

Parking Annual Report 2013/14



The London Borough of Ealing's Parking Services Annual Report of Accounts and Key Activities

Contents

Foreword	2
Cllr Bassam Mahfouz Cabinet Member for Environment & Transport	2
Overview	3
British Parking Awards	4
Parking Permits	5
Residential Permit breakdown by Areas	6
Permit breakdown by Category	7
Blue Badge Enforcement	8
Parking Enforcement	9
CCTV Enforcement	10
School Keep Clear Enforcement Operations	11
Statistical Reporting by Issued, Paid, Letters, cancelled and Written Off	12
Challenges, Representations & Appeals	14
Appeals	15
Online Services	16
Council Car Parks	17
Freedom of Information requests and Complaints	18
Freedom of Information	19
Financial Information	20
Financial Information	21
Appendix 1 – Off Street Car Parks	22
Appendix 2 – Permit Prices	25
Appendix 3 – PCNs issued by contravention code (2013/14)	26
Appendix 4 – PCNs issued by contravention code (2012/13)	27
Appendix 5 - PCNs issued by contravention code (2011/12)	28
Index	29
End Notes	29

Foreword



I am once again pleased to introduce Ealing Council's Parking Annual Report. One of the objectives of the report is to provide information regarding the priorities and challenges of managing parking in our borough. It highlights the service's achievements throughout 2013/14 identifies future developments and opportunities.

This year Parking Services were awarded a British Parking Award for the third year running, this time for the innovative work they have completed in procuring parking management services jointly with the London Boroughs of Brent and Hounslow. They were also finalists for awards for excellence in procurement from the National Association of Procurement Officers and a National Government Opportunities Award. This national recognition comes as a result of a number of partnering initiatives leading to closer working across borough boundaries, delivering a more uniformed and consistent experience for customers and generating significant savings for West London.

The report also covers some of the new initiatives introduced by the service, including opportunities to access and view parking related correspondence online with a unique personal account and the option to purchase permits over the internet and have an electronic permit live from the 9am the next working day.

Throughout the last year the council has implemented a number of customer focused initiatives including free parking at weekends in most of the council managed car parks, the implementation of free short stay bays in the borough's business districts and improved processes for online or virtual products and services.

The number of Penalty Charge Notices (PCNs) issued in Ealing continues to fall year-on-year from 2012/13 when 172,467 PCNs were issued to the year covered by this report when just 150,919 PCNs were issued. This improved compliance and familiarity with the parking regulations helps keep traffic moving.

If you have any questions or comments about our Parking Annual Report please let us know by emailing our Parking Services Team at parkingservices@ealing.gov.uk

Thank you for taking the time to read our 2013/14 Parking Annual Report.

A handwritten signature in blue ink that reads "Bassam".

Cllr Bassam Mahfouz
Cabinet Member for Environment & Transport

Overview



Our Parking Policy objectives are to:

- Enhance our customers' experience when using any of the council's parking services.
- Investigate and exploit the use of new technology in the industry.
- Manage traffic flow and offer appropriate parking solutions to our customers through fair, robust and consistent enforcement.

Parking controls in the London Borough of Ealing are essential to keep traffic moving and provide access for residents, visitors and businesses. Parts of the borough are amongst the most densely populated in the country. The 2011 census results show the boroughs population to be 338,449, making it the 3rd largest borough by population in London, and is expected to increase to 400,000 by 2031 so pressure on limited parking space will continue to increase. Balancing the needs of residents, visitors and businesses is key to sustainable economic growth and success. The table below shows the scale of the parking operation in the borough.

Figure 1: General Issuances and received items

London Borough of Ealing Parking Operation	2013/14 ⁽ⁱ⁾	2012/13 ⁽ⁱⁱ⁾	2011/12 ⁽ⁱⁱⁱ⁾
CEO Penalty Charge Notices issued	75,630	92,147	107,847
CCTV Penalty Charge Notices issued	75,289	80,320	89,455
Items of correspondence received	51,207	58,386	62,148
Resident permits issued	27,438	26,821	27,281
Resident visitor permits applications processed	20,169	24,579	29,051

British Parking Awards



Ealing Parking Services attended the British Parking Awards ceremony in March 2014. The competition, organised by 'Parking Review', is an annual celebration of the best in British Parking.

Ealing Parking Services wins the UK's Parking Partnership Award 2014.

The British Parking Awards are a national awards scheme established to acknowledge and award excellence within the industry. In its thirteenth year, 2014 saw over 80 entrants across both the public and private sectors submit entries for the 12 award categories. Ealing Parking Services submitted an entry for the Parking Partnership Award for work completed with the London Boroughs of Brent and Hounslow.

Our submission for the Parking Partnership Award followed an innovative joint procurement exercise which generated significant savings in excess of £7million across the three boroughs. On 7th March 2014 Parking Services were announced as winners of the Award, beating off competition from 13 other entrants including Brighton & Hove City Council, The London Borough of Tower Hamlets, ASDA and the NHS.

Barry Francis, Assistant Director of Parking Services, said, "It is a huge achievement to win an award three years running and is a testament to the continued hard work and dedication shown by the service. Through thinking differently and demonstrating real determination those involved have delivered a fantastic project which has changed the way the industry operates in a positive way. We will endeavour to continue to work to these high standards and I am proud of my colleagues in working together as one service to achieve this award".

Parking Permits

Ealing Parking Services has 42 controlled parking zones offering various types of parking permits to reflect the needs of local residents, shops and businesses, thereby sustaining the borough's economic environment.

Parking Permits and Visitor Voucher Processing

Applications received for parking permits are, in the main, made over the internet. As such the service has invested in improving the online application process by enabling customers to have 'electronic permits' live for their vehicles the moment a payment is made removing the need to wait for a permit in the post. Furthermore, we have also established improved links with the Council's Fraud Team, ensuring that permits are issued solely to those residents of Ealing who meet the legally prescribed criteria.

This not only ensures that we are able to maintain a prompt processing turnaround timeframe, but also reduces our postal and staff administrative costs. Residents have warmly received this additional application mechanism, as is proven by the marked increases in online new permit applications and permit renewals.

To continue to improve the quality of services offered to our customers, Parking Services has introduced permit renewals via email. This email service allows the customer a more accessible, flexible, environmentally friendly and faster service than our traditional postal service.

Visitor Park by Phone

Visitors parking can be paid for at any time and from any location by one telephone call to RingGo. The levels of uptake for virtual visitor vouchers has increased considerably from 265 transactions taking place in March 2012 to 3,331 for the same month in 2013.

This service has eliminated many of the administrative restrictions, costs and delays often associated with paper visitor vouchers. Residents no longer have to rely on applying for, and receiving paper vouchers by post, the working hours of the Council or the collection/delivery times of the Royal Mail.

