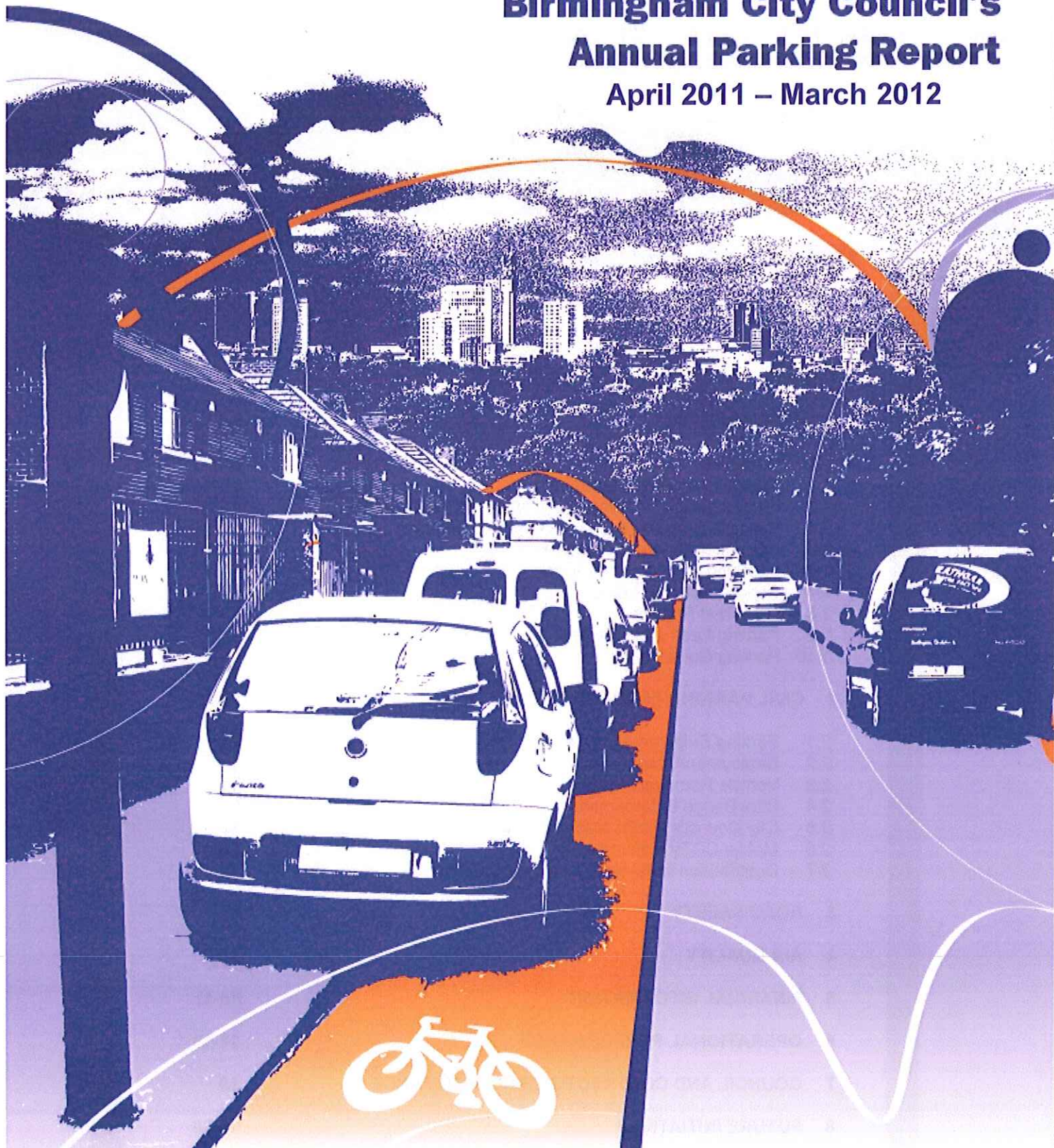


Birmingham City Council's Annual Parking Report

April 2011 – March 2012



Keep Birmingham Moving
Park Responsibly, Park Safely

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Foreword

I am pleased to introduce this Annual Parking Report which provides a record of the City Council's progress and performance on parking management during 2011/12.

The Leader's Policy Statement in June, sets out how transport will underpin the economic recovery of Birmingham. The Council is developing an Action Plan for Urban Mobility to help deliver these objectives. Parking policies and controls play an important role in achieving the Council's broader transport objectives. Parking management is a key tool, not only in managing the high demand for kerb space, but also in meeting our statutory duty, to keep traffic moving and managing congestion.

Birmingham City Council has responsibility for the enforcement of the city's parking regulations. Illegal parking creates problems for all road users. By enforcing parking regulations, we encourage safe and sensible parking and make the roads safer for all road users. We are also supporting accessibility and inclusivity, by promoting public awareness and improved enforcement of the Blue Badge Scheme.

The policies for the management of parking, seek to maintain the balance between different and competing users; residents and their visitors; businesses operating and carrying out deliveries across the city; disabled people and trades people. These demands will continue and are likely to increase as Birmingham continues to develop and grow, both in terms of employment and population.

This Annual Report will serve as a benchmark for the City Council to use, in order to monitor its progress and identify where further improvements need to be made.

Councillor Tahir Ali
Cabinet Member, Development, Jobs and Skills

October 2012



1. Introduction

1.1 Overview

- 1.1.1 I am pleased to present Birmingham City Council's Annual Parking Report for 2011/2012 and as such it includes information to explain the Parking Operation, the Parking facilities provided and maintained, new initiatives introduced, review and monitoring information including Parking and Enforcement statistics, as well as financial information.
- 1.1.2 This parking report will be published annually and we will continue to make improvements to the parking regime, the results of which will be given in the report to enable readers of this document to see what progress is being made.

