

Parking Annual Report 2012/13



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



Ealing

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Foreword



I am once again pleased to introduce Ealing Council's Parking Annual Report. One of the objectives of the report is to provide information regarding the priorities and challenges of managing parking in our borough. It highlights the service's achievements throughout 2012/13 identifies future developments and opportunities.

This year Parking Services were awarded a British Parking Award for the second year running, this time identified as the industries Parking Team of the Year. The service were also finalists for the Exceptional Customer Services Award, which was the award they successfully won last year. This national recognition comes as a result of a number of customer focused initiatives leading to improvements in efficiencies including introducing electronic parking permits, making the parking services section of the council's website easier to use and improving the online appeal system for PCNs.

During 2012/13 the service has also completed a pioneering joint procurement exercise, the first and biggest of its kind in the country, to source parking services jointly with the London Boroughs of Brent and Hounslow from the private sector. The scheme will generate a combined total of £7 million savings across the three west London authorities and the five year contract will mean an improved parking service for all three boroughs thanks to economies of scale, better resource utilisation, investment of technology and more efficient working practices. The authorities have been identified as finalists for the National GO Awards 2013 for the category of Collaborative Procurement of the Year.

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

The number of Penalty Charge Notices (PCNs) issued in Ealing continues to fall year-on-year from 2011/12 when 193,869 PCNs were issued to the year covered by this report when just 172,467 PCNs were issued. This improved compliance and familiarity with the parking regulations helps keep traffic moving.

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

Thank you for taking the time to read our 2012/13 Parking Annual Report.

A handwritten signature in blue ink, appearing to read 'Bassam' with a stylized flourish underneath.

Cllr Bassam Mahfouz
Cabinet Member for Environment & Transport

Overview



Our Parking Policy objectives are to:

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

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

London Borough of Ealing Parking Operation	2012/13^(b)	2011/12^(a)	2010/11
CEO Penalty Charge Notices issued	92,147	107,847	112,297
CCTV Penalty Charge Notices issued	80,320	89,455	89,959
Items of correspondence received	58,386	62,148	81,035
Resident permits issued	26,821	27,281	25,085
Resident visitor permits applications processed	24,579	29,051	30,064

(a) Council accounting year - 28th March 2011 to 1st April 2012 inclusive

(b) Council accounting year - 2nd April 2012 to 31st March 2013 inclusive

British Parking Awards



(From left to right: Rev Richard Coles - Comedian and Presenter, Kieron Clarke - Parking Operations Manager, Gina Cole – Processing Manager, Barry Francis, - Assistant Director, Keith Townsend – Executive Director, Andy Cummins - Director, Phoenix Commercial)

Ealing Parking Services attended the British Parking Awards ceremony in March 2013. The competition, organised by 'Parking Review', is an annual celebration of the best in British Parking.

Ealing Parking Services wins an Award for being the UK's Parking Team of the Year 2013 and is a finalist for the Exceptional Customer Services Award.

The British Parking Awards are a national awards scheme established to acknowledge and award excellence within the industry. In its twelfth year, 2013 saw over 70 entrants across both the public and private sectors submit entries for the 11 award categories. Ealing Parking Services submitted entries for two British Parking Awards, firstly for Exceptional Customer Services and secondly as the Parking Team of the Year.

The strength of the successes of the service were so strong that not only were we long-listed for both categories, but were short-listed as finalists for both. Our submission for the Exceptional Customer Services Award included initiatives established by the service to ensure the best customer experience across all aspects of service delivery. On 8th March 2013 Parking Services were announced as winners of the Parking Team of the Year Award, beating off competition from Brighton & Hove City Council, Bemrose Booth, Total Car Parks, Cambridge City Council and the Royal Borough of Kensington and Chelsea and were finalists for our submission for the Exceptional Customer Services Award, losing out to APCOA Parking & Gatwick Airport.

Barry Francis, Assistant Director of Parking Services, said, "It is a massive achievement to win an award two years running and is a statement to the continued hard work and dedication committed by the service. I am so pleased to be nationally recognised as the best team within the industry, covering both the public and private sectors, for the outstanding work carried out by the service. We are recognised across the parking industry for offering exceptional customer service and the customer really is at the heart of everything we do and this is compounded further by one of the visions of Ealing Council being to deliver world-class customer service.

We will endeavour to continue to work to these high standards and I am proud of my colleagues in working together as one service to achieve this award".

Parking Permits

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

Parking Permits and Visitor Voucher Processing

Applications received for parking permits for residents, businesses and establishments including religious organisations and doctors' surgeries are, in the main, done so by post. In the past twelve months the permit team has reduced the processing time for each application (from postal receipt of the permit to printing the permit) to only two working days, including full vehicle and residency checks. Furthermore, we have also established improved links with the Council's Fraud Team, ensuring that permits are issued solely to those residents of Ealing who meet the legally prescribed criteria.