We have also introduced a RingGo smart phone application and online account management facility, further increasing the technological facilities offered to Ealing residents.

The service is being constantly reviewed and improvements, where identified are made and is now on offer to all residents across the borough.

Residential Permit breakdown by Areas

Figure 2: Successful Permits by Area

Resident Permit applications for financial year 2013/14 compared to 2012/2013 and 2011/12										
Area	Zone	2013/14			2012/13			2011/12		
		Permit Applications	Permits Issued	% Successful	Permit Applications	Permits Issued	% Successful	Permit Applications	Permits Issued	% Successful
CENTRAL EALING	A	812	739	91.01%	803	717	89.29%	800	799	99.88%
SUDBURY HILL	AA	39	37	94.87%	46	42	91.3%	46	46	100.00%
BEDFORD PARK	B	2,315	2,170	93.74%	2,345	2,175	92.75%	2,240	2,240	100.00%
SUDBURY TOWN	BB	313	286	91.37%	314	288	91.72%	287	285	99.30%
THAMES VALLEY UNIVERSITY	C&D	1,439	1,350	93.82%	1,376	1,296	94.19%	1,356	1,355	99.93%
GYPSY CORNER	CC	754	692	91.78%	716	662	92.46%	746	746	100.00%
BOLLO BRIDGE	DD	381	347	91.08%	378	350	92.59%	369	366	99.19%
EAST ACTON	E	293	280	95.56%	312	290	92.95%	318	317	99.69%
BRENTVALE	EE	47	45	95.74%	47	44	93.62%	51	51	100.00%
EALING COMMON	F&G	1,453	1,373	94.49%	1,522	1,403	92.18%	1,304	1,300	99.69%
BUXTON GARDENS	FF	195	188	96.41%	191	181	94.76%	199	199	100.00%
BOSTON MANOR	GG	212	206	97.17%	220	208	94.55%	229	229	100.00%
GEORGE ST	GS	6	1	16.67%	N/A	N/A	N/A	21	21	100.00%
GEORGE ST	GS1	21	20	95.24%	23	13	56.52%	N/A	N/A	N/A
HOME ZONE	H	290	271	93.45%	289	267	92.39%	267	267	100.00%
WEST EALING	HH	788	748	94.92%	812	765	94.21%	845	841	99.53%
ACTON TOWN	J	603	563	93.37%	667	621	93.1%	665	665	100.00%
EALING DEAN	JJ	1225	1172	95.67%	1269	1197	94.33%	708	708	100.00%
ACTON CENTRAL	K	665	611	91.88%	843	742	88.02%	1,798	1,794	99.78%
ACTON CENTRAL EXTENSION	K1	1,666	1543	92.62%	1485	1342	90.37%	429	429	100.00%
THE VALE ESTATE	KK	239	217	90.79%	248	215	86.69%	N/A	N/A	N/A
SOUTHALL	L	2876	2,673	92.94%	2,690	2,496	92.79%	2,512	2,507	99.80%
SOUTHALL 5	LL	789	739	93.66%	758	715	94.33%	806	805	99.88%
ACTON GREEN	M	1067	986	92.41%	1,104	1,018	92.21%	1,061	1,060	99.91%
FRIARS GREEN	MM	1,080	1,005	93.06%	1,141	1,040	91.15%	1,089	1,083	99.45%
THE DRIVE	MM1	5	5	100%	4	3	75%	N/A	N/A	N/A
NORTHFIELDS	N	1,297	1,237	95.37%	1,293	1,230	95.13%	1,243	1,239	99.68%
DRAYTON GREEN	NN	777	734	94.47%	424	402	94.81%	416	415	99.76%
NORTHFIELDS	Ns	55	53	96.36%	55	51	92.73%	51	50	98.04%
HANGER HILL	O	620	598	96.45%	645	618	95.81%	646	644	99.69%
PERIVALE	P	209	188	89.95%	159	152	95.6%	150	150	100.00%
OLD OAK	PP	142	120	84.51%	N/A	N/A	N/A	N/A	N/A	N/A
GREENFORD	Q	518	494	95.37%	544	518	95.22%	590	588	99.66%
SOUTHFIELDS	R	730	676	92.6%	720	676	93.89%	743	743	100.00%
SOUTH EALING	S	411	377	91.73%	423	387	91.49%	386	385	99.74%
SOUTH EALING	Sn	139	133	95.68%	140	129	92.14%	138	138	100.00%
THE VALE	T	352	300	85.23%	327	293	89.6%	321	320	99.69%
GREEN MAN	U	367	341	92.92%	373	334	89.54%	359	359	100.00%
SOUTHALL 2	V	968	905	93.49%	970	895	92.27%	946	944	99.79%
EALING BROADWAY	W	1,676	1,566	93.44%	1,704	1,589	93.25%	1,668	1,666	99.88%
VALETTA ROAD	X	430	397	92.33%	435	394	90.57%	423	423	100.00%
WEST TWYFORD	Y	180	169	93.89%	195	179	91.79%	172	172	100.00%
WEST ACTON	Z	944	883	93.54%	948	884	93.25%	932	932	100.00%
	TOTAL	29388	27438	93.36%	28958	26821	92.62%	27330	27281	99.82%

Permit breakdown by Category

Figure 3: Permits and vouchers by Category

Number of other permits and vouchers issued										
Type	Category	2013/14			2012/13			2011/12		
		Applications	Books	Vouchers	Applications	Books	Vouchers	Applications	Books	Vouchers
Permit	Allotment	24	N/A	N/A	28	N/A	N/A	33	N/A	N/A
	Business	470	N/A	N/A	479	N/A	N/A	496	N/A	N/A
	Business Trader	38	N/A	N/A	19	N/A	N/A	24	N/A	N/A
	Car Club	64	N/A	N/A	62	N/A	N/A	59	N/A	N/A
	Doctor	18	N/A	N/A	19	N/A	N/A	19	N/A	N/A
	Disabled Bay	28	N/A	N/A	14	N/A	N/A	N/A	N/A	N/A
	Essential Users	26	N/A	N/A	25	N/A	N/A	N/A	N/A	N/A
	Honorary Freeman	2	N/A	N/A	2	N/A	N/A	2	N/A	N/A
	Religious (*)	743	N/A	N/A	764	N/A	N/A	753	N/A	N/A
	Season	980	N/A	N/A	993	N/A	N/A	858	N/A	N/A
	Veterinary	4	N/A	N/A	4	N/A	N/A	4	N/A	N/A
Voucher	Business	26	214	1070	41	288	1440	42	229	1,145
	Resident ⁽⁴⁾	20,169	63,947	519,950	24,579	74,180	580,870	29,051	89,238	548,790
	Service	1,023	13,649	136,490	1,159	11,702	117,020	1,014	10,331	103,310
Total		23,615	77,810	657,510	28,188	86,012	699,570	32,355	99,798	653,245

⁽⁴⁾ VV count includes "Redundant" VV which was move from the 'Resident Voucher' permit grouping

(*) Religious permits are currently being reviewed and subject to a pilot scheme operational in selected parts of the borough. The Overview and Scrutiny Committee recommended the cessation of the Religious Permit scheme in 2011. In the 2013/14 financial year the council continued an investigation into alleged misuse of religious permits around the borough that has resulted in a number of warning letters issued to religious establishments reminding them of the conditions of use for these permits. Further reviews will be undertaken to assess any continued misuse with any identified repeated misuse resulting potentially in the permit being revoked.

