

LONDON BOROUGH OF EALING

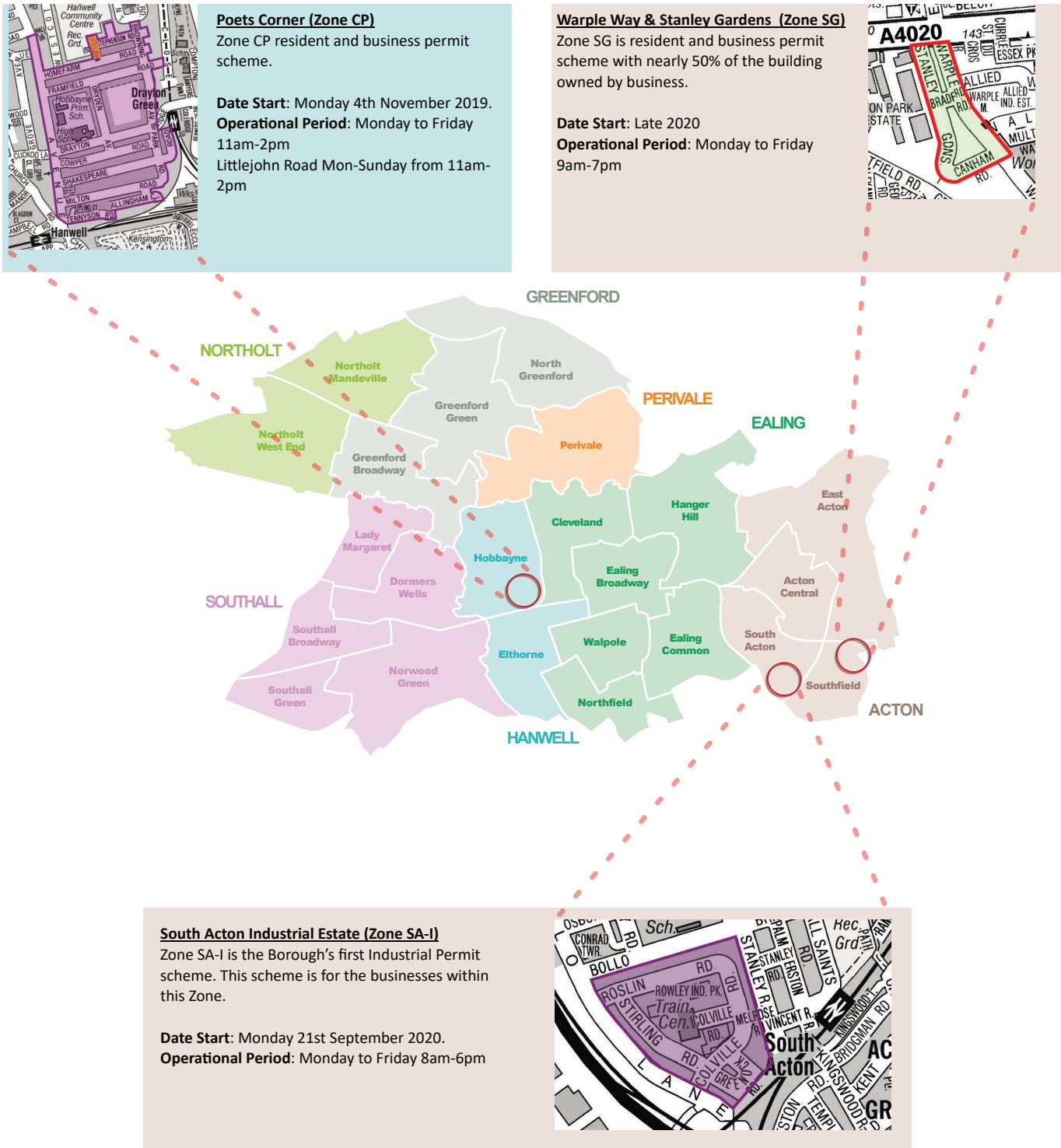
Parking Services

ANNUAL REPORT OF ACCOUNTS AND KEY ACTIVITIES
2019-20



Ealing

www.ealing.gov.uk



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WELCOME

I am pleased to introduce Ealing Council's Parking Annual Report for 2019/20.

This report provides information and updates on the services' priorities and challenges across the borough while highlighting some of our achievements throughout 19/20 and future developments and opportunities for the coming year.



