

# Parking Annual Report 2014/15



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

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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 2014/15 outlines future developments and opportunities for the coming year.

This year Parking Services were again recognised at a national level being commended at the British Parking Awards for their community based work including the management of parking during events such as the Ealing Marathon, assisting the Ealing Business Improvement District in running the roof top cinema at Springbridge Road Car Park and community based volunteer schemes. For the fourth year running the service managed to win another British Parking Award, this time thanks to a member of the team who was nationally identified as the industries Young Parking Professional, Beth Rutherford, following a string of successful ideas and initiatives implemented leading to service improvement and savings.

The report also covers some of the new initiatives introduced by the service, including the removal of any requirement for customers with residential permits to physically display them when parking in permit holder or shared use bays, opportunities to pay for and be directed to parking spaces via a smartphone application and the option to purchase parking for visitors over the phone or online without the need for paper scratch cards.

During 2014/15 the council has managed to improve response times to customer enquiries and contacts with an average response time of 8 working days for challenges to Penalty Charge Notices and online permits processed and live by 9am the next working day. Additionally, the Ealing parking services team have started a review of off street car parking space to see how they are able to provide more services with new Amazon pick up lockers installed at Perivale Car Park enabling customers the opportunity to pick up parcels at their convenience.

With the introduction of new controlled parking zones and changes to enforcement technology through CCTV the number of Penalty Charge Notices (PCNs) issued in Ealing has increased from 2013/14 when 150,919 PCNs were issued to the year covered by this report when just 162,781 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](mailto:parkingservices@ealing.gov.uk)

Thank you for taking the time to read our 2014/15 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:

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

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

*Figure 1: General Issuances and received items*

London Borough of Ealing Parking Operation	2014/15 <sup>(i)</sup>	2013/14 <sup>(ii)</sup>	2012/13 <sup>(iii)</sup>
CEO Penalty Charge Notices issued	82,372	75,630	92,147
CCTV Penalty Charge Notices issued	80,409	75,289	80,320
Items of correspondence received	47,202	51,207	58,386
Resident permits issued	27,380	27,438	26,821
Resident visitor permits applications processed	18,342*	20,169	24,579

*\*82,347 visitor vouchers were also purchased via the RingGo option in 2014/15*

## British Parking Awards



Ealing Parking Services attended the British Parking Awards ceremony in March 2015. The competition, organised by 'Parking Review', is an annual celebration of the best in British Parking.

### **Beth Rutherford, Ealing Parking Services, wins the UK's Young Parking Person of the Year Award 2015.**

The British Parking Awards are a national awards scheme established to acknowledge and award excellence within the industry. In its thirteenth year, 2015 saw over 100 entrants across both the public and private sectors submit entries for the 14 award categories. Ealing Parking Services submitted entries for the Parking in the Community Award and the Young Parking Professional Award.

Our submission for the Parking in the Community Award followed a number of innovative community based schemes including managing parking events for major religious festivals, helping to provide a roof top cinema and organising community based volunteering schemes. On 6th March 2015 Parking Services were announced as runners-up for the award, narrowly losing out to Cambridgeshire County Councils work surrounding road safety.

The service also submitted an entry for Beth Rutherford, Parking Quality Assurance Officer, who was announced as the winner of the Young Parking Professional 2015 following work she has undertaken to improve customer services, the quality of correspondence produced by parking services and also for her innovative ideas which have led to the council generating savings enabling re-investment elsewhere in the service. Beth managed to beat off strong competition from the private sector with senior managers from private parking organisations being shortlisted alongside her.

Barry Francis, Assistant Director of Parking Services, said, "Beth deserves the Young Parking Professional Award more than any other person I have known in the industry and I hope she continues to work within parking as she has so much to offer. Beth puts the customer at the centre of her thought process challenging the way we work to ensure the customer journey is at it's optimum and considering she only started working with us at the end of 2009 in an apprentice role moving to a permanent post just three years ago is outstanding."

## Parking Permits

Ealing Parking Services has 43 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

A total of 29,422 resident permits were applied for during 2014/15 with 27,378 of those being successfully processed. The main reason for unsuccessful applications was a lack of supporting documents provided with the application. For 2015/16 the council has introduced a service for customers to visit a member of staff and have their application checked and processed during a pre-booked appointment at the council offices in Perceval House, at a charge of £15 per application.

Applications received for parking permits are, in the main, made over the internet, with changes from April 2015 to make the application process entirely paperless. As such the service has invested in improving the online application process by enabling customers to have 'electronic permits' live for their vehicles the moment a payment is made removing the need to wait for a permit in the post.