Blue Badge Enforcement



Blue Badge fraud and misuse is a serious problem across the UK with the issue being at its most pressing in London. As such, Ealing Parking Services continued work commenced in 2012 and has enforced against blue badge misuse throughout the borough by working jointly with the Metropolitan Police to tackle abusers of the scheme directly.

The Blue Badge Scheme is an important service for people with severe mobility problems which enables badge holders to park close to where they need to go. The scheme operates throughout the UK, and is administered by local authorities, which deal with applications and issue badges. The Blue Badge Scheme only applies to on-street parking, although Ealing Council has implemented parking bays reserved for blue badge holders in some of its off street car parks. It is an offence for anyone other than the badge holder to take advantage of the parking concessions provided under the scheme. The maximum fine should someone be convicted is £1,000 plus any additional penalty for the related parking offence.

It is estimated that blue badge fraud costs the UK £46m* per year, meaning that spaces which could genuinely be used by eligible genuine badge holders are not available. Blue Badge fraud is a growing and widespread problem, from the use of fake badges; theft of genuine badges; non-disabled people using Blue Badge parking spaces; and some local authorities not maintaining an adequate database of badge holders.

It has also been reported that 5,000 Blue Badges are stolen from vehicles in London each year, which equates to two per cent of the total issued in the capital.

With just over 3,000 blue badges issued/renewed in Ealing each year, each valid for 3 years, there are approximately 10,000 Ealing issued blue badges in circulation at any one time.

The operations carried out this year have led to 9 badges being seized and passed to the Crown Prosecution Service. The operation has also led to a number of vehicles being impounded at the council enforcement contractor's car pound.

* BBC estimations December 2011

Parking Enforcement



The borough's enforcement contractor employs 62 Civil Enforcement Officers (CEOs)

CEO Enforcement

In 2010 NSL Services Ltd. commenced a parking enforcement operation on behalf of the council. This operation consists of the provision and deployment of Civil Enforcement Officers (CEOs), a vehicle removal service, a parking bay suspension service, staff provision to the council CCTV enforcement team, a cash collection service, maintenance of the Council Pay & Display machines and minor repairs to signs and lines around the borough.

Parking Services believes that the CEOs and the Council's parking enforcement contractor are best placed to know which streets need the most enforcement and at what times. As

such, we have encouraged NSL Services to manage the deployment of Officers to ensure we achieve our priority of delivery of fair, consistent and robust enforcement.

We also conduct analysis into times of days and locations where enforcement is most required, allowing NSL Services to arrange their deployment to match need.

NSL Services also considers and evaluates requests for parking enforcement in determining deployment plans for the Officers patrols. The enforcement procedures are monitored regularly to ensure the most appropriate enforcement for the borough is delivered.

Mobile enforcement

NSL deploy a number of CEOs on mopeds, bicycles or in cars, which are able to ensure enforcement across the borough takes place. They concentrate mainly on enforcement of yellow lines or cases where immediate action is required.

They are able to get around the city much quicker than CEOs on foot and can attend to urgent issues such as obstruction of residential driveways and dropped kerbs.

Vehicle Removals and the Car Pound

NSL also provides a removal truck to ensure appropriate removal of vehicles parked dangerously or causing serious obstructions. Only the most serious contraventions normally result in vehicles being removed and includes cases like parking in spaces reserved for disabled people or parked blocking the footway.

Any removed vehicles are taken to the car pound in White City where vehicles are stored until collected by their owners.

In cases where vehicles are removed, owners can call TRACE to identify where they have been taken to and for directions and contact details for the car pound. TRACE can be contacted on 0845 206 8602.



CCTV Enforcement

Parking Services also enforces against parking and moving traffic contraventions using CCTV cameras.

During 2013/14, the CCTV team's operational focus at the start of the year remained on ensuring that the resources were used in the most efficient way possible to maximise traffic flow and increase road safety.

In 2010/11 a capital bid was approved to replace the VHS systems with a new digital enforcement system and to upgrade the CCTV camera infrastructure throughout the borough. Work to complete this project was under way for most of 2012/13 with completion in March 2014. The new system is designed to reduce the time needed to review contraventions and allows contraventions to be published on-line for the driver to view.

The improved infrastructure allows the majority of camera locations to be connected to the control room, further reducing the reliance on the fleet of enforcement vehicles and allowing existing vans to be de-commissioned.

The introduction of new cameras and technology has seen efficiencies in the processing of contraventions and also in the volume of contraventions observed. This is in part due to the introduction of unattended cameras, which record all vehicles committing contraventions and log them ready for an Officer to review and approve before issuing a Penalty Charge Notice (PCN) to the motorist observed. The numbers of PCNs issued are listed in the table below.

Figure 4: CCTV Breakdown

	2013/14 ⁽ⁱ⁾	2012/13 ⁽ⁱⁱ⁾	2011/12 ⁽ⁱⁱⁱ⁾
CCTV - Parking	31,730	29,072	46,267
CCTV - Traffic	19,437	22,507	17,800
CCTV - Bus lanes	24,122	28,741	25,388
	75,289	80,320	89,455

School Keep Clear Enforcement Operations



Operation zig-zag

Traffic management outside schools in the borough is a high priority for the council and during the last year Parking Services has worked closely with schools to ensure motorists do not park dangerously and cause safety issues for pedestrians.

Yellow zig-zag road markings provide a clear space for children to cross where they can see traffic and traffic can see them when going to and from school.

For the third consecutive year banners were displayed outside schools and leaflets given to parents and carers to remind them that it is illegal and dangerous to block the 'school keep clear' area marked with zig-zag lines.

As part of the campaign the council's Civil Enforcement Officers patrolled the 17 schools in the scheme and issued Penalty Charge Notices to anyone parking on the zig-zag lines. Local police safer neighbourhood teams also visited the schools to move vehicles blocking the area on.