In addition to this, we have now introduced an online application and secure payments facility. This not only ensures that we are able to maintain the two-day processing turnaround timeframe, but also reduces our postal and staff administrative costs. Residents have warmly received this additional application mechanism, as is proven by the marked increases in online new permit applications and permit renewals.

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

Visitor Park by Phone

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

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

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

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

Parking Annual Report 2012/13

Resident Permit applications for financial year 2012/13, 2011/12 and 2010/11										
Area	Zone	2012/13			2011/12			2010/11		
		Permit Applications	Permits Issued	% Successful	Permit Applications	Permits Issued	% Successful	Permit Applications	Permits Issued	% Successful
CENTRAL EALING	A	803	717	89.29%	800	799	99.88%	897	810	90.30%
SUDBURY HILL	AA	46	42	91.3%	46	46	100.00%	42	41	97.62%
BEDFORD PARK	B	2,345	2,175	92.75%	2,240	2,240	100.00%	2,429	2,240	92.22%
SUDBURY TOWN	BB	314	288	91.72%	287	285	99.30%	344	323	93.90%
THAMES VALLEY UNIVERSITY	C&D	1,376	1,296	94.19%	1,356	1,355	99.93%	1,484	1,388	93.53%
GYPSY CORNER	CC	716	662	92.46%	746	746	100.00%	774	722	93.28%
BOLLO BRIDGE	DD	378	350	92.59%	369	366	99.19%	391	350	89.51%
EAST ACTON	E	312	290	92.95%	318	317	99.69%	329	312	94.83%
BRENTVALE	EE	47	44	93.62%	51	51	100.00%	58	54	93.10%
EALING COMMON	F&G	1,522	1,403	92.18%	1,304	1,300	99.69%	1,439	1,333	92.63%
BUXTON GARDENS	FF	191	181	94.76%	199	199	100.00%	220	204	92.73%
BOSTON MANOR	GG	220	208	94.55%	229	229	100.00%	244	232	95.08%
GEORGE ST	GS	N/A	N/A	N/A	21	21	100.00%	24	23	95.83%
GEORGE ST	GS1	23	13	56.52%	N/A	N/A	N/A	N/A	N/A	N/A
HOME ZONE	H	289	267	92.39%	267	267	100.00%	281	255	90.75%
WEST EALING	HH	812	765	94.21%	845	841	99.53%	223	203	91.03%
ACTON TOWN	J	667	621	93.1%	665	665	100.00%	734	674	91.83%
EALING DEAN	JJ	1269	1197	94.33%	708	708	100.00%	735	696	94.69%
ACTON CENTRAL	K	843	742	88.02%	1,798	1,794	99.78%	1,908	1,742	91.30%
ACTON CENTRAL EXTENSION	K1	1,485	1342	90.37%	429	429	100.00%	320	300	93.75%
THE VALE ESTATE	KK	248	215	86.69%	N/A	N/A	N/A	N/A	N/A	N/A
SOUTHALL	L	2690	2,496	92.79%	2,512	2,507	99.80%	2,871	2,654	92.44%
SOUTHALL 5	LL	758	715	94.33%	806	805	99.88%	918	852	92.81%
ACTON GREEN	M	1104	1,018	92.21%	1,061	1,060	99.91%	1,191	1,083	90.93%
FRIARS GREEN	MM	1,141	1,040	91.15%	1,089	1,083	99.45%	N/A	N/A	N/A
THE DRIVE	MM1	4	3	75%	N/A	N/A	N/A	N/A	N/A	N/A
NORTHFIELDS	N	1,293	1,230	95.13%	1,243	1,239	99.68%	1,329	1,236	93.00%
DRAYTON GREEN	NN	424	402	94.81%	416	415	99.76%	N/A	N/A	N/A
NORTHFIELDS	Ns	55	51	92.73%	51	50	98.04%	53	52	98.11%
HANGER HILL	O	645	618	95.81%	646	644	99.69%	757	712	94.06%
PERIVALE	P	159	152	95.6%	150	150	100.00%	170	161	94.71%
GREENFORD	Q	544	518	95.22%	590	588	99.66%	514	494	96.11%
SOUTHFIELDS	R	720	676	93.89%	743	743	100.00%	775	706	91.10%
SOUTH EALING	S	423	387	91.49%	386	385	99.74%	416	383	92.07%
SOUTH EALING	Sn	140	129	92.14%	138	138	100.00%	151	142	94.04%
THE VALE	T	327	293	89.6%	321	320	99.69%	353	321	90.93%
GREEN MAN	U	373	334	89.54%	359	359	100.00%	225	174	77.33%
SOUTHALL 2	V	970	895	92.27%	946	944	99.79%	1077	1001	92.94%
EALING BROADWAY	W	1,704	1,589	93.25%	1,668	1,666	99.88%	1,805	1,687	93.46%
VALETTA ROAD	X	435	394	90.57%	423	423	100.00%	450	409	90.89%
WEST TWYFORD	Y	195	179	91.79%	172	172	100.00%	207	195	94.20%
WEST ACTON	Z	948	884	93.25%	932	932	100.00%	985	921	93.50%
	TOTAL	28958	26821	92.62%	27330	27281	99.82%	27123	25085	92.49%

