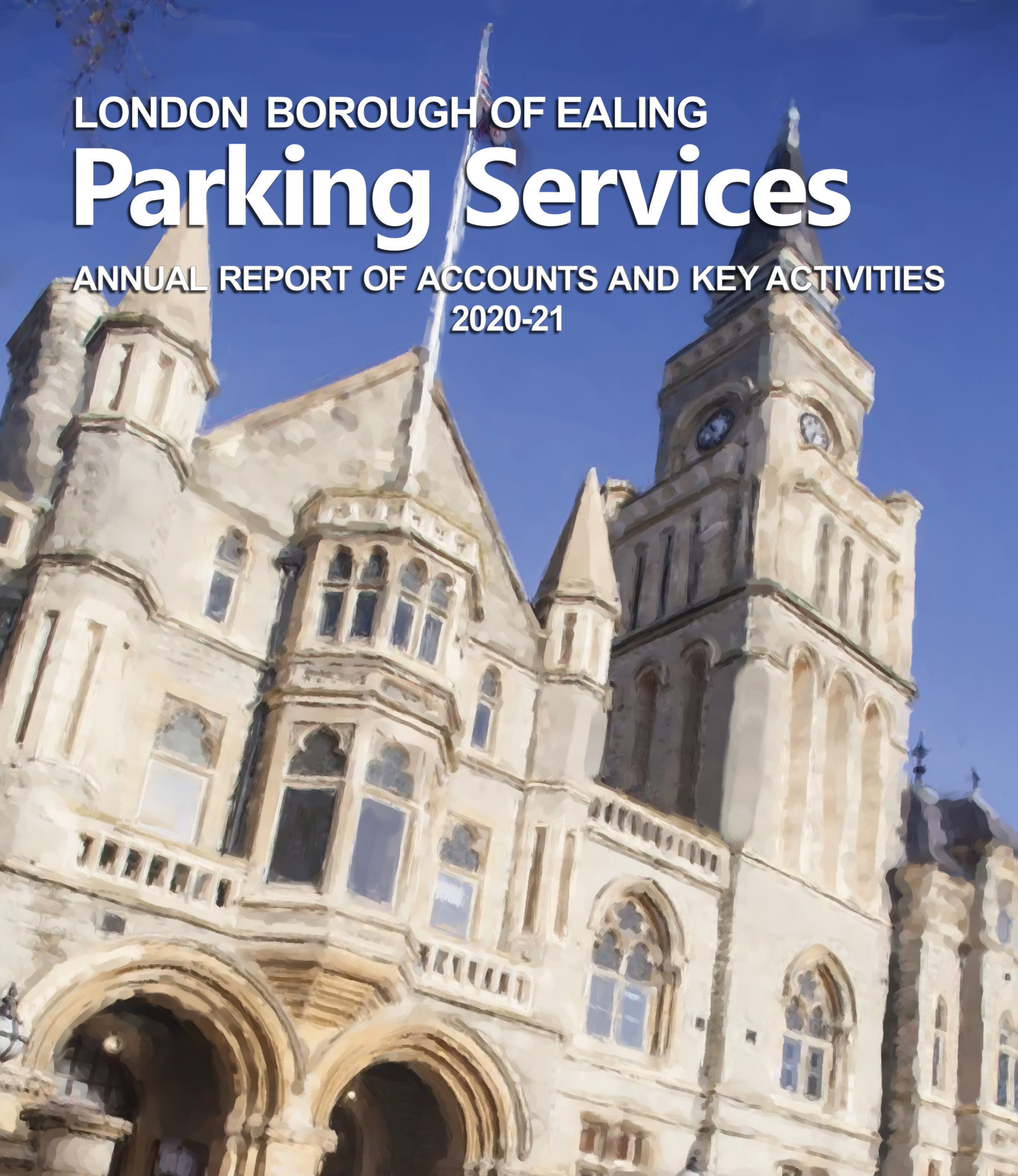


LONDON BOROUGH OF EALING

Parking Services

ANNUAL REPORT OF ACCOUNTS AND KEY ACTIVITIES
2020-21



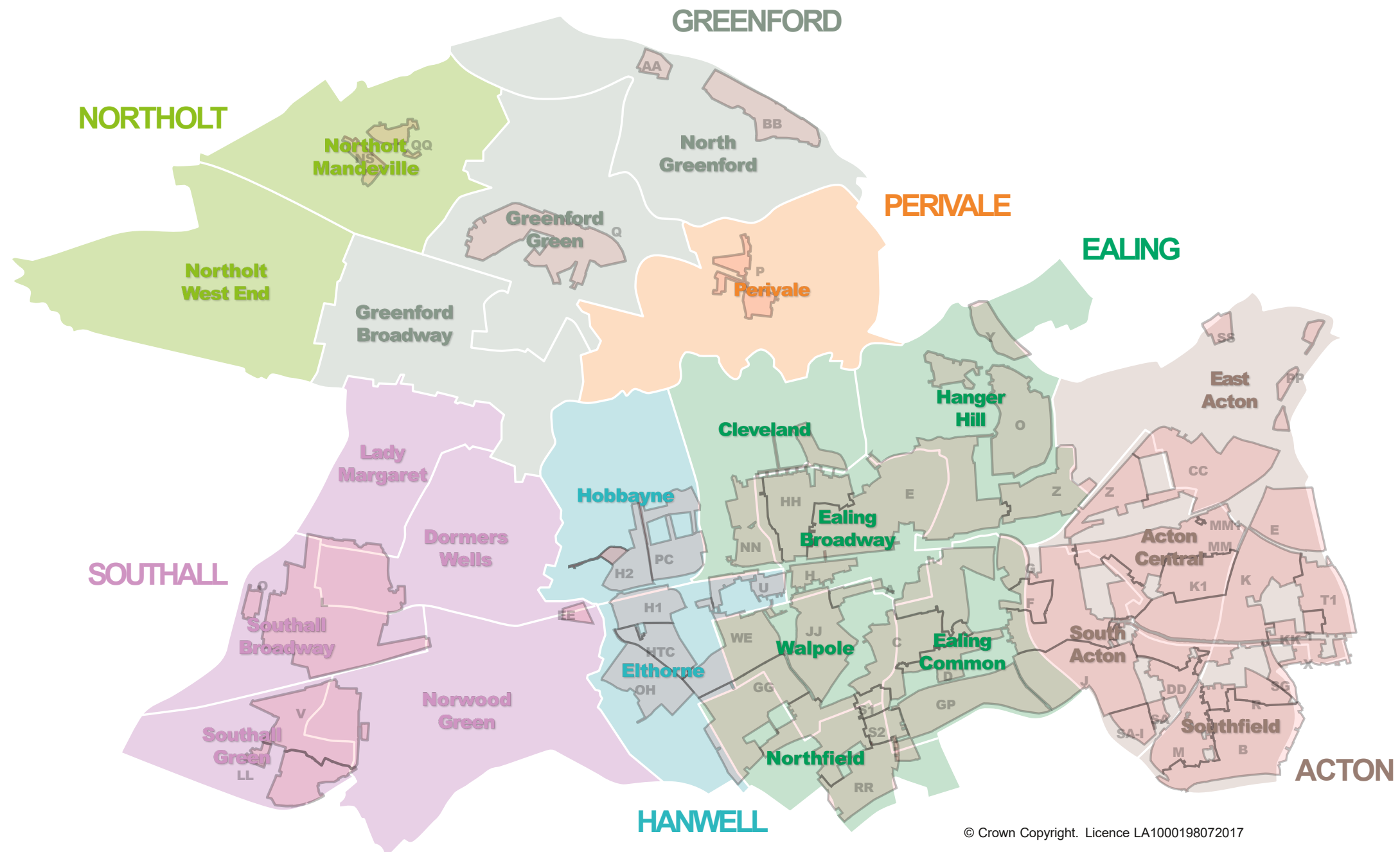
Ealing

www.ealing.gov.uk

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CPZ MAP



| | | | | | | | | | | | | | | | |
|----|--------------------------|-------------|---|----|-------------------|-----------|--------------------------------|-----|--------------------------|---------------|-------------------------|------|------------------------------|-----------|------------------------------------|
| A | Central Ealing | Mon - Thurs | 8:30am - 7:30pm | O | Hanger Hill | Mon - Fri | 9am - 10am & 3pm - 4pm | BB | Sudbury Town | Mon - Fri | 10am - 11am & 3pm - 4pm | RR | Little Ealing | Mon - Fri | 10am - 11am & 3pm - 4pm |
| | | Fri - Sat | 8:30am - 11pm | P | Perivale | Mon - Fri | 9am - 10am & 2pm - 3pm | CC | Gypsy Corner | Mon - Fri | 10am - 11am & 3pm - 4pm | SS | Wesley Estate | Mon - Fri | 10am - 11am & 3pm - 4pm |
| B | Bedford Park | Mon - Fri | 9am - 6pm | Q | Greenford Station | Mon - Fri | 10am - 11am & 2pm - 3pm | DD | Bollo Bridge | Mon - Fri | 9:30am - 5:30pm | SA | South Acton Estate | Mon - Fri | 9am - 10am & 2pm - 3pm |
| C | Thames Valley University | Mon - Fri | 10am - 7:30pm | R | Southfields | Mon - Fri | 9am - 6pm | EE | Brentvale | Mon - Sat | 9:30am - 5:30pm | TT | Kent Gardens | Mon - Fri | 10am - 11am & 2pm - 3pm |
| D | Thames Valley University | Sat | 10am - 4pm | S1 | South Ealing | Mon - Fri | 10am - 7:30pm & Sat 10am - 4pm | FF | Buxton Gardens | Mon - Fri | 9am - 10am & 3pm - 4pm | GP | Gunnersbury Park | Mon - Fri | 9am - 10am & 2pm - 3pm |
| | | Mon - Fri | 10am - 7:30pm <small>(1st Oct to 30th June only)</small> | | | | | | | | | | | | |
| E | East Acton | Mon - Fri | 9am - 10am & 2pm - 3pm | S2 | South Ealing | Mon - Fri | 10am - 7:30pm & Sat 10am - 1pm | GG | Boston Manor | Mon - Fri | 10am - 11am & 2pm - 3pm | H1 | Hanwell Station | Mon - Fri | 9am - 10am & 3pm - 4pm & 6pm - 7pm |
| F | Ealing Common | Mon - Fri | 9am - 10am & 3pm - 4pm & 6pm - 7pm | T | The Vale | Mon - Sat | 9am - 7pm | HH | West Ealing | Mon - Fri | 9am - 10am & 3pm - 4pm | H2 | Hanwell Station | Mon - Fri | 9am - 10am & 3pm - 4pm |