Ealing's parking team provide a range of vital services to residents, businesses and visitors to our borough.

A key challenge has been our response to Covid-19.

A key highlight this year has been a rise in the provision of electric charging points across the borough which we hope will continue to spur the drive towards electric vehicles. The team also started decommissioning some pay & display machines within the borough which will aid the shift to variable charging for short stay, non-residential parking sessions.

The aim is to stimulate modal shift, lower transport's environmental footprint and improve road safety.

As well as outlining our plans, this report provides a range of key data and valuable information from complaints through to parking income, our prices and sales by product. There is also detailed information on the types of PCNs issued as well as about our public pay and display car parks.

Thank you for taking the time to read this report.

Cllr Mik Sabiers
Cabinet Member for Environment & Transport

FOREWORD

This year has been very challenging embedding all our new contracts. The team have worked very closely with all our new contractors to ensure the needs of our residents, visitors and businesses were met.

It is our intension to work to continue to improve air quality and ensure our parking polices are sustainable.

The 2019/2020 Annual parking report provides information to the public about our objectives and priorities.

As this report makes clear, the council provides a range of parking services for our residents, businesses and visitors to the borough. In turn our work in this area contributes to a wide range of strategic outcomes including safety, public health, environmental protection and economic growth.

Ealing's approach to Parking Services is underpinned by a commitment to fairness: we want to make it as fair, easy, and safe as possible for residents, businesses and visitors to park in Ealing.



Gina Cole
Head of Parking Services

OVERVIEW

This annual report sets out the important facts and figures of the London Borough of Ealing parking and enforcement activity. It is important also to recognise why the Council needs to manage parking in the first place.

This document focuses on parking and enforcement issues and the new schemes and processes that we believe will offer a better service to our customers. The Council is committed to being open and transparent about its parking operation. We publish our parking and enforcement report each year to keep the local community and other interested parties abreast of any changes the we have made and any we are considering for the future.

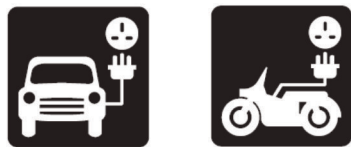
Parking controls play an important part in the Council's transport strategy by regulating the amount of traffic within the London Borough of Ealing and encouraging the use of public transport. We believe that parking issues affect everyone who uses our streets, not only car users.

Demand for parking in the London Borough of Ealing far compensates the supply of kerb space available and we seek to maintain a balance between the different demands – from residents, businesses and visitors, whilst ensuring there is good access for pedestrians, cyclists, buses and other vehicles.

Our general policy is to provide the maximum number of car parking spaces while allowing the satisfactory and safe movement of traffic and the maintenance of a good quality residential environment. We constantly monitor and review our parking policies to ensure that they meet the needs of the local community and residents.

“ Parking controls play an important part in the Council's transport strategy by regulating the amount of traffic within the London Borough of Ealing and encouraging the use of public transport ”

ELECTRIC VEHICLE CHARGING



Last year we installed nearly 100 new electric vehicle charging points. Despite the challenges posed by working during a pandemic, Ealing Council is still committed to equipping the borough to transition to electric vehicles. The climate change emergency continues, so we must keep taking measures to address it.

To find an electric charging point in Ealing, anyone can visit the link below...

www.zap-map.com/live

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	No. of points 2020/21*
Standard charging points (including lamp columns)	6+ hrs	9	57	73	123
Fastcharging point	1-4 hrs	0	0	72	172
Rapid charging point	Up to 1 hour	0	2 [#]	8 [#]	8 [#]
Total charging points in Ealing by the end of the fiscal year		9	59	153	303

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

FUTURE PLANS

During fiscal year 2020/21 Ealing Council will introduce variable pricing for pay and display & phone parking customers, based on vehicular emissions. This is in response to the climate change emergency called by the Council in 2019. We are doing this to encourage the user of less polluting vehicles, and have already introduced emission-based pricing for our residential permits

We expect this change to have a positive impact on the emission levels of greenhouse gases, emissions that affect air quality such as nitrous oxides, and possibly the volume of traffic on our streets. It will work like this:

1. Visitors paying for parking will be asked to enter their vehicle registration into the PayByPhone mobile phone app (as most people do already)
2. The app will identify the emissions produced by the vehicle by checking a database containing information from the DVLA and vehicle manufactures
3. Finally, discounts will be applied to their parking tariff depending on the green credentials of the vehicle being used

More information on emission-based charging will be released before the system is rolled out.