Councillor Bassam Mahfouz, cabinet member for Transport and Environment said on the matter: "Parking on zig-zag lines outside schools puts children in danger by reducing their view of the road and forces them to cross between parked cars. This campaign is about reminding parents why they shouldn't park dangerously outside schools. Keeping children safe on the road is our priority and if parents continue to ignore those warnings then we won't hesitate to issue penalty charge notices."

Statistical Reporting by Issued, Paid, Letters, cancelled and Written Off

Figure 5: PCN issued, paid, correspondence, cancelled, written off and removals

	2013/14 ⁽ⁱ⁾	2012/13 ⁽ⁱⁱ⁾	2011/12 ⁽ⁱⁱⁱ⁾
Number of higher level Penalty Charge Notices (including bus lane and moving traffic contraventions)	121,163	136,482	113,722
Number of lower level Penalty Charge Notices	29,756	35,985	40,392
Total number of Penalty Charge Notices issued	150,919	172,467	197,302
Number of CCTV Penalty Charge Notices issued	75,289	80,320	89,455
Number of Penalty Charge Notices paid ^(a)	119,566	133,186	152,359
Number of Penalty Charge Notices paid at discount ^(d)	104,122	117,823	133,739
Number of Penalty Charge Notices against which an informal challenge was made	14,641	19,113	20,069
Number of Penalty Charge Notices against which a formal representation was made	15,901	16,166	17,862
Number of Penalty Charge Notices cancelled	6,367	8,669	7,456
Number of Penalty Charge Notices written off within the financial year	19,474 ^(b)	16,214 ^(c)	863
Number of vehicles removed	481	515	496

^a PCNs paid by date of report

^b Includes all PCN from 1st November 2006 (system start date) to 30st March 2014 (2013/14 figures following data cleansing exercise)

^c Includes all PCN from 1st November 2006 (system start date) to 31st March 2013 (2012/13 figures following data cleansing exercise)

Parking Annual Report 2013/14

Statistical Reporting Breakdown by Issued, Paid, Letters, cancelled and Written Off

Figure 6: PCN types, payment charge level, cancelled after correspondence, Write Off other and removals

Penalty Charge Notices		2013/14 ⁽ⁱ⁾	2012/13 ⁽ⁱⁱ⁾	2011/12 ⁽ⁱⁱⁱ⁾
Total PCNs Issued		150,919	172,467	197,302
	CEO	75,630	92,147	107,847
	CCTV - Total	75,289	80,320	89,455
	CCTV - Bus Lane	24,122	28,741	25,388
	CCTV - Parking	31,730	29,072	46,267
	CCTV - Moving	19,437	22,507	17,800
Paid	Total Paid	119,566	133,186	152,359
	...at Discount	104,122	117,823	133,739
	...at Full Rate	9,744	10,538	12,383
	...at Surcharge	5,700	4,825	6,237
Challenges / Representations	Total PCN's challenged	30,542	35,279	37,931
	Informal Representation	14,641	19,113	20,069
	Formal Representation	15,901	16,166	17,862
	PCNs cancelled as a result of representation or informal challenge	4,634	8,669	7,456
Number of Penalty Charge Notices written off for other reasons		1388	736	863
Number of vehicles removed		481	515	496

Challenges, Representations & Appeals

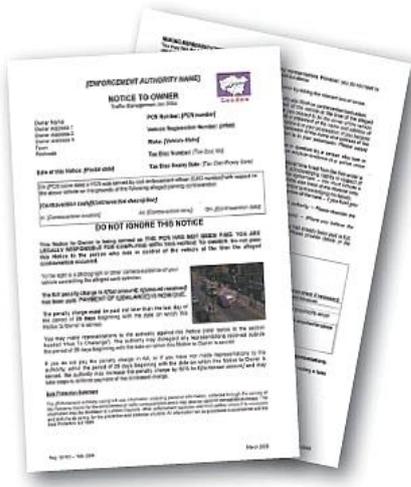


Figure 7: 13/14 Correspondence Type Pie Chart

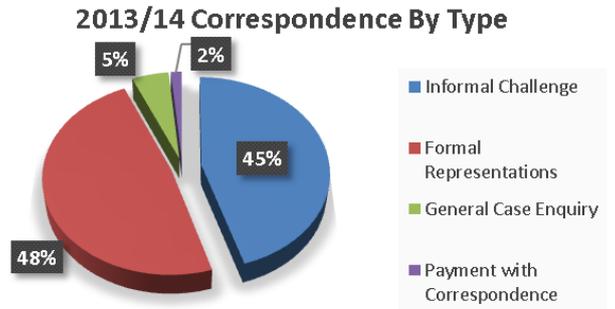


Figure 8: 13/12 Correspondence Type Pie Chart

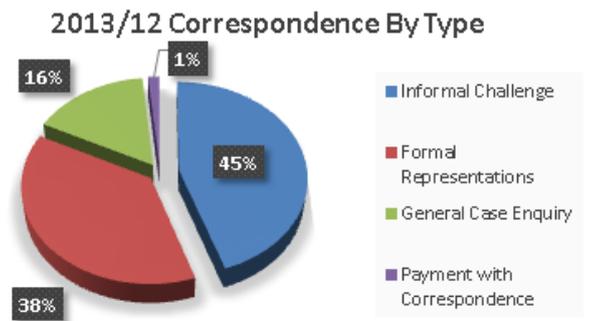
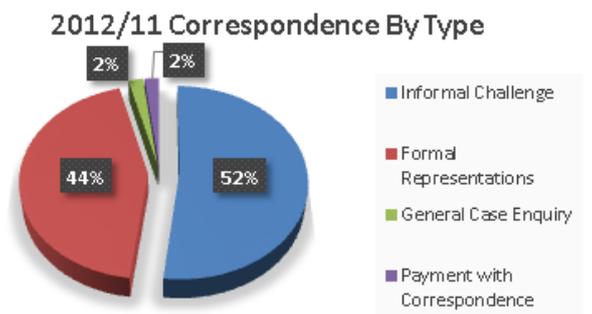


Figure 9: 12/11 Correspondence Type Pie Chart



The service receives approximately 51,000 pieces of Penalty Charge Notice (PCN) related correspondence from the public each year and in 2013/14 of the 150,919 PCNs issued 26,806 were challenged by the motorist through either an informal (during the 50% discount period) or formal (after the 50% discount period) representation.

The Council found that there were cases of mitigation and therefore cancellation for 4,634 PCNs, which equates to 3% of PCNs issued. Of those cancelled, 554 were done so by an independent adjudicator.

The tables opposite illustrate the percentage volumes of correspondence received at different stages within the PCN representations process.

Appeals

In total there were 1,992 appeals processed during 2013/14, fewer than in 2012/13 (2,542). The percentage of successful cases continues to be high with 68% of all cases taken to adjudication being successful or being withdrawn by the appellant.

