

Parking Annual Report 2017/18



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

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Overview



Our Parking Policy objectives are to:

- Utilise technology to enhance customer journeys when using the council's parking services
- Manage traffic flow and offer appropriate parking solutions to our customers through fair, robust and consistent enforcement
- Provide parking options to all motorists ensuring a balance of kerbside space
- Drive value for money through appropriate commercialisation of assets

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	2017/18	2016/17	2015/16
Civil Enforcement Officer (CEO) Penalty Charge Notices issued	86,381	68,087	86,414
CCTV Penalty Charge Notices issued	108,235	96,006	84,396
Resident permits issued	29,357	28,004	27,213

Parking Permits

Ealing Parking Services has 52 controlled parking zones offering various types of parking permits to reflect the needs of local residents, shops and businesses.

In 2017/18, there were 3 new CPZs introduced and a further 4 were extended to better serve residents, businesses and their visitors. These were introduced in areas that supported the introduction of parking controls during the consultations that took place prior to their implementation.

Parking Permits and Visitor Voucher Processing

Residents permit applications are made online through the council's website. The permits are virtual so there is no need to display a permit disc on their vehicle, ensuring prompt processing turnaround timeframes whilst reducing postal and staff administrative costs. Blue badge holders are issued residents permit at no cost. In 2017/18, Parking Services successfully processed 29,357 residents permits and 393 business permit applications.

Resident permit renewals and administrative changes are also done online for a fast, accessible and environmentally friendly service. Customers are able to check the expiration date of their permit prior to renewal or find their PIN (needed to renew a permit) by using the on-line tools available as part of the online permit management system.

We also offer other types of parking permits to reflect the needs of residents, community groups and businesses to help sustain the borough's economic environment.

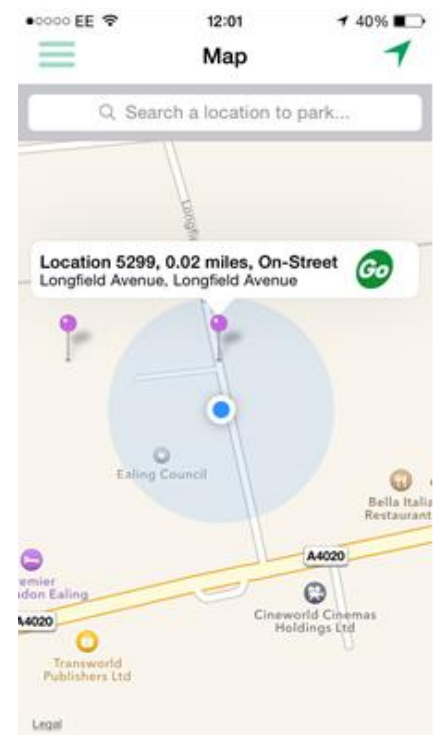
Visitor Park by Phone

Residents can apply and pay for their visitors to park at any time without the need to apply for, or purchase a paper voucher. This service is provided by the Council's contractor, RingGo. RingGo is a quick, easy and convenient way of booking parking for a residents' visitors.

Payment can be made by phone, online or via a mobile phone application. Residents can opt to receive reminder texts for their visitor's parking sessions. This lowers the chance of a visitor receiving a Penalty Charge Notice (PCN) for overstaying. Parking can be paid for by hour or by day.

RingGo has now also largely replaced the paper visitor voucher system. This has led to some savings which has enabled the Council to freeze the price of visitor parking. Council and NHS staff who use their cars to carry out their duties can now do so via the pay by phone system. This has resulted in decreased application processing times and improved transparency (to protect against misuse).

An example of map displayed by the RingGo app showing closest parking bay



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Permit breakdown by category

Figure 2: Permits and vouchers by Category

Number of permits and vouchers issued				
Type	Category	2017/18	2016/17	2015/16
		Permits / Vouchers sold	Permits / Vouchers sold	Permits / Vouchers sold
Permits	Allotment	21	22	23
	Business	393	397	423
	Business Trader	46	23	15
	Car Club	67	67	73
	Carers	15	15	9
	Councillor (Perceval House Car Park)	52	57	36
	Doctor	15	16	19
	Disabled Bay	54	45	52
	Essential Users	67	64	57
	Honorary Freeman	1	1	1
	Premier	2	3	2
	Resident	29,357	28,004	27,213
	Religious	317	320	316
	Car Park	841	855	907
	Veterinary	1	1	1
	TOTAL PERMITS	31,249	29,890	29,147
Vouchers	Business	1,475	2,250	585
	Resident*	346,301	404,627	300,285
	Service	49,790	51,380	65,640
	TOTAL VOUCHERS	397,566	458,257	366,510

*Includes paper vouchers and paperless RingGo resident visitor vouchers (also known as resident visitor permits)

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Residential permit breakdown by areas