Parking Annual Report 2012/13

Number of other permits and vouchers issued										
Type	Category	2012/13			2011/12			2010/11		
		Applications	Books	Vouchers	Applications	Books	Vouchers	Applications	Books	Vouchers
Permit	Allotment	28	N/A	N/A	33	N/A	N/A	43	N/A	N/A
	Business	479	N/A	N/A	496	N/A	N/A	727	N/A	N/A
	Business Trader	19	N/A	N/A	24	N/A	N/A	3	N/A	N/A
	Car Club	62	N/A	N/A	59	N/A	N/A	52	N/A	N/A
	Councillor	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Doctor	19	N/A	N/A	19	N/A	N/A	22	N/A	N/A
	Disabled Bay	14	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Essential Users	25	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Honorary Freeman	2	N/A	N/A	2	N/A	N/A	2	N/A	N/A
	Religious (*)	764	N/A	N/A	753	N/A	N/A	1047	N/A	N/A
	Season	993	N/A	N/A	858	N/A	N/A	817	N/A	N/A
	Veterinary	4	N/A	N/A	4	N/A	N/A	4	N/A	N/A
Voucher	Business	41	288	1440	42	229	1,145	43	284	1,420
	Resident (4)	24,579	74,180	580,870	29,051	89,238	548,790	30,064	120,129	705,635
	Service	1,159	11,702	117,020	1,014	10,331	103,310	2,594	11,400	114,000
Total		28,188	86,012	699,570	32,355	99,798	653,245	35,418	131,813	821,055

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

(*) Religious permits are currently being reviewed and subject to a pilot scheme operational in selected parts of the borough. The Overview and Scrutiny Committee recommended the cessation of the Religious Permit scheme in 2011. A pilot identifying alternative parking options for local community religious establishments is underway, the results of which may lead to a new product being offered next year.

In the 2012/13 financial year we commenced an investigation into alleged misuse of religious permits around the borough that has resulted in a number of warning letters issued to religious establishments reminding them of the conditions of use for these permits. Further reviews will be undertaken to assess any continued misuse with any identified repeated misuse resulting potentially in the permit being revoked.

Blue Badge Enforcement



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

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

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

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

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

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

*BBC estimations December 2011



The borough's enforcement contractor employs 69 Civil Enforcement Officers (CEOs)

CEO Enforcement

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

Parking Services believes that the CEOs and the Council's parking enforcement contractor are best placed to know which streets need the most enforcement and at what times. As such, we have encouraged NSL Services to manage the deployment of Officers to ensure we achieve our priority of delivery of fair, consistent and robust enforcement.

Parking Enforcement

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

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

Mobile enforcement

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

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

Vehicle Removals and the Car Pound

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

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

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

Parking Enforcement



CCTV Enforcement

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

During 2012/13, the CCTV team's operational focus at the start of the year remained on ensuring that the resources were used in the most efficient way possible to maximise traffic flow and increase road safety.

In 2010/11 a capital bid was approved to replace the VHS systems with a new digital enforcement system and to upgrade the CCTV camera infrastructure throughout the borough. Work to complete this project was under way for most of 2011/12 with completion in March 2013. The new system is designed to reduce the time needed to review contraventions and allows contraventions to be published on-line for the driver to view.

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

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

	2012/13 ^(b)	2011/12 ^(a)	2010/11
CCTV - Parking	29,072	46,267	43,070
CCTV - Traffic	22,507	17,800	29,178
CCTV - Bus lanes	28,741	25,388	17,711
	80,320	89,455	89,959

^(a)Council accounting year - 28th March 2011 to 1st April 2012 inclusive

^(b)Council accounting year - 2nd April 2012 to 31st March 2013 inclusive

Parking Enforcement

School Keep Clear Enforcement Operations



Operation zig-zag

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

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

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

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

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

Parking Enforcement - Statistical Reporting

	2012/13 ^(b)	2011/12 ^(a)	2010/11
Number of higher level Penalty Charge Notices (including bus land and moving traffic contraventions)	136,482	113,722	116,416
Number of lower level Penalty Charge Notices	35,985	40,392	38,951
Total number of Penalty Charge Notices issued	172,467	197,302	202,256
Number of CCTV Penalty Charge Notices issued	80,320	89,455	89,959
Number of Penalty Charge Notices paid ^(d)	133,186	152,359	158,112
Number of Penalty Charge Notices paid at discount ^(d)	117,823	133,739	135,352
Number of Penalty Charge Notices against which a informal challenge was made	19,113	20,069	20,243
Number of Penalty Charge Notices against which a formal representation was made	16,166	17,862	21,291
Number of Penalty Charge Notices cancelled as a result of representation or informal challenge	8,669	7,456	10,781
Number of Penalty Charge Notices written off within the financial year	16,214 ^(c)	863	946
Number of vehicles removed	515	496	568