| G | Ealing Common | Mon - Fri | 9am - 10am & 3pm - 4pm | T1 | The Vale | Mon - Sun | 9am - 9pm | JJ | Ealing Dean | Mon - Fri | 10am - 11am & 3pm - 4pm | WE | West Ealing Town Centre | Mon - Fri | 9am - 10am & 2pm - 3pm |
| H | West Ealing Home Zone | Mon - Fri | 9:30am - 5:30pm | U | Green Man | Mon - Sat | 9:30am - 5:30pm | KK | The Vale Estate | Mon - Sat | 9am - 7pm | NS | Northolt Station | Mon - Fri | 9am - 10am & 2pm - 3pm |
| J | Acton Town | Mon - Fri | 9am - 10am & 3pm - 4pm | V | Southall V | Mon - Sat | 8:30am - 6pm & Sun 2pm - 6pm | LL | Southall LL | Mon - Sat Sun | 8:30am - 6pm 2pm - 6pm | PC | Poets Corner | Mon - Fri | 11am - 2pm |
| K | Acton Central | Mon - Fri | 9:30am - 5:30pm | W | Ealing Broadway | Mon - Fri | 9am - 10am & 3pm - 4pm | MM | Friars Green | Mon - Fri | 9am - 10am & 4pm - 5pm | HTC | Hanwell Town Centre | Mon - Sat | 8am - 6pm |
| K1 | Acton Central Extension | Mon - Fri | 9am - 10am & 3pm - 4pm | X | Valetta Road | Mon - Sun | 9am - 9pm | MM1 | Friars Green - The Drive | Mon - Sat | 8am - 6pm | OH | Old Hanwell | Mon - Fri | 8am - 10am, 1pm - 3pm & 6pm - 8pm |
| L | Southall L | Mon - Sat | 10am - 8pm & Sun 2pm - 8pm | Y | West Twyford | Mon - Fri | 9am - 10am & 3pm - 4pm | NN | Drayton Green | Mon - Fri | 10am - 11am & 2pm - 3pm | SG | Stanley Gardens & Warple Way | Mon - Fri | 9am - 7pm |
| M | Acton Green | Mon - Fri | 9:30am - 5:30pm | Z | West Acton | Mon - Fri | 10am - 11am & 2pm - 3pm | PP | Old Oak | Mon - Fri | 10am - 11am & 3pm - 4pm | SA-I | South Acton Industrial | Mon - Fri | 8am - 6pm |
| N | Northfields | Mon - Sat | 9am - 10am & 3pm - 4pm | AA | Sudbury Hill | Mon - Fri | 10am - 11am & 3pm - 4pm | QQ | Northolt | Mon - Sun | 9am - 9pm | | | | |

WELCOME

Ealing is an open, transparent and inclusive council and I am pleased to introduce Ealing Council's Parking Annual report for 2020/21 so residents can see for themselves how the service is being run. I know that congestion on our streets is a big issue for many residents. That's why Ealing Council works so hard to keep our streets clear of badly parked cars, in order to increase safety on our roads and pavements and to reduce air pollution.