Figure 10: PATAS' Appeals 'Allowed, 'Refused' and 'Withdrawn' breakdown

	2013/14	2012/13	2011/2012
PATAS Appeals Processed*	1,992	2,542	2,240
Appeals allowed	554	571	681
...Of which not contested	283	312	449
Appeals refused	1,145	1,631	1,083
...Of which withdrawn	10	28	27

* The Appeals processed figure relates to the number of PCNs issued in the financial year that were appealed by the motorist rather than the total number of appeals heard including PCNs issued in previous years.

Online Services

Figure 11: Resident permit application stream pie chart

2013/14 Resident Permit Application

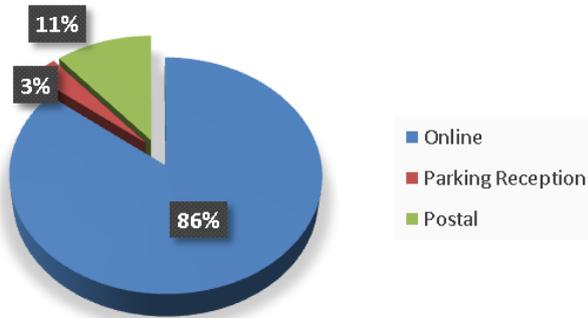


Figure 12: Resident voucher application stream pie chart

2013/14 Resident Voucher Application

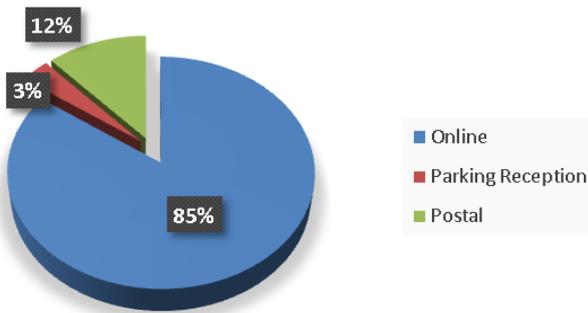
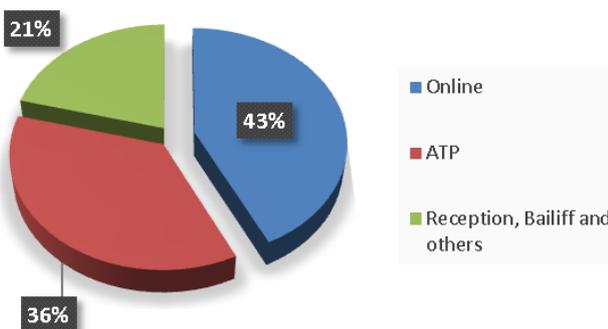


Figure 13: PCN Payment Method pie chart

2013/14 PCN Payments



Online Parking Services:

As part of the Council's drive to provide easy access to its products and services online, Parking Services are offering a wide range of services accessible from the Council's website at <http://www.ealing.gov.uk/info/200332/parking>.

The online services relate to:

1. Resident Permits & Visitor Vouchers

Customers can:

- Renew a resident's permit online
- Apply for a new resident's permit online
- Apply for resident's visitor vouchers online

In the financial year 2013/14, 86% of all resident permit applications and 85% of all resident visitor voucher applications were made online. Compared to this, 3% of all resident permit applications and 3% of all resident visitor voucher applications were made at the Parking Reception whilst 11% of all resident permit applications and 12% of all resident visitor voucher applications were made by post. This clearly demonstrates the successful uptake of our online parking services.

Note: The above excludes RingGo visitor parking transactions.

2. PCNs

Customers can:

- Pay a penalty charge notice online
- Manage a penalty charge notice online
- View traffic contravention video clips and images

In the financial year 2013/14, 43% of PCN payments received by the Council were made online. Compared to this, 36% of PCN payments were made using the Council's automated telephone service. The remainder was a combination of payments made at the Customer Reception, Bailiffs and Car Pound.



Council Car Parks

Parking Services is responsible for managing 18 public off street car parks stretching across the borough and servicing a wide range of customers including shoppers and commuters. A number of car parks have bays marked for disabled blue badge holders, who are able to park for free for up to 3 hours, providing they display both their badge and clock.

A number of customer focused initiatives have been launched over the year, including free parking offers on bank holidays and customers parking in Springbridge Road continued to see their parking charges reduced to a charge of £1 per hour or £3 for the entire day.

Customers wishing to park on a regular basis also have the option of buying season tickets at the following off street car parks:

- Churchfield Road
- Featherstone Terrace
- George Street
- Greenford Broadway
- Herbert Road Multi Storey Car Park
- Hambrough Road
- Perivale
- Salisbury Street
- Singapore Surface
- Springbridge Road Multi Storey Car Park

The number of season tickets offered is limited and varies for each location. All applications are judged on a first come, first served basis. For more information and to apply please visit the council's web site at http://www.ealing.gov.uk/info/200332/parking/640/car_parks

Customer safety is also one of the primary concerns for Parking Services and as such we have made a commitment to join the Association of Chief Police Officers (ACPO) and the British Parking Associations (BPA) Safer Parking Scheme. To date we have had 10 of our car parks assessed and have been awarded the Park Mark award on each occasion. The purpose of the scheme is to reduce crime and the fear of crime inside parking facilities by ensuring car park operators manage their services robustly and implement a number of crime deterrents, like suitable lighting and surveillance for example.

A full list of off-street car parks with the addresses and charges can be found in [Appendix 1](#) of this report.

Freedom of Information requests and Complaints

Ealing Council defines a complaint as:

"Any expression of dissatisfaction about a council service that requires a response."

Telling us that you are dissatisfied with a service provided by the Council, or telling us about a failure in service provision, can help us to stop making the same mistakes again and help us to improve our services.

The following data shows the number of complaints received by Parking Services from April 2011 to March 2014.

The 'Complaints' column denotes that the origin is from individuals. 'Members Enquiries' are complaints or questions received from Councillors or MPs on behalf of constituents, 'Late' means the number of complaints/enquiries responded to past the designated timeframe (10 days).

Figure 14: Complaints and Members Enquires

	2013/14			2012/13			2011/12		
	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late
April	45	12	0	77	11	0	79	16	3
May	54	15	1	68	16	3	94	14	5
June	84	16	2	41	14	0	79	27	1
July	92	16	2	59	15	0	72	20	1
August	65	19	2	46	10	0	69	24	3
September	65	12	8	49	16	0	86	10	13
October	72	14	1	59	19	0	57	26	1
November	48	17	0	53	7	0	54	10	2
December	17	18	1	27	10	0	47	8	1
January	54	19	3	64	9	0	73	20	0
February	21	19	2	50	10	0	74	14	1
March	15	13	5	42	13	0	94	15	1
	632	190	27	635	150	3	878	204	32

Freedom of Information

The Freedom of Information (FOI) Act 2000 was passed on 30 November 2000. It gives a general right to see recorded information held by the public authorities, subject to a number of exemptions.