^(a)Council accounting year - 28th March 2011 to 1st April 2012 inclusive

^(b)Council accounting year - 2nd April 2012 to 31st March 2013 inclusive

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

^(d)PCNs paid by date of report

Parking Enforcement - Statistical Reporting

Penalty Charge Notices		2012/13 ^(b)	2011/12 ^(a)	2010/11
Total PCNs Issued		172,467	197,302	202,256
	CEO	92,147	107,847	112,297
	CCTV - Total	80,320	89,455	89,959
	CCTV - Bus Lane	28,741	25,388	17,711
	CCTV - Parking	29,072	46,267	43,070
	CCTV - Moving	22,507	17,800	29,178

Paid	Total Paid	133,186	152,359	158,112
	...at Discount	117,823	133,739	135,352
	...at Full Rate	10,538	12,383	13,909
	...at Surcharge	4,825	6,237	8,851

Challenges / Representations	Total PCN's challenged	35,279	37,931	41,534
	Informal Representation	19,113	20,069	20,243
	Formal Representation	16,166	17,862	21,291
	PCNs cancelled as a result of representation or informal challenge	8,669	7,456	10,781

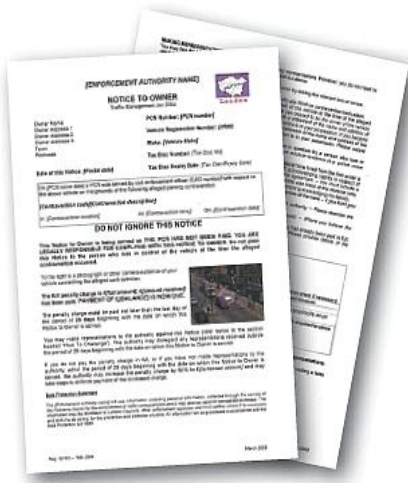
Number of Penalty Charge Notices written off for other reasons		736	863	946
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Number of vehicles removed		515	496	568
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^(a)Council accounting year - 28th March 2011 to 1st April 2012 inclusive

^(b)Council accounting year - 2nd April 2012 to 31st March 2013 inclusive

Challenges, Representations & Appeals



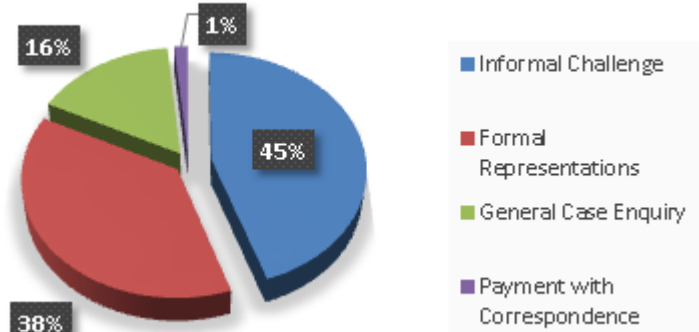
The tables below illustrate the percentage volumes of correspondence received at different stages within the PCN representations process.

The service receives approximately 58,000 pieces of Penalty Charge Notice (PCN) related correspondence from the public each year and in 2012/13 of the 172,467 PCNs issued 35,279 were challenged by the motorist through either an informal (during the 50% discount period) or formal (after the 50% discount period) representation.

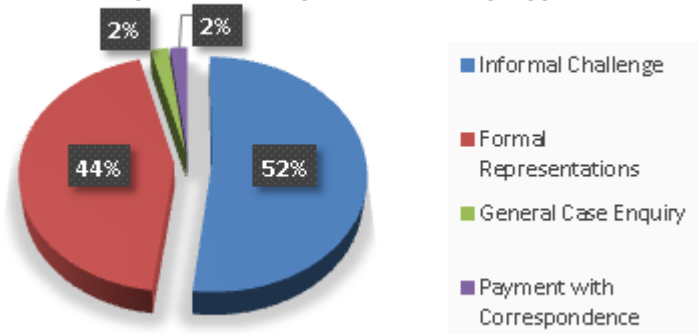
The Council found that there were cases of mitigation and therefore cancellation for 8,669 PCNs, which equates to 5% of PCNs issued. Of those cancelled, 571 were done so by an independent adjudicator.