Covid has made this another hugely challenging year but our parking service has been central to the council's response to the pandemic. As well as providing free parking to key workers such as nurses and teachers, our parking service also assisted with food deliveries to vulnerable families and provided free parking for testing and vaccination centres.

Tackling the climate emergency is one of our top priorities. It is vital that we support residents to make a shift towards walking cycling, and electric vehicles. We have installed nearly 180 dedicated electric vehicle charging points across the borough, and have plans to install a further 150 so that all residents are within a 10 minute walk of one. We are working with partners to offer flexible, low emission car clubs for residents. We are also expanding our cycle network and rolling out a further four school streets to add to the 10 already in place. We take a firm but fair approach to those who contravene parking and traffic restrictions and all fines are ploughed back into the service to help pay for transport initiatives, including the Freedom Pass, which is a lifeline for many older and disabled residents.

We are committed to continuing to be open and transparent about all the parking decisions we make. Thank you for reading this report.

Cllr Deirdre Costigan
Deputy Leader of Ealing Council and Cabinet Member for Climate Action



It gives me great pleasure to present Ealing Council's 2020/2021 Parking annual report. Ealing Parking Services have made tremendous achievements throughout unprecedented times in the past year.

The Service provided over 5,000 key worker dispensations that helped the NHS, Critical Care Staff and teachers park throughout the borough. We protected our residents and visitors by providing essential services during the pandemic, including helping to provide food boxes to vulnerable residents during lockdown. The Service supplied car parks for Covid testing and free parking for visitors to Covid Vaccination centres.

The Service continues to play an integral part in tackling climate emergency, introducing new products and implementing fees and charges to encourage the use of sustainable modes of travel such as public transport, cycling and walking. As well as helping reduce the environmental impact of transport, we do this to make our roads safer and less congested, and to minimise the detrimental impact of transport on air quality. As part of our drive to environmental improvements we have introduced 177 electric charging points across the borough.

As in previous years, this report explains how surplus parking revenue was allocated to meet our wider transport objectives, in particular the provision of the Freedom Pass to older residents and disabled residents

I am privileged to lead such a versatile and talented team who care so much about the work they do to improve residents' lives.

Gina Cole
Head of Parking Services



OVERVIEW

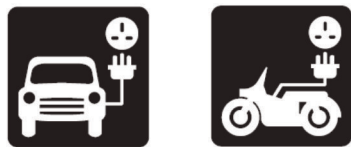
As well as fulfilling the Council's statutory obligations, the purpose of this document is to help the reader understand the context in which parking restrictions are used in Ealing. The Council is committed to being open and transparent about its parking operation. We publish our annual parking report each year to keep the local community and other interested parties abreast of any changes we have made.

The Ealing Council Transport Strategy sets out our aims in respect to transportation and parking. Regulating parking and traffic within Ealing is a cornerstone of our approach, which is designed to improve road safety (by reducing congestion and dangerous manoeuvres) and reduce vehicular emissions (which are detrimental to both air quality and the environment). The way in which parking is managed in the borough helps achieve these aims. We believe that parking issues affect everyone who uses our streets, not only car users.

The last year has been extremely challenging for all the residents and businesses with the pandemic having impacted nearly every aspect of life in the borough. Parking is no exception. This is reflected throughout the report, with much lower-than-average use of parking facilities due to lockdowns and the precautions of many drivers.

“ The Ealing Council Transport Strategy sets out our aims in respect to transportation and parking. Regulating parking and traffic within Ealing is a cornerstone of our approach, which is designed to improve road safety (by reducing congestion and dangerous manoeuvres) and reduce vehicular emissions (which are detrimental to both air quality and the environment). The way in which parking is managed in the borough helps achieve these aims. We believe that parking issues affect everyone who uses our streets, not only car users.”

SUSTAINABLE TRANSPORT



Last year we installed fewer charging points than expected due the pandemic. The climate change emergency means that it's still just as important as ever to transition to more sustainable modes of transport such as electric vehicles. Therefore, we hope to accelerate the number of charging points installed in Ealing's streets in 2021.

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 electric vehicle bays as of 31 March 2019 | No. of electric vehicle bays as of 31 March 2020 | No. of electric vehicle bays as of 31 March 2021 | Planned no. of electric vehicle bays as of 31 March 2022 |
|---|--------------------------------|--|--|--|--|
| Standard charging points (including lamp columns) | 6+ hrs | 57 | 64 | 64 | 124 |
| Fastcharging point | 1-4 hrs | 0 | 72 | 104 | 194 |
| Rapid charging point | Up to 1 hour | 2 | 8 | 14 | 14 |
| Total charging points in Ealing by the end of the fiscal year | | 59 | 144 | 177 | 327 |

CAR CLUBS

Currently there are around 80 'back to base' car club vehicles available based in Ealing. These vehicles can be picked up from and returned to a designated parking space in the borough. Most of these vehicles are provided in Acton and Ealing, where demand is highest. In Greenford, Southall and Northolt, car club operators report that the 'back to base' model is less viable because the areas have relatively high rates of car ownership.

In 2020/21 we investigated a model called 'floating car club' vehicles that do not need to be returned to base but can use permitted parking bays anywhere in the borough. This will provide additional flexibility for users and give better access to car clubs, boroughwide.

In July one of our car club operators, Zipcar Flex, started a trial with 20 vehicles in LB Ealing. If popular, this may rise to 60 vehicles, across Ealing. Initially some 20% of these vehicles are electric vehicles and it is expected that this proportion will rise over time.

Residents are able to register with the car club operator as members, set up an account with them and are billed based on the time for which they hire the vehicles. The hire charges include vehicle running costs such as fuel, insurance, breakdown cover and maintenance.

STATISTICAL REPORTING

To determine if the restrictions across the borough are appropriate and working well the Parking Services Team use lots of different data, such as the number of penalty charge notices (PCNs) issued, the number of PCNs which people have appealed and the number of those appeals that were successful.

The unique circumstances in which parking services were delivered over the last year means that far fewer PCNs were issued for parking contravention than in an average year. This is largely a consequence of the reduced number of vehicles in use, particularly during the first lockdown in Spring 2020.