Ealing Council has two main responsibilities under the Act:

- to have a publication scheme in place
- to respond to individual requests for information.

Figure 15: Monthly FOI count breakdown by on-time and late responses

	2013/14		2012/13		2011/12	
	FOI	Late	FOI	Late	FOI	Late
April	14	0	11	0	8	0
May	7	0	13	0	13	0
June	12	0	7	0	8	0
July	10	0	13	0	2	0
August	12	1	12	0	6	0
September	13	1	9	0	18	1
October	10	0	14	0	6	1
November	8	0	5	1	7	1
December	5	0	4	0	8	0
January	16	1	14	0	12	1
February	7	0	4	0	8	0
March	4	0	8	0	12	0
TOTAL	118	3	114	1	108	4

Financial Information



Figure 16: Income Source breakdown by on and off street incomes

The objective of Parking Services is to manage parking demands in a safe and appropriate way rather than generate income or revenue. However, any income generated through parking enforcement is ring-fenced by law and must be spent on transport and highways related initiatives.

The tables below give a breakdown of both the income generated and expenditure from within the service.

£000	2013/14			2012/13			2011/12		
	On Street	Off Street	Total	On Street	Off Street	Total	On Street	Off Street	Total
Income by source:									
Penalty Charge Notice Enforcement		8326	8,326		9,020	9,020		10,031	10,031
On-Street Permits and Vouchers	3000	-	3,000	2,876	-	2,876	2,524	-	2,524
Off-Street Permits and Vouchers	-	330	330	-	326	326	-	286	286
On-Street Pay and Display	1511	-	1,511	1,280	-	1,280	1,251	-	1,251
Off-Street Pay and Display	-	1690	1,690	-	1,479	1,479	-	1,470	1,470
Other (suspensions and dispensations etc.)	611	10	621	362	13	375	416	-	416
TOTAL INCOME (A)	13,448	2,030	15,478	13,537	1,818	15,355	14,222	1,756	15,978

Figure 17: Direct Costs breakdown by on and off street costs

£000	2013/14			2012/13			2011/12		
	On Street	Off Street	Total	On Street	Off Street	Total	On Street	Off Street	Total
Direct Costs of Civil Parking Enforcement:									
Council Staffing Costs	1495	79	1,574	2,044	-	2,044	2,273	-	2,273
Civil Enforcement Officer Contract	2760	0	2,760	2,997	-	2,997	2,951	-	2,951
ATP Contractual Payments	119	0	119	128	-	128	158	-	158
Other contractual services (PayByPhone, P&D maintenance etc.)	662	1	663	162	37	199	119	-	119
Premises Costs	54	377	431	115	379	494	216	309	525
Transport	39	-	39	52	-	52	36	-	36
Registration of Debt Fees	151	0	151	181	-	181	204	-	204
Northampton Traffic Enforcement Centre Fees	195	0	195	215	-	215	322	-	322
Equipment purchase	365	0	365	62	-	62	124	-	124
Other supplies (postage, printing, storage etc.)	530	20	550	507	20	527	461	6	467
Capital Charges	-	-	-	-	-	-	20	-	20
TOTAL EXPENDITURE (B)	6,360	477	6,837	6,463	436	6,899	6,884	315	7,199

Financial Information

Remaining surplus after direct costs is used to contribute towards projects in the areas of Transport and Highways. The table below shows where the surplus is distributed:

Figure 18: Funding Expenditure breakdown

£000	2013/14	2012/13	2011/12
Funding for other transport and highways related projects supported by Civil Parking Enforcement income:			
Concessionary fares (Freedom pass) and Transport related schemes	7,798	7,386	6,884
Street Services Projects	-	-	17
School Crossing Patrol Services	79	83	87
Parking Places Reserve Account	-366	64	704
Off Street Trading Account	1,154	923	1,057
TOTAL EXPENDITURE (A8)	8,641	8,466	8,779

In 2013/14, £15,478,000 was raised from on and off street parking income. The expenditure items directly associated with running a parking service totalled £6,837,000. The remaining income is classed as 'surplus' and totals £8,641,000.

The surplus contributes towards the part funding of the Freedom Pass, which provides free travel inside London to older and disabled residents. For further information on the scheme please call 0845 275 7054 or visit <http://www.londoncouncils.gov.uk/services/freedompass/>

The surplus generated by the service also funded the Council's School Crossing Patrol Service and a number of Highways and Street Services Projects including the introduction of Controlled Parking Zone extensions, the removal of graffiti from street furniture and the parking enforcement operation into the investigation and prevention of blue badge misuse.

Parking Annual Report 2013/14

Appendix 1 – Off Street Car Parks

CHARGES OFF-STREET CAR PARKS - 2014

Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
WE01	Arden Road - Surface West Ealing W13 8RP RingGo 9995	27 x Regular Bays 2 x Disabled Bays 3 x Motorcycle Bays	£1.50 for 1st hour, then £1 per hour, £10 all day	08.00-18.00 Mon-Sun	YES	£500.00 Annual Permit £150.00 Quarterly Permit
A02	Churchfield Road – Surface Acton W3 6AJ RingGo 9994	57 x Regular Bays 2 x Disabled Bays 4 x Motorcycle Bays 1 x Car Club	60p per hour for 1st 3 hours, £1.20 per hour after 3 hours	08.00-18.00 Mon-Sat	YES	£360.00 Annual Permit £95.00 Quarterly Permit
WE02	Dean Gardens - Surface West Ealing W13 9DA RingGo 9993	46 x Regular Bays 4 x Disabled Bays 2 x Motorcycle Bays	£1.50 for 1st hour, then £1 per hour, £10 all day	8.00–18.00 Mon-Sun	YES	
STH01	Featherstone Terrace - Surface Southall UB2 5AL RingGo 9992	133 x Regular Bays 7 x Disabled Bays 2 x Motorcycle Bays	£1 per hour, £4 all day	08.00–18.00 Mon-Sun	YES	£250.00
H01	George Street – Surface Hanwell W7 3TA RingGo 9991	83 x Regular Bays 3 x Disabled Bays 1 x Motorcycle Bay	60p per hour or £2 all day	08.00–18.00 Mon-Sun	YES	£250.00
G01	Greenford Broadway – Surface Greenford UB6 9PY RingGo 9990	149 x Regular Bays 10 x Disabled Bays 3 x Motorcycle Bays	70p per hour for 1st 2 hours, £1 per hour thereafter	08.00–18.00 Mon-Sun	YES	£250.00
STH02	Hambrough Road - Surface Southall UB1 1HX RingGo 9989	45 x Regular Bays 4 x Disabled Bays	£1.50 per hour (Mon-Fri), £2.00 per hour (Sat & Sun) Payment method: Pay for Parking by	08.00- 18.00 Mon-Sun	YES	