The team aims to process all correspondence it has received within 30 days. In 2011/12 the average numbers of days taken to respond to a complaint was 16 days. In 2012/13 the team has managed to reduce this figure significantly with all correspondence received being processed, investigated and responded to within an average of 13 days.

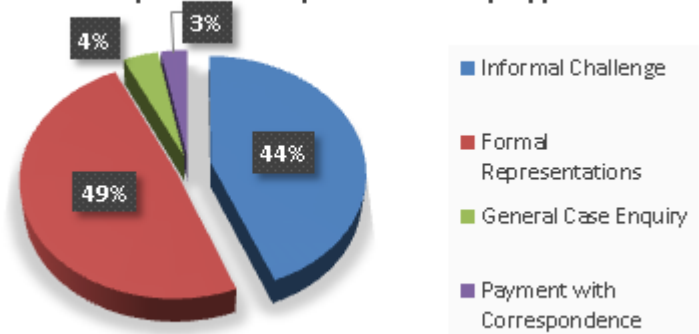
2013/12 Correspondence By Type



2012/11 Correspondence By Type



2011/10 Correspondence By Type



Challenges, Representations & Appeals

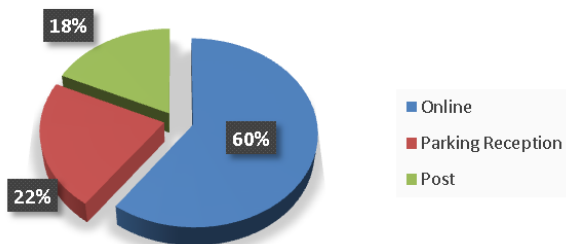
In total there were 2,542 appeals processed during 2012/13. This is broadly in line with 2011/12 (2,240) and significantly from previous years with 4,242 and 4,228 for 2009/10 and 2010/11 respectively being logged. The percentage of successful cases continues to be high with 65% of all cases taken to adjudication being successful or being withdrawn by the appellant. 2012/13 represents the highest percentage of successful cases being taken to the appeals service with a total of 64% of all cases being ruled in favour of Ealing Council.

	2012/13	2011/2012	2010/2011
PATAS Appeals Processed*	2,542	2,240	4,228
Appeals allowed	571	681	1,551
...Of which not contested	312	449	980
Appeals refused	1,631	1,083	1,688
...Of which withdrawn	28	27	9

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

Online Services

2012/13 Resident Permit Applications



Online Parking Services:

As part of the Council's drive to provide easy access to its products and services online, Parking Services are offering a wide range of services accessible from the Council's website at

<http://www.ealing.gov.uk/info/200332/parking>.

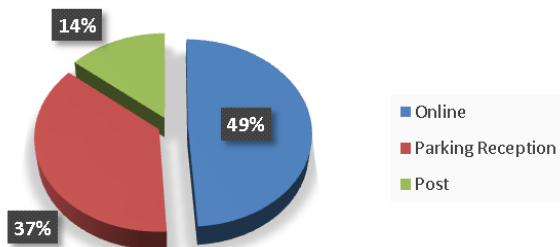
The online services relate to:

1. Resident Permits & Visitor Vouchers

Customers can:

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

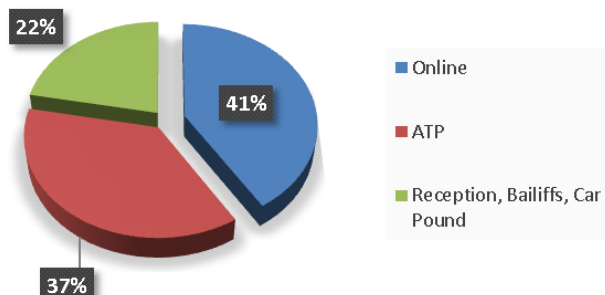
2012/13 Resident Voucher Applications



In the financial year 2012-2013, 60% of all resident permit applications and 49% of all resident visitor voucher applications were made online. Compared to this, 22% of all resident permit applications and 37% of all resident visitor voucher applications were made at the Parking Reception whilst 18% of all resident permit applications and 14% of all resident visitor voucher applications were made by post. This clearly demonstrates the successful uptake of our online parking services.

Note: The above excludes PayByPhone visitor parking transactions.

2012/13 PCN Payments



2. PCNs

Customers can:

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

In the financial year 2012-2013, 41% of PCN payments received by the Council were made online. Compared to this, 37% of PCN payments were made using the Council's automated telephone service. The rest was a combination of payments made at the Customer Reception, Bailiffs and Car Pound.

As the online service allowing recipients of PCNs to make a challenge or representation online was launched in the later part of 2012, it is too early to assess the uptake of this service.