1.2 The purpose of this document

- 1.2.1 Part 6 of the *Traffic Management Act 2004* (TMA) consolidates the law regarding Civil Parking Enforcement, bus lane enforcement contraventions and other traffic contraventions. The Department for Transport Guidance to Local Authorities on Civil Enforcement was published in March 2008 (*TMA, Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions*) and requires that Local Authorities produce an Annual Report on their Enforcement activities. This statutory requirement came into force on 31st March 2008.
- 1.2.2 The Guidance includes the requirements for certain statistical and other general information regarding Civil Parking Enforcement. However, as Birmingham City Council is committed to making its parking operation transparent and fully accountable, additional information has also been included. This information will be included in future Annual Reports to show the same type of core statistical and financial information each year which will be useful for comparison purposes and to identify performance and trends.
- 1.2.3. This report identifies the service performance of the last twelve month period, operating under Part 6 of the TMA. It is intended that subsequent reports will run annually from April of each year and by placing Parking Enforcement in a wider context, will begin to show how encouraging greater compliance with parking restrictions improves traffic flow, eases congestion, reduces crime on our off-street car parks and improves road safety.

1.3 The Purpose of Parking and Traffic Regulation Orders

- 1.3.1 Parking demand is often a result of the different land uses within an area. The provision and demand for parking in the City is influenced by decisions relating to the core strategy and local area plans.
- 1.3.2 In common law, the prime purpose of the highway is the passage and re-passage of all traffic including pedestrians. Nevertheless, the duty of the Council to keep traffic moving has to be balanced with suitable provision of parking and loading facilities.
- 1.3.3 The effective and consistent enforcement of Traffic Regulation Orders (TROs) will control parking and traffic movement whilst ensuring that there is good access for pedestrians, cyclists, buses and for vehicles to wait or load whilst minimising the delays to moving traffic.
- 1.3.4 Alongside this is the aim of sustainability, so that we achieve efficient movements for essential vehicles (e.g. emergency services and deliveries). In a busy City we

encourage people to move in the most efficient and sustainable ways possible and to help achieve this we improve conditions for walking and cycling, including making these movements safer, and improve the flow of public transport.

- 1.3.5 In addition to the efficiency of our road network this has clear links to minimising the wider impacts of traffic on poor air quality and on the contribution to climate change.

1.4 Policy Objectives of Civil Parking Enforcement

- 1.4.1 Civil Parking Enforcement plays a key role in supporting Birmingham's transport objectives.

- 1.4.2 The TMA states that '*Enforcement authorities should design their parking policies with particular regard to*':

- managing the traffic network to ensure expeditious movement of traffic (including pedestrians and cyclists), as required under the TMA Network Management Duty
- improving road safety;
- improving the local environment;
- improving the quality and accessibility of public transport;
- meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a car; and
- Managing and reconciling the competing demands for kerb space.

- 1.4.3 Part 6 of the TMA also recommends that Enforcement Authorities should have clear and transparent parking policies. The City Council has published its Parking Policy (www.birmingham.gov.uk/parkingpolicy.bcc) which sets a comprehensive framework for dealing with parking issues. Civil Enforcement is at the heart of this policy.

- 1.4.4 The availability of car parking can have significant impacts 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 absence 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 has an important role in contributing to the success of local economies and parking management needs to reflect this.

- 1.4.5 Equally, increased on-street parking displacing into inappropriate places can have an adverse impact on road safety, especially for pedestrians and cyclists, with impacts for social inclusion and equality. Inappropriate and obstructive car parking can also have impacts on general traffic congestion as well as creating difficult access conditions for emergency services, refuse collection, deliveries and bus services etc.

- 1.4.6 In order to reconcile these demands the City Council needs to ensure that when TROs are introduced they are supported by an appropriate level of enforcement which ensures the objectives of the restrictions are met.

- 1.4.7 The City Council has undertaken a comprehensive review of TROs and will continue to review these to ensure that they remain appropriate for present day traffic management and frontage uses.
- 1.4.8 As pressure for on-street parking space (and public off-street parking) increases the introduction and enforcement of suitable parking restrictions will become even more important.
- 1.4.9. Birmingham City Council has a Parking Policy. The Parking Policy sets out a comprehensive approach to managing on street and off street parking, provision, control and enforcement. Over time a number of separate policies to deal with parking have been adopted and this document is intended to bring together and update existing elements of these various parking policies which include the Unitary Development Plan. (www.birmingham.gov.uk/parkingpolicy.bcc)
- 1.4.10 The Parking Policy provides the policy framework for effective parking management, which supports the Council's strategic objectives for integrated land use and transport planning, environment, social inclusion, economic prosperity and regeneration: all important elements of sustainable development.
- 1.4.11 The policy document deals with:
- Parking for people with mobility difficulties, including the Blue Badge scheme
 - Non-car modes such as cycles, powered two-wheel vehicles, buses, coaches, taxis and lorries
 - On street parking supply and charges
 - Off street parking supply and charges
 - Park & Ride
 - Enforcement
 - Supporting Measures such as Travelwise and Car Clubs

1.5 Communication and Information

- 1.5.1 The Council's website is used to provide useful information about on and off-street parking, parking enforcement, resident parking, blue badge parking, etc. and to also encourage feedback about the services provided. (www.birmingham.gov.uk/parking)
- 1.5.2 A service enabling motorists to submit a challenge on-line and view photographic evidence or to make payment for a Penalty Charge Notice was introduced in July 2010. (www.birmingham.gov.uk/PCN)
- 1.5.2 There is also available a City Centre map showing the location of City Centre car parks.
- 1.5.4 The Help2travel website also provides a map and information relating to some of the City Centre car parks. The City Council intends to expand this service to cover additional car parks in the future. (www.help2travel.co.uk)

1.6 Listening to community views

- 1.6.1 Parking matters are invariably contentious, with widely differing views often held within the community. By listening to and taking account of these views, the Council aims to make its parking policies and practices fairer.
- 1.6.2 When introducing any changes to parking the Council is legally obliged to advertise TROs and consult formally with a range of stakeholders regarding its proposals.