The discount will only be available through the mobile phone app and we are encouraging all our visitors to make use of this service. The usage of the machines continues to decline, year on year, and so the number of pay and display machines across the borough is being reduced this year, both to save money, address the problems of theft and vandalism, reduce street clutter, and minimise the carbon footprint of our parking operation. Unlike some Councils, Ealing will not be removing all of it's pay and display machines at this time, but the lesser used ones. Initially 57 out of 196 machines will be decommissioned, with further removals possible pending a review of the pros and cons of removal of the first machines

STATISTICAL REPORTING

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

During the 2019/20 year, we mobilised new parking enforcement contracts as well as Parking IT, Parking Payment and Enforcement Agents which involved

numerous changes for the process, contractors and operations (in the short term). We also had a change of main contractor for enforcement. Additionally, we were also subjected to a prolonged industrial dispute with our contractor's workforce that has only recently been resolved. These factors combined to produce significant under-performance within the enforcement team.

Figure 3: PCN issued and appealed by the motorist

	2019/20	2018/19	2017/18
Total number of Penalty Charge Notices issued	172,855	218,764	194,616
Number of Penalty Charge Notices against which an informal challenge was made	13,426	14,841	17,032
Number of Penalty Charge Notices cancelled in response to informal challenge	1,638	2,108	1,276
Number of Penalty Charge Notices against which a formal representation was made	21,169	13,113	21,183
Number of Penalty Charge Notices cancelled in response to formal representation	2,328	6,798	4,114*
Number of appeals made to independent adjudicator	1067	1,241	1,085*
Number of PCNs cancelled in response to appeal at independent adjudicator	459	789	495

* 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)

	2019/20	2018/19	2017/18
Total PCNs Issued	172,855	218,764	194,616
Civil Enforcement Officer	63,519	94,042	86,381
CCTV (Sub Total)	109,336	124,722	108,235
CCTV – Bus Lane	27,433	33,640	26,997
CCTV – Parking	8,002	6,092	5,722
CCTV – Moving	73,901	84,990	75,516
Total PCNs Paid	121,749	147,999	156,292
– at Discount	109,889	135,908	137,418
– at Full Rate	7,078	5,542	10,974
– at Surcharge	4,059	5,898	7,900
– once warrant for collection was issued	723	617	2,435
– after warrant for collection expired	0	34	3
Number of Penalty Charge Notices written off for other reasons	111	77	1,021

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 time frame (10 days).

Figure 5: Breakdown of complaints and members enquiries

	2019/20			2018/19			2017/18		
Month	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late
April	3	12	0	6	11	0	5	3	0
May	0	8	0	1	6	0	0	1	0
June	1	13	0	2	16	0	5	0	3
July	3	6	1	2	15	0	4	1	4
August	1	17	0	0	6	0	5	0	1
September	1	19	0	0	3	0	3	1	4
October	1	16	0	0	6	0	5	1	1
November	3	15	3	0	19	0	1	1	0
December	3	4	0	0	3	0	2	0	0
January	1	12	2	2	6	0	5	0	0
February	3	9	1	0	2	0	3	2	1
March	3	2	0	2	4	0	8	2	0
Totals	23*	133	7	15*	97	0	44*	12	14

* Formal complaints only

COVID-19

In March 2020 the country went into lockdown to help prevent the spread of covid-19. The pandemic has had an impact on everyone and has created pressures on residents and local business owners – both financially and in terms of physical and mental health. The Parking Services team have responded to the pandemic in line with advice from central government, London Councils, the British Parking Association, the wishes of local Councilors, and the best judgement and moral compass of its leadership team. Whilst there have clearly more important things than parking with which we have all concerned ourselves over the last 6 months, the Council has adjusted its services to meet the new needs that have arisen due to Covid-19.