Figure 4: Successful Permits by Area

Resident Permit applications for financial year 2017/18 compared to 2016/17 and 2015/16										
Area	Zone	2017/18			2016/17			2015/16		
		Permit Applications	Permits Issued	% Successful	Permit Applications	Permits Issued	% Successful	Permit Applications	Permits Issued	% Successful
CENTRAL EALING	A	774	694	89.66%	844	764	90.52%	802	716	89.28%
SUDBURY HILL	AA	27	25	92.59%	33	32	96.97%	24	23	95.83%
BEDFORD PARK	B	2,165	2,064	95.33%	2,220	2,099	94.55%	2,183	2,080	95.28%
SUDBURY TOWN	BB	253	238	94.07%	275	259	94.18%	266	249	93.61%
THAMES VALLEY UNIVERSITY	C&D	1,346	1,269	94.28%	1,443	1,358	94.11%	1,409	1,322	93.83%
GYPSY CORNER	CC	662	614	92.75%	682	626	91.79%	630	577	91.59%
CORONATION ROAD	CR	1	0	0%	1	1	100%	1	1	100%
BOLLO BRIDGE	DD	393	358	91.09%	377	358	94.96%	381	352	92.39%
EAST ACTON	E	272	245	90.07%	286	269	94.06%	291	269	92.44%
BRENTVALE	EE	59	52	88.14%	54	53	98.15%	42	38	90.48%
EALING COMMON	F&G	1,312	1,222	93.14%	1,366	1,261	92.31%	1,323	1,239	93.65%
BUXTON GARDENS	FF	184	173	94.02%	190	175	92.11%	187	170	90.91%
BOSTON MANOR	GG	213	206	96.71%	221	210	95.02%	210	205	97.62%
GUNNERSBURY PARK	GP	322	292	90.68%	-	-	-	-	-	-
GEORGE ST	GS1	25	23	92%	22	22	100%	22	22	100%
HOME ZONE	H	279	253	90.68%	299	274	91.64%	286	258	90.21%
HANWELL STATION	H1	694	611	88.04%	-	-	-	-	-	-
HANWELL STATION (ZOO)	H2	548	489	89.23%	-	-	-	-	-	-
WEST EALING	HH	699	650	92.99%	685	650	94.89%	712	666	93.54%
ACTON TOWN	J	548	499	91.06%	566	537	94.88%	582	547	93.99%
EALING DEAN	JJ	1,148	1,060	92.33%	1,114	1,062	95.33%	1,099	1,038	94.45%
ACTON CENTRAL	K	838	770	91.89%	643	582	90.51%	653	598	91.58%
ACTON CENTRAL EXTENSION	K1	1,353	835	61.71%	1,547	1,445	93.41%	1,522	1,403	92.18%
THE VALE ESTATE	KK	178	157	88.2%	185	168	90.81%	193	176	91.19%
SOUTHALL	L	2,939	2,712	92.28%	2,946	2,733	92.77%	2,777	2,598	93.55%
SOUTHALL 5	LL	852	787	92.37%	878	795	90.55%	813	754	92.74%
ACTON GREEN	M	1,102	1,016	92.2%	1,138	1,062	93.32%	1,078	982	91.09%
FRIARS GREEN	MM	993	887	89.33%	1,021	940	92.07%	1,018	949	93.22%
THE DRIVE	MM1	7	5	71.43%	4	4	100%	7	7	100%
NORTHFIELDS	N	1,224	1,148	93.79%	1,230	1,168	94.96%	1,254	1,191	94.98%
DRAYTON GREEN	NN	742	707	95.28%	724	689	95.17%	702	660	94.02%
NORTHFIELDS	Ns	46	44	95.65%	53	52	98.11%	51	50	98.04%
HANGER HILL	O	561	523	93.23%	578	541	93.6%	562	521	92.7%
PERIVALE	P	178	168	94.38%	175	164	93.71%	168	159	94.64%
OLD OAK	PP	211	190	90.05%	200	184	92%	203	181	89.16%
GREENFORD	Q	445	426	95.73%	473	451	95.35%	505	467	92.48%
NORTHOLT	QQ	56	52	92.86%	66	54	81.82%	62	59	95.16%
SOUTHFIELDS	R	707	669	94.63%	754	720	95.49%	683	641	93.85%
LITTLE EALING	RR	1,096	1,015	92.61%	1,205	1,130	93.78%	1,292	1,132	87.62%
SOUTH EALING	S	371	351	94.61%	389	347	89.2%	370	341	92.16%
SOUTH ACTON ESTATE	SA	90	76	84.44%	-	-	-	-	-	-
SOUTH EALING	Sn	148	125	84.46%	129	124	96.12%	133	128	96.24%
WESLEY ESTATE	SS	161	142	88.2%	159	144	90.57%	171	150	87.72%
THE VALE	T	311	286	91.96%	328	303	92.38%	318	301	94.65%
KENT GARDENS	TT	194	174	89.69%	-	-	-	-	-	-
GREEN MAN	U	368	340	92.39%	381	350	91.86%	368	339	92.12%
SOUTHALL 2	V	1,021	929	90.99%	1,043	952	91.28%	950	884	93.05%
EALING BROADWAY	W	1,567	1,438	91.77%	1,567	1,472	93.94%	1,521	1,417	93.16%
WEST EALING TOWN CENTRE	WE	1,192	1,037	87%	-	-	-	-	-	-
VALETTA ROAD	X	431	394	91.42%	450	416	92.44%	442	400	90.5%
WEST TWYFORD	Y	150	135	90%	168	155	92.26%	148	138	93.24%
WEST ACTON	Z	830	782	94.22%	896	849	94.75%	872	815	93.46%
TOTAL		32,286	29,357	90.93%	30,008	28,004	93.32%	29,286	27,213	92.92%

Blue Badge Fraud and Misuse Prevention

It was reported by the Department of Transport, that there were 887,000 Blue Badges issued between 1 April 2016 and 31 March 2017, an increase of 2,000 Blue Badges (0.2%) when compared with the previous year. It was also reported that 4.3% of the population held a Blue Badge for the same period. Ealing Council issued 3,483 disabled badges in 2017/18, 52 of which were organisational.