However, the Council will generally also undertake additional informal consultation with local stakeholders in order to ensure that any proposals meet their needs as far as possible.

- 1.6.3. The City Council works with West Midlands Police on joint operations to ensure parking compliance in particular problem areas where illegal parking occurs alongside other traffic offences and joint initiatives have been undertaken.
- 1.6.4. The Council is keen to hear the views of motorists about its car parks and provides an online questionnaire for people to complete giving details of their experience when using any of the Council's car parks. (www.birmingham.gov.uk/parking)

1.7 Parking Service Profile

- 1.7.1 Significant areas within the Ring Road are contained within Controlled Parking Zones (CPZs) with pay and display bays being the main on-street parking control.
- 1.7.2 There are three CPZs covering the City Centre (includes Inner and Outer Zones), Gun Quarter and Jewellery Quarter with around 2,770 on-street pay and display bays and 600 permit bays.
- 1.7.3 The primary objective is to provide convenient short-stay parking to support shops, businesses and leisure activities, whilst maintaining a high turnover of spaces in order to tackle congestion by minimising the need for motorists to search for a space.
- 1.7.4 The on-street parking tariffs are used to influence parking demand with the tariffs being generally set higher than the nearby off-street parking provision. Within the City Centre CPZs there are 103 on-street parking bays designated for use by Blue Badge holders. Other on-street parking provision includes short-stay limited waiting bays and a small number of unrestricted parking bays in addition to taxi and servicing bays.
- 1.7.5 Currently only a limited number of small Resident Permit parking schemes have been established in Birmingham. These are located in:-
 - Aston (Aston Villa FC Match Day and Event Scheme)
 - Kings Norton
 - Moseley
 - Harborne
 - Sutton Coldfield
 - Harborne
 - Northfield
 - Lee Bank
 - Edgbaston
- 1.7.7 Permit parking bays are now provided in the Jewellery Quarter CPZ for residents and local employees. Season tickets are available for parking at some of the on-street pay and display bays in the Gun Quarter for residents and local employees. Season tickets valid overnight and at weekends are available for residents in the City Centre CPZ. The City Council is looking at options for introducing new Controlled Parking Zones/Resident Parking Schemes (see Section 8).

1.7.8 A service enabling motorists to pay for parking by debit/credit card via a mobile telephone is available as an alternative payment method.

1.8 Off-Street Parking

1.8.1 The City Council's Off-Street car parks are a mixture of surface level and multi-storey car park facilities.

1.8.2 The primary objective of the Off-Street parking service is to support the City Council's traffic and congestion management responsibilities. This role has become more significant since the Road Traffic Act placed specific traffic management responsibilities on the City Council. The off-street parking operated by the City Council are as follows:

Location	Number of Car Parks	Number of Parking Spaces
City Centre	11	4,121
Industrial	14	583
Jewellery Quarter	2	633
Suburban and others	39	2,615
NIA	4	2,526
Total	70	10,478

1.8.3 The Council's Cabinet approved a £6 million Car Park Improvement Plan in March 2006.

1.8.4 A total of ten surface level car parks were refurbished during 2006/07, either resurfaced, new lighting installed or both. In addition improved lighting and decoration works were undertaken at the Dudley Street underground car park.

1.8.5 Of the Council's 8 multi-storey car parks, 6 have been refurbished with a further car park due to be refurbished during 2012/2013. One new multi-storey car park has been opened this year (Millennium Point) making a total of 9 multi-storey car parks in operation.

1.8.6 In addition to the works to repair and protect the car park structures the main focus of the improvements is on the safety and security of car park users. The improvements include the following:

- Improved lighting and decoration
- Designated pedestrian routes
- Additional wider bays for Blue Badge holders
- Emergency help points
- CCTV

1.8.7 Following refurbishment of the car parks the Council has successfully achieved recognition for 8 multi-storey car parks, 6 surface level car parks and the Coach and Lorry Park, which have all achieved Park Mark status under the Safer Parking Scheme.

1.9 Parking Fees and Charges

- 1.9.1 Car park fees and charges are reviewed on an annual basis and are used as a mechanism to help regulate traffic flow, control congestion and support other agendas e.g. City living, retail sector. A list of the Council's current parking charges can be found at www.birmingham.gov.uk/parking.
- 1.9.2 Special rates are offered to encourage parking outside of peak traffic periods e.g. shopper's rate after 09:30am and flat rates for evenings and Sunday parking.
- 1.9.3 The charges at the Council's pay and display car parks do not apply to Blue badge holders and in addition, wider parking bays designated for use by Blue Badge holders have been provided in convenient locations at key car parks. A list of these can be found on www.birmingham.gov.uk/parking.
- 1.9.4 Season tickets valid for 3, 6 or 12 months are available at many of the Council's car parks offering convenience and a saving on the normal daily rate. A list of these can be found on www.birmingham.gov.uk/parking.
- 1.9.5 The City retendered its Pay By Phone parking service this year and following a qualitative and cost assessment of submissions awarded the service to a new contractor, Park Mobile. Whilst the initial transfer of provider led to technical difficulties for some service users, data during the first few months of operation has seen a steady rise in transactions which by the end of March was matching comparative seasonal transactions for the service.
- 1.9.6 The change in provider has also provided the opportunity to review the requirements of users and the wider community and provide services to meet those needs. As an example we have now developed a system to provide for prebooking of spaces at one of our car parks through the Pay by Phone service as a direct result of feedback from one of the City centres major businesses. The service also offers the additional benefit of being able to extend parking time without having to return to the car park.
- 1.9.7 A new coach and lorry park has been provided in the city centre during 2011/2012 providing secure parking for up to 32 vehicles. This is intended to address the problem of indiscriminate parking of lorries and coaches on the street in the city centre.