Figure 3: PCN issued and appealed by the motorist

| | 2020/21 | 2019/20 | 2018/19 |
|---|---------|---------|---------|
| Total number of Penalty Charge Notices issued | 181,240 | 172,855 | 218,764 |
| Number of Penalty Charge Notices against which an informal challenge was made | 13,054 | 13,426 | 14,841 |
| Number of Penalty Charge Notices cancelled in response to informal challenge | 1,997 | 1,638 | 2,108 |
| Number of Penalty Charge Notices against which a formal representation was made | 23,736 | 21,169 | 13,113 |
| Number of Penalty Charge Notices cancelled in response to formal representation | 2,232 | 2,328 | 6,798 |
| Number of appeals made to independent adjudicator | 722 | 1067 | 1,241 |
| Number of PCNs cancelled in response to appeal at independent adjudicator | 235 | 459 | 789 |

* 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)

| | 2020/21 | 2019/20 | 2018/19 |
|--|---------|---------|---------|
| Total PCNs Issued | 181,240 | 172,855 | 218,764 |
| Civil Enforcement Officer | 74,254 | 63,519 | 94,042 |
| CCTV (Sub Total) | 106,986 | 109,336 | 124,722 |
| CCTV – Bus Lane | 20,531 | 27,433 | 33,640 |
| CCTV – Parking | 3,991 | 8,002 | 6,092 |
| CCTV – Moving | 82,464 | 73,901 | 84,990 |
| Total PCNs Paid | 123,142 | 121,749 | 147,999 |
| – at Discount | 112,468 | 109,889 | 135,908 |
| – at Full Rate | 6,662 | 7,078 | 5,542 |
| – at Surcharge | 3,635 | 4,059 | 5,898 |
| – once warrant for collection was issued | 0 | 723 | 617 |
| – after warrant for collection expired | 0 | 0 | 34 |
| Number of Penalty Charge Notices written off for other reasons | 10,466 | 111 | 77 |

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 working days).

Figure 5: Breakdown of complaints and members enquiries

| Month | 2020/21 | | | 2019/20 | | | 2018/19 | | |
|-----------|------------|-------------------|------|------------|-------------------|------|------------|-------------------|------|
| | Complaints | Members enquiries | Late | Complaints | Members enquiries | Late | Complaints | Members enquiries | Late |
| April | 15 | 22 | 0 | 3 | 12 | 0 | 6 | 11 | 0 |
| May | 20 | 16 | 0 | 0 | 8 | 0 | 1 | 6 | 0 |
| June | 18 | 11 | 1 | 1 | 13 | 0 | 2 | 16 | 0 |
| July | 17 | 27 | 0 | 3 | 6 | 1 | 2 | 15 | 0 |
| August | 18 | 17 | 1 | 1 | 17 | 0 | 0 | 6 | 0 |
| September | 24 | 14 | 10 | 1 | 19 | 0 | 0 | 3 | 0 |
| October | 31 | 10 | 6 | 1 | 16 | 0 | 0 | 6 | 0 |
| November | 8 | 22 | 1 | 3 | 15 | 3 | 0 | 19 | 0 |
| December | 8 | 18 | 6 | 3 | 4 | 0 | 0 | 3 | 0 |
| January | 7 | 22 | 4 | 1 | 12 | 2 | 2 | 6 | 0 |
| February | 8 | 25 | 1 | 3 | 9 | 1 | 0 | 2 | 0 |
| March | 9 | 23 | 1 | 3 | 2 | 0 | 2 | 4 | 0 |
| Totals | 183 | 134 | 31 | 23* | 133 | 7 | 15* | 97 | 0 |

* Formal complaints only – 2020/21 figure includes formal and informal complaints – but not queries or appeals

COVID-19

During 2020/21 the Parking Services Team responded to the changing needs of borough's residents and businesses in a variety of different ways. These included:

- Reducing parking enforcement during lockdown periods. focussing on key areas around health centres to ensure keyworkers could find spaces to park
- Offering special parking dispensations to thousands of key workers
- Redeploying some staff to help issue food parcels to vulnerable people during the first pandemic
- Suspending parking spaces to allow greater social distancing around some shopping parades
- Repurposing some car parks as covid-testing facilities
- Providing staffs in parks to encourage social distancing

We are now well into the recovery phase of the pandemic, with good vaccination rates contributing to a reduction in the number of hospitalisations and deaths across Ealing, though we will not be complacent and continue the impact that this disease is having on the needs residents and businesses. Most of the special measures that were put in place at the beginning of the pandemic have now given way to business as normal, though some of our car park sites will continue to be used as covid testing locations, and we will continue to focus on the disinfecting of shared surfaces within our multi-storey car parks.

5,197
key workers given
free parking permits

encouragement
by our staff to social
distance
in parks

NHS TEST CENTRE

3 car parks used as
NHS testing centres
and over 94,000 covid
tests completed

LOW TRAFFIC NEIGHBOURHOODS

In December 2020 we introduced the first Low Traffic Neighbourhoods (LTNs) in Ealing. The purpose of these new restrictions was to encourage use of public and active transport by preventing access to some roads for motorists who did not reside in them. This approach was supported by TfL because of the positive impact it was designed to have on road safety, air quality and the environment. Following feedback from residents a decision has been taken to remove 7 of the zones that were initially introduced.

The Council remains committed to active travel and in 2021/22 will champion several new initiatives aimed at achieving these goals, such as the scheme in Fishers Lane, reserving it's use for cyclists and buses – but we recognise the importance of being open and transparent, and will listen to those who are impacted by the schemes we introduce.

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 are covered is used to contribute towards projects in the areas of Transport and Highways.

Figure 6: Income Source breakdown by on and off street incomes

| £000's | 2020/21 | | | 2019/20 | | | 2018/19 | | |
|----------------------------------|-----------------|--------------|-----------------|-----------------|----------------|-----------------|----------------|----------------|-----------------|
| Income by source | On-Street | Off-Street | Total | On-Street | Off-Street | Total | On-Street | Off-Street | Total |
| Penalty Charge Notice Income * | -£9,126 | | -£9,126 | -£10,159 | | -£10,159 | -£10,895 | | -£10,895 |
| On-street permits and vouchers | -£3,955 | £0 | -£3,955 | -£3,547 | £0 | -£3,547 | -£3,916 | £0 | -£3,916 |
| Off-street permits and vouchers | £0 | -£64 | -£64 | £0 | -£300 | -£300 | £0 | -£262 | -£262 |
| On-street pay and display | -£2,222 | £0 | -£2,222 | -£2,891 | £0 | -£2,891 | -£2,456 | £0 | -£2,456 |
| Off-street pay and display | £0 | -£854 | -£854 | £0 | -£1,516 | -£1,516 | £0 | -£1,754 | -£1,754 |
| Other income (inc suspensions) * | -£1,523 | | -£1,523 | -£2,429 | | -£2,429 | -£2,549 | -£66 | -£2,615 |
| Debt Adjustment # | £0 | | £0 | -£558 | | -£558 | -£233 | | -£233 |
| TOTAL INCOME (A) | -£16,826 | -£918 | -£17,744 | -£19,584 | -£1,816 | -£21,400 | £20,049 | -£2,082 | -£22,131 |