- To date, these measures include:
- A 50% reduction in parking enforcement staff presence during full lockdown, with special focus put on protecting access to parking and loading for key workers
 - A reduction in the types of debt collection activities our enforcement agents undertake, temporarily halting doorstep visits and recommencing debt collection whilst considering the impact covid-19 may have on debtor's ability to make payments
 - The refunding/extension of car park/business permits for nearly 3 months and the provision of free parking to some key workers for up nearly 6 months (still ongoing at the time of writing)
 - Changes to fees and charges that were due to be implemented in 1st April have been put on hold till 1st October.
 - Suspending numerous parking spaces outside shops to allow for footpaths to be widened and help people maintain safe distances from one another
 - Special focus on the cleaning and disinfecting of shared surfaces in our car parks
 - Some members of staff from the parking team were temporarily redeployed to facilitate the distribution of food parcels to those who needed to shield between March and July



1,967

 key workers given
 free parking permits



 social distancing
 in parks

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	2019/20			2018/19			2017/18		
Income by source	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Penalty Charge Notice Income	£10,159		£10,159	£10,895		£10,895	£11,041		£11,041
On-street permits and vouchers	£3,764	£0	£3,547	£3,916	£0	£3,916	£2,134	£0	£2,134
Off-street permits and vouchers	£0	£300	£300	£0	£262	£262	£0	£393	£262
On-street pay and display	£2,891	£0	£2,891	£2,456	£0	£2,456	£2,257	£0	£2,257
Off-street pay and display	£0	£1,516	£1,516	£0	£1,754	£1,754	£0	£1,725	£1,725
Other income (inc suspensions)	£2,416		£2,429	£2,549	£66	£2,615	£1,787		£1,787
Bad Debt provision *	£558		£558	£233		£233	£407	£8	£415
Total Expenditure (A)	£19,584	£1,816	£21,400	£20,049	£2,082	£22,131	£16,812	£2,110	£18,922

* This cannot be separated therefore included as one figure

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

£000's	2019/20			2018/19			2017/18		
Direct cost of parking enforcement	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Council Staffing Costs	£968		£968	£1,024		£1,024	£1,076		£1,076
Civil Enforcement Officers (CEO) Contract Costs	£2,786		£2,786	£3,231		£3,231	£2,857		£2,857
ATP Contractual Payments (ATP & Online)	£0	£0	£0	£0	£0	£0	£0	£0	£0
Other Contractual Services (Telephony, Processing, IT)	£263	£4	£267	£1,406	£0	£1,406	£961	£0	£961
Premises Costs	£270	£495	£765	£151	£614	£765	£266	£507	£773
Transport Costs	£4		£4	£11		£11	£7		£7
Traffic Enforcement Centre (TEC) fees	£377		£377	£291		£291	£326		£326
Internal Recharges	£73	£314	£241	£364	£4	£368	£233	£1	£234
Equipment Purchase	£24	£5	£29	£17	£0	£17	£14	£0	£14
Other Supplies (Postage, Printing, Storage, etc)	£206		£206	£74		£74	£108		£108
Total Expenditure (B)	£4,826	£818	£5,644	£6,569	£618	£7,187	£5,848	£508	£6,356

Figure 8: Funding Expenditure breakdown

£000s	2019/20	2018/19	2017/18
Schemes funded by civil enforcement related income	On-Street	On-Street	On-Street
Concessionary Fares (Freedom Pass)	£12,167	£11,980	£10,329
Parking Places Reserves Account	£0	£1,390	£1,800
Off-street trading account	£0	£0	£400
Infrastructure Investment	£3,589	£110	£440
Total Expenditure (A-B)	£15,756	£13,480	£12,569

In 2019/20, £21.400m was raised from on and off-street parking income. The expenditure items directly associated with running a parking service totalled £5.644m. The remaining income is classed as 'surplus' and totals £15.756m. A contribution of £12.167m was made towards the council's cost of concessionary fares in 2019/20, including funding of the Freedom Pass.