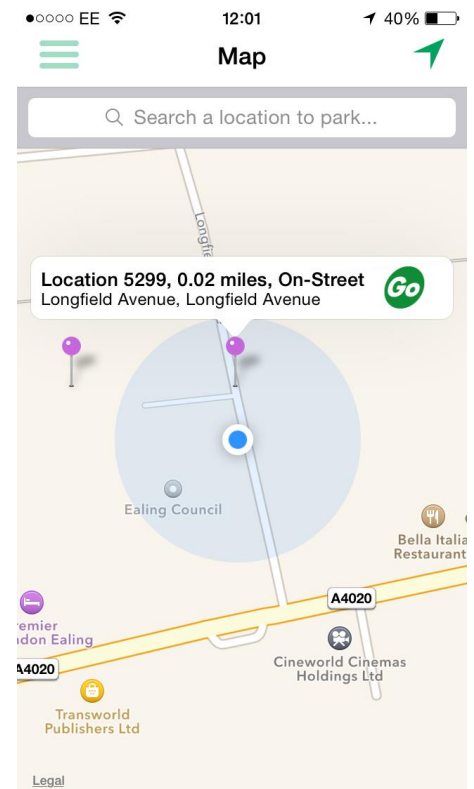
This not only ensures that we are able to maintain a prompt processing turnaround timeframe, but also reduces our postal and staff administrative costs. Residents have warmly received this additional application mechanism, as is proven by the marked increases in online new permit applications and permit 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

Visitor parking can be paid for at any time and from any location by using the service, RingGo. Payment can be made by phone, online or via a mobile phone application. The levels of uptake for virtual visitor vouchers has increased considerably from 265 transactions taking place in March 2012, 3,331 transactions in March 2013, 5,847 transactions in March 2014 to 8,225 in March 2015. A total of 82,347 vouchers were purchased by the RingGo service during the year which constitutes to 14% of all vouchers purchased in the year.

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



# Parking Annual Report 2014/15

The service is being constantly reviewed and improvements, where identified are made and is now on offer to all residents across the borough, the introduction of the RingGo smartphone application is one example of where a service has been enhanced through a complimentary technology. The RingGo app enables customers to purchase both visitor vouchers and parking sessions on their smart phone with options to extend periods of stay, receive text message confirmations and reminders as well as navigate their way to a parking place, both on and off street.

In 2014/2015 the number of minutes of parking purchased through RingGo equated to 145,304,827 minutes or over 2.4 million hours across the borough and throughout the year. This is a combination of all visitor park-by-phone, on street and car park transactions.

Cashless Ringo Parking (1)		
Hrs	No of Trans	Total Minutes
15 min	5,143	77,145
20 min	2,503	50,060
30 min	21,141	634,230
40 min	2,713	108,520
45 min	4,370	196,650
1 hrs	99,186	5,951,160
1.25 hrs	835	62,625
1.33 hrs	730	57,670
1.5 hrs	7,198	647,820
1.67 hrs	690	69,000
1.75 hrs	316	33,180
2 hrs	62,843	7,541,160
2.33 hrs	3	417
2.5 hrs	469	70,350
2.67 hrs	6	960
3 hrs	15,540	2,797,200
3.5 hrs	246	51,660
4 hrs	8,342	2,002,080
4.5 hrs	118	31,860
5 hrs	10,803	3,240,900
6 hrs	2,338	841,680
7 hrs	2,187	918,540
8 hrs	9,168	4,400,640
9 hrs	2,051	1,107,540
10 hrs	10	6,000
1 days *see notes	157,717	75,704,160
2 days *see notes	0	-
3 days*see notes	0	-
4 days*see notes	0	-
5 days*see notes	0	-
6 days*see notes	0	-
7 days*see notes	173	581,280
		<b>107,184,487</b>

Visitor Park By Phone		
Hrs	No of Trans	Total Minutes
1 hrs	21,612	1,296,720
2 hrs	9,544	1,145,280
3 hrs	5,857	1,054,260
4 hrs	3,829	918,960
5 hrs	2,571	771,300
6 hrs	1,670	601,200
7 hrs	1,179	495,180
1 days *see notes	28,614	13,734,720
2 days *see notes	3,432	3,294,720
3 days*see notes	1,712	2,465,280
4 days*see notes	1,039	1,994,880
5 days*see notes	2,287	5,488,800
6 days*see notes	279	803,520
7 days*see notes	1,207	4,055,520
		<b>38,120,340</b>