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

| £000's | 2020/21 | | | 2019/20 | | | 2018/19 | | |
|--|---------------|-------------|---------------|---------------|-------------|---------------|---------------|-------------|---------------|
| Direct costs of parking enforcement | On-Street | Off-Street | Total | On-Street | Off-Street | Total | On-Street | Off-Street | Total |
| Council Staffing Costs * | £1,125 | | £1,125 | £968 | | £968 | £1,024 | | £1,024 |
| Civil Enforcement Officers (CEO) Contract Costs * | £3,067 | | £3,067 | £2,786 | | £2,786 | £3,231 | | £3,231 |
| Other Contractual Services (Telephony, Processing, IT) | £478 | £3 | £481 | £263 | £4 | £267 | £1,406 | £0 | £1,406 |
| Premises Costs | £29 | £563 | £592 | £270 | £495 | £765 | £151 | £614 | £765 |
| Transport Costs * | £2 | | £2 | £4 | | £4 | £11 | | £11 |
| Traffic Enforcement Centre (TEC) fees * | £377 | | £377 | £377 | | £377 | £291 | | £291 |
| Internal Recharges | £200 | £2 | £202 | -£73 | £314 | £241 | £364 | £4 | £368 |
| Equipment Purchase | £84 | £1 | £85 | £24 | £5 | £29 | £17 | £0 | £17 |
| Bad-Debt Provision Charge # | £1,556 | | £1,556 | £0 | | £0 | £0 | | £0 |
| Other Supplies (Postage, Printing, Storage, etc) * | £178 | | £178 | £206 | | £206 | £74 | | £74 |
| TOTAL EXPENDITURE (B) | £7,097 | £568 | £7,665 | £4,826 | £818 | £5,644 | £6,569 | £618 | £7,187 |

* These figures cannot be separated into on/off and have therefore been merged.

'Debt adjustment' and 'Bad Debt Provision' are very similar processes, achieved through different accountancy treatments. They both refer to debts owed that are no longer deemed recoverable and must be written off. Where the figure is negative, it represents a recovery rate better than originally forecast. Where the figure is positive, as in 2019/20, the expected recovery rate is lower (in this instance for reasons such as the cessation of debt collection enforcement during much of the pandemic).

Figure 8: Funding Expenditure breakdown

| £000s | 2020/21 | 2019/20 | 2018/19 |
|---|------------------|------------------|------------------|
| Schemes funded by civil enforcement related income using surplus | On-Street | On-Street | On-Street |
| Concessionary Fares (Freedom Pass) | £14,251 | £12,167 | £11,980 |
| Parking Places Reserves Account | £0 | £0 | £1,390 |
| Infrastructure Investment | £1,583 | £3,589 | £110 |
| Provision for LTN Related Potential Cost | £610 | £0 | £0 |
| Covid Loss of Income Claim (expected support from Central Government) | -£6,365 | £0 | £0 |
| TOTAL EXPENDITURE (A-B) | £10,079 | £15,756 | £13,480 |

In 2020/21, £17.744m was raised from on and off-street parking income. The expenditure items directly associated with running a parking service totalled £7.665m. The remaining income is classed as 'surplus' and totals £10.079m. A contribution of £14.251m was made towards the council's cost of concessionary fares in 2020/21, including funding of the Freedom Pass.

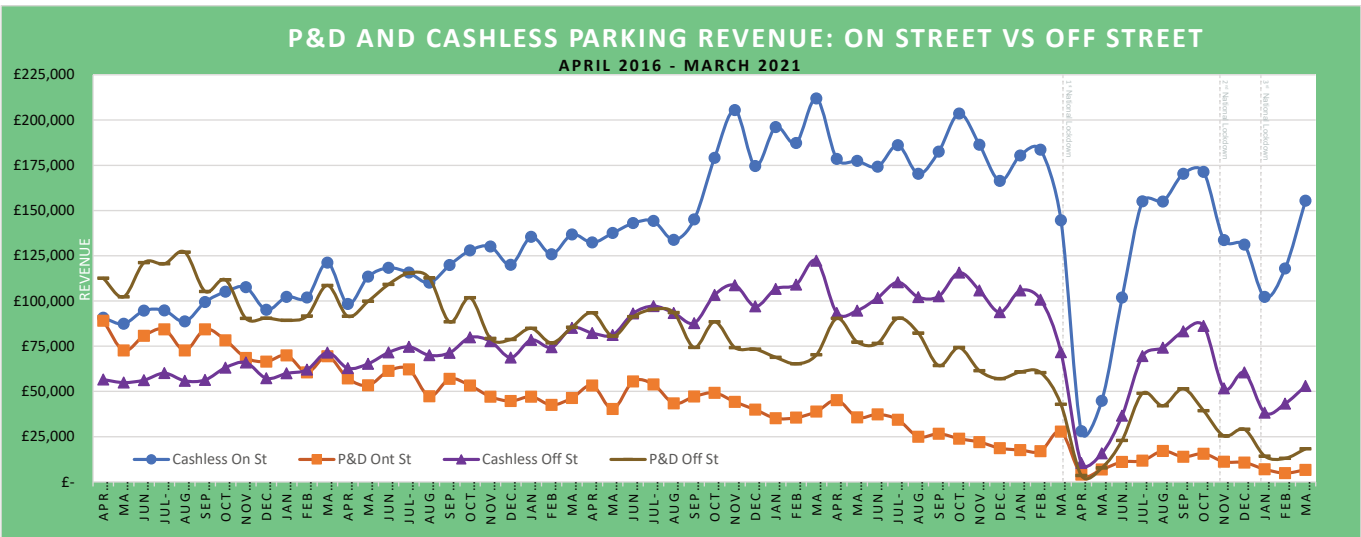
The surplus contributes towards the part funding of the Freedom Pass, which provides free travel inside London to older and disabled residents.



