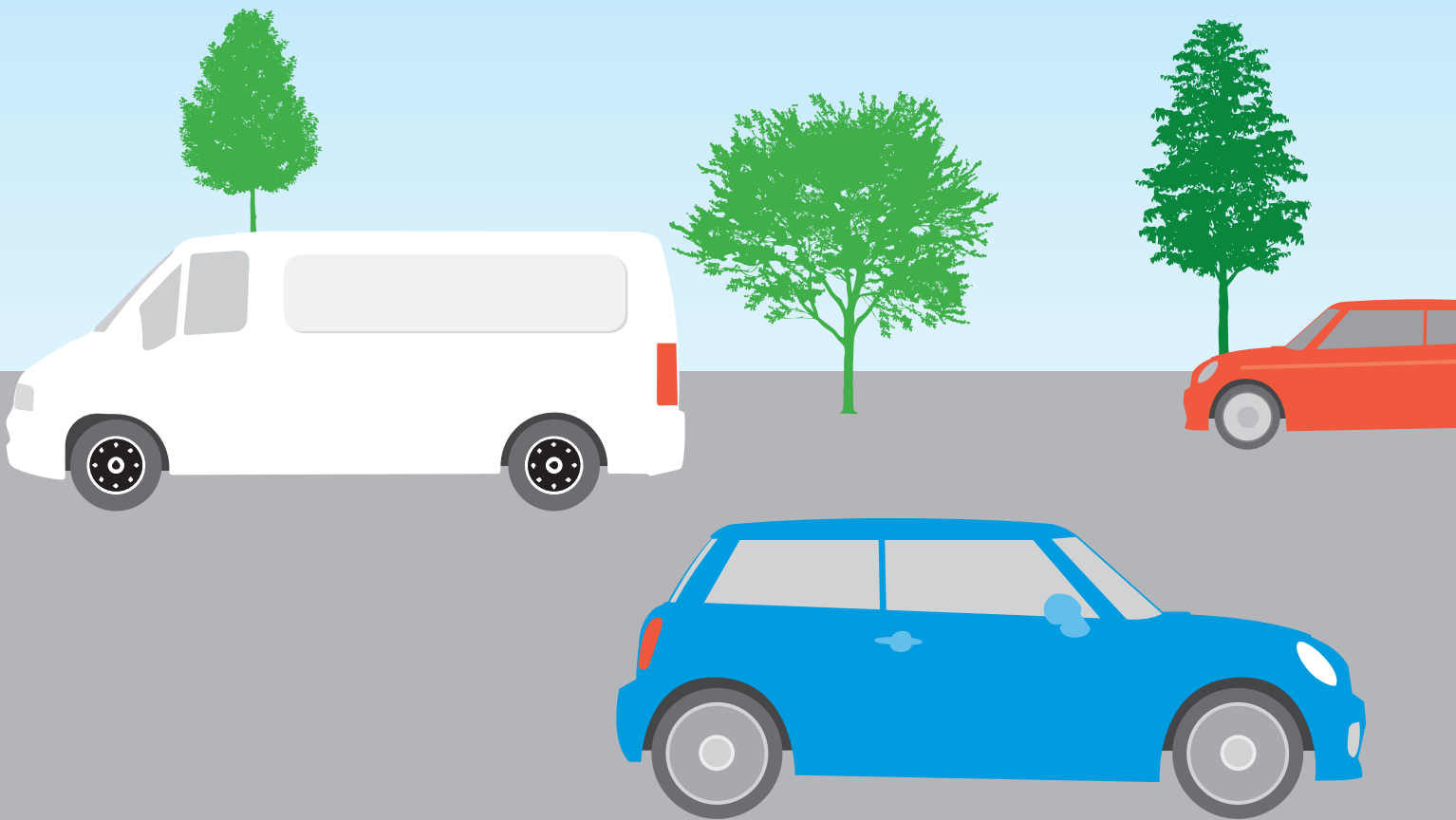


LONDON BOROUGH OF EALING PARKING SERVICES

ANNUAL REPORT OF ACCOUNTS AND KEY ACTIVITIES 2018-19



EALING COUNCIL

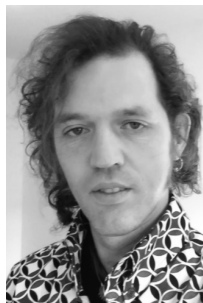
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33%

**of people living in the borough
travel to work by motor vehicle.**



I am pleased to introduce Ealing Council's Parking Annual Report for 2018/19.

This report provides information regarding the services priorities and challenges within the borough whilst highlighting the services achievements throughout 18/19 and future developments and opportunities for the coming year.

The parking team provide a range of services to residents, businesses and visitors to our borough.

This year we have continued with our deployment of CCTV cameras in places where compliance has not yet been achieved and vehicles are regularly contravening traffic restrictions.

This year the service carried out a complete procurement exercise of all the parking contracts which resulted in securing some innovative products whilst making a significant saving for the council.

The figures show how income received from penalty charge notices is redistributed to services such as freedom passes. We aim to make Ealing a safer borough in which to drive, improve motor standards, reduce traffic congestion and contribute to reducing carbon emissions and improving air quality.