Council Car Parks

Parking Services is responsible for managing 17 council off street car parks stretching across the borough and servicing a wide range of customers including shoppers and commuters. A number of car parks have bays marked for disabled blue badge holders, who are able to park for free for up to 3 hours, providing they display both their badge and clock.

A number of customer focused initiatives have been launched over the year, including free parking offers on bank holidays and from April 1st 2013 customers parking in Springbridge Road will see their parking charges dropped to a charge of £1 per hour or £3 for the entire day.

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

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

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

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

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

Freedom of Information requests and Complaints

Ealing Council defines a complaint as:

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

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

The following data shows the number of complaints received by Parking Services from April 2011 to March 2013.

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).

	2012/13			2011/12			2010/11		
	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late
April	77	11	0	79	16	3	38	20	1
May	68	16	3	94	14	5	51	15	1
June	41	14	0	79	27	1	55	19	7
July	59	15	0	72	20	1	59	18	2
August	46	10	0	69	24	3	60	26	1
September	49	16	0	86	10	13	70	15	6
October	59	19	0	57	26	1	61	20	4
November	53	7	0	54	10	2	64	18	5
December	27	10	0	47	8	1	64	32	7
January	64	9	0	73	20	0	69	17	4
February	50	10	0	74	14	1	73	30	2
March	42	13	0	94	15	1	55	14	0
	635	150	3	878	204	32	719	244	40

Freedom of Information requests and Complaints

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

Ealing Council has two main responsibilities under the Act:

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

	2012/13		2011/12		2010/11	
	FOI	Late	FOI	Late	FOI	Late
April	11	0	8	0	11	5
May	13	0	13	0	3	0
June	7	0	8	0	9	1
July	13	0	2	0	10	1
August	12	0	6	0	8	0
September	9	0	18	1	11	0
October	14	0	6	1	10	0
November	5	1	7	1	12	0
December	4	0	8	0	5	0
January	14	0	12	1	7	1
February	4	0	8	0	6	0
March	8	0	12	0	12	0
TOTAL	114	1	108	4	104	8



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.

£000	2012/13			2011/12			2010/11		
	On Street	Off Street	Total	On Street	Off Street	Total	On Street	Off Street	Total
Income by source:									
Penalty Charge Notice Enforcement	9,020	-	9,020	10,031	-	10,031	10,058	-	10,058
On-Street Permits and Vouchers	2,876		2,876	2,524		2,524	1,257		1,257
Off-Street Permits and Vouchers		326	326		286	286		173	173
On-Street Pay and Display	1,280		1,280	1,251		1,251	1,018		1,018
Off-Street Pay and Display		1,479	1,479		1,470	1,470		1,367	1,367
Other (suspensions and dispensations etc.)	362	13	375	416	-	416	347	-	347
TOTAL INCOME (A)	13,537	1,818	15,356	14,222	1,756	15,978	12,680	1,540	14,220

£000	2012/13			2011/12			2010/11		
	On Street	Off Street	Total	On Street	Off Street	Total	On Street	Off Street	Total
Direct Costs of Civil Parking Enforcement:									
Council Staffing Costs	2,044	-	2,044	2,273	-	2,273	2,443	-	2,443
Civil Enforcement Officer Contract	2,997	-	2,997	2,951	-	2,951	2,700	-	2,700
ATP Contractual Payments	128	-	128	158	-	158	171	-	171
Other contractual services (PayByPhone, P&D maintenance etc.)	162	37	199	119	-	119	683	2	685
Premises Costs	115	379	494	216	309	525	183	390	573
Transport	52	-	52	36	-	36	103	-	103
Registration of Debt Fees	181	-	181	204	-	204	173	-	173
Northampton Traffic Enforcement Centre Fees	215	-	215	322	-	322	239	-	239
Equipment purchase	62	-	62	124	-	124	185	-	185
Other supplies (postage, printing, storage etc.)	507	20	527	461	6	467	285	-	285
Capital Charges	-	-	-	20	-	20	-	-	-
TOTAL EXPENDITURE (B)	6,463	436	6,899	6,884	315	7,199	7,165	392	7,557

Financial Information

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

£000	2012/13	2011/12	2010/11
Funding for other transport and highways related projects supported by Civil Parking Enforcement income:			
Concessionary fares (Freedom pass) and Transport related schemes	7,386	6,884	4,910
Street Services Projects	-	17	17
School Crossing Patrol Services	83	87	110
Parking Places Reserve Account	64	704	845
Off Street Trading Account	923	1,087	781
TOTAL EXPENDITURE (A-B)	8,456	8,779	6,663

In 2012/13, £15,356,000 was raised from on and off street parking income. The expenditure items directly associated with running a parking service totalled £6,899,000. The remaining income is classed as 'surplus' and totals £8,456,000.