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) | 2020-21 Charge £ | 2019-20 Charge £ | Increase/ (Decrease) % |
|---|---|--|--|------------------------------|
| Civil Enforcement Officer (CEO)– Enforcement | Per contravention | TBA–Set by London Councils | Various | 0.00% |
| Bus Lane Enforcement | Per contravention | TBA–Set by London Councils | Various | 0.00% |
| Civil Parking Enforcement | Per contravention | TBA–Set by London Councils | Various | 0.00% |
| Decriminalised Traffic Enforcement | Per contravention | TBA–Set by London Councils | Various | 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 | £1.00 | £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 per hour, up to 3 (further) hours £20 all day | First 30 mins free, £0.20 for 2 hours, £0.40 for 3 hours, £20 all day | 100.00% |
| 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 | £280.00 | £250.00 | 12.00% |
| 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 | £500.00 | £550.00 | -50.00% |
| 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 | £200.00 | £150.00 | 50.00% |
| Quarterly Car Park Permit – Perivale Station Car Park | Per Permit | £200.00 | £175.00 | 25.00% |
| Quarterly Car Park Permit – Salisbury Street Car Park | Per Permit | £300.00 | £110.00 | 172.73% |
| Quarterly Car Park Permit – Springbridge Road Car Park | Per Permit | £215.00 | £300.00 | 39.53% |

| Description of Fee/Charge | Charge basis (e.g. per hour, per day etc) | 2020-21 Charge £ | 2019-20 Charge £ | Increase/ (Decrease) % |
|---|---|---------------------|-----------------------------------|------------------------------|
| Basic permit price range (excluding the variables of diesel, number of vehicles in household or CPZ type) | | | (Weighted average based on sales) | |
| (This row summarises the next 13 rows) | Per Permit | £50-£125 | £50-£125 | 0.00% |
| CO2 emission (g/km) up to 100 | Per Permit | £50.00 | £50.00 | 0.00% |
| CO2 emission (g/km) 101-110 | Per Permit | £75.00 | £75.00 | 0.00% |
| CO2 emission (g/km) 111-120 | Per Permit | £75.00 | £75.00 | 0.00% |
| CO2 emission (g/km) 121-130 | Per Permit | £75.00 | £75.00 | 0.00% |
| CO2 emission (g/km) 131-140 | Per Permit | £75.00 | £75.00 | 0.00% |
| CO2 emission (g/km) 141-150 | Per Permit | £100.00 | £100.00 | 0.00% |
| CO2 emission (g/km) 151-165 | Per Permit | £100.00 | £100.00 | 0.00% |
| CO2 emission (g/km) 166-175 | Per Permit | £100.00 | £100.00 | 0.00% |
| CO2 emission (g/km) 176-185 | Per Permit | £100.00 | £100.00 | 0.00% |
| CO2 emission (g/km) 186-200 | Per Permit | £125.00 | £125.00 | 0.00% |
| CO2 emission (g/km) 201-225 | Per Permit | £125.00 | £125.00 | 0.00% |
| CO2 emission (g/km) 226-255 | Per Permit | £125.00 | £125.00 | 0.00% |
| CO2 emission (g/km) Over 255 | Per Permit | £125.00 | £125.00 | 0.00% |
| Discount for part day zone | Per Permit | £15.00 | £20.00 | -25.00% |
| Discount for electric vehicles | Per Permit | £30.00 | £20.00 | 0.00% |
| Multiplier applied to each additional vehicle in household | Per Permit | £50.00 | £50.00 | 50.00% |
| Nitrous Oxides emissions charge | Per Permit | £50.00 | £50.00 | 0.00% |
| 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 | £33.00 | £30.00 | 10.00% |
| 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 | £175.00 | £100.00 | 75.00% |
| 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 | £15.00 | £10.00 | 50.00% |
| Dispensation for Residents | Per day, per 5m section | £8.00 | £5.00 | 60.00% |
| 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 | £20.00 | £10.00 | 100.00% |
| Funeral cessation of enforcement | Per Road, Up to 3 roads | £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% |

APPENDIX 2

Sale of parking products (by volume)

| Type | Category | 2020-21 | 2019-20 | 2018-19 |
|------------------------------|--------------------------------------|-----------|-----------|-----------|
| Permits | Allotment | 13 | 14 | 17 |
| | Business | 231 | 348 | 396 |
| | Business Trader | 31 | 28 | 28 |
| | Car Club | 47 | 61 | 56 |
| | Carers | 16 | 22 | 20 |
| | Councillor (Perceval House Car Park) | 57 | 59 | 75 |
| | Doctor | 8 | 13 | 6 |
| | Disabled Bay | 44 | 51 | 54 |
| | Essential Users | 165 | 175 | 149 |
| | Honorary Freeman | 53 | 3 | 10 |
| | Premier | 1 | 1 | 3 |
| | Resident | 28,419 | 31,349 | 35,052 |
| | Religious | 228 | 343 | 346 |
| | Car Park | 243 | 576 | 703 |
| | Veterinary | 1 | 1 | 1 |
| | Total | 29,557 | 32,991 | 36,916 |
| Vouchers and Visitor Permits | Business | 2,202 | 1,269 | 803 |
| | Resident | 256,768 | 282,779 | 300,503 |
| | Service | 7,970* | 35,369 | 63,369 |
| | Total | 266,940 | 319,702 | 364,702 |
| Short Stay Visitor Parking | Pay& Display machine tickets | 252,939 | 600,525 | 899,242 |
| | Cashless parking sessions | 823,980 | 1,216,703 | 1,180,659 |
| | Total | 1,076,919 | 1,877,228 | 2,079,901 |
| Suspensions & Dispensations | Suspensions | 1,113 | 1,880 | 1,123 |
| | Online Suspensions | 1,812 | 2,375 | 2,411 |
| | Dispensations | 270 | 1,324 | 1,471 |
| | Total | 3195 | 5,579 | 5,005 |