Thank you for taking the time to read our 2018/19 parking annual report.

Cllr Mik Sabiers
Cabinet Member for Environment & Transport



I am delighted to lead such a talented team of managers, officers and service.

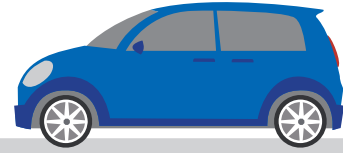
Parking Services experienced many changes to our systems and contractors throughout 2018/19 many of which were very challenging but also very beneficial for motorists in the borough.

I would like to sincerely thank our residents, local businesses and visitors to the borough who shared in this journey for their patience and support when engaging with Parking Services for any of our products and services.

The 2018/19 Annual Parking Reports provides information to the public about the objectives, priorities and challenges of managing parking in Ealing.

We will continue to develop our services in an innovative way and in response to our residents / customers feedback.

Gina Cole
Head of Parking Services



The management of traffic flow through the London Borough of Ealing is an important job, the borough is one of the most populated districts in the UK, home to over 342,000 people and has around 470 million miles of accumulated through vehicle journey's each year. Perhaps it's not surprising that cars, motorbikes and buses all play a big role in the lives of our residents with 33% of people living in the borough choosing to travel to work by motor vehicle.

The job of keeping traffic moving falls to the Council, with the management of parking playing a significant role in improving road safety, congestion, the environment and making life easier for all road users, whether in a vehicle or on foot.

In June 2019 Ealing Council published its Transport Strategy. This document sets out, in respect to transport, what we aim to deliver and why those aims are important. Providing a safer, cleaner and more accessible place is the key objective of the Highways, Parking and Transport services. We that these policies need to fit into a wider London and national objectives. Ealing's lead member, Cllr Bell who is Transport & Environment Committee chair for London Councils has said:

The ways in which these aims will be met by Parking Services are detailed in the Parking Plan (due for publication later in 2019). The latter document provides some information on which operational policies that will be used to achieve the strategic goals in the former. The Parking Annual Report provides information on the outcomes of these policies. It provides some insight into the work undertaken by Parking Services.

“I look forward to what London local government can achieve in improving the city's transport infrastructure in the future, and how we can all work together to reduce its impact on our health and the environment.”

BLUE BADGE FRAUD AND MISUSE PREVENTION

COUNCIL CAR PARKS

Blue badge fraud is sometimes seen as a victimless crime. This is inaccurate. Even in instances where the blue badge being abused has not been stolen, the use of the space deprives those with genuine need of using Ealing’s disabled bays.

These bays are typically located conveniently close to local amenities in order to reduce the distance of a journey from the car to a destination, or beside the homes of those with mobility difficulties.

We are always keen to take tough action against the selfish people who commit blue badge fraud, and now lodge the 5th highest number of prosecutions against misusers in the UK – this is quite an accomplishment given the geographic size and population of Ealing. In 2018/19 we inspected 1,600 badges, successfully prosecuting 70 individuals. We did not lose a single case. £50k in Council costs, court costs and victim surcharges has been recovered from the fraudsters over this time.



Parking Services manage 17 public off-street car parks in the borough. These serve a wide range of customers, including shoppers, visitors to local tourist attractions and those parking for longer periods.

The location of our car parks, together with other useful information such as tariffs, operational hours and capacity, can be found using the link below.

www.ealing.gov.uk/carparks

In November 2018 Singapore Road Car Park in West Ealing was closed to make way for development of new housing in the Green Man Estate. The car park has been replaced with a brand new facility at William’s Road.

As the level of parking demand increases around the borough we are reviewing the number of permits we sell in our car parks to ensure we can offer a sufficient number of spaces for short stay visitors, who are given higher priority than commuters when space is scarce.

We also work with the British Parking Association and the local police to ensure our car parks are safe for all our users. Nearly all our car parks have been certified as ‘Park Mark’ accredited – and have been inspected by the police who have confirmed they offer a good standard of safety for users.





In 2018/19 a procurement exercise was undertaken by the Council for a wide variety of Parking Services. Since 1 April 2019 the services have been provided by new suppliers, under new contracts. The table below shows the changes that have occurred in the providers of parking services in Ealing.

Following an examination of the parking marketplace, officers decided the best approach to procurement was to invite companies to submit bids through a process of negotiated tendering, as defined by OJEU (the Official Journal of the European Union). The tenders for these contracts were scored based on a 50:50 split between the price bidders could offer and the quality of the services provided.

The new contracts are expected to deliver financial savings of approximately £800k per annum (against an original budget of £4m per annum). What is particularly impressive, however, is the fact that many of the services provided will be improved or expanded whilst delivering these savings. Such improvements will include:

- Free text message reminders for those using the phone/online parking service
- A commitment to improving the condition of the multi-storey car park interiors
- Funding for an apprentice
- Ongoing financial commitment to parking related innovation
- Relocation of the enforcement operation to a private site, allowing re-use of the original site by the Council

Over the next 12 months we will consistently review the performance of the new contractors to confirm if they are delivering the quality of service we expect of them. We will report how they got on in next year's report.