Parking Annual Report 2013/14

Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
			phone only (RingGo services)			
STH 03	Herbert Road MSCP Herbert Road Southall UB1 1LH RingGo 9988	243 x Regular Bays 19 x Disabled Bays 2 x Lifts	£1.50 per hour (Monday – Friday) £2.00 per hour (Sat & Sun ONLY)	08.00- 18.00 Mon-Sun	08.00-22.30	£500.00 Annual Permit £150.00 Quarterly Permit
STH 04	Norwood Road 1: Surface Southall UB2 4JT RingGo 9987	35 x Regular Bays 4 x Disabled Bays 2 x Motorcycle Bays	£1 per hour	0800-18.00 Mon-Sun	YES	
STH 05	Norwood Road 2: Surface Southall UB2 4DD RingGo 9986	24 x Regular Bays 1 x Motorcycle Bay	£1 per hour	0800-18.00 Mon-Sun	YES	
P01	Perivale Station - Surface Perivale UB6 8LE RingGo 9985	100 x Regular Bays 6 x Disabled Bays 1 x Motorcycle Bay	£3.50 All day	08.00-18.00 Mon-Sat	YES	£400.00 Annual Permit £150.00 Quarterly Permit
E01	Perceval House - Surface Longfield Avenue Ealing W5 2UQ RingGo 9984	85 x Regular Bays 6 x Disabled Bays	£2 all day	Staff Permit Holders Mon-Fri Public Car Park after 6pm weekdays (free) All day Sat & Sun 08:00 – 18:00 (Charge)	YES	
A02	Salisbury Street – Surface Acton W3 8NW RingGo 9983	62 x Regular Bays 4 x Disabled Bays 4 x Motorcycle Bays 1 x Car Club	80p per hour	08.00–18.00 Mon-Sun	YES	£360.00 Annual Permit £95.00 Quarterly Permit

Parking Annual Report 2013/14

Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
WE03	Singapore Road - Surface Ealing W13 0RJ RingGo 9982	72 x Regular Bays 12 x Disabled Bays 2 x Motorcycle Bays	£1.50 for 1st hour, then £1 per hour, £10 all day	08.00- 18.00 Mon-Sun	YES	£250.00 Annual Permit
E02	South Ealing Road – Surface Ealing W5 4QT RingGo 9981	28 x Regular Bays 5 x Motorcycle Bays 2 x Disabled Bays	£1.00 per hour	08:00–18:00 Mon-Sun	YES	
E03	Springbridge Road -MSCP Ealing W5 2AB RingGo 9980	465 x Regular Bays 8 x Disabled Bays 9 x Motorcycle Bays 9 x Parent & Child 2 x Lifts	£1.00 per hour (Mon-Fri) £1 per hour, £3 all day (Sat) £1 all day (Sun)	07:00-18:00 Mon-Sun	YES	£700 Annual £200 Quarterly (both permits 7 days a week)
WE04	Witham Road – Surface West Ealing W13 0TU RingGo 9979	19 x Regular Bays 1 x Disabled Bay	£1.50 for 1st hour, then £1 per hour, £10 all day	08.00-18.00 Mon-Sun	YES	
STH6	Southall Market – Surface Southall UB1 3DG RingGo 9978	77 x Regular Bays 2 x Disabled Bays 2 x Charging Points	£1.50 per hour (Monday – Friday) £2.00 per hour (Sat & Sun ONLY)	08.00-18.00 Mon-Sun	YES	£500. Annual Permit £150.00 Quarterly Permit

Parking Annual Report 2013/14

Appendix 2 – Permit Prices

Figure 19

Permit Type	2013/14			2012/13			2011/12		
	12 months	6 months	3 Months	12 months	6 months	3 Months	12 months	6 months	3 Months
Allotment Permit	£30.00			£30.00			£30.00		
Business Permit	£600.00			£600.00			£600.00		
Business Trader Permit	£600.00	£325.00	£175.00	£600.00	£325.00	£175.00	£600.00	£325.00	£175.00
Car Club Permit	£600.00			£600.00			£600.00		
Doctors Permit	£600.00			£600.00			£600.00		
Religious Establishment Permit	£30.00			£30.00			£30.00		
Veterinary Permit	£600.00			£600.00			£600.00		
Residents Permit (Reduced Hours CPZ)	£50.00			£45.00			£40.00		
Residents Permit (All Day CPZ)	£80.00			£77.50			£75.00		
Disabled Person Permit	£30.00			£10.00			N/A		
	All day	3 Hours		All day	3 Hours			3 Hours	
Resident Vouchers (All day CPZ)	£22.50	£9.00		£22.50	£9.00			£9.00	
Resident Vouchers (Reduced hours)	£6.00			£6.00					

Appendix 3 – PCNs issued by contravention code (2013/14)

Figure 20: PCNs issued by contravention code (2013/14)

Contravention Code	Description	Bus Lane	CCTV Parking	Moving	CEO Off Street	CEO On Street	Grand Total
1	Parked in a restricted street during prescribed hours		17			9624	9641
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force		13116			1707	14823
5	Parked after the expiry of paid for time					4082	4082
6	Parked without clearly displaying a valid pay & display ticket or voucher					5637	5637
11	Parked without payment of the parking charge					1265	1265
12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge					23501	23501
16	Parked in a permit space or zone without clearly displaying a valid permit					170	170
19	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time					4387	4387
20	Parked in a part of a parking place marked by a yellow line where waiting is prohibited					2	2
21	Parked wholly or partly in a suspended bay or space		31			959	990
22	Re-parked in the same parking place or zone within one hour after leaving					104	104
23	Parked in a parking place or area not designated for that class of vehicle					327	327
24	Not parked correctly within the markings of the bay or space					935	935
25	Parked in a loading place or bay during restricted hours without loading		7309			2328	9637
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place		169			77	246
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway			1		2392	2393
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge					5	5
30	Parked for longer than permitted					5681	5681
31	Entering and stopping in a box junction when prohibited			5512			5512
32	Failing to drive in the direction shown by the arrow on a blue sign			2366			2366
34	Being in a bus lane	24122					24122
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			1730			1730
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner		154			589	743
45	Stopped on a taxi rank		2961			12	2973
47	Stopped on a restricted bus stop or stand		2828			328	3156
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited		3			101	104
	Parked wholly or partly on a cycle track or lane						0
50	Performing a prohibited turn			2069			2069
51	Failing to comply with a no entry sign			4814			4814
52	Failing to comply with a prohibition on certain types of vehicle			2946			2946
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					21	21
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		3			13	16
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		3073			3028	6101
71	Parked in an electric vehicles' charging place during restricted hours without charging				118		118
73	Parked without payment of the parking charge				4		4
80	Parked for longer than permitted				14		14
81	Parked in a restricted area in a car park				56		56
82	Parked after the expiry of paid for time				3652		3652
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				3815		3815
85	Parked without clearly displaying a valid permit where required				199		199
86	Not parked correctly within the markings of a bay or space				180		180
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				178		178
91	Parked in a car park or area not designated for that class of vehicle				5		5
99	Stopped on a pedestrian crossing or crossing area marked by zigzags		2065			134	2199
Grand Total		24122	31730	19437	8221	67409	150919