1.10 Parking Guidelines

- 1.10.1 The level of parking provision in new developments is a key issue. In certain areas, particularly central areas with good public transport, restricted levels can help to encourage low car ownership and help ensure that the best use is made of scarce and expensive land. However, in some locations under provision can result in on street parking stress and conflict with existing residents. In some cases on street controls and enforcement will be important to manage the demand for parking.
- 1.10.2 In Birmingham the provision of new additional publicly available and private non-residential parking is currently determined through the City's Parking Guidelines which can be found at www.birmingham.gov.uk/cs/Satellite/carparkingguidelines.

1.10.3 The guidelines set levels of parking provision for new developments which acknowledge that conditions vary significantly in different parts of the City e.g. Birmingham City Centre enjoys good public transport accessibility, and experiences substantial pressures on available land, whilst in contrast many suburban areas have much less comprehensive public transport provision, and many experience much lower pressures for development. In view of this a 'one size fits all' solution is no longer appropriate, and an area-based approach has been developed.

2. Civil Parking Enforcement

2.1. Parking Enforcement Protocol

- 2.1.1. The City Council's main objective for parking enforcement is to encourage a high level of compliance by motorists with regard to the City's parking controls in order that it may prevent obstruction, encourage the free flow of traffic and manage kerbside space effectively. This has the impact of making the streets safer for all road users, in particular vulnerable users such as school children, the elderly and those with a disability.
- 2.1.2. Birmingham City Council operates Civil Parking Enforcement by means of a Parking Enforcement Service Provider and a Vehicle Removal Service Provider. These are two separate service providers who are independent of one another but work together to provide a flexible enforcement service to meet the demanding needs of a vibrant city.
- 2.1.3 The Code of Practice that Civil Enforcement Officers (CEOs) follow is shown in **Appendix 1**. This is used by the Enforcement Contractor to give guidance to the CEOs and also forms an emphasis of customer care in their training. It is also given to the public to demonstrate the code of conduct for the CEO behaviours and activities and is published on the Enforcement Contractor's web site. (www.nslservices.co.uk/about/customer-charter)
- 2.1.4 In 2010 the City Council introduced the enforcement of further powers contained within the Traffic Management Act 2004 which included enforcement of dropped kerbs, double parking and the issue of Penalty Charge Notices by post (Regulation 10 Penalty Charge Notices).

2.2. Deployment Plan

- 2.2.1. The City Centre area of Birmingham receives the highest level of enforcement by the Civil Enforcement Officers (CEOs) and typically there are 25 officers deployed at any one time across a 12 hour period between 07.00 hours and 19.00 hours. There is a reduced level of enforcement outside of this period which is focused toward areas of concern.
- 2.2.2 CEO's are deployed on foot patrols, and mobile patrols on motor scooters and pedal cycles. Generally enforcement is focussed upon:
- Patrolling Red Routes during the hours of operation to maintain free flow of traffic.
 - Patrolling the main arterial routes during peak periods to maintain free flow of traffic.
 - Areas where there are large numbers of single fronted shops and small businesses where congestion occurs
 - Patrolling outside schools which have problems with vehicles parking, with a view to educating motorists and deterring vehicles from parking outside school entrances and crossings.

2.3. Vehicle Removal Plan

- 2.3.1 The City Council utilises a specialist vehicle removal contractor working in partnership with the Parking Enforcement contractor to carry out the removal of motor vehicles that contravene parking restrictions within Birmingham.

- 2.3.2. The vehicle removal service operates between 08.00 hours to 18.00 hours Monday-Friday and 09.00 hours to 18.00 hours on a Saturday. Outside of these core times a removal service is provided to cover special occasions such as concerts, sporting events etc.
- 2.3.3 Motorists can collect their vehicles from the pound at any time as the removal pound is accessible 24 hours per day.
- 2.3.4 Seizure of a driver's vehicle is seen as the ultimate sanction and is therefore used to address the most serious contraventions.
- 2.3.5. Removals are authorised and prioritised and directed by a trained CEO independent to the removal contractor, as either category 1, 2 or 3. Category 1 being the most urgent for example a persistent evader parked on double red lines, or double yellow lines in a dangerous position, through to category 3 parked in a taxi bay.