Blue badges are issued to people with serious mobility problems and disabilities. They allow people who need extra help to park closer to their home or destination.

Blue badges can only be used by the named badge holder, or by a person who has dropped off or is collecting the badge holders from a place where the vehicle is parked. It is a criminal offence for anyone else to use a blue badge in any other circumstances. Misuse can result in a hefty fine, a criminal prosecution and even a prison sentence.

Council officers patrol the borough looking for evidence of blue badge misuse. One of the recently seized badges was taken last April in Mattock Lane, Ealing when a driver was stopped after returning to the vehicle which was displaying an organisational blue badge.

Under caution the driver stated that the blue badge was issued to a care home. The driver initially claimed that they had dropped one of the residents there when they had parked the car, however, when informed that they had been observed parking at the location the driver agreed that they were alone when parked. When asked why they were there that day the driver admitted to using the bank and going shopping. The driver received a fine of £1,000, costs of £438 and victim surcharge of £30 at Ealing magistrate's court.

Ealing Council is continuing to tackle improper use of blue badges across the borough and warning offenders that they face fines and prosecution if they are caught. In the last year, the council has successfully prosecuted 70 cases of blue badge misuse in court – sending a clear message to offenders that fraud will not be tolerated. The council has checked more than 2,186 blue badges, seizing badges that had been cancelled, stolen, and faked.

Parking Enforcement



CEO Enforcement

The Council's contracted Civil Enforcement Officers were recognised by the British Parking Association for their work undertaken during the heavy snowfall period. They were seen to shovel snow from one of our multi-storey car parks and were described as heroes with shovels for volunteering to help keep the car park safe.

We are currently trialling evening enforcement across the borough where there is a known issue of illegal parking on double yellow lines and footway parking. A joint approach in May 2018 between 9pm – 2am resulted in 56 PCNs being issued in areas such as Bideford Avenue, Perivale, Horn Lane, Acton, Abbey Road NW10 and Coronation Road, NW10. The aim is to introduce more evening enforcement to tackle the clear abuse of parking restrictions to ensure the boroughs streets are safe for both drivers and pedestrians.

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, such as urgent enforcement requests made by residents.

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

School enforcement

The Council and NSL are continuing to monitor the selfish and reckless parking of parents and guardians near schools that is a major safety issue. We are utilising technology to achieve this and have purchased new cameras to monitor the school keep clear restrictions outside schools. The intention is to rotate the cameras across all schools throughout the borough where there is a known issue of illegal parking.

There is currently an enforcement plan so that schools are also being monitored by on-street CEOs. The Parking Pledge Scheme has also had a good take up, with many schools encouraging safe and considerate parking.

CCTV Enforcement



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

The CCTV team's operational focus remains on ensuring that the available resources are used in the most efficient way possible to maximise traffic flow and increase road safety.

The Council has continued to invest in state of the art CCTV technology which has ensured that efficiency and compliance levels have been maximised. The service now operates 57 automated LaneWatch cameras; with an additional 4 rapid deployment school keep clear cameras.

The service continues to operate three vehicles equipped with CCTV and Automatic Number Plate Recognition (ANPR) which has the ability to quickly establish if vehicles are legitimately parked improving the levels of efficiency for officers.

The ANPR CCTV vehicles can check compliance far more efficiently than officers on foot when checking resident bays in CPZs resulting in on-street CEOs being deployed in areas of high non-compliance and where a visible presence is required.

The moveable cameras used for school keep clear enforcement can be redeployed as required between different locations, which allow the service to enforce a greater number of schools with fewer camera resources resulting in greater efficiency, higher compliance, savings and most importantly improved safety.

The numbers of PCNs issued are listed in the table below.

Figure 3: CCTV Breakdown

	2017/18	2016/17	2015/16
CCTV - Parking	5,722	3,945	9,594
CCTV - Traffic	75,516	66,166	47,095
CCTV - Bus lanes	26,997	25,895	27,707
	108,235	96,006	84,396

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Statistical reporting

Figure 4: PCN issued, paid, correspondence, cancelled, written off and removals

	2017/18	2016/17	2015/16
Number of higher level Penalty Charge Notices (including bus lane and moving traffic contraventions)	172,777	145,765	145,069
Number of lower level Penalty Charge Notices	21,839	18,328	25,741
Total number of Penalty Charge Notices issued	194,616	164,093	170,810
Number of CCTV Penalty Charge Notices issued	108,235	96,006	84,396
Number of Penalty Charge Notices paid ^(a)	156,292	129,992	132,439
Number of Penalty Charge Notices paid at discount	137,418	115,171	117,672
Number of Penalty Charge Notices against which an informal challenge was made	17,032	14,884	18,083
Number of Penalty Charge Notices against which a formal representation was made	21,183	17,318	16,890
Number of Penalty Charge Notices cancelled	5,390	5,279	5,797
Number of vehicles removed	0	0	0