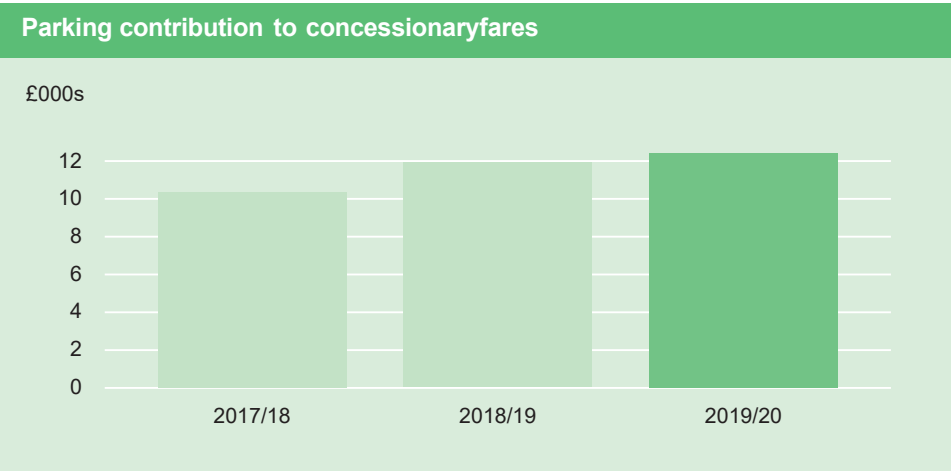
The surplus contributes towards the part funding of the Freedom Pass, which provides free travel inside London to older and disabled residents.

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

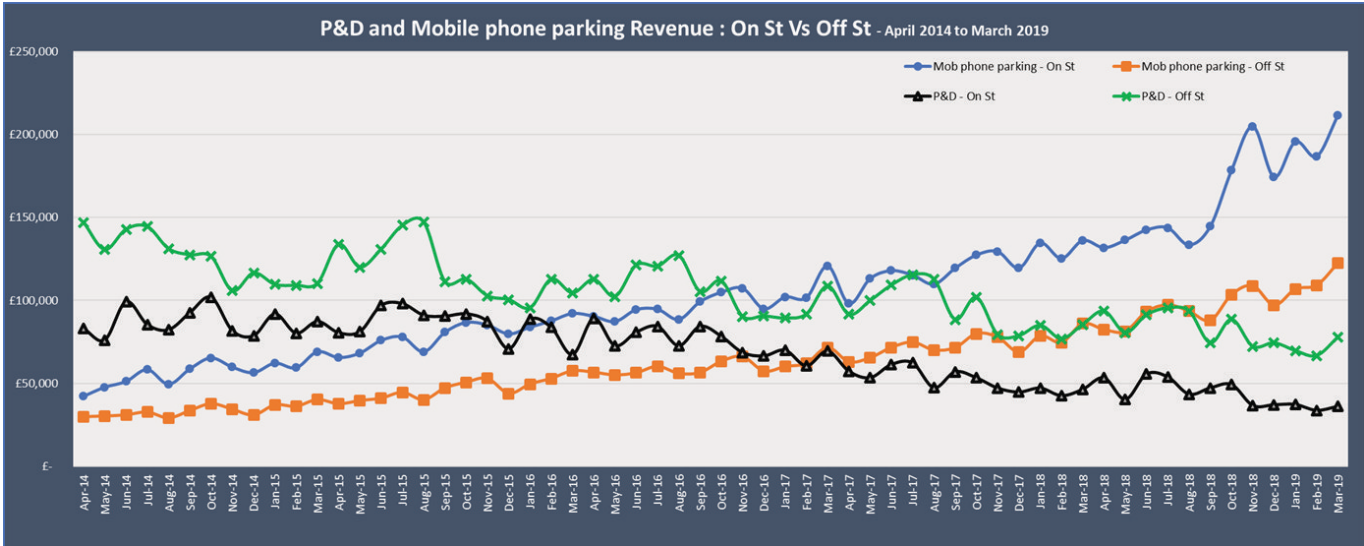
Description of Fee/Charge	Charge basis (e.g. per hour, per day etc)	2018-19 Charge £	2019-20 Charge £	Increase/ (Decrease) %
Civil Enforcement Officer (CEO)– Enforcement	Percontravention	Various	TBA – Set by London Councils	0.00%
Bus Lane Enforcement	Percontravention	Various	TBA – Set by London Councils	0.00%
Civil Parking Enforcement	Percontravention	Various	TBA – Set by London Councils	0.00%
Decriminalised Traffic Enforcement	Percontravention	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%