2.4 Blue Badge Enforcement

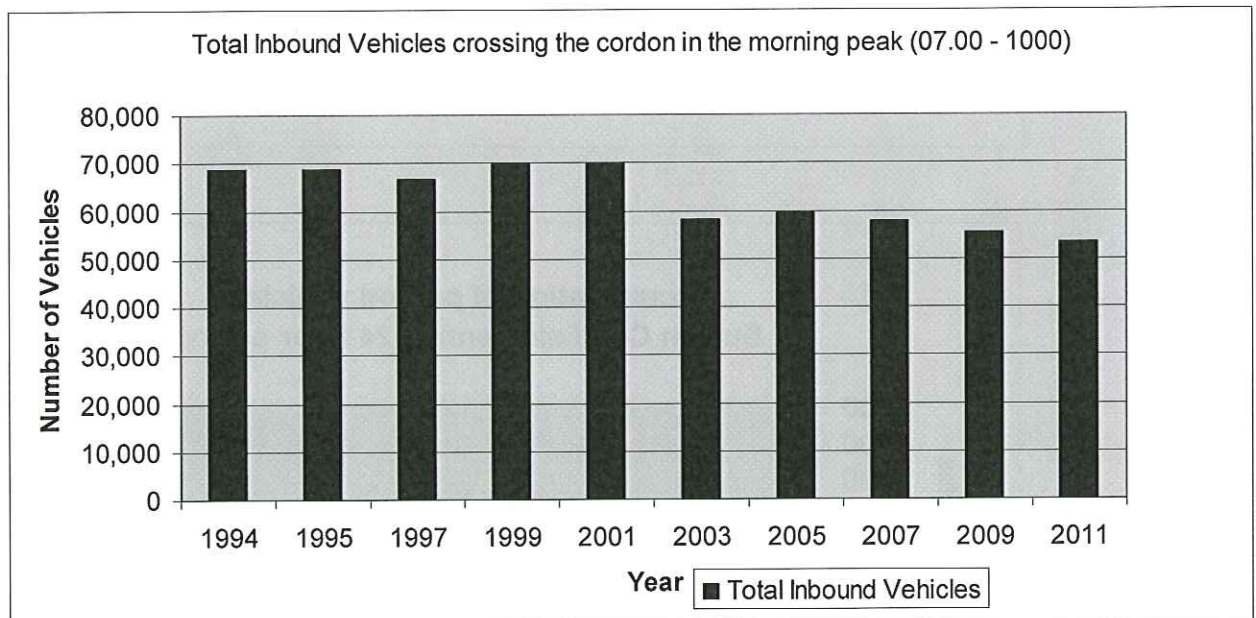
- 2.4.1 Vehicle removals are one of the tools used in addressing blue badge misuse and to maximise use of designated disabled bays for use by genuine blue badge users
- 2.4.2 Where vehicles are identified as being used by persons other than the blue badge holder and are committing a parking contravention they are prioritised for removal to allow details to be obtained for further enforcement action to be pursued by the City Council through the criminal courts.
- 2.4.3 The Council's proactive approach to Blue Badge misuse has been recognised by DfT who have awarded Birmingham with Centre of Excellence status. Funding awarded from this status has been used to train staff and to launch an advertising campaign (jointly undertaken with Coventry City Council) to promote public awareness and improved enforcement of the Blue Badge Scheme, in order to tackle abuse of the scheme and prevent fraud.
- 2.4.4 In order to maximise the use of the vehicle removal contractor the City Council has also adopted 'Devolved Powers' from the DVLA which allows the City Council to remove untaxed vehicles from the roads.

2.5 City Council's Traffic Management Contribution

- 2.5.1 Parking and enforcement policies offer important and effective means of managing demand: the extent, location and cost of parking have major implications for traffic flows, traffic congestion, and the efficiency of public transport services and the health of the economy. Parking controls should therefore be seen as a component of wider demand management techniques that restrain traffic.
- 2.5.2 The effective application and enforcement of TROs is a vital tool in managing congestion within the City. TROs are continually being reviewed for accuracy and appropriateness through the current consolidation process and the highway maintenance programme. This allows parking enforcement to be effective where required.
- 2.5.3 The network management duty established under the TMA requires the authority to implement all reasonable measures and actions to ensure the expeditious movement of traffic. One of the most common causes for congestion, and therefore a fundamental

barrier to achieving this duty, is the obstruction of the free-flow of traffic on the highway caused by parked or waiting vehicles.

- 2.5.4 These problems are particularly prevalent and problematic on the key radial routes into the City. Traffic flows on these routes are sensitive to the stopping and waiting of vehicles even for a matter of minutes with the result of significant congestion and journey delays.
- 2.5.5 This has been recognised by the City as being a fundamental aspect of congestion management and therefore has been tackled through a variety of measures in particular the implementation and robust enforcement of red routes on the Lichfield Road/Tyburn Road, Stratford Road and Walsall Road.
- 2.5.6 The Council's Civil Enforcement powers, established through the TMA, are showing on these routes, and on other sensitive roads in the City, that the vigorous and effective management of parking on key routes does, along with other measures, play a vital role in the overall aims of congestion management.