* Paper 'Service Voucher' only

APPENDIX 3

Residential permits sold, broken down by controlled parking zone

| Scheme | Zone | Permits Issued 2020/21 | Permits Issued 2019/20 | Permits Issued 2018/19 |
|------------------------------------|------|------------------------|------------------------|------------------------|
| CENTRAL EALING | A | 650 | 694 | 810 |
| SUDBURY HILL | AA | 32 | 29 | 25 |
| BEDFORD PARK | B | 1758 | 1,967 | 2,153 |
| SUDBURY TOWN | BB | 180 | 215 | 246 |
| THAMES VALLEY UNIVERSITY | C&D | 1112 | 1,227 | 1,406 |
| GYPSY CORNER | CC | 468 | 524 | 670 |
| CORFE, HARLECH & BEUMARIS TOWER CP | CHB | 87 | 96 | 105 |
| CORONATION ROAD | CR | 1 | 0 | 2 |
| BOLLO BRIDGE | DD | 329 | 343 | 423 |
| EAST ACTON | E | 204 | 227 | 276 |
| BRENTVALE | EE | 35 | 44 | 45 |
| EALING COMMON | F&G | 976 | 1,062 | 1,275 |
| BUXTON GARDENS | FF | 119 | 129 | 160 |
| BOSTON MANOR | GG | 1514 | 1,487 | 1,749 |
| GUNNERSBURY PARK | GP | 352 | 490 | 382 |
| GEORGE ST | GS1 | 15 | 17 | 21 |
| WEST EALING HOME ZONE | H | 203 | 240 | 292 |
| HANWELL STATION | H1 | 478 | 524 | 592 |
| HANWELL STATION (ZOO) | H2 | 380 | 431 | 489 |
| WEST EALING | HH | 409 | 599 | 668 |
| ACTON TOWN | J | 444 | 450 | 521 |
| EALING DEAN | JJ | 783 | 981 | 1,108 |
| ACTON CETNRAL | K | 1233 | 1,305 | 1,480 |
| ACTON CENTRAL EXTENSION | K1 | 606 | 639 | 752 |
| THE VALE ESTATE | KK | 161 | 145 | 171 |
| SOUTHALL | L | 2221 | 2,538 | 2,860 |
| SOUTHALL 5 | LL | 652 | 751 | 834 |
| ACTON GREEN | M | 820 | 969 | 1,168 |
| FRIARS GREEN | MM | 806 | 867 | 978 |
| THE DRIVE | MM1 | 1 | 2 | 7 |
| NORTHFIELDS | N | 1078 | 1,255 | 1,402 |
| DRAYTON GREEN | NN | 602 | 656 | 746 |
| NORTHFIELDS | Ns | 52 | 61 | 104 |
| HANGER HILL | O | 415 | 468 | 513 |
| PERIVALE | P | 151 | 149 | 186 |
| POET'S CORNER | PC | 897 | 865 | – |
| OLD OAK | PP | 166 | 149 | 190 |
| GREENFORD | Q | 398 | 460 | 612 |
| NORTHOLT | QQ | 47 | 47 | 54 |
| SOUTHFIELDS | R | 536 | 636 | 738 |
| RUFFORD TOWER & MORTON TOWER CP | RM | 92 | 102 | 94 |
| LITTLE EALING | RR | 667 | 976 | 1,102 |
| SOUTH EALING | S | 418 | 485 | 566 |
| SOUTH ACTON ESTATE | SA | 81 | 86 | 92 |
| SOUTH ACTON INDUSTRIAL | SA-I | 150 | – | – |
| WARPLE WAY & STANLEY GARDENS | SG | 37 | – | – |
| WESLEY ESTATE | SS | 127 | 115 | 138 |
| THE VALE | T&T1 | 306 | 344 | 354 |
| KENT GARDENS | TT | 146 | 162 | 176 |
| TRINITY WAY CP | TW | 94 | 67 | 96 |
| GREEN MAN | U | 303 | 334 | 376 |
| SOUTHALL 2 | V | 837 | 888 | 1,022 |
| EALING BROADWAY | W | 1104 | 1,277 | 1,520 |
| WEST EALING TOWN CENTRE | WE | 1619 | 1,537 | 1,836 |
| VALETTA ROAD | X | 333 | 386 | 427 |
| WEST TWYFORD | Y | 111 | 110 | 142 |
| WEST ACTON | Z | 623 | 742 | 893 |
| TOTAL | | 28,419 | 31,349 | 35,047 |

APPENDIX 4

Penalty charge notices (PCNs)issued in 2020/21, broken down by contravention code

| Method by which PCN is issued: <i>Civil Enforcement Officer on street</i> | | | | |
|---|---|---------|---------|---------|
| Contravention Code | Description | 2020-21 | 2019-20 | 2018-19 |
| 01 | Parked in a restricted street during prescribed hours | 9,758 | 7,502 | 12,682 |
| 02 | Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force | 590 | 1,024 | 1,682 |
| 05 | Parked after the expiry of paid for time | 363 | 608 | 1,270 |
| 06 | Parked without clearly displaying a valid pay & display ticket or voucher | 3,896 | 3,443 | 5,718 |
| 11 | Parked without payment of the parking charge | 1,143 | 1,036 | 1,749 |
| 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 | 27,554 | 20,038 | 27,940 |
| 14 | Parked in an electric vehicles' charging place during restricted hours without charging | 87 | 10 | - |
| 16 | Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required | 242 | 95 | 212 |
| 18 | Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited | 9 | 36 | 3 |
| 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 | 1,557 | 1,834 | 2,938 |
| 20 | Parked in a part of a parking place marked by a yellow line where waiting is prohibited | 1 | 3 | 3 |
| 21 | Parked wholly or partly in a suspended bay or space | 1,719 | 3,223 | 3,757 |
| 22 | Re-parked in the same parking place or zone within the prescribed time period after leaving | 9 | 9 | 19 |
| 23 | Parked in a parking place or area not designed for that class of vehicle | 593 | 617 | 468 |
| 24 | Not parked correctly within the markings of the bay or space | 618 | 663 | 793 |
| 25 | Parked in a loading place or bay during restricted hours without loading | 2,160 | 1,774 | 3,984 |
| 26 | Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place | 268 | 114 | 233 |
| 27 | Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway | 2,313 | 3,097 | 4,362 |
| 28 | Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge | 117 | 122 | 294 |
| 30 | Parked for longer than permitted | 3,913 | 2,857 | 3,466 |
| 40 | Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge in the prescribed manner | 1,063 | 1,111 | 1,508 |
| 45 | Stopped on a taxi rank | 6 | 19 | 98 |
| 47 | Stopped on a restricted bus stop or stand | 3,968 | 7,387 | 258 |
| 48 | Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited | 244 | 839 | 212 |
| 55 | A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban | 50 | 13 | 65 |
| 56 | Parked in contravention of a commercial vehicle waiting restriction | 0 | 0 | 2 |
| 61 | A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways | 126 | 123 | 109 |
| 62 | Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway | 11,043 | 8,737 | 13,334 |
| 99 | Stopped on a pedestrian crossing or crossing area marked by zigzags | 174 | 223 | 392 |

| Method by which PCN is issued: <i>Civil Enforcement Officer off street</i> | | | | |
|--|--|---------|---------|---------|
| Contravention Code | Description | 2020-21 | 2019-20 | 2018-19 |
| 70 | Parked in a loading place or bay during restricted hours without loading | 18 | 12 | 12 |
| 71 | Parked in an electric vehicles' charging place during restricted hours without charging | 4 | 14 | 54 |
| 73 | Parked without payment of the parking charge | 1,445 | 323 | 340 |
| 80 | Parked for longer than permitted | 0 | 0 | 8 |
| 81 | Parked in a restricted area in a car park | 71 | 131 | 279 |
| 82 | Parked after the expiry of paid for time | 247 | 479 | 675 |
| 83 | Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock | 2,266 | 2,797 | 3,671 |
| 85 | Parked without a valid virtual permit or clearly displaying a valid physical permit where required | 354 | 784 | 828 |
| 86 | Not parked correctly within the markings of a bay or space | 127 | 213 | 298 |
| 87 | Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner | 127 | 211 | 274 |
| 91 | Parked in a car park or area not designated for that class of vehicle | 0 | 0 | 16 |
| 93 | Parked in car park when closed | 1 | - | - |