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)			(Weighted average based on sales)	
	Per Permit	£83.00	£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*	-£15.00	-£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	2019-20	2018-19	2017-17
Permits	Allotment	14	17	21
	Business	348	396	393
	Business Trader	28	28	46
	Car Club	61	56	67
	Carers	22	20	15
	Councillor (Perceval House Car Park)	59	75	52
	Doctor	13	6	15
	Disabled Bay	51	54	54
	Essential Users	175	149	67
	Honorary Freeman	3	10	10
	Premier	1	3	2
	Resident	31,349	35,052	29,357
	Religious	343	346	317
	Car Park	576	703	841
	Veterinary	1	1	1
	Total	32,991	36,916	31,258
Vouchers and Visitor Permits	Business	1,269	803	1,475
	Resident	282,779	300,503	346,301
	Service	35,369	63,369	49,790
	Total	319,702	364,702	397,566
Short Stay Visitor Parking	Pay& Display machine tickets	600,525	899,242	1,078,079
	Cashlessparking sessions	1,216,703	1,180,659	927,617
	Total	1,877,228	2,079,901	2,005,714
Suspensions & Dispensations	Suspensions	1,880	1,123	1,012
	Online Suspensions	2,375	2,411	1,984
	Dispensations	1,324	1,471	1,487
	Total	5,579	5,005	4,483



APPENDIX 3
Residential permits sold, broken down by controlled parking zone

Scheme	Zone	Permits Issued 2019/20	Permits Issued 2018/19	Permits Issued 2017/18
CENTRAL EALING	A	694	810	694
SUDBURY HILL	AA	29	25	25
BEDFORD PARK	B	1,967	2,153	2,064
SUDBURY TOWN	BB	215	246	238
THAMES VALLEY UNIVERSITY	C&D	1,227	1,406	1,269
GYPSY CORNER	CC	524	670	614
CORFE, HARLECH & BEUMARIS TOWER CP	CHB	96	105	–
CORONATION ROAD	CR	0	2	0
BOLLO BRIDGE	DD	343	423	358
EAST ACTON	E	227	276	245
BRENTVALE	EE	44	45	52
EALING COMMON	F&G	1,062	1,275	1,222
BUXTON GARDENS	FF	129	160	173
BOSTON MANOR	GG	1,487	1,749	206
GUNNERSBURY PARK	GP	490	382	292
GEORGE ST	GS1	17	21	23
HOME ZONE	H	240	292	253
HANWELL STATION	H1	524	592	611
HANWELL STATION (ZOO)	H2	431	489	489
WEST EALING	HH	599	668	650
ACTON TOWN	J	450	521	499
EALING DEAN	JJ	981	1,108	1,060
ACTON CETNRAL	K	1,305	1,480	770
ACTON CENTRAL EXTENSION	K1	639	752	835
THE VALE ESTATE	KK	145	171	157
SOUTHALL	L	2,538	2,860	2,712
SOUTHALL 5	LL	751	834	787
ACTON GREEN	M	969	1,168	1,016
FRIARS GREEN	MM	867	978	887
THE DRIVE	MM1	2	7	5
NORTHFIELDS	N	1,255	1,402	1,148
DRAYTON GREEN	NN	656	746	707
NORTHFIELDS	Ns	61	104	44
HANGER HILL	O	468	513	523
PERIVALE	P	149	186	168
POET’S CORNER	PC	865	–	–
OLD OAK	PP	149	190	190
GREENFORD	Q	460	612	426
NORTHOLT	QQ	47	54	52
SOUTHFIELDS	R	636	738	669
RUFFORD TOWER & MORTON TOWER CP	RM	102	94	–
LITTLE EALING	RR	976	1,102	1,015
SOUTH EALING	S	465	517	351
SOUTH ACTON ESTATE	SA	86	92	76
SOUTH EALING	Sn	20	49	125
WESLEY ESTATE	SS	115	138	142
THE VALE	T&T1	344	354	286
KENT GARDENS	TT	162	176	174
TRINITY WAY CP	TW	67	96	–
GREEN MAN	U	334	376	340
SOUTHALL 2	V	888	1,022	929
EALING BROADWAY	W	1,277	1,520	1,438
WEST EALING TOWN CENTRE	WE	1,537	1,836	1,037
VALETTA ROAD	X	386	427	394
WEST TWYFORD	Y	110	142	135
WEST ACTON	Z	742	893	782
TOTAL		31,349	35,047	29,357

APPENDIX 4

Penalty charge notices (PCNs)issued in 2019/20, broken down by contravention code