^a PCNs paid by date of report

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

Figure 5: PCN types, payment charge level, cancelled after correspondence, Write Off other and removals

Penalty Charge Notices		2017/18	2016/17	2015/16
Total PCNs Issued		194,616	164,093	170,810
	CEO	86,381	68,087	86,414
	CCTV - Total	108,235	96,006	84,396
	CCTV - Bus Lane	26,997	25,895	27,707
	CCTV - Parking	5,722	3,945	9,594
	CCTV - Moving	75,516	66,166	47,095
Paid	Total Paid	156,292	129,992	132,439
	...at Discount	137,418	115,171	117,672
	...at Full Rate	10,974	9,202	10,170
	...at Surcharge	7,900	5,619	4,597
Challenges / Representations	Total PCN's challenged	46,235	39,441	42,578
	Informal Representation	17,032	14,884	18,083
	Formal Representation	29,203	24,557	24,495
	PCNs cancelled as a result of representation or informal challenge	5,390	5,279	5,797
Number of Penalty Charge Notices written off for other reasons		1021	628	568
Number of vehicles removed		-	-	-

Challenges, Representations & Appeals

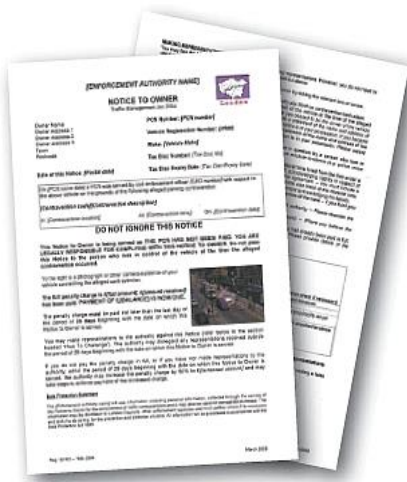


Figure 6: 17/18 Correspondence Type Pie Chart

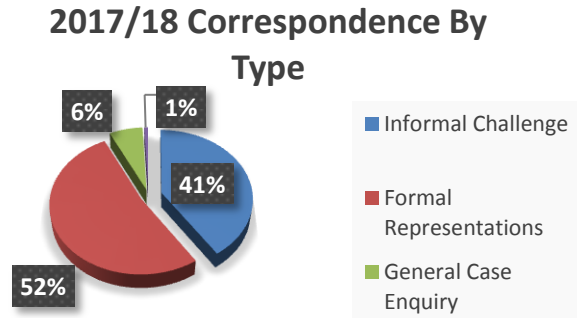


Figure 7: 16/17 Correspondence Type Pie Chart

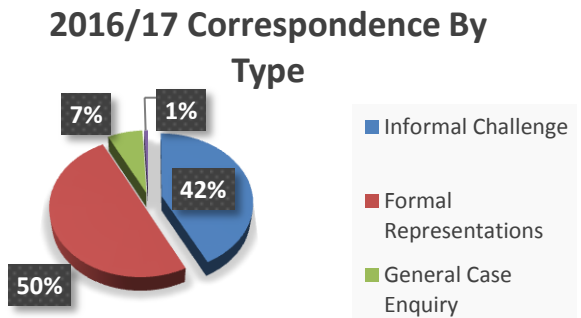
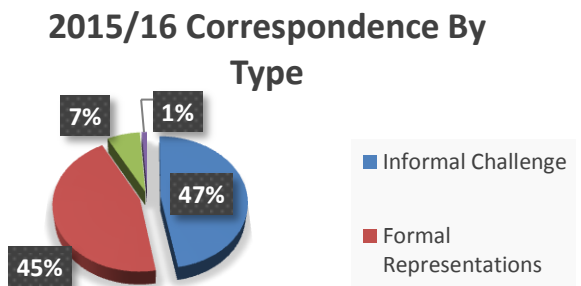


Figure 8: 15/16 Correspondence Type Pie Chart



The service receives approximately 52,000 pieces of Penalty Charge Notice (PCN) related correspondence from the public each year and in 2017/18 of the 194,616 PCNs issued 46,235 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 some instances where there were grounds for mitigation and therefore 5,390 PCNs were cancelled.

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

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Appeals

In total there were 1172 appeals processed during 2017/18, fewer than in 2016/17 (830). The percentage of cases allowed, where the adjudicator orders the Council to cancel the PCN or transfer liability to a different party stands at 42% of all cases taken to adjudication.

In July 2015, PATAS was replaced with the London Tribunals Services where a more online approach is taken to registering an appeal, supplying evidence and sending general communications.

This change has also seen an amendment in how cases where liability is to be transferred is recorded. In previous years the cases would not count as 'allowed' but instead not be included at all, this has impacted the year on year comparison. A large amount of the cases recorded as allowed were in fact cases where the liability for the PCN has been transferred to a new motorist and the PCN has not been cancelled, 328 cases were also not contested by the Council.