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

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

Appendix 1 – Off Street Car Parks

CHARGES OFF-STREET CAR PARKS - 2013

Car Park Ref	Name	Spaces	Charges	Days & Hours of Operation	Season Ticket	Resident Permit	Open 24 Hours
E01	Arden Road - Surface W13	27 2 M/C 2 x D/B 3 x Motorbike	£1.50 for 1st hour, then £1 per hour, £10 all day	08.00-18.00 Mon-Sun	£500.00 Annual Permit £150.00 Quarterly Permit		YES
A01	Churchfield Road – Surface W3	57 x P&D 2 x D/B 1 x Car Club 4 x Motorbike 1 M/C	60p per hour for 1st 3 hours, £1.20 per hour after 3 hours	08.00-18.00 Mon-Sat	£360.00 Annual Permit £95.0 Quarterly Permit		YES
WE01	Dean Gardens - Surface W13	46 2 M/C's 4 x D/B	£1.50 for 1st hour, then £1 per hour, £10 all day	08.00–18.00 Mon-Sun			YES
STH01	Featherstone Terrace – Surface (Southall)	133 x P&D 7 x D/B 2 M/C's	£1 per hour, £4 all day	08.00–18.00 Mon-Sun	£250.00		YES
H01	George Street – Surface W7	83 3 x D/B 1 M/C	60p per hour or £2 all day	08.00–18.00 Mon-Sun	£250.00	Resident Permit £50.00	YES
G01	Greenford Broadway – Surface	149 x P&D 10 x D/B 3 M/C's	70p per hour for 1st 2 hours, £1 per hour thereafter	08.00–18.00 Mon-Sun	£250.00		YES
STH02	Hambrough Road - Car Park	45 4 D/B's	£1.50 per hour (Mon-Fri), £2.00 per hour (Sat & Sun) Payment method: PaybyPhone only	08.00-20.00 Mon-Sun No charge after 6pm			NO
STH03	Herbert Road MSCP (Southall)	243 19 D/B's 2 Lifts	£1.50 per hour (Monday – Friday) £2.00 per hour (Sat & Sun ONLY)	08.00-22.30 Mon-Sun No charge after 6pm	£500.00 Annual Permit £150.00 Quarterly Permit		NO
STH04	Norwood Road 1: Surface (Southall)	54 x P&D 4 x D/B 2 M/C	£1 per hour	0800-18.00 Mon-Sun			YES
STH05	Norwood Road 2: Surface (Southall)	24 1 M/C	£1 per hour	0800-18.00 Mon-Sun			YES
P01	Perivale Station - Surface (Perivale)	6 x D/B 100 x P&D 2 M/C's 1 x Motorbike	£3.50 All day	08.00-18.00 Mon-Sat	£400.00 Annual Permit £150.00 Quarterly Permit		YES

Version 7



⁽¹⁾ PayByPhone payment option at this Car park

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Appendix 1 – Off Street Car Parks continued

CHARGES OFF-STREET CAR PARKS - 2013

Car Park Ref	Name	Spaces	Charges	Days & Hours of Operation	Season Ticket	Resident Permit	Open 24 Hours
E02	Perceval House - Car Park	85 x P&D 6 x DB 1 M/C	£2 all day	Staff Permit Holders Mon-Fri Public Car Park after 5pm weekdays (free) All day Sat & Sun 08:00 – 18:00 Charge)			YES
A02	Salisbury Street – Surface W3	62 x P&D 4 x D/B 1 x Car Club 4 x Motorbike 2 M/C's	80p per hour	08.00–18.00 Mon-Sun	£360.00 Annual Permit £95.00 Quarterly Permit		YES
WE02	Singapore Road - Surface W13	72 2 M/C's 12 x D/B 2 x Motorbike 5 x D/B behind BHS	£1.50 for 1st hour, then £1 per hour, £10 all day	08.00- 18.00 Mon-Sun	£250.00 Annual Permit		YES
E03	South Ealing Road – Surface W5	1 M/C 28 5 x Motorbike 2 x DB	£1.00 per hour	08:00–18:00 Mon-Sun			YES
E04	Springbridge Road - MSCP W5	465 7 M/C's 8 x D/B 9 x Motorbike 9 x Mother & Child 2 Lifts Change Machine	£1.00 per hour (Mon-Fri) £1 per hour, £3 all day (Sat) £1 all day (Sun)	07:00-18:00 Mon-Sun	£650 Annual £190 Quarterly (both permits 7 days a week)		NO
WE03	Witham Road – Surface W13 *	13 1 M/C	£1.50 for 1st hour, then £1 per hour, £10 all day	08.00-18.00 Mon-Sun			YES

Version 7

(¹) PayByPhone payment option at this Car park

(²) When the council establishes its parking charges it conducts a number of local and widespread benchmarking exercises to ensure that the parking charges reflect both demand for kerbside parking space and excellent value for money. Currently the parking charges in the borough range from free for the first hour to £2.00 per hour. In addition to the above, the council manages a number of free off street car parks servicing local parks. When compared to neighbouring West London Borough's we are competitively priced, as the table below demonstrates.