Method by which PCN is issued: <i>Civil Enforcement Officer on street</i>				
Contravention Code	Description	2019-20	2018-19	2017-18
01	Parked in a restricted street during prescribed hours	7,502	12,682	13,022
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	1,024	1,682	1,184
05	Parked after the expiry of paid for time	608	1,270	1,599
06	Parked without clearly displaying a valid pay & display ticket or voucher	3,443	5,718	6,020
11	Parked without payment of the parking charge	1,036	1,749	1,395
12	Parked in a residents' or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge	20,038	27,940	28,476
14	Parked in an electric vehicles' charging place during restricted hours without charging	10	-	-
16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	95	212	101
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	36	3	5
19	Parked in a residents' or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time	1,834	2,938	3,499
20	Parked in a part of a parking place marked by a yellow line where waiting is prohibited	3	3	1
21	Parked wholly or partly in a suspended bay or space	3,223	3,757	1,588
22	Re-parked in the same parking place or zone within the prescribed time period after leaving	9	19	39
23	Parked in a parking place or area not designed for that class of vehicle	617	468	308
24	Not parked correctly within the markings of the bay or space	663	793	750
25	Parked in a loading place or bay during restricted hours without loading	1,774	3,984	4,003
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	114	233	141
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway	3,097	4,362	3,399
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	122	294	2
30	Parked for longer than permitted	2,857	3,466	3,421
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge in the prescribed manner	1,111	1,508	1,317
42	Parked in a parking place designated for police vehicles	0	0	5
45	Stopped on a taxi rank	19	98	41
47	Stopped on a restricted bus stop or stand	7,387	258	292
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	839	212	159
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	13	65	54
56	Parked in contravention of a commercial vehicle waiting restriction	0	2	1
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	123	109	101
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	8,737	13,334	8,924
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	223	392	229

Method by which PCN is issued: <i>Civil Enforcement Officer off street</i>				
Contravention Code	Description	2019-20	2018-19	2017-18
70	Parked in a loading place or bay during restricted hours without loading	12	12	1
71	Parked in an electric vehicles' charging place during restricted hours without charging	14	54	73
73	Parked without payment of the parking charge	323	340	184
80	Parked for longer than permitted		8	12
81	Parked in a restricted area in a car park	131	279	93
82	Parked after the expiry of paid for time	479	675	1,118
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	2,797	3,671	3,478
85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required	784	828	734
86	Not parked correctly within the markings of a bay or space	213	298	323
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	211	274	269
91	Parked in a car park or area not designated for that class of vehicle	0	16	11

Method by which PCN is issued: <i>Moving</i>				
Contravention Code	Description	2019-20	2018-19	2017-18
31	Entering and stopping in a box junction when prohibited	8,271	9,407	8,80
32	Failing to proceed in the direction shown by the arrow on a blue sign	2,377	2,261	1,338
33	Using a route restricted to certain vehicles	0	1	0
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign (must pass to the left)	3,211	2,533	25,509
50	Performing a prohibited turn	36,749	44,075	39,334
51	Failing to comply with a no entry restriction	17,754	13,663	10,096
52	Failing to comply with a prohibition on certain types of vehicle	5,539	13,050	13,438

Method by which PCN is issued: <i>Bus Lane</i>				
Contravention Code	Description	2019-20	2018-19	2017-18
34	Being in a bus lane	27,433	33,640	26,997
Grand Total		172,855	218,764	194,616

