**Permit review FAQs**

**Why has a review of the Season Ticket Permit been undertaken?**

Over recent years there have been a number of changes in parking behaviours that have impacted on parking in the city. The main aims of the review were to address the current underutilisation of reserved permit bays in the car parks and to address the current imbalance of the Season Ticket Permit prices compared to daily parking tariff charges.

**Why does the Council offer permits to park in the Council operated car parks?**

Permits allow frequent users and specifically those who park all-day, an opportunity to park at a discounted rate compared to paying the parking tariff every time they park.

**What are the permit options?**

|  |  |
| --- | --- |
| Permit Type | Days of operation  |
| Gold | Monday to Friday |
| Emerald | Monday to Saturday  |
| Diamond | All Days |
| Ruby | All Days – all hours |

**When do the new permit arrangements commence?**

April 2024

**What do I need to do to renew my permit?**

Simply renew as normal for either a 4 week, 13 week or Annual permit when your current permit expires

If renewing for a permit that starts in April, the new charge will automatically be applied to your online charge at the point you renewed and the new prices are in operation. If you wish to apply for one of our new Ruby permits which commence from April, subject to consultation, please contact us at cityparkpermits@newcastle.gov.uk

**Why are the prices increasing?**

Permit prices haven’t increased for over 5 years, as such permit prices are now disproportionate to the current day rate tariffs. Due to the current low cost of a permit, the signed permit parking bays are frequently left empty, which can be very frustrating to other car park users. The current low permit cost offers limited incentive for any existing permit holder to seek alternative, more sustainable travel into the city.

**How will the prices be set now and going forward?**

The car parks where permits will be available have been grouped into 3 pricing tiers, with each tier linked to the relevant all-day charge; Tier 1 £12 per day, Tier 2 £10 per day and Tier 3 £8 per day. Any future increases in the all-day tariffs will dictate the respective permit price increases. All permit types will continue to benefit from discounted parking compared to paying to park daily, for the relevant number of days each week, according to permit type. The discounts against the daily tariff in 2024/25 are;-

* Ruby = 10% discount (plus the benefit of a dedicated parking space)
* Gold, Emerald and Diamond = 45% discount in year 1

**Where will Ruby bays be located?**

These permit bays will be in prime locations within the relevant car park and will be installed at the time each new permit is issued. This is a dedicated parking bay to the permit holder and any other vehicle parked there will be subject to enforcement action.

**Will Ruby holders get 24 hour access to Multi Storey Car Parks (MSCPs)?**

No. The MSCPs will close as per current arrangements and no access will be granted during the hours of closure. Vehicles can however be left overnight.

**Where do Gold, Emerald and Diamond permit holders park?**

Whilst the longer-term aim is to remove all of the existing dedicated Gold, Emerald and Diamond permit bays, a small number of marked bays will remain in each of the eligible car parks during the first year of the new arrangements. From 3 April 2024 if none of the signed permit bays are available, permit holders should park in any available ordinary parking bay. A permit holder who also has a valid Blue Badge can however park in a Blue Badge bay whilst displaying their Blue Badge.

**What happens if a Gold, Emerald or Diamond permit holder is unable to get parked, during the days/hours of operation for their permit, due to the car park being full?**

We don’t envisage a car park being full very often, but if that was the case permit holders would need to ring our Customer Response and Enforcement Officers on 0191 278 7799 for advice on an alternative place to park.

**What are the parking options if I don’t want to renew my permit?**

We understand that not everyone will want to renew, especially those who use our car parks less often. It will be up to each individual to decide if the cost of a permit represents value for money compared to paying to park daily. You can still pay to park on the day using card or pay-by-phone.

**What are the timescales to renew?**

If your existing permit expired before 3 April 2024 you will only be able to renew for a period of 4 weeks. Any permits renewed prior to this date will continue to run at the current price until they expire. At the point at which a renewal is required, and this is after 3 April, permit holders will be required to pay the new price with the relevant discount applied.

**Will I receive a physical permit?**

No, all permits will continue to be issued as virtual permits.