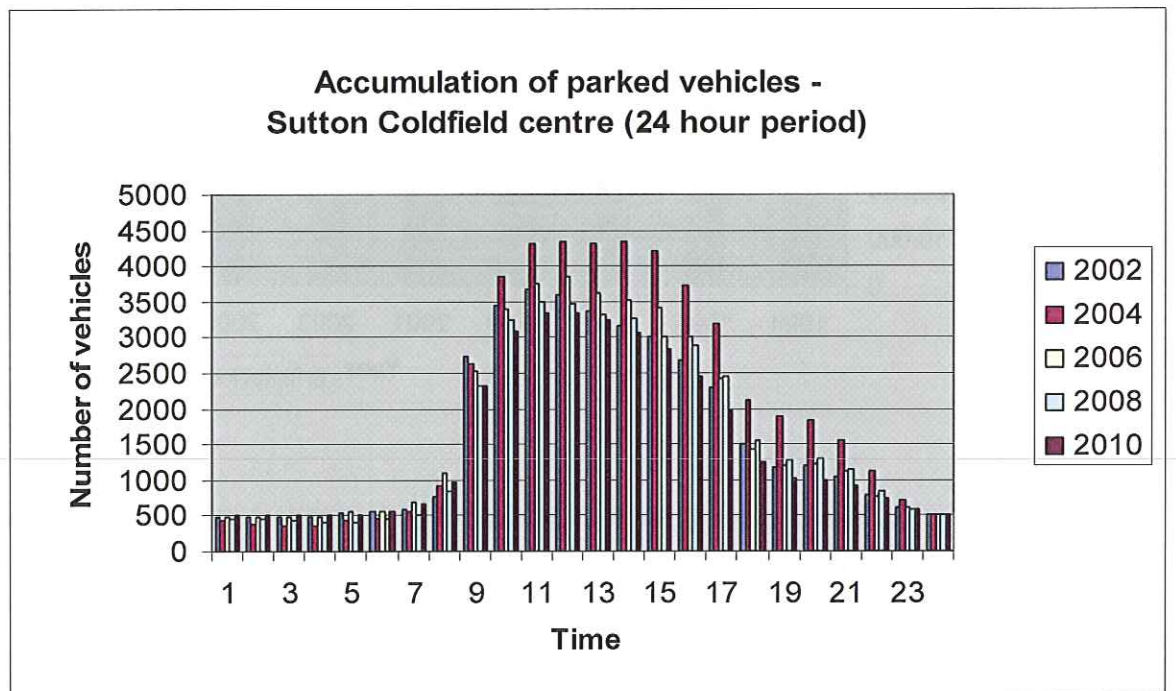
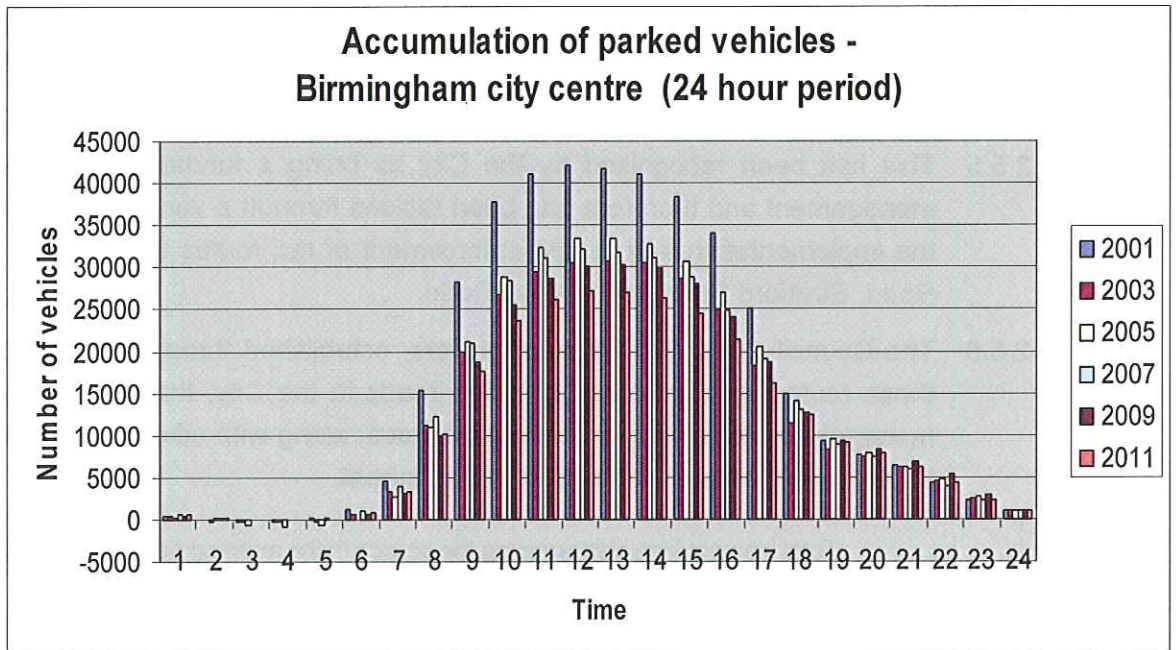


- 2.5.7 The above chart illustrates the results of the cordon count surveys from 1994 to 2011 of traffic levels entering Birmingham City Centre during the morning peak (07.00 and 10.00 hours). Between 2009 and 2011 inbound traffic levels during the morning peak period have fallen by 4.1%.

2.6 Mobile CCTV Enforcement

- 2.6.1 CCTV mobile enforcement was implemented in February 2012 with the introduction of the City's first CCTV car. Following an initial period of posting warning letters to offenders PCN issuing has now commenced and feedback from practitioners has been positive.
- 2.6.2 Primarily the car is intended to enforce "no stopping" offences particularly on red routes and keep clear markings outside schools. However there will be further opportunity to extend the use of this technology in the future to cover other

infringements including bus lane enforcement and instances where assaults on CEO have occurred.



2.5.8 The two graphs above demonstrate the level of vehicles arriving and remaining inside the cordon areas. In both Birmingham City Centre and Sutton Coldfield town centre the trend is a continuing decrease in the number of vehicles arriving and remaining inside the cordon areas particularly in the morning peak.

2.5.9 Some of this can be attributed to the Council's policy via parking tariffs to reduce the amount of long stay parking in the two centres and encourage short stay parking. Shoppers' tariffs have also encouraged more trips during off-peak periods into these centres. Land use changes and new developments which have been subject to lower

levels of parking provision in accordance with the city's parking guidelines will also have some impact.

2.7 City Council's Contribution towards targets and indicators

2.7.1 At a national level, parking has a key role in contributing towards the Government's priorities for transport including:-

- Encouraging sustainable local travel, and;
- Tackling carbon and congestion on our roads.

2.7.2 At the local level, these goals are reflected in a number of policies, targets and strategies including:-

- The Local Transport Plan;
- Birmingham Development Plan;
- Birmingham Sustainable Urban Mobility Plan.

2.6.3 Parking management continues to have a key role in contributing towards the outcomes of these policies and strategies.