Figure 1: Ealing Council's external providers of parking services

Workload	Previous service provider/s	Provider from 1 April 2019
Parking Enforcement	NSL	Serco
Phone/Online Parking	RingGo (as a subcontractor of Serco)	PayByPhone
Parking IT*	Serco	WSP
Scanning & Printing	Serco	Service now provided in house
Debt Collection	Contract Services Ltd, JBW, Newlyns, TASK	Marstons, Newlyns

* Due to operational necessity we went live with a new Parking IT contract in July 2018.

ELECTRIC VEHICLE CHARGING



If you see the symbols below on a road sign, it means the spaces are for electric vehicles/electric bikes (respectively).



Ealing Council is establishing a network of charging points to meet the expected increase of electric vehicles on our roads.

We have already begun installing charging points where there is already some demand, ensuring that the new infrastructure can accept payment from all electric vehicle payment plans. To find an electric charging point in Ealing, anyone can visit the link below...

www.zap-map.com/live

Not all charging points are the same. Following the completion of contract discussions, the Council has appointed a commercial provider (Bluepoint) to install fast charging models and has partnered with the PFI Lighting Contractor (SSE) to provide standard chargers in lamp columns. Electric vehicle chargers will now be included in parking zone design as a matter of course.

Rapid chargers will also be installed where the National Grid's electrical loading limitations permit. These are being planned and installed on a regional basis by TfL. It is likely that these will be based on locations at or near taxi ranks given TfL's commitment to making all taxis zero emission capable. Many of these rapid chargers will be available for public use.

In addition, it is expected that commercial providers will continue to install EV charging points on private land, such as petrol stations or car sales establishments.

Figure 2: Table showing rise in the number of on-street and public car park charging points in Ealing

Type of charging point	Time taken to charge a vehicle	No. of points 2017/18	No. of points 2018/19	No. of points 2019/20*
Standard charging points (including lamp columns)	6-8 hrs	9	57	70
Fast charging point	1-4 hrs	0	0	160
Rapid charging point	20-30 mins	0	2 [#]	8 [#]
Total charging points in Ealing by the end of the fiscal year		9	59	238

* Figure displayed shows anticipated number of charging points installed across Ealing by fiscal year end
[#] Includes TfL Road Network and station car parks

STATISTICAL REPORTING



Various measures are used by the Parking Services team to determine if parking in Ealing is working well. There has been a rise in the number of penalty charge notices (PCNs) issued this year.

This is a natural consequence of the additional controlled parking zones (CPZs) that were introduced in 2018/19 and the increase in the number of CCTV cameras.

Figure 3: PCN issued and appealed by the motorist

	2018/19	2017/18	2016/17
Total number of Penalty Charge Notices issued	218,764	194,616	164,093
Number of Penalty Charge Notices against which an informal challenge was made	14,841	17,032	14,884
Number of Penalty Charge Notices cancelled in response to informal challenge	2,108	1,276	1,320
Number of Penalty Charge Notices against which a formal representation was made	13,113	21,183	17,318
Number of Penalty Charge Notices cancelled in response to formal challenge	6,798	4,114*	3,959*
Number of appeals made to independent adjudicator	1,241	1,085*	1,288*
Number of PCNs cancelled in response to appeal at independent adjudicator	789	495	583

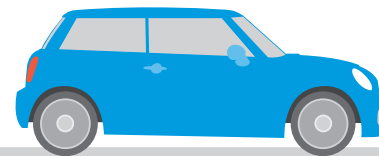
* Estimated as were previously reported as a single figure

Figure 4: Breakdown of PCNs issued and paid (*estimated as were previously reported as a single figure)

	2018/19	2017/18	2016/17
Total PCNs Issued	218,764	194,616	164,093
Civil Enforcement Officer	94,042	86,381	68,087
CCTV (Sub Total)	124,722	108,235	96,006
CCTV – Bus Lane	33,640	26,997	25,895
CCTV – Parking	6,092	5,722	3,945
CCTV – Moving	84,990	75,516	66,166

Total PCN's Paid	147,999	156,292	129,992
– at Discount	135,908	137,418	115,171
– at Full Rate	5,542	10,974	9,202
– at Surcharge	5,898	7,900	5,619
– once warrant for collection was issued	617	2,435	4,408
– after warrant for collection expired	34	3	4,408
Number of Penalty Charge Notices written off for other reasons	77	1,021	628

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 doesn't show all the complaints received by Parking Services during the last two years – only those where the correspondent was dissatisfied with the response they received to an informal complaint or enquiry and wished to escalate the matter through the Council's formal complaint procedure.

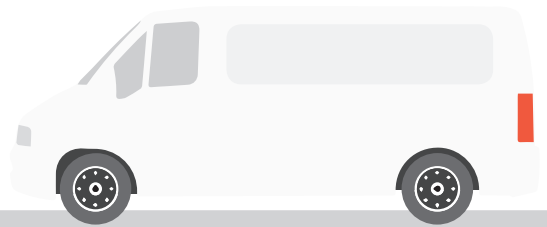
The 'Complaints' column denotes that the origin is from individuals. 'Members Enquiries' are complaints or questions received from Councillors or MPs on behalf of constituents; 'Late' means the number of complaints/enquiries responded to past the designated timeframe (10 days).