Figure 9: PATAS & London Tribunals Services Appeals 'Allowed', 'Refused' and 'Withdrawn' breakdown

	2017/18	2016/17*	2015/16*
PATAS & London Tribunals Services Appeals Processed*	1172	830	1,263
Appeals won by the appellant...	490	415	443
...Of which the Council did not contest	328	229	220
Appeals won by the Council...	591	382	577
...Of which the customer did not contest	17	7	23

* 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 10: Resident permit application stream pie chart

2017/18 Resident Permit Application

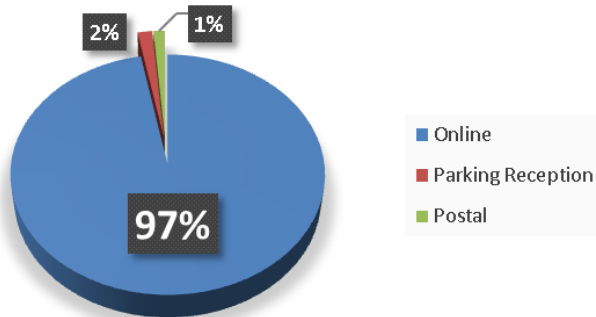


Figure 11: Resident voucher application stream pie chart

2017/18 Resident Voucher Application

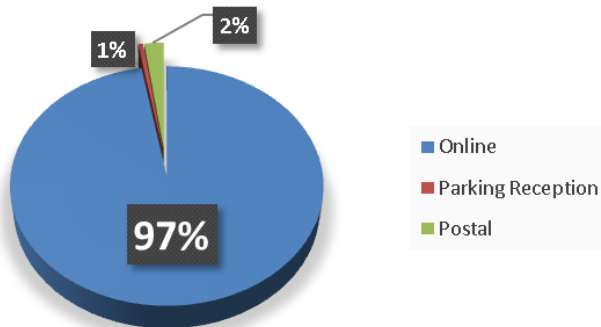
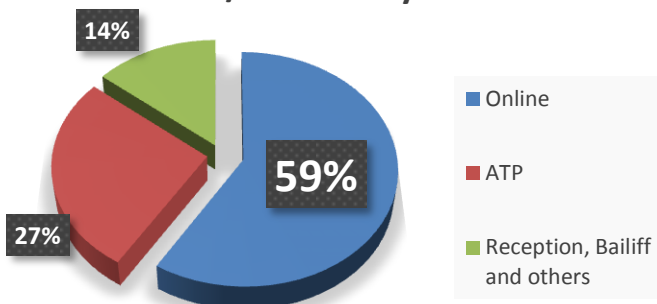


Figure 12: PCN Payment Method pie chart

2017/18 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/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 fiscal year 2017/18, 97% of all resident permit applications and 97% of all resident visitor voucher applications were made online. Compared to this, 2% of all resident permit applications and 1% of all resident visitor voucher applications were made at the Parking Reception whilst 1% of all resident permit applications and 2% of all resident visitor voucher applications were made by post. This clearly demonstrates the uptake of 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 fiscal year 2017/18, 59% of PCN payments received by the Council were made online. Compared to this, 27% of PCN payments were made using the Council's Automated Telephone Payment service. The remainder was a combination of payments made at the Customer Reception and directly to debt recovery agents.

Council Car Parks



Parking Services is responsible for managing 17 public off-street car parks stretching across the borough and servicing a wide range of customers including shoppers and commuters. We also offer free of charge car park use by residents in Verona Terrace, and oversee the running of two leisure centre car parks.

Many car parks have bays marked for disabled blue badge holders, who are also able to park for free for up to 3 hours in standard car park bays, providing they display both their badge and clock.

In 2017/18 we again froze all pay and display tariffs. Customers wishing to park on a regular basis also have the option of buying season tickets at the following off-street car parks (subject to availability):

- Arden Road
- Featherstone Terrace
- George Street
- Greenford Broadway
- Herbert Road Multi Storey Car Park
- Perivale Station
- 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:

www.ealing.gov.uk/carparks

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. 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.

In 2017 the Council has introduced additional car parking spaces in West Ealing by installing pay and display parking at Maitland Yard, next to Dean Gardens Car Park. This area had previously been uncontrolled and was congested by motorists who used it as all-day parking.

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 2015 to March 2018.

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 13: Complaints and Members Enquires

	2017/18			2016/17			2015/16		
	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late
April	5	3	0	17	8	0	3	6	1
May	0	1	0	12	2	0	3	2	0
June	5	0	0	12	1	3	4	6	1
July	4	1	0	16	2	4	26	7	3
August	5	0	1	13	1	1	17	1	2
September	3	1	0	8	0	4	31	3	1
October	5	1	0	11	1	1	30	2	4
November	1	1	0	3	0	0	20	0	4
December	2	0	0	0	0	0	9	0	1
January	5	0	0	7	1	0	18	4	4
February	3	1	0	6	1	1	18	4	4
March	6	3	0	3	1	0	23	4	3
	44*	12	1	108	18	14	202	39	28

*Formal complaints only (Registered at Stage1, 2 or 3)

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

	2017/18		2016/17		2015/16	
	FOI	Late	FOI	Late	FOI	Late
April	4	0	7	0	7	3
May	6	0	11	0	4	1
June	4	0	8	0	6	1
July	5	0	6	0	6	1
August	9	0	4	0	9	4
September	8	0	7	4	20	2
October	8	0	10	0	15	2
November	6	1	12	2	14	1
December	10	1	5	0	11	5
January	17	2	15	5	11	2
February	8	3	6	1	8	2
March	11	2	8	3	7	2
TOTAL	96	9	99	15	118	24

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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.