3. Road Safety

3.1. The Council's strategy is to support the education and training of road users through its statutory requirement as set out in the Road Safety Traffic Act 1988 (Section 39) and it must:

- Carry out studies into the cause of accidents on roads in our area;
- Take appropriate measures to prevent such accidents;
- Provide road safety education, training and publicity for all ages and types of road user, from pre-school to the elderly;

3.2 Parking and traffic regulations are enforced robustly in an equitable way so as to improve compliance with regulations and improve road safety. Inconsiderately parked cars, for example on street corners, road junctions, near pedestrian crossings and school entrances can pose serious safety hazards.

4. Air Quality

4.1. The Council declared an Air Quality Management Area (AQMA) in January 2003 on the basis of a prediction that the annual average for nitrogen dioxide would be exceeded. This was amended to also include pm10 (particles). The City revoked the AQMA with regard to pm10 in December 2010 but retain a monitoring position to ensure no increase in exposure occurs.

4.2 The City Council has a Local Air Quality Action Plan, published in 2011, which sets out the Council's Action Plan for improving air quality in the City.

4.3 In terms of the issue of climate change, road transport is the third largest source of CO₂ emissions in Birmingham, accounting for 21% of the city's emissions and its contribution is increasing.

4.4 Parking policies which help to influence the level of car journeys and travel behaviour continue to have an important contribution to make with respect to improving air quality and carbon dioxide emissions across the City.

5. Financial Information

5.1. A summary is shown below of income and expenditure relating to parking service activities undertaken as part of TMA 2004. A more in-depth breakdown of this income is shown in **Appendix 2**.

2011/12	£'m
Income	(8.4)
Expenditure	5.3
Net Surplus	(3.1)
Use of Surplus	
Part Provision of Off- Street Parking Accommodation (contribution to running costs)	2.6
Capital Investment in Car Parks (Prudential Borrowing Charges)	0.5
Sub-total	0

5.2. The surplus from Parking contributes towards expenditure on highways/road improvements which enables the City Council to supplement its limited Revenue and Capital resources so as to maximise spending on the highways for the benefit of the motorist.

5.3. This includes the following:

- A contribution to funding improvements of the City Council's surface level and multi-storey car parks through a 5 year phased Car Park Improvement Plan.
- Contribution to the funding of highway improvement schemes aimed at maintaining the highway integrity.

5.4. Under the requirements of Section 55 of the Road Traffic Regulation Act 1984, as modified by Section 25 of the Civil Enforcement of Parking Contraventions (England) General Regulations 2007, the City Council is required to maintain a statutory account in respect of total income and expenditure in respect of on-street and off-street enforcement activity (included within the overall Parking figures above).

5.5. The 1984 Act (as amended by later regulations) requires Local Authorities to use the net surplus from On-Street Car Parking for certain specified purposes, as follows:-

- the provision and maintenance of Off-Street Parking Accommodation;
- If it appears to the Local Authority that further provision of Off-Street Parking Accommodation is unnecessary or undesirable, the surplus can be used for highways/road improvements.

5.6. There are no obligations placed on Local Authorities regarding the use of net surpluses from Off-Street Car Parks.

5.7. The expected benefits from the above include:

- Improved car park safety and security by the introduction of CCTV technology and customer help points.
- Facilities that are easier to use through pay by phone and developments in pay on foot.

6. Operational Performance

6.2. The table below outlines the key operational performance statistics associated with the Civil Parking Enforcement service.

	2009/2010	2010/2011	2011/2012
Total No. Higher level issued	71,632	72,620	73,209
Total No. Lower level issued	63,884	57,136	60,686
Total number of PCNs issued	135,516	129,756	133,895
Total number of PCNs cancelled	4,530 (3.34%)	4,045 (3.11%)	4,741 (3.54%)
Total number of collectable PCNs	130,986	125,711	129,154
Total number of PCNs paid	106,398 (81.23%)	101,953 (81.10%)	105,090 (81.37%)
Total number of PCNs paid at discount (in 14 days)	74,335 (56.75%)	72,973 (58.04%)	75,025 (58.08%)
Total number of PCNs where a representation (informal/formal) was made (excluding transfer of liability)	28,669 (21.16%)	21,943 (16.91%)	23,196 (17.32%)
Total number of PCNs cancelled/written off as a result of representation (informal/formal) (as percentage of representations received)	11,684 (40.75%)	9,565 (43.59%)	10,276 (44.3%)
Total number of PCNs written off for other reasons (as percentage of total PCNs issues)	6,859 (5.06%)	9,937 (7.65%)	9,483 (7.08%)
Total number of vehicles removed	2,157 (1.59%)	2,416 (1.86%)	2,312 (1.79%)

6.2 Appeals and Adjudication statistics – April 2011-March 2012

6.2.1 The table below shows a comparison of all eight core cities in respect of PCNs which have been appealed to the Traffic Penalty Tribunal.

SPA/PPA	PCNs Appealed	PCNs Issued	Rate of Appeal Per PCN	Not Contested by Council	Allowed by Adjudicator	Total Allowed	Refused by Adjudicator	Consent Order	Witness Statement – No Appeal	Awaiting Decision Inc Other Decided
Birmingham	720	133,895	0.54%	227 32%	112 16%	339 47%	305 42%	10 1%	65 9%	1 0%
Bristol	297	77,094	0.39%	127 42%	35 12%	162 55%	96 32%	3 1%	28 9%	8 3%
Leeds	163	106,799	0.15%	36 22%	42 26%	78 48%	79 48%	0 0%	3 2%	3 2%
Liverpool	324	74,717	0.43%	60 19%	61 19%	121 37%	170 52%	2 1%	24 7%	7 2%
Manchester	925	137,430	0.67%	113 12%	364 39%	477 52%	383 41%	33 2%	8 1%	24 3%
Newcastle upon Tyne	320	68,426	0.47%	61 19%	62 19%	123 38%	148 46%	4 2%	44 14%	1 0%
Nottingham	364	62,101	0.59%	94 26%	63 18%	157 43%	135 37%	3 1%	59 16%	10 3%
Sheffield	282	61,788	0.46%	111 39%	43 15%	154 55%	86 30%	7 2%	35 12%	0 0%
Average of Core Cities	424	90,281	0.47%	104 25%	98 23%	201 47%	175 41%	8 2%	25 6%	7 2%
All Councils	16,666	4,319,708	0.355	4347 26%	3910 23%	8257 50%	7092 43%	229 1%	839 5%	249 1%