Figure 5: Breakdown of complaints and members enquiries

Month	2018/19			2017/18			2016/17		
	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late
April	6	11	0	5	3	0	17	8	0
May	1	6	0	0	1	0	12	2	0
June	2	16	0	5	0	3	12	1	3
July	2	15	0	4	1	4	16	2	4
August	0	6	0	5	0	1	13	1	1
September	0	3	0	3	1	4	8	0	4
October	0	6	0	5	1	1	11	1	1
November	0	19	0	1	1	0	3	0	0
December	0	3	0	2	0	0	0	0	0
January	2	6	0	5	0	0	7	1	0
February	0	2	0	3	2	1	6	1	1
March	2	4	0	6	2	0	3	1	0
Totals	15*	97	0	44*	12	14	108	18	14

* Formal complaints only

FINANCIAL INFORMATION



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.

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 6: Income Source breakdown by on and off street incomes

£000's	2018/19			2017/18			2016/17		
	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Penalty Charge Notice Income	£10,895	£0	£10,895	£10,972	£69	£11,041	£8,858	£0	£8,858
On-street permits and vouchers	£3,916	£0	£3,916	£2,134	£0	£2,134	£3,190	£0	£3,190
Off-street permits and vouchers	£0	£262	£262	£0	£393	£393	£0	£407	£407
On-street pay and display	£2,456	£0	£2,456	£2,257	£0	£2,257	£2,004	£0	£2,004
Off-street pay and display	£0	£1,754	£1,754	£0	£1,725	£1,725	£0	£1,637	£1,637
Other income (inc suspensions)	£2,549	£66	£2,615	£1,787	£0	£1,787	£1,072	£0	£1,072
Total Expenditure (A)	£19,816	£2,082	£21,898	£17,153	£2,188	£19,340	£15,124	£2,044	£17,168

Figure 7: Direct Costs breakdown by on and off-street costs

£000's	2018/19			2017/18			2016/17		
	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Direct costs of parking enforcement									
Council Staffing Costs	£1,024	£0	£1,024	£1,076	£0	£1,076	£1,040	£0	£1,040
Civil Enforcement Officers (CEO) Contract Costs	£3,231	£0	£3,231	£2,857	£0	£2,857	£2,809	£0	£2,809
ATP Contractual Payments (ATP & Online)	£0	£0	£0	£0	£0	£0	£108	£0	£108
Other Contractual Services (Telephony, Processing, IT)	£1,406	£0	£1,406	£961	£0	£961	£740	£0	£740
Premises Costs	£151	£614	£765	£266	£507	£773	£145	£472	£617
Transport Costs	£11	£0	£11	£7	£0	£7	£10	£0	£10
Traffic Enforcement Centre (TEC) fees	£291	£0	£291	£326	£0	£326	£303	£0	£303
Bad Debt Provision	-£233	£0	-£233	£407	£8	£415	£0	£0	£0
Internal Recharges	£364	£4	£368	£233	£1	£234	£0	£0	£0
Equipment Purchase	£17	£0	£17	£14	£0	£14	£0	£0	£0
Other Supplies (Postage, Printing, Storage, etc)	£74	£0	£74	£108	£0	£108	£765	£112	£877
Total Expenditure (B)	£6,336	£618	£6,954	£6,255	£516	£6,771	£5,920	£584	£6,504



Figure 8: Funding Expenditure breakdown

£000s	2018/19	2017/18	2016/17
Schemes funded by civil enforcement related income	On-Street	On-Street	On-Street
Concessionary Fares (Freedom Pass)	£11,980	£10,329	£8,383
School Crossing Patrol Services	£0	£0	£27
Parking Places Reserves Account	£1,390	£1,800	£1,464
Highways Investment	£110	£440	£790
Total Expenditure (A-B)	£13,480	£12,569	£10,664

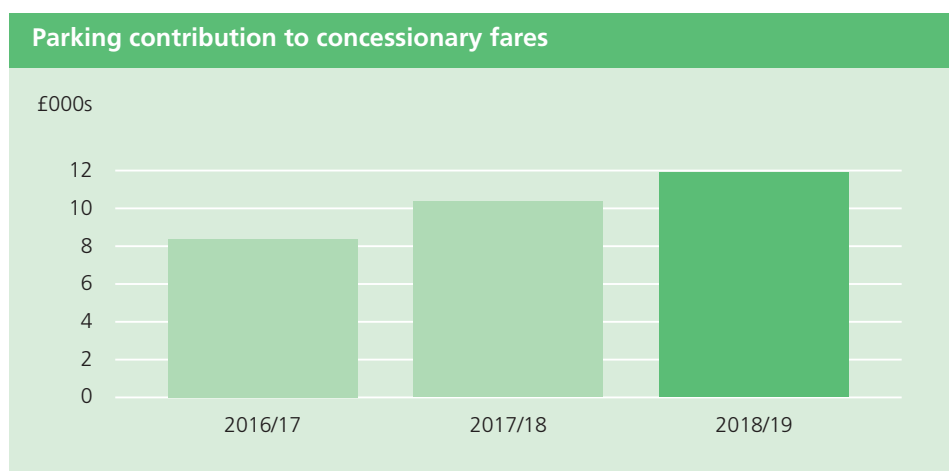
In 2018/19, £21.898m was raised from on and off-street parking income. The expenditure items directly associated with running a parking service totalled £6.954m. The remaining income is classed as 'surplus' and totals £13.48m. A contribution of £11.98m was made towards the council's cost of concessionary fares in 2018/19 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:

www.londoncouncils.gov.uk/services/freedompass/

The surplus generated by the service also funded several 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