| Method by which PCN is issued: <i>Moving</i> | | | | |
|--|---|---------|---------|---------|
| Contravention Code | Description | 2020-21 | 2019-20 | 2018-19 |
| 31 | Entering and stopping in a box junction when prohibited | 3,279 | 8,271 | 9,407 |
| 32 | Failing to proceed in the direction shown by the arrow on a blue sign | 5,058 | 2,377 | 2,261 |
| 33 | Using a route restricted to certain vehicles | 0 | 0 | 1 |
| 37 | Failing to give way to oncoming vehicles | 1 | - | - |
| 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) | 1,662 | 3,211 | 2,533 |
| 50 | Performing a prohibited turn | 24,291 | 36,749 | 44,075 |
| 51 | Failing to comply with a no entry restriction | 7,490 | 17,754 | 13,663 |
| 52 | Failing to comply with a prohibition on certain types of vehicle | 38,025 | 5,539 | 13,050 |
| 53 | Failing to comply with a restriction on vehicles entering a pedestrian zone | 2,658 | - | - |

| Method by which PCN is issued: <i>Bus Lane</i> | | | | |
|--|---------------------|---------|---------|---------|
| Contravention Code | Description | 2020-21 | 2019-20 | 2018-19 |
| 34 | Being in a bus lane | 20,531 | 27,433 | 33,640 |
| Grand Total | | 181,240 | 172,855 | 218,764 |

MORE INFO

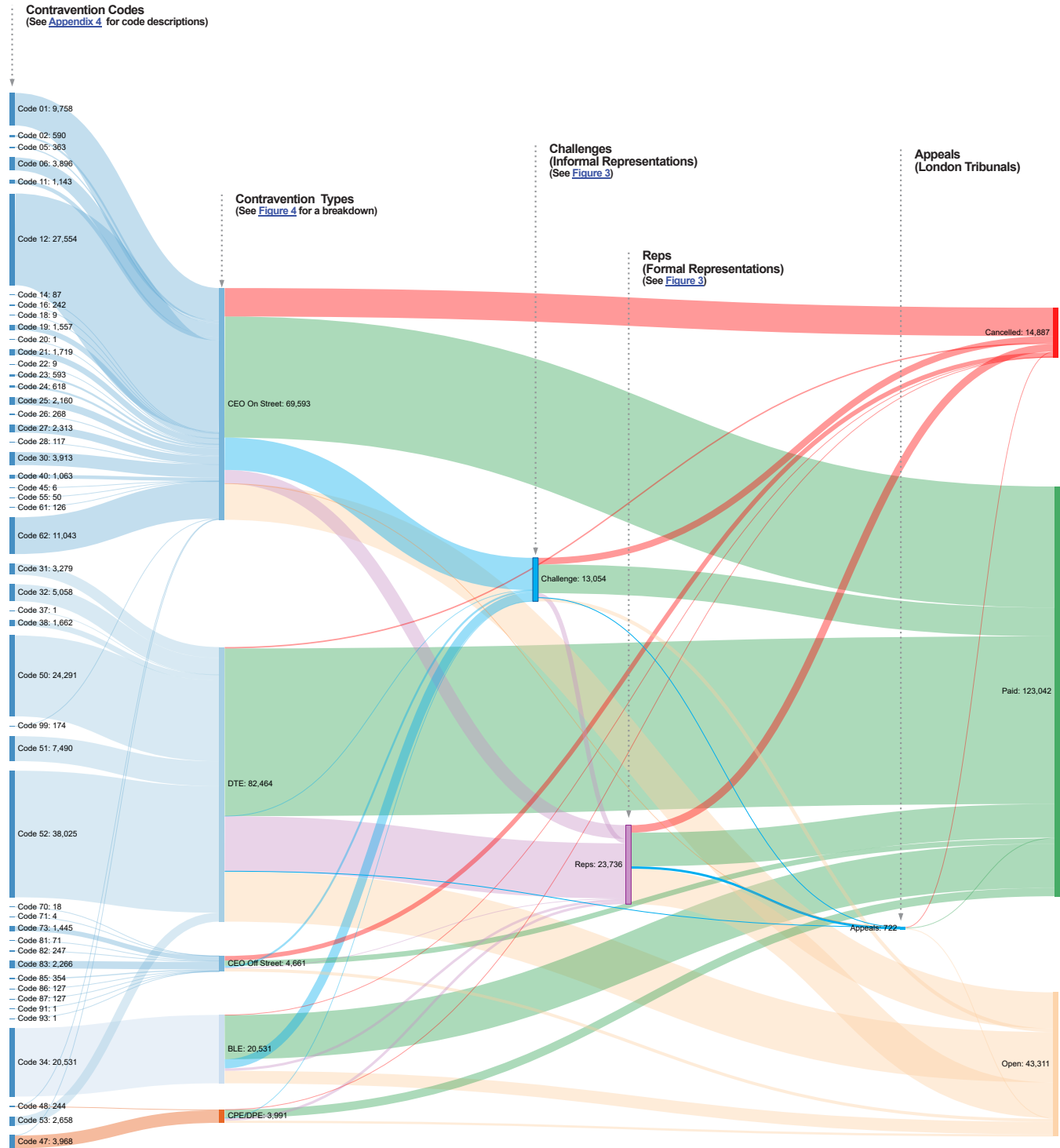


London Councils Latest
Contravention code list
[https://www.londoncouncils.gov.uk/
services/parking-services/parking-and-
traffic/parking-information-professionals/
contravention-code](https://www.londoncouncils.gov.uk/services/parking-services/parking-and-traffic/parking-information-professionals/contravention-code)

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 |

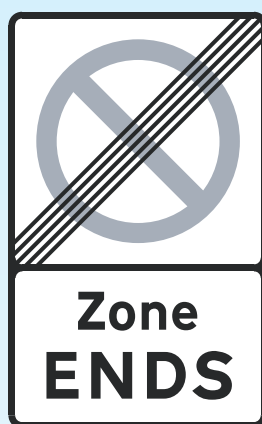
APPENDIX 6
Sankey Diagram of 2020-2021 PCN Progression



This Sankey diagram shows PCN's Progression flow lines from one state to another. Each flow line will be thicker or thinner to indicate the volumes of PCN flowing from one state to another state. Each state bar will be taller or shorter depending on the total volume that flows through that state. Flow lines will be a faded colour of the next state's colour, to easily identify the flow's next direction.

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
[@ealingparking](https://twitter.com/ealingparking)