Figure 15: Income Source breakdown by on and off street incomes

Parking Annual Report 2017/18 - Financial Information									
£000's	2017/18			2016/17			2015/16		
Income by source	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Penalty Charge Notice Income	£11,041		£11,041	£8,858		£8,858	£9,709		£9,709
On-street permits and vouchers	£2,134	£0	£2,134	£3,190	£0	£3,190	£3,483	£0	£3,483
Off-street permits and vouchers	£0	£393	£393	£0	£407	£407	£0	£328	£328
On-street pay and display	£2,257	£0	£2,257	£2,004	£0	£2,004	£1,967	£0	£1,967
Off-street pay and display	£0	£1,725	£1,725	£0	£1,637	£1,637	£0	£1,600	£1,600
Other income (inc suspensions)	£1,787	£0	£1,787	£1,072	£0	£1,072	£859	£0	£859
TOTAL INCOME (A)	£17,153	£2,188	£19,340	£15,124	£2,044	£17,168	£16,018	£1,928	£17,946

Figure 16: Direct Costs breakdown by on and off street costs

£000's	2017/18			2016/17			2015/16		
Direct costs of parking enforcement	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Council Staffing Costs	£1,076	£0	£1,076	£1,040	£0	£1,040	£1,201	£32	£1,233
Civil Enforcement Officers (CEO) Contract Costs	£2,857	£0	£2,857	£2,809	£0	£2,809	£3,078	£0	£3,078
ATP Contractual Payments (ATP & Online)	£0	£0	£0	£108	£0	£108	£176	£0	£176
Other Contractual Services (Telephony, Processing, IT)	£961	£0	£961	£740	£0	£740	£461	£0	£461
Premises Costs	£266	£507	£773	£145	£472	£617	£0	£292	£292
Transport Costs	£7	£0	£7	£10	£0	£10	£0	£2	£2
Traffic Enforcement Centre (TEC) fees	£326	£0	£326	£303	£0	£303	£470	£0	£470
Bad Debt Provision	£407	£8	£415	£0	£0	£0	£0	£0	£0
Internal Recharges	£233	£1	£234	£0	£0	£0	£0	£0	£0
Equipment Purchase	£14	£0	£14	£0	£0	£0	£437	£0	£437
Other Supplies (Postage, Printing, Storage, etc)	£108	£0	£108	£765	£112	£877	£904	£53	£957
TOTAL EXPENDITURE (B)	£5,945	£516	£6,771	£5,920	£584	£6,504	£6,727	£379	£7,106

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Any 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 17: Funding Expenditure breakdown

£000's	2017/18	2016/17	2015/16
Schemes funded by civil enforcement related income	On-Street	On-Street	On-Street
Concessionary Fares (Freedom Pass)	£10,329	£8,383	£8,003
School Crossing Patrol Services	£0	£27	£35
Parking Places Reserves Account	£1,800	£1,464	£1,492
Highways Investment	£440	£790	£1,310
TOTAL EXPENDITURE (A-B)	£12,569	£10,664	£10,840

In 2017/18, £19.34m was raised from on and off-street parking income. The expenditure items directly associated with running a parking service totalled £6.77m. The remaining income is classed as 'surplus' and totals £12.57m. A contribution of £10.33m was made towards the council's cost of concessionary fares in 2017/18 including funding of the Freedom Pass.

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 a number of 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. Income was also used for court and tribunal services related to PCNs.