Parking Annual Report 2013/14

Appendix 4 – PCNs issued by contravention code (2012/13)

Figure 21

Contravention Code	Description	Bus Lane	CCTV Parking	Moving	CEO Off Street	CEO On Street	Grand Total
1	Parked in a restricted street during prescribed hours		216			11312	11528
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force		5545			2531	8076
5	Parked after the expiry of paid for time					5326	5326
6	Parked without clearly displaying a valid pay & display ticket or voucher					5700	5700
11	Parked without payment of the parking charge					102	102
12	Parked in a resident's or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking					28193	28193
16	Parked in a permit space or zone without clearly displaying a valid permit					180	180
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited					1	1
19	Parked in a resident's or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time					6967	6967
21	Parked wholly or partly in a suspended bay or space		64			872	936
22	Re-parked in the same parking place or zone within the prescribed time period after leaving		1			109	110
23	Parked in a parking place or area not designed for that class of vehicle		2			447	449
24	Not parked correctly within the markings of the bay or space					982	982
25	Parked in a loading place during restricted hours without loading		6353			3348	9701
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place		1063			76	1139
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway		2			3148	3150
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge					8	8
30	Parked for longer than permitted					6523	6523
31	Entering and stopping in a box junction when prohibited			9339			9339
32	Failing to drive in the direction shown by the arrow on a blue sign			1174			1174
34	Being in a Bus Lane	28741					28741
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			2534			2534
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner		286			692	978
45	Parked on a Taxi Rank		3566			25	3591
47	Stopped on a restricted bus stop or stand		4731			468	5199
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited		120			156	276
49	Parked wholly or partly on a cycle track or lane						0
50	Performing a prohibited turn			2899			2899
51	Failing to comply with a no entry sign			5160			5160
52	Failing to comply with a prohibition on certain types of vehicle			1401			1401
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					4	4
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		1			18	19
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		3174			3636	6810
71	Parked in an electric vehicles' charging place during restricted hours without charging				117		117
73	Parked without payment of the parking charge				1		1
80	Parked for longer than the maximum period permitted				15		15
81	Parked in a restricted area in a car park				77		77
82	Parked after the expiry of paid for time				5339		5339
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				4626		4626
85	Parked in a Permit Bay without clearly displaying a valid permit				462		462
86	Not parked correctly within the markings of a bay or space				293		293
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				204		204
91	Parked in a car park or area not designated for that class of vehicle				3		3
93	Parked in car park when closed				1		1
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags		3948			185	4133
Grand Total		28741	29072	22507	11138	81009	172467

Parking Annual Report 2013/14

Appendix 5 - PCNs issued by contravention code (2011/12)

Figure 22

Contravention Code	Description	Bus Lane	CCTV Parking	Moving	CEO Off Street	CEO On Street	Grand Total
1	Parked in a restricted street during prescribed hours		545			12699	13244
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force		8405			3237	11642
5	Parked after the expiry of paid for time					5756	5756
6	Parked without clearly displaying a valid pay & display ticket or voucher					6258	6258
12	Parked in a resident's or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking					32960	32960
16	Parked in a permit space or zone without clearly displaying a valid permit					213	213
19	Parked in a resident's or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time					8091	8091
20	Parked in a part of a parking place marked by a yellow line where waiting is prohibited					3	3
21	Parked wholly or partly in a suspended bay or space		4			777	781
22	Re-parked in the same parking place or zone within the prescribed time period after leaving					106	106
23	Parked in a parking place or area not designed for that class of vehicle		3			111	114
24	Not parked correctly within the markings of the bay or space					1940	1940
25	Parked in a loading place during restricted hours without loading		10399			4686	15085
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place		1306			164	1470
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway					4474	4474
30	Parked for longer than permitted					8170	8170
31	Entering and stopping in a box junction when prohibited			9043			9043
32	Failing to drive in the direction shown by the arrow on a blue sign			146			146
34	Being in a Bus Lane	25388					25388
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			1244			1244
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner		471			858	1329
45	Parked on a Taxi Rank		7957			67	8024
47	Stopped on a restricted bus stop or stand		5988			512	6500
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited		275			248	523
49	Parked wholly or partly on a cycle track or lane		1				1
50	Performing a prohibited turn			2760			2760
51	Failing to comply with a no entry sign			4532			4532
52	Failing to comply with a prohibition on certain types of vehicle			61			61
53	Failing to comply with a restriction on vehicles entering a pedestrian zone			14			14
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					11	11
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		9			31	40
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		5173			5144	10317
80	Parked for longer than the maximum period permitted				3		3
81	Parked in a restricted area in a car park				69		69
82	Parked after the expiry of paid for time				5150		5150
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				4529		4529
85	Parked in a Permit Bay without clearly displaying a valid permit				720		720
86	Not parked correctly within the markings of a bay or space				340		340
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				219		219
91	Parked in a car park or area not designated for that class of vehicle				8		8
93	Parked in car park when closed				49		49
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags		5731			244	5975
Grand Total		25388	46267	17800	11087	96760	197302

Index

Bailiffs, 16	NSL, 9
Blue Badge, 8, 17, 18	Online, 16
British Parking Award, 2	Permits, 5, 6, 7, 16
British Parking Awards, 4	Religious Permits, 7
CCTV, 3, 9, 3, 13, 14	Season Tickets, 17
CEO, 3, 9, 14	Smart Phone, 5
Challenge, 13, 14, 16	Surplus, 18
Complaint, 16, 15	TRACE, 9
Digital Enforcement System, 3	Unattended Cameras, 3
Expenditure, 17, 18	Visitor Vouchers, 5, 16
Freedom Of Information, 15, 16	Zig-Zag, 12
Members Enquiries, 15	

End Notes

- (i) Council accounting year – 1st April 2013 to 30th March 2014 inclusive
- (ii) Council accounting year – 2nd April 2012 to 31st March 2013 inclusive
- (iii) Council accounting year – 28th March 2011 to 1st April 2012 inclusive