Parking prices in Ealing

Description of Fee/Charge	Charge basis (e.g. per hour, per day etc)	2018-19 Charge £	2019-20 Charge £	Increase/ (Decrease) %
Civil Enforcement Officer (CEO) – Enforcement	Per contravention	Various	TBA – Set by London Councils	0.00%
Bus Lane Enforcement	Per contravention	Various	TBA – Set by London Councils	0.00%
Civil Parking Enforcement	Per contravention	Various	TBA – Set by London Councils	0.00%
Decriminalised Traffic Enforcement	Per contravention	Various	TBA – Set by London Councils	0.00%
Parking on street in Central Ealing (Tier 1) – cost for one hour	Per hour	£3.00	£3.00	0.00%
Parking on street in Ealing Town Centres experiencing significant parking stress (Tier 2) – cost for one hour	Per hour	£2.00	£2.00	0.00%
Parking on street in quieter roads in Ealing (Tier 3) – cost for one hour	Per hour	£1.00	£1.00	0.00%
Parking in busier off street car parks in Ealing (Tier 4) – cost for one hour	Per hour	£1.50	£1.00	0.00%
Parking in quieter off street car parks in Ealing (Tier 5) – cost for one hour	Per hour	£1.20	£1.20	0.00%
Parking in Northolt Leisure Centre Car Park	Per hour	First 30 mins free, £0.20 for 2 hours, £0.40 for 3 hours, £20 all day	First 30 mins free, £0.20 for 2 hours, £0.40 for 3 hours, £20 all day	0.00%
Parking in Herbert Road Car Park	Per hour	Weekdays: £1.50 per hour Weekends: £2.00 per hour	Weekdays: £1.50 per hour Weekends: £2.00 per hour	0.00%
Parking in Springbridge Road Car Park	Per hour	Weekdays: £1 per hour; up to £7 all day Saturday: £1 per hour, up to £3 all day Sunday: £1 all day	Weekdays: £1 per hour; up to £7 all day Saturday: £1 per hour, up to £3 all day Sunday: £1 all day	0.00%
Annual Car Park Permit – Featherstone Terrace, George Street, Greenford Broadway car parks	Per Permit	£250.00	£250.00	0.00%
Annual Car Park Permit – Herbert Road, Southall Market car parks	Per Permit	£500.00	£500.00	0.00%
Annual Car Park Permit – Perivale Station Car Park	Per Permit	£550.00	£550.00	0.00%
Annual Car Park Permit – Salisbury Street Car Park	Per Permit	£400.00	£400.00	0.00%
Annual Car Park Permit – Springbridge Road Car Park	Per Permit	£750.00	£750.00	0.00%
Quarterly Car Park Permit – Herbert Road, Southall Market car parks	Per Permit	£150.00	£150.00	0.00%
Quarterly Car Park Permit – Perivale Station Car Park	Per Permit	£175.00	£175.00	0.00%
Quarterly Car Park Permit – Salisbury Street Car Park	Per Permit	£110.00	£110.00	0.00%
Quarterly Car Park Permit – Springbridge Road Car Park	Per Permit	£215.00	£215.00	0.00%