Appendix 1 – Off Street Car Parks

Figure 18: Car Park Details

Name & Location	Designation of Spaces	Parking Tariff	Days & Hours of Enforcement
Arden Road Car Park West Ealing W13 8RP RingGo 9995	27 x Regular spaces 2 x Disabled spaces 3 x Motorcycle spaces	£1.50 per Hour maximum charge £12 all day	Mon-Sun 08:00-18:00
Dean Gardens Car Park West Ealing W13 9DA RingGo 9993	46 x Regular spaces 4 x Disabled spaces 3 x Electric charging spaces	£1.50 for 1st hour, then £1.10 per hour to a maximum of £10 all day	Mon-Sun 08:00-18:00
Featherstone Terrace Car Park Southall UB2 5AL RingGo 9992	133 x Regular spaces 7 x Disabled spaces 3 x Electric charging spaces	£1.20 per hour, £4 all day	Mon-Sun 08:00-18:00
George Street Car Park Hanwell W7 3TA RingGo 9991	83 x Regular spaces 3 x Disabled spaces 1 x Motorcycle space	80p per hour or £2.50 all day	Mon-Sun 08:00-18:00
Greenford Broadway Car Park Greenford UB6 9PY RingGo 9990	149 x Regular spaces 10 x Disabled spaces 3 x Motorcycle spaces	90p per hour	Mon-Sun 08:00-18:00
Herbert Road Multistorey Car Park Southall UB1 1LH RingGo 9988	243 x Regular spaces 19 x Disabled spaces	£1.00 per hour (Monday – Friday) £2.00 per hour (Sat & Sun)	Mon-Sun 08:00- 18:00 (Car Park locked overnight between 22:30 and 08:00)
Maitland Yard Car Park West Ealing W13 9DA RingGo 9953	11 x Regular spaces 7 x Shared use space 2 x Loading spaces	£1.50 for 1st hour, then £1.10 per hour to a maximum of £10 all day	Mon-Sun 08:00-18:00
Norwood Road Car Park 1 Southall UB2 4JT RingGo 9987	35 x Regular spaces 4 x Disabled spaces 2 x Motorcycle spaces	£1.20 per hour	Mon-Sun 08:00-18:00
Norwood Road Car Park 2 Southall UB2 4DD RingGo 9986	24 x Regular spaces 1 x Motorcycle space	£1.20 per hour	Mon-Sun 08:00-18:00
Perivale Station Car Park Perivale UB6 8LE RingGo 9985	100 x Regular spaces 6 x Disabled spaces 1 x Motorcycle space	£4.00 All day (Mon-Fri) £2.00 All day on Saturday £1.50 All day on Sunday	Mon-Sat 08:00-18:00
Perceval House Car Park Ealing W5 2UQ RingGo 9984	85 x Regular spaces 6 x Disabled spaces	£2 all day	Staff Permit Holders Mon-Fri until 6pm Public Car Park after 6pm weekdays (free) and all day Sat & Sun 08:00 – 18:00
Salisbury Street Car Park Acton W3 8NW RingGo 9983	62 x Regular spaces 4 x Disabled spaces 4 x Motorcycle spaces 1 x Car Club space	£1.00 per hour	Mon-Sun 08:00-18:00
Singapore Road Car Park Ealing W13 0RJ RingGo 9982	72 x Regular spaces 12 x Disabled spaces 2 x Motorcycle spaces	£1.50 for 1st hour, then £1 per hour, £10 all day	Mon-Sun 08:00-18:00
South Ealing Road Car Park Ealing W5 4QT RingGo 9981	28 x Regular spaces 2 x Disabled spaces 5 x Motorcycle spaces	£1.00 per hour	Mon-Sun 08:00-18:00
Southall Market Car Park Southall UB1 3DG RingGo 9978	77 x Regular spaces 2 x Disabled spaces 2 x Electric charging spaces	£1.00 per hour (Monday – Friday) £2.00 per hour (Sat & Sun)	Mon-Sun 08:00-18:00
Springbridge Road Multi-Storey Car Park Ealing W5 2AB RingGo 9980	465 x Regular spaces 8 x Disabled spaces 9 x Motorcycle spaces 9 x Parent & Child	£1.00 per hour (Mon-Fri) £1 per hour, £3 all day (Sat) £1 all day (Sun)	Mon-Sun 07:00-18:00
Witham Road West Ealing W13 0TU RingGo 9979	19 x Regular spaces 1 x Disabled space	£1.50 for 1st hour, then £1.00 per hour to a maximum of £10 all day	Mon-Sun 08:00-18:00

Appendix 2 – Permit Prices

Figure 19 - Permit Prices

Permit Type	2017/18			2016/17			2015/16		
	12 months	6 months	3 months	12 months	6 months	3 months	12 months	6 months	3 months
Allotment Permit	£30.00(d)			£30.00(d)			£30.00		
Business Permit	£800.00			£800.00			£800.00		
Business Trader Permit	£600.00	£325.00	£175.00	£600.00	£325.00	£175.00	£600.00	£325.00	£175.00
Car Club Permit	£800.00			£800.00			£800.00		
Carers Permit	£45.00			£45.00			£45.00		
Disabled Bay Permit	£30.00			£30.00			£30.00		
Doctors Permit	£800.00			£800.00			£800.00		
Essential Users Permit	£350.00			£350.00			£350.00		
Premier Permit	£1,500.00			£1,500.00			£1,500.00		
Religious Establishment Permit	£100.00(c)			£100.00(c)			£100.00(c)		
Veterinary Permit	£800.00			£800.00			£800.00		
Residents Permit (Reduced Hours CPZ)	£53.00			£53.00			£52.50(a)		
Residents Permit (All Day CPZ)	£83.00			£83.00			£82.50(b)		
Disabled Person Permit	£30.00			£30.00			£30.00		
	All day	3 hours		All day	3 hours		All day	3 hours	
Resident Vouchers (All day CPZ)	£22.50	£9.00		£22.50	£9.00		£22.50	£9.00	
Resident Vouchers (Reduced hours)	£6.00			£6.00			£6.00		

(c) Cost is reduced to £1500 if the maximum of 20 permits are purchased.