**\* 1 Day = 8 Hrs (Based on Average Controlled Hrs)**

## Residential permit breakdown by areas

Figure 2: Successful Permits by Area

Resident Permit applications for financial year 2014/15 compared to 2013/2014 and 2012/13										
Area	Zone	2014/15			2013/14			2012/13		
		Permit Applications	Permits Issued	% Successful	Permit Applications	Permits Issued	% Successful	Permit Applications	Permits Issued	% Successful
CENTRAL EALING	A	808	739	91.46%	812	739	91.01%	803	717	89.29%
SUDBURY HILL	AA	34	33	97.06%	39	37	94.87%	46	42	91.3%
BEDFORD PARK	B	2,269	2,131	93.92%	2,315	2,170	93.74%	2,345	2,175	92.75%
SUDBURY TOWN	BB	300	282	94%	313	286	91.37%	314	288	91.72%
THAMES VALLEY UNIVERSITY	C&D	1,468	1,380	94.01%	1,439	1,350	93.82%	1,376	1,296	94.19%
GYPSY CORNER	CC	765	686	89.67%	754	692	91.78%	716	662	92.46%
BOLLO BRIDGE	DD	372	346	93.01%	381	347	91.08%	378	350	92.59%
EAST ACTON	E	293	277	94.54%	293	280	95.56%	312	290	92.95%
BRENTVALE	EE	43	42	97.67%	47	45	95.74%	47	44	93.62%
EALING COMMON	F&G	1,423	1,336	93.89%	1,453	1,373	94.49%	1,522	1,403	92.18%
BUXTON GARDENS	FF	185	179	96.76%	195	188	96.41%	191	181	94.76%
BOSTON MANOR	GG	222	211	95.05%	212	206	97.17%	220	208	94.55%
GEORGE ST	GS	-	-	-	6	1	16.67%	-	-	-
GEORGE ST	GS1	24	23	95.83%	21	20	95.24%	23	13	56.52%
HOME ZONE	H	300	275	91.67%	290	271	93.45%	289	267	92.39%
WEST EALING	HH	828	765	92.39%	788	748	94.92%	812	765	94.21%
ACTON TOWN	J	599	551	91.99%	603	563	93.37%	667	621	93.1%
EALING DEAN	JJ	1148	1105	96.25%	1225	1172	95.67%	1269	1197	94.33%
ACTON CENTRAL	K	713	650	91.16%	665	611	91.88%	843	742	88.02%
ACTON CENTRAL EXTENSION	K1	1,614	1500	92.94%	1666	1543	92.62%	1485	1342	90.37%
THE VALE ESTATE	KK	217	192	88.48%	239	217	90.79%	248	215	86.69%
SOUTHALL	L	2972	2,749	92.5%	2,876	2,673	92.94%	2,690	2,496	92.79%
SOUTHALL 5	LL	870	805	92.53%	789	739	93.66%	758	715	94.33%
ACTON GREEN	M	1156	1,047	90.57%	1,067	986	92.41%	1,104	1,018	92.21%
FRIARS GREEN	MM	1,058	987	93.29%	1,080	1,005	93.06%	1,141	1,040	91.15%
THE DRIVE	MM1	9	5	55.56%	5	5	100%	4	3	75%
NORTHFIELDS	N	1,237	1,184	95.72%	1,297	1,237	95.37%	1,293	1,230	95.13%
DRAYTON GREEN	NN	723	687	95.02%	777	734	94.47%	424	402	94.81%
NORTHFIELDS	Ns	48	48	100%	55	53	96.36%	55	51	92.73%
HANGER HILL	O	605	570	94.21%	620	598	96.45%	645	618	95.81%
PERIVALE	P	183	177	96.72%	209	188	89.95%	159	152	95.6%
OLD OAK	PP	110	104	94.55%	142	120	84.51%	N/A	N/A	N/A
GREENFORD	Q	522	486	93.1%	518	494	95.37%	544	518	95.22%
NORTHOLT	QQ	74	64	86.49%	-	-	-	-	-	-
SOUTHFIELDS	R	728	675	92.72%	730	676	92.6%	720	676	93.89%
SOUTH EALING	S	403	379	94.04%	411	377	91.73%	423	387	91.49%
SOUTH EALING	Sn	138	133	96.38%	139	133	95.68%	140	129	92.14%
THE VALE	T&T1	316	277	87.66%	352	300	85.23%	327	293	89.6%
GREEN MAN	U	379	342	90.24%	367	341	92.92%	373	334	89.54%
SOUTHALL 2	V	1010	927	91.78%	968	905	93.49%	970	895	92.27%
EALING BROADWAY	W	1,651	1,538	93.16%	1,676	1,566	93.44%	1,704	1,589	93.25%
VALETTA ROAD	X	457	408	89.28%	430	397	92.33%	435	394	90.57%
WEST TWYFORD	Y	178	164	92.13%	180	169	93.89%	195	179	91.79%
WEST ACTON	Z	970	919	94.74%	944	883	93.54%	948	884	93.25%
	TOTAL	29422	27378	93.05%	29388	27438	93.36%	27330	27281	99.82%