APPENDIX 1 CONTINUED

Parking prices in Ealing

Description of Fee/Charge	Charge basis (e.g. per hour, per day etc)	2018-19 Charge £	2019-20 Charge £	Increase/ (Decrease) %
Basic permit price range (excluding the variables of diesel, number of vehicles in household or CPZ type) (This row summarises the next 13 rows)	Per Permit	£83.00	(Weighted average based on sales) £50-£125	53%
CO2 emission (g/km) up to 100	Per Permit*	£83.00	£50.00	-39.76%
CO2 emission (g/km) 101-110	Per Permit*	£83.00	£75.00	-9.64%
CO2 emission (g/km) 111-120	Per Permit*	£83.00	£75.00	-9.64%
CO2 emission (g/km) 121-130	Per Permit*	£83.00	£75.00	-9.64%
CO2 emission (g/km) 131-140	Per Permit*	£83.00	£75.00	-9.64%
CO2 emission (g/km) 141-150	Per Permit*	£83.00	£100.00	20.48%
CO2 emission (g/km) 151-165	Per Permit*	£83.00	£100.00	20.48%
CO2 emission (g/km) 166-175	Per Permit*	£83.00	£100.00	20.48%
CO2 emission (g/km) 176-185	Per Permit*	£83.00	£100.00	20.48%
CO2 emission (g/km) 186-200	Per Permit*	£83.00	£125.00	50.60%
CO2 emission (g/km) 201-225	Per Permit*	£83.00	£125.00	50.60%
CO2 emission (g/km) 226-255	Per Permit*	£83.00	£125.00	50.60%
CO2 emission (g/km) Over 255	Per Permit*	£83.00	£125.00	50.60%
Discount for part day zone	Per Permit*	-£30.00	-£20.00	-33.33%
Discount for electric vehicles	Per Permit*	£0.00	-£20.00	∞
New applicant admin fee	Per Permit*	£15.00	£0.00	-100.00%
Multiplier applied to each additional vehicle in household	Per Permit*	£30.00	£50.00	66.67%
Nitrous Oxides emissions charge	Per Permit*	£0.00	£50.00	∞
Annual Business Permit	Per Permit	£800.00	£800.00	0.00%
Annual Charity Permit	Per Permit	£800.00	£800.00	0.00%
Annual All Zone Permit	Per Permit	£1,000.00	£1,000.00	0.00%
Annual Allotment Permit	Per Permit	£30.00	£30.00	0.00%
Annual Car Club Permit	Per Permit	£800.00	£800.00	0.00%
Annual Carers Permit – for friends and relatives	Per Permit	£45.00	£45.00	0.00%
Annual Carers Permit – for businesses	Per Permit	£45.00	£45.00	0.00%
Annual Disabled Bay Permit (for permit spaces)	Per Permit	£30.00	£30.00	0.00%
Annual Doctors/Vets Permit	Per Permit	£800.00	£800.00	0.00%
Annual Essential Users Permit	Per Permit	£350.00	£350.00	0.00%
Annual Religious Permit (Discounted if bought in bulk – 20 for the price of 15)	Per Permit	£100.00	£100.00	0.00%
Dispensations for Trade – for parking bays	Per day, per parking space	£10.00	£10.00	0.00%
Dispensations for Trade – for yellow lines	Per day, per 5m section of yellow line	£10.00	£10.00	0.00%
Dispensation for Residents	Per week, per parking space	£5.00	£5.00	0.00%
Suspensions (per day per bay for general uses)	Per day, per parking space	£30.00	£30.00	0.00%
Suspensions (per day per bay for filming)	Per day, per parking space	£10.00	£10.00	0.00%
Funeral cessation of enforcement	Per Permit	£50.00	£50.00	0.00%
Service Voucher/Business Visitor Permit	Per Permit	£2.40	£2.40	0.00%
Resident visitor voucher/permit (all day zone) (all day voucher)	Per Permit	£4.50	£4.50	0.00%
Resident visitor voucher/permit (all day zone) (1 hour voucher)	Per Permit	£0.60	£0.60	0.00%
Resident visitor voucher/permit (part day zone) (1 hour voucher)	Per Permit	£0.60	£0.60	0.00%

* Note: Changes to permit prices were introduced early in February 2019 due to dependant system upgrade

APPENDIX 2

Sale of parking products (by volume)

Type	Category	2018-19	2017-18	2016-17	
Permits	Allotment	17	21	22	
	Business	396	393	397	
	Business Trader	28	46	23	
	Car Club	56	67	67	
	Carers	20	15	15	
	Councillor (Perceval House Car Park)	75	52	57	
	Doctor	6	15	16	
	Disabled Bay	54	54	45	
	Essential Users	149	67	64	
	Honorary Freeman	10	10	10	
	Premier	3	2	3	
	Resident	35,052	29,357	27,213	
	Religious	346	317	316	
	Car Park	703	841	907	
	Veterinary	1	1	1	
	Total		36,916	31,258	29,156
	Vouchers and Visitor Permits	Business	830	1,475	2,250
Resident		300,503	346,301	404,627	
Service		63,369	49,790	51,380	
Total		364,702	397,566	458,257	
Short Stay Visitor Parking	Pay & Display machine tickets	899,242	1,078,079	1,316,310	
	Cashless parking sessions	1,180,659	927,617	747,053	
	Total	2,079,901	2,005,714	2,063,363	
Suspensions & Dispensations	Suspensions	1,123	1,012	4,541	
	Dispensations	1,471	1,487	1,470	
	Total	2,594	2,499	6,011	