Brent	Tariff	Harrow	Tariff	Hammersmith & Fulham	Tariff
From	Free	From	Free	From	£2.20 per hour
To	£2.25 per hour	To	£4.00 per hour	To	£2.80 per hour

Hounslow	Tariff	Hillingdon	Tariff
From	Free	From	Free
To	£2.00 per hour	To	£2.20 per hour

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Appendix 2 – Permit Prices

Permit Type	2012/13			2011/12			2010/11		
	12 months	6 months	3 Months	12 months	6 months	3 Months	12 months	6 months	3 Months
Allotment Permit	£30.00			£30.00			£30.00 (£5.00)		
Business Permit	£600.00			£600.00			£600.00 (£250.00)		
Business Trader Permit	£600.00	£325.00	£175.00	£600.00	£325.00	£175.00	£600.00	£175.00	£150.00
Car Club Permit	£600.00			£600.00			£250.00		
Doctors Permit	£600.00			£600.00			£600.00 (£250.00)		
Religious Establishment Permit	£30.00			£30.00			£30.00 (£5.00)		
Veterinary Permit	£600.00			£600.00			£600.00 (£250.00)		
Residents Permit (Reduced Hours CPZ)	£45.00			£40.00			£40.00 (£25.00)		
Residents Permit (All Day CPZ)	£77.50			£75.00			£75.00 (£45.00)		
Disabled Person Permit	£10.00			N/A			N/A		
	All day	3 Hours					All day	3 Hours	
Resident Vouchers (All day CPZ book of 5)	£22.50	£9.00		£17.50	£7.50		£17.50 (£5.00)	£7.50 (£2.00)	
Resident Vouchers (Reduced hours book of 5)	£6.00			£5.00			£5.00 (£4.00)		

Please note - All permit price changes have been made with effect from 1st April apart from the change in 2010/11 where the change was made on 1st January 2011. Prices in the brackets are the prices prior to the change.

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Appendix 3 – PCNs issued by contravention code (2012/13)

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

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Appendix 3 - PCNs issued by contravention code (2011/12)

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

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Appendix 3 - PCNs issued by contravention code (2010/11)

Contravention Code	Description	Bus Lane	CCTV Parking	Moving	CEO Off Street	CEO On Street	Grand Total
1	Parked in a restricted street during prescribed hours		2543			14903	17446
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force		7476			3407	10883
5	Parked after the expiry of paid for time					5607	5607
6	Parked without clearly displaying a valid pay & display ticket or voucher					6431	6431
12	Parked in a resident's or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking					34835	34835
16	Parked in a permit space or zone without clearly displaying a valid permit					199	199
19	Parked in a resident's or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time					8965	8965
20	Parked in a part of a parking place marked by a yellow line where waiting is prohibited					2	2
21	Parked wholly or partly in a suspended bay or space		5			1134	1139
22	Re-parked in the same parking place or zone within the prescribed time period after leaving		3			106	109
23	Parked in a parking place or area not designed for that class of vehicle		13			155	168
24	Not parked correctly within the markings of the bay or space					1349	1349
25	Parked in a loading place during restricted hours without loading		8996			6133	15129
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place		1520			150	1670
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway		87			4011	4098
30	Parked for longer than permitted					7069	7069
31	Entering and stopping in a box junction when prohibited			20488			20488
32	Failing to drive in the direction shown by the arrow on a blue sign			2341			2341
33	Using a route restricted to certain vehicle			1			1
34	Being in a Bus Lane	17711					17711
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			29			29
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner		15			845	860
45	Parked on a Taxi Rank		545			172	717
47	Stopped on a restricted bus stop or stand		3323			627	3950
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited		162	1		215	378
50	Performing a prohibited turn			5417			5417
51	Failing to comply with a no entry sign			825			825
52	Failing to comply with a prohibition on certain types of vehicle			76			76
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					44	44
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		39			39	78
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		12440			5468	17908
80	Parked for longer than the maximum period permitted				7		7
81	Parked in a restricted area in a car park				49		49
82	Parked after the expiry of paid for time				4804		4804
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				4197		4197
85	Parked in a Permit Bay without clearly displaying a valid permit				484		484
86	Not parked correctly within the markings of a bay or space				366		366
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				200		200
91	Parked in a car park or area not designated for that class of vehicle				27		27
93	Parked in car park when closed				50		50
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags		5903			247	6150
Grand Total		17711	43070	29178	10184	102113	202256