MORE INFO

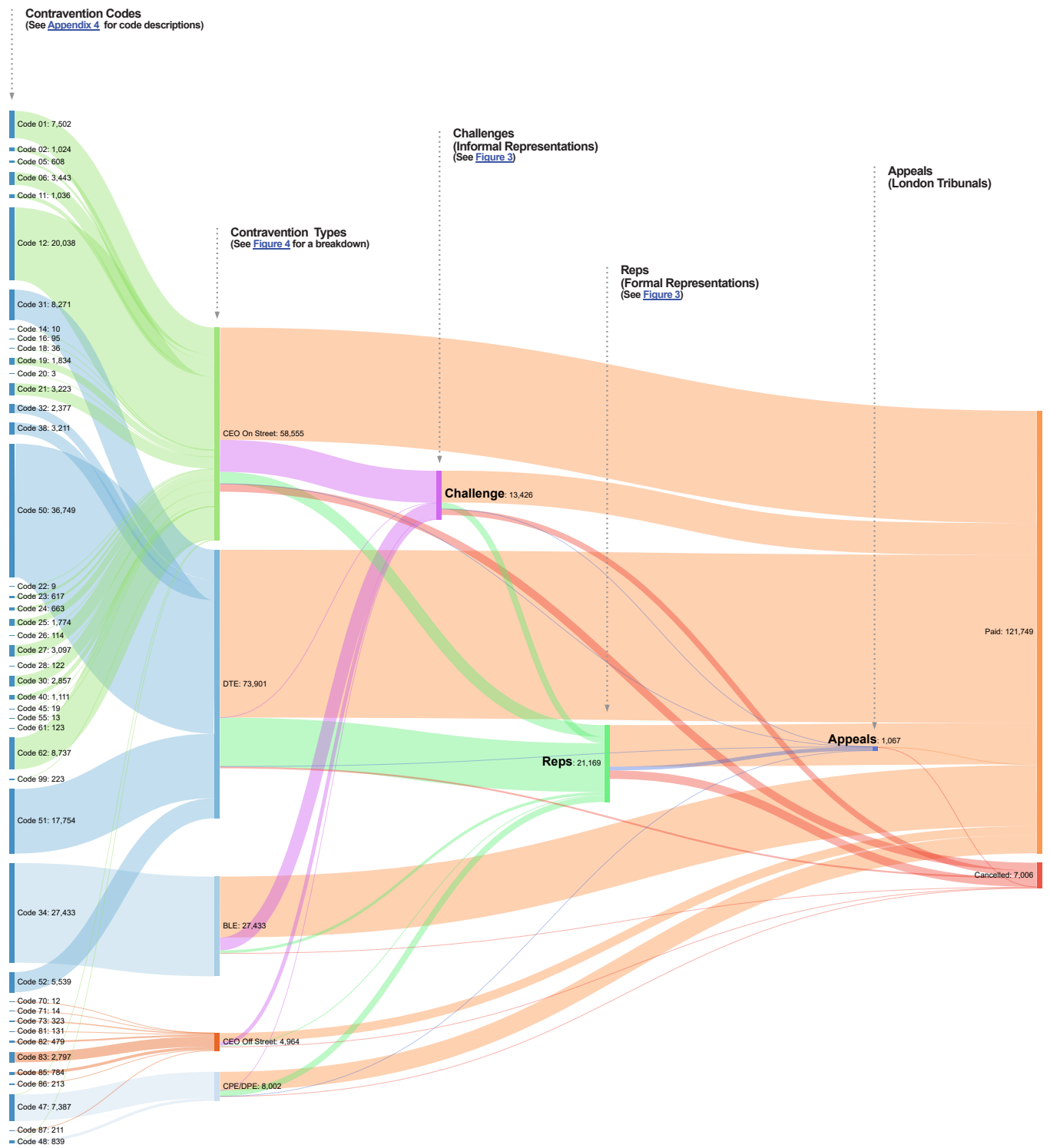


London Councils Latest
Contravention code list
<https://www.londoncouncils.gov.uk/services/parking-services/parking-and-traffic/parking-information-professionals/contravention-code>

APPENDIX 5
Public pay and display car parks in Ealing

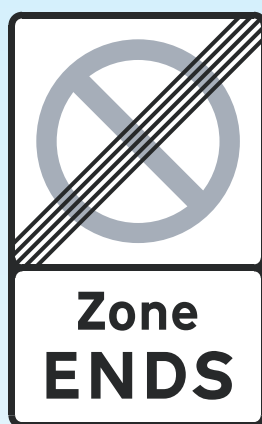
Name & Location	Designation of Spaces	Parking Tariff	Days & Hours of Enforcement
Arden Road Car Park West Ealing W13 8RP PayByPhone:37218	27 x Regular spaces 2 x Disabled spaces 3 x Motorcycle spaces	£1.50 per Hour maximum charge £12 all day	Mon-Sun 08:00-18:00
Dean Gardens Car Park West Ealing W13 9DA 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 Regularspaces 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 Regularspaces 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 Parklocked 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 Parkafter 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

APPENDIX 6
Sankey Diagram of 2019-2020 PCN Progression



MORE INFO

To find out what is a Sankey Diagram, see the following article.
https://en.wikipedia.org/wiki/Sankey_diagram



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

www.ealing.gov.uk/parking



Parking Services
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