APPENDIX 3

Residential permits sold, broken down by controlled parking zone

		Permits Issued 2018/19	Permits Issued 2017/18	Permits Issued 2016/17
CENTRAL EALING	A	810	694	764
SUDBURY HILL	AA	25	25	32
BEDFORD PARK	B	2,153	2,064	2,099
SUDBURY TOWN	BB	246	238	259
THAMES VALLEY UNIVERSITY	C&D	1,406	1,269	1,358
GYPSY CORNER	CC	670	614	626
CORFE, HARLECH & BEUMARIS TOWER CP	CHB	105	–	–
CORONATION ROAD	CR	2	0	1
BOLLO BRIDGE	DD	423	358	358
EAST ACTON	E	276	245	269
BRENTVALE	EE	45	52	53
EALING COMMON	F&G	1,275	1,222	1,261
BUXTON GARDENS	FF	160	173	175
BOSTON MANOR	GG	1,749	206	210
GUNNERSBURY PARK	GP	382	292	–
GEORGE ST	GS1	21	23	22
HOME ZONE	H	292	253	274
HANWELL STATION	H1	592	611	–
HANWELL STATION (ZOO)	H2	489	489	–
WEST EALING	HH	668	650	650
ACTON TOWN	J	521	499	537
EALING DEAN	JJ	1,108	1,060	1,062
ACTON CETNRAL	K	1,480	770	582
ACTON CENTRAL EXTENSION	K1	752	835	1,445
THE VALE ESTATE	KK	171	157	168
SOUTHALL	L	2,860	2,712	2,733
SOUTHALL 5	LL	834	787	795
ACTON GREEN	M	1,168	1,016	1,062
FRIARS GREEN	MM	978	887	940
THE DRIVE	MM1	7	5	4
NORTHFIELDS	N	1,402	1,148	1,168
DRAYTON GREEN	NN	746	707	689
NORTHFIELDS	Ns	104	44	52
HANGER HILL	O	513	523	541
PERIVALE	P	186	168	164
OLD OAK	PP	190	190	184
GREENFORD	Q	612	426	451
NORTHOLT	QQ	54	52	54
SOUTHFIELDS	R	738	669	720
RUFFORD TOWER & MORTON TOWER CP	RM	94	–	–
LITTLE EALING	RR	1,102	1,015	1,130
SOUTH EALING	S	517	351	347
SOUTH ACTON ESTATE	SA	92	76	–
SOUTH EALING	Sn	49	125	124
WESLEY ESTATE	SS	138	142	144
THE VALE	T&T1	354	286	303
KENT GARDENS	TT	176	174	–
TRINITY WAY CP	TW	96	–	–
GREEN MAN	U	376	340	350
SOUTHALL 2	V	1,022	929	952
EALING BROADWAY	W	1,520	1,438	1,472
WEST EALING TOWN CENTRE	WE	1,836	1,037	–
VALETTA ROAD	X	427	394	416
WEST TWYFORD	Y	142	135	155
WEST ACTON	Z	893	782	849
TOTAL		35,047	29,357	28,004

APPENDIX 4

Penalty charge notices (PCNs) issued in 2018/19, broken down by contravention code

Method by which PCN is issued: <i>Civil Enforcement Officer on street</i>				
Contravention Code	Description	2018-19	2017-18	2016-17
1	Parked in a restricted street during prescribed hours	12,682	13,022	12,120
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	1,682	1,184	1,137
5	Parked after the expiry of paid for time	1,270	1,599	1,419
6	Parked without clearly displaying a valid pay & display ticket or voucher	5,718	6,020	4,877
11	Parked without payment of the parking charge	1,749	1,395	1,448
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	27,940	28,476	20,754
16	Parked in a permit space or zone without clearly displaying a valid permit	212	101	118
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	3	5	0
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	2,938	3,499	2,624
20	Parked in a part of a parking place marked by a yellow line where waiting is prohibited	3	1	18
21	Parked wholly or partly in a suspended bay or space	3,757	1,588	1,067
22	Re-parked in the same parking place or zone within one hour after leaving	19	39	44
23	Parked in a parking place or area not designated for that class of vehicle	468	308	436
24	Not parked correctly within the markings of the bay or space	793	750	800
25	Parked in a loading place or bay during restricted hours without loading	3,984	4,003	2,709
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	233	141	159
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	4362	3399	3503
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	294	2	3
30	Parked for longer than permitted	3,466	3,421	3,550
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	1,508	1,317	1,053
42	Parked in a parking place designated for police vehicles	0	5	1
45	Stopped on a taxi rank	98	41	23
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	65	54	15
56	Parked in contravention of a commercial vehicle waiting restriction	2	1	1
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	148	109	101
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	13,334	8,924	5,385
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	392	229	230
47	Stopped on a restricted bus stop or stand	258	292	212
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	212	159	123

APPENDIX 4 CONTINUED

Penalty charge notices (PCNs) issued in 2018/19, broken down by contravention code

Method by which PCN is issued: <i>Civil Enforcement Officer off street</i>				
Contravention Code	Description	2018-19	2017-18	2016-17
70	Parked in a loading place or bay during restricted hours without loading	12	1	2
71	Parked in an electric vehicles' charging place during restricted hours without charging	54	73	77
73	Parked without payment of the parking charge	340	184	148
80	Parked for longer than permitted	8	12	17
81	Parked in a restricted area in a car park	276	93	51
82	Parked after the expiry of paid for time	675	1,118	756
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	3,671	3,478	2,389
85	Parked without clearly displaying a valid permit where required	828	734	277
86	Not parked correctly within the markings of a bay or space	298	323	256
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	274	269	175
91	Parked in a car park or area not designated for that class of vehicle	16	11	9