7. Council and Contractors' Performance

Performance against Target Performance Indicators (PIs)	
	2011/12
80% Staff Retention of Civil Enforcement Officers	100%
100% Training and Development	100%
95% Daily Deployment	100%
90% Processing of Season Ticket and Resident Permit applications within 10 working days	98%
100% of Vehicles Released within 10 minutes of Vehicle Removal Charge being Paid	100%

8. Future Initiatives

- 8.1. In due course it is intended that local authorities will also be given the powers to enforce certain moving offences such as contravention of bus only lanes, one way street contraventions, no entry restrictions, prohibited turns, yellow boxes, pedestrian zones and prohibition of certain vehicles.
- 8.2. It is anticipated that these powers will be made available in the near future but in the meantime the Police will continue to be responsible for enforcement of these contraventions.
- 8.3. The Council proposes to continue to develop Controlled Parking Zones (CPZs) and Residents' Parking schemes where they are appropriate and supported. These are likely to be in the City Centre, in some local centres and around major trip generators such as hospitals and sports venues.
- 8.4. A parking equipment strategy is to be implemented during 2012/13, which will set out the Council's proposals in respect of new parking equipment. This includes replacing the current pay and display ticket machine stock with more modern, energy efficient parking equipment utilising the latest technology.
- 8.5. The City Council is committed to providing a modern and responsive parking enforcement service and will explore the use of technology available to undertake Civil Enforcement as the powers contained within the TMA are rolled out.
- 8.6. The City Council will be adopting the powers to enable the service of Penalty Charge Notices by post in circumstances where the parking contravention has occurred and the Civil Enforcement Officer has been unable or prevented from serving the notice in the normal manner. This type of enforcement will be focused around schools and no stopping areas.
- 8.7. The City Council is recognised by the Department for Transport as a Centre of Excellence for tackling Blue Badge misuse and will continue to develop this area of work and share Best Practice with other authorities.

- 8.8 The City Council together with its partner Civil Enforcement and Vehicle Removal Contractors will continue to work in partnership with West Midlands Police and other agencies in joint initiative enforcement operations with a view to making best use of available resources and working toward tackling crime and assisting with tackling threats and abuse aimed at CEO's.
- 8.9 The City Council will continue to liaise with neighbouring Local Authorities to ensure a consistent approach to enforcement is taken across the region.
- 8.10 We will seek to expand the pay by phone service both in terms of its geographical coverage and range of products available to customers.
- 8.11 Through the tendering of a new and expanded Parking enforcement contract we will seek to develop and innovate the parking service to ensure the future of enforcement and all of those key elements that directly support the function, have the necessary flexibility and resource to ensure it continues to operate as an effective service.



NSL Customer Charter

Professional at all times

- All of our customer facing staff will be easily identifiable, well presented and be well trained to deliver the service you require.
- We aim to provide an efficient service in a customer focused and courteous way, resolving client or stakeholder enquiries first time where possible.
- All matters will be treated in confidence. Our staff will work with you in a sensitive and discreet manner.
- We will always seek to protect and enhance your reputation and will work with integrity at all times.

Easy to Do Business with

- We will be consistent and fair in the way we deliver our service and treat all stakeholders equally.
- We will seek to provide the service you require, but will always work with you to identify ways of doing things in a better and more cost effective way. We will work innovatively and flexibly with you.
- Where we are not able to provide information to stakeholders immediately, we will liaise with the necessary departments on your behalf to get any enquiry resolved within agreed timescales.
- We value diversity, promote equal opportunity and will work with you ethically to deliver the service you require.

Responsible and Accountable

- We will be responsible and accountable for the accuracy and quality of our work and are committed to investing in our staff development so we can help you more efficiently.
- We will respond to any formal complaints quickly and within agreed timescales
- We will commit to supporting any corporate aims to deliver customer care and will seek to work within your agreed standards.
- Where legislation, regulations or policies change we will ensure that any necessary changes are promptly and properly completed.

Open and Honest

- We take responsibility for our actions and will work transparently with you to ensure that together any issues are quickly and easily resolved.
- We will admit our mistakes and support any stakeholder's right to appeal against any action. We aim to learn from experiences and then do better.
- We will share best practice across our business and seek to understand your needs, so that the best solution can always be deployed.

BREAKDOWN OF INCOME RELATING TO TRAFFIC MANAGEMENT
ACT 2004 PARKING SERVICE ACTIVITIES

On-street Account	
Income	2011/12
	£
Pay and Display	3,524,771
Residents & Visitor Permits	65,531
Business Permits	73,170
Other Income	148,125
Penalty Charge Notices	3,705,190
Removals	202,703
Total Income	7,719,490
Off-Street Account	
Income	2011/12
Penalty Charge Notices	727,735
Removal	0
Total Income	727,735



Keep Birmingham Moving
Park Responsibly, Park Safely

Birmingham City Council Parking
1 Lancaster Circus
Queensway
Birmingham B4 7DJ