\*- CPZ GS was replaced with GS 1 in 2013/14

\*- CPZ Sn and Ns fall within CPZs S and N

\* - CPZ QQ was introduced on 5<sup>th</sup> May 2015



## Permit breakdown by category

Figure 3: Permits and vouchers by Category

Number of other permits and vouchers issued										
Type	Category	2014/15			2013/14			2012/13		
		Applications	Books	Vouchers	Applications	Books	Vouchers	Applications	Books	Vouchers
Permit	Allotment	24	N/A	N/A	24	N/A	N/A	28	N/A	N/A
	Business	482	N/A	N/A	470	N/A	N/A	479	N/A	N/A
	Business Trader	31	N/A	N/A	38	N/A	N/A	19	N/A	N/A
	Car Club	65	N/A	N/A	64	N/A	N/A	62	N/A	N/A
	Councillor PH CP	21	N/A	N/A	-	-	-	-	-	-
	Doctor	17	N/A	N/A	18	N/A	N/A	19	N/A	N/A
	Disabled Bay	31	N/A	N/A	28	N/A	N/A	14	N/A	N/A
	Essential Users	38	N/A	N/A	26	N/A	N/A	25	N/A	N/A
	Honorary Freeman	2	N/A	N/A	2	N/A	N/A	2	N/A	N/A
	Premier	2	N/A	N/A	-	-	-	-	-	-
	Religious (*)	744	N/A	N/A	743	N/A	N/A	764	N/A	N/A
	Season	912	N/A	N/A	980	N/A	N/A	993	N/A	N/A
	Veterinary	4	N/A	N/A	4	N/A	N/A	4	N/A	N/A
Voucher	Business	24	165	825	26	214	1070	41	288	1440
	Resident <sup>(4)</sup>	18,342	59,605	495,775	20,169	63,947	519,950	24,579	74,180	580,870
	Service	847	13,661	136,610	1,023	13,649	136,490	1,159	11,702	117,020
<b>Total</b>		<b>21,586</b>	<b>73,431</b>	<b>633,210</b>	<b>23,615</b>	<b>77,810</b>	<b>657,510</b>	<b>28,188</b>	<b>86,012</b>	<b>699,570</b>

<sup>(4)</sup> VV count includes "Redundant" VV which was move from the 'Resident Voucher' permit grouping

One hour vouchers are sold in a book of 10 vouchers

All day hours are sold in a book of 5 vouchers

Business and service vouchers are only sold in books of 10 one hour vouchers

The amount of hours and days purchased has been included below:

Resident Voucher Hour's	438915	Hours
Resident Voucher Day's for All Day Vouchers	<b>77455</b>	<b>Days</b>
Business/Service Voucher Hour's	137435	Hours
<b>Total Hours for Vouchers (excluding All Day Voucher) for periods</b>	<b>576350</b>	<b>Hours</b>

(\*) Religious permits were removed from the services product listing in April 2015.

(4) In addition to the paper scratch cards 82,347 virtual vouchers were purchased in 2014/15.

## Community based projects

During 2014/15 Ealing Parking Services implemented a number of community based projects and initiatives, working closely with local community groups including the Ealing Business Improvement District.

Being such a large and busy borough we recognise the need to involve the local community in all aspects of the council's delivery of service with parking being at the forefront due to the wide nature of natural customers, ranging from residents, businesses and visitors alike. As such parking services developed a community engagement plan which would challenge the perception of the council, parking services and more generally the industry. We wanted to help others see that service users from a range of groups are not only symbiotic with the local community but also an integral part of the local community.



As part of the parking services engagement plan, we decided to set ourselves a mission statement which, although short, summarises and reminds us why the community needs to be at the heart of our service. 'Parking is more than a space to rent; it's a solution to community problems. It is the solution to house moves, the solution to urban development, the solution to local businesses footfall, the solution to ensuring the best use of open community space. Parking is central to the community and ultimately **for** the local community.'



