewal, Supplies & Services	194,413		194,413
Pay & Display/Meters		(4,692,903)	(4,692,903)
Residents & Visitor Permits		(60,906)	(60,906)
Business Permits (V220)		(100,143)	(100,143)
Other non-PCN income		(1,255,977)	(1,255,977)
<b>Total</b>	<b>266,496</b>	<b>(6,109,930)</b>	<b>(5,843,433)</b>
<b>Enforcement (From On &amp; Off Street excl BLE)</b>			
In-house staff	704,625		704,625
Contractors	2,545,602		2,545,602
Equip't maintenance, Supplies & Services	142,198		142,198
Legal Services	277,140		277,140
PCN Income (from On-Street)		(4,046,562)	(4,046,562)
PCN Income (from Off-Street)		(489,691)	(489,691)
Other Income		(28,459)	(28,459)
Clamping/removal income (On-street)			0
<b>Total</b>	<b>3,669,565</b>	<b>(4,564,711)</b>	<b>(895,146)</b>
<b>Net On-Street Parking &amp; Enforcement for Section 55 Statement</b>	<b>3,936,061</b>	<b>(10,674,641)</b>	<b>(6,738,579)</b>
<b>Off-Street Parking</b>			
Pay & Display/Meters		(8,414,855)	(8,414,855)
Season Tickets		(674,270)	(674,270)
Other income (e.g. advertising & Rents)		(499,459)	(499,459)
In-house staff	209,385		209,385
Equipment maintenance/renewal	190,237		190,237
Third Party Payment - Compensation MP MSCP	407,998		407,998
Prudential Borrowing	494,876		494,876
Depreciation	1,663,844		1,663,844
Bank, Giro & pay by phone system charges	208,050		208,050
Security Contracts	849,366		849,366
Premises Costs	2,905,787		2,905,787
Other miscellaneous costs	200,031		200,031
<b>Total Off-Street Parking</b>	<b>7,129,576</b>	<b>(9,588,584)</b>	<b>(2,459,008)</b>
<b>Parking Management</b>			
Other income (e.g. advertising & Rents)		(220)	(220)
In-house staff	239,188		239,188
Other miscellaneous costs	23,666		23,666
<b>Total Parking Management</b>	<b>262,854</b>	<b>(220)</b>	<b>262,634</b>
<b>Total Net Car Parking - 2016/17</b>	<b>11,328,491</b>	<b>(20,263,445)</b>	<b>(8,934,954)</b>



**Section 55 Statement 2016/17**

Section 55 Statement		
Section 55 Statement	Birmingham City Council	
Year : 2016/2017	Current Year	Previous Year (optional)
ON-STREET	£	£
<i>Income</i>		
<i>Pay &amp; Display/Meters</i>	(4,692,903)	(4,353,044)
<i>Residents &amp; Visitor Permits</i>	(60,906)	(85,732)
<i>Business Permits</i>	(100,143)	(116,567)
<i>Other non-PCN income</i>	(1,284,435)	(719,467)
<i>PCN income</i>	(4,046,562)	(4,123,701)
<i>Vehicle removal income*</i>	0	(10,873)
<b>Total Income</b>	<b>(10,184,950)</b>	<b>(9,409,384)</b>
<i>Expenditure</i>		
<i>Contractors</i>	2,545,602	2,484,051
<i>In-house staff</i>	776,708	882,929
<i>Equipment maintenance/renewal</i>	336,611	448,853
<i>Traffic Penalties Tribunal</i>	57,912	66,931
<i>TEC (Northampton)</i>	219,228	165,430
<i>Vehicle removal expenditure*</i>	0	11,340
<b>Total Expenditure</b>	<b>3,936,061</b>	<b>4,059,534</b>
<b>(Surplus) / Deficit</b>	<b>(6,248,889)</b>	<b>(5,349,850)</b>
<i>OFF-STREET</i>		
<i>PCN Income</i>	(489,691)	(533,297)
<b>Total Income</b>	<b>(489,691)</b>	<b>(533,297)</b>
<i>Expenditure</i>		
<i>Vehicle removal Expenditure*</i>	0	0
<b>Total Expenditure</b>	<b>0</b>	<b>0</b>
<b>(Surplus) / Deficit</b>	<b>(489,691)</b>	<b>(533,297)</b>
<b>TOTAL ON- AND OFF-STREET</b>		
<i>Income</i>	(10,674,641)	(9,942,681)
<i>Expenditure</i>	3,936,061	4,059,534
<b>(Surplus)/ Deficit</b>	<b>(6,738,579)</b>	<b>(5,883,147)</b>
<i>Use of Surplus</i>		
<i>Maintenance of Off-Street Parking Accommodation</i>		2,905,787
<i>Prudential Borrowing for Car Parking upgrade</i>		494,876
<i>Highways Improvements Works</i>		3,337,915
		<b>6,738,579</b>

## **Penalty Charge Notice (PCN) statistics for 2016/17**

	2014/15	2015/16	2016/17
Total No. Higher level PCNs issued	83,306	75,019	75,087
Total No. Lower level PCNs issued	56,956	66,054	62,578
<b><u>Total number of PCNs issued</u></b>	<b>140,262</b>	<b>141,073</b>	<b>137,665</b>
Total number of PCNs cancelled	4,049 (3%)	3,262 (2%)	2,070 (1.5%)
Total number of collectable PCNs	136,213	137,811	135,595
Total number of PCNs paid	108,356 (80%)	107,690 (78%)	105,820 (77%)
Total No. of PCNs paid at discount	72,586 (53%)	72,455 (53%)	72,042 (53%)
Total No. of PCNs where a representation (informal/formal) was made (excluding transfer of liability)	20,948 (15%)	22,282 (16%)	19,617 (14%)
Total No. of PCNs cancelled/written off as a result of representation (informal/formal)	9,428 (45%)	7,918 (35%)	6,218 (32%)
Total No. of PCNs cancelled/written off for other reasons	8,583 (6%)	8,531 (6%)	7,709 (6%)
Total No. of vehicles removed	941 (1%)	1 (0%)	8 (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