(d) Available for renewal only

Figure 20 - Resident Permit's Tier Pricing

No of vehicles at same address	All day parking zones	Part day parking zones (operating less than 4 hrs per day)
1	£83.00	£53.00
2	£113.00	£83.00
3	£143.00	£113.00
4 or more	£173.00	£143.00

All new customers are currently charged a one-off registration fee of £15 on top of the price of the permit

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Appendix 3 – PCNs issued by contravention code (2017/18)

Figure 21: 2017-2018 PCN Contravention Breakdown

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					13022	13022
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force					1184	1184
5	Parked after the expiry of paid for time					1599	1599
6	Parked without clearly displaying a valid pay & display ticket or voucher					6020	6020
11	Parked without payment of the parking charge					1395	1395
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					28476	28476
16	Parked in a permit space or zone without clearly displaying a valid permit					101	101
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited					5	5
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					3499	3499
21	Parked wholly or partly in a suspended bay or space					1	1
22	Re-parked in the same parking place or zone within one hour after leaving					1588	1588
23	Parked in a parking place or area not designated for that class of vehicle					39	39
24	Not parked correctly within the markings of the bay or space					308	308
25	Parked in a loading place or bay during restricted hours without loading					750	750
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place					4003	4003
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway					141	141
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge					3399	3399
30	Parked for longer than permitted					2	2
31	Entering and stopping in a box junction when prohibited					3421	3421
32	Failing to drive in the direction shown by the arrow on a blue sign			8800			8800
33	Using a route restricted to certain vehicles			1338			
34	Being in a bus lane	26997					26997
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			2509			2509
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner					1317	1317
45	Stopped on a taxi rank					5	5
47	Stopped on a restricted bus stop or stand					41	41
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited		4867			292	5159
49	Parked wholly or partly on a cycle track or lane		855	1		159	1015
50	Performing a prohibited turn			39334			39334
51	Failing to comply with a no entry sign			10096			10096
52	Failing to comply with a prohibition on certain types of vehicle			13438			13438
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					54	54
56	Parked in contravention of a commercial vehicle waiting restriction					1	
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways					109	109
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway					8924	8924
63	Failing to comply with a restriction on vehicles entering a pedestrian zone					1	1
70	Parked in a loading place or bay during restricted hours without loading				1		1
71	Parked in an electric vehicles' charging place during restricted hours without charging				73		73
73	Parked without payment of the parking charge				184		184
80	Parked for longer than permitted				12		12
81	Parked in a restricted area in a car park				93		93
82	Parked after the expiry of paid for time				1118		1118
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				3478		3478
85	Parked without clearly displaying a valid permit where required				734		734
86	Not parked correctly within the markings of a bay or space				323		323
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				269		269
91	Parked in a car park or area not designated for that class of vehicle				11		11
99	Stopped on a pedestrian crossing or crossing area marked by zigzags					229	229
Grand Total		26997	5722	75516	6296	80085	194616

Council accounting year - 28th March 2016 to 2nd April 2017 inclusive

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Appendix 4 – PCNs issued by contravention code (2016/17)

Figure 22: 2016-2017 PCN Contravention Breakdown

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					12120	12120
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force					1137	1137
5	Parked after the expiry of paid for time					1419	1419
6	Parked without clearly displaying a valid pay & display ticket or voucher					4877	4877
11	Parked without payment of the parking charge					1448	1448
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					20754	20754
16	Parked in a permit space or zone without clearly displaying a valid permit					118	118
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					2624	2624
21	Parked wholly or partly in a suspended bay or space					18	18
22	Re-parked in the same parking place or zone within one hour after leaving					1067	1067
23	Parked in a parking place or area not designated for that class of vehicle					44	44
24	Not parked correctly within the markings of the bay or space					436	436
25	Parked in a loading place or bay during restricted hours without loading					800	800
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place					2709	2709
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway					159	159
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge					3503	3503
30	Parked for longer than permitted					3	3
31	Entering and stopping in a box junction when prohibited					3550	3550
32	Failing to drive in the direction shown by the arrow on a blue sign			6963			6963
33	Using a route restricted to certain vehicles			731			
34	Being in a bus lane	25895					25895
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			972			972
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner					1053	1053
45	Stopped on a taxi rank					1	1
47	Stopped on a restricted bus stop or stand					23	23
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited		3625			212	3837
49	Parked wholly or partly on a cycle track or lane		320			123	443
50	Performing a prohibited turn			38643			38643
51	Failing to comply with a no entry sign			6200			6200
52	Failing to comply with a prohibition on certain types of vehicle			12657			12657
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					15	15
56	Parked in contravention of a commercial vehicle waiting restriction					1	
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways					101	101
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway					5385	5385
70	Parked in a loading place or bay during restricted hours without loading				2		2
71	Parked in an electric vehicles' charging place during restricted hours without charging				77		77
73	Parked without payment of the parking charge				148		148
80	Parked for longer than permitted				17		17
81	Parked in a restricted area in a car park				51		51
82	Parked after the expiry of paid for time				756		756
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				2389		2389
85	Parked without clearly displaying a valid permit where required				277		277
86	Not parked correctly within the markings of a bay or space				256		256
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				175		175
91	Parked in a car park or area not designated for that class of vehicle				9		9
99	Stopped on a pedestrian crossing or crossing area marked by zigzags					230	230
Totals		25895	3945	66166	4157	63930	164093

Council accounting year - 28th March 2016 to 2nd April 2017 inclusive