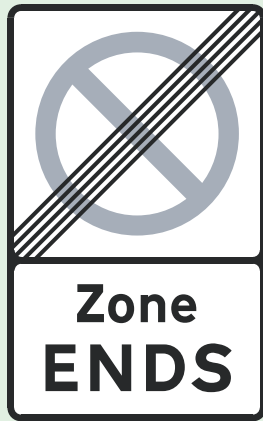
Method by which PCN is issued: <i>Moving</i>				
Contravention Code	Description	2018-19	2017-18	2016-17
31	Entering and stopping in a box junction when prohibited	9,407	8,800	6,963
32	Failing to drive in the direction shown by the arrow on a blue sign	2,261	1,338	731
33	Using a route restricted to certain vehicles	1	0	0
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign	2,533	2,509	972
50	Performing a prohibited turn	44,075	39,334	38,643
51	Failing to comply with a no entry sign	13,663	10,096	6,200
52	Failing to comply with a prohibition on certain types of vehicle	13,050	13,438	12,657

Method by which PCN is issued: <i>Bus Lane</i>				
Contravention Code	Description	2018-19	2017-18	2016-17
34	Being in a bus lane	33,640	26,997	25,895
Grand Total		218,764	194,616	164,093

APPENDIX 5

Public pay and display car parks in Ealing

Name & Location	Designation of Spaces	Parking Tariff	Days & Hours of Enforcement
Arden Road Car Park West Ealing W13 8RP PayByPhone: 37218	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 PayByPhone: 37217	46 x Regular spaces 4 x Disabled spaces 3 x Electric charging spaces	£1.50 per hour, £12 all day	Mon-Sun 08:00- 18:00
Featherstone Terrace Car Park Southall UB2 5AL PayByPhone: 37216	133 x Regular spaces 7 x Disabled spaces 3 x Electric charging spaces	£1.20 per hour, £5 all day	Mon-Sun 08:00-18:00
George Street Car Park Hanwell W7 3TA PayByPhone: 37215	83 x Regular spaces 3 x Disabled spaces 1 x Motorcycle space	£1.20 per hour, £5 all day	Mon-Sun 08:00-18:00
Greenford Broadway Car Park Greenford UB6 9PY PayByPhone: 37214	149 x Regular spaces 10 x Disabled spaces 3 x Motorcycle spaces	£1.20 per hour, £5 all day	Mon-Sun 08:00-18:00
Herbert Road Multi-storey Car Park Southall UB1 1LH PayByPhone: 37213	243 x Regular spaces 19 x Disabled spaces	£1.00 per hour (Mon-Fri) £2.00 per hour (Sat & Sun) £12 all day	Mon-Sun 08:00-18:00 (Car Park locked overnight between 22:30 and 08:00)
Maitland Yard Car Park West Ealing W13 9DA PayByPhone: 37201	11 x Regular spaces 7 x Shared use space 2 x Loading spaces	£1.50 per hour, £12 all day	Mon-Sun 08:00-18:00
Norwood Road Car Park 1 Southall UB2 4JT PayByPhone: 37212	35 x Regular spaces 4 x Disabled spaces 2 x Motorcycle spaces	£1.20 per hour, £5 all day	Mon-Sun 08:00-18:00
Norwood Road Car Park 2 Southall UB2 4DD PayByPhone: 37211	24 x Regular spaces 1 x Motorcycle space	£1.20 per hour, £5 all day	Mon-Sun 08:00-18:00
Perivale Station Car Park Perivale UB6 8LE PayByPhone: 37210	100 x Regular spaces 6 x Disabled spaces 1 x Motorcycle space	£1.00 per hour, £5 all day	Mon-Sun 08:00-18:00
Perceval House Car Park Ealing W5 2UQ PayByPhone: 37209	85 x Regular spaces 6 x Disabled spaces	£1.00 per hour, £3 all day After 6pm weekdays (free) and all weekend 08:00-18:00	Staff Permit Holders Mon-Fri until 6pm Public Car Park after 6pm
Salisbury Street Car Park Acton W3 8NW PayByPhone: 37208	62 x Regular spaces 4 x Disabled spaces 4 x Motorcycle spaces 1 x Car Club space	£1.50 per hour, £12 all day	Mon-Sun 08:00-18:00
South Ealing Road Car Park Ealing W5 4QT PayByPhone: 37206	28 x Regular spaces 2 x Disabled spaces 5 x Motorcycle spaces	£1.50 per hour, £12 all day	Mon-Sun 08:00-18:00
Southall Market Car Park Southall UB1 3DG PayByPhone: 37203	77 x Regular spaces 2 x Disabled spaces 2 x Electric charging spaces	£1.20 per hour, £9 all day	Mon-Sun 08:00-18:00
Springbridge Road Multi-Story Car Park Ealing W5 2AB PayByPhone:37205	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
William's Road Car Park Ealing W13 0RJ PayByPhone: 37207	26 x Regular spaces 2 x Motorcycles paces	£1.50 per hour, £12 all day	Mon-Sun 08:00-18:00
Witham Road West Ealing W13 0TU PayByPhone: 37204	19 x Regular spaces 1 x Disabled space	£1.50 per hour, £12 all day	Mon-Sun 08:00-18:00



Parking Services
Ealing Council
Perceval House
14/16 Uxbridge Road
Ealing W5 2HL

www.ealing.gov.uk