Some of the schemes delivered by the service include a pop-up shop in the Springbridge Road Car Park for new business start up's run during December 2014, the hosting of a rooftop cinema for the second year in a row, the introduction of Amazon collection lockers at Perivale Station car park and donations made to the Shooting Star Chase charity from the service.

Additionally, the service has managed some large scale local events including traffic flow and parking provision during both the Ealing half marathon and the Mela.

## Parking Enforcement



**The borough's enforcement contractor employs 58 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.

The contract was reviewed in 2014 and extended for a further three years between April 2015 and March 2018.

Parking Services believes that 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.

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.

### School enforcement

The Council and NSL have worked closely over the last year to identify ways of improving safety outside schools and have developed a school enforcement plan which is aimed at tackling parking on school keep clear markings. In addition to this the service has been working with local schools to raise awareness of the dangers of inconsiderate parking and are planning further exercises in the coming year including school based workshops and talks on road safety.





## CCTV Enforcement

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

During 2014/15, 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 2012/13 with completion in March 2014. 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.

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

The 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.

Figure 4: CCTV Breakdown

	2014/15	2013/14	2012/13	2011/12
CCTV - Parking	31,643	31,730	29,072	46,267
CCTV - Traffic	25,894	19,437	22,507	17,800
CCTV - Bus lanes	22,872	24,122	28,741	25,388
	80,409	75,289	80,320	89,455



## 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 fourth 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.

Additionally, Parking Services and its enforcement contractor, NSL, are working with schools to raise awareness around dangerous parking near to schools. This will include encouraging parents to commit to a 'parking pledge' when dropping off or picking up children from school.

Councillor Bassam Mahfouz, cabinet member for environment and customer services, said: "Despite the obvious increased danger to children that comes from parking on the yellow zig-zags, some parents insist on putting their own convenience first. I make no apologies for issuing tickets to these selfish school run drivers; if they don't want to a PCN, they should stop elsewhere.

"Our mobile CCTV camera cars can patrol multiple schools and we will be targeting those with the biggest number of problem drivers. If you drive to school, park away from the school gates or you will get a ticket."

## Statistical reporting

Figure 5: PCN issued, paid, correspondence, cancelled, written off and removals

	2014/15 <sup>(ii)</sup>	2013/14 <sup>(ii)</sup>	2012/13 <sup>(iii)</sup>	2011/12 <sup>(i)</sup>
Number of higher level Penalty Charge Notices (including bus lane and moving traffic contraventions)	133,059	121,163	136,482	113,722
Number of lower level Penalty Charge Notices	29,722	29,756	35,985	40,392
Total number of Penalty Charge Notices issued	162,781	150,919	172,467	197,302
Number of CCTV Penalty Charge Notices issued	80,409	75,289	80,320	89,455
Number of Penalty Charge Notices paid <sup>(a)</sup>	129,410	119,566	133,186	152,359
Number of Penalty Charge Notices paid at discount <sup>(d)</sup>	114,090	104,122	117,823	133,739
Number of Penalty Charge Notices against which an informal challenge was made	15,531	14,641	19,113	20,069
Number of Penalty Charge Notices against which a formal representation was made	16,371	15,901	16,166	17,862
Number of Penalty Charge Notices cancelled	4,822	4,634	8,669	7,456
Number of vehicles removed	82	481	515	496

<sup>a</sup> PCNs paid by date of report

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

Figure 6: PCN types, payment charge level, cancelled after correspondence, Write Off other and removals

Penalty Charge Notices		2014/15	2013/14	2012/13	2011/12
Total PCNs Issued		162,781	150,919	172,467	197,302
	CEO	82,372	75,630	92,147	107,847
	CCTV - Total	80,409	75,289	80,320	89,455
	CCTV - Bus Lane	22,872	24,122	28,741	25,388
	CCTV - Parking	31,643	31,730	29,072	46,267
	CCTV - Moving	25,894	19,437	22,507	17,800
Paid	Total Paid	129,410	119,566	133,186	152,359
	...at Discount	114,090	104,122	117,823	133,739
	...at Full Rate	10,103	9,744	10,538	12,383
	...at Surcharge	5,217	5,700	4,825	6,237
Challenges / Representations	Total PCN's challenged	31,902	30,542	35,279	37,931
	Informal Representation	15,531	14,641	19,113	20,069
	Formal Representation	16,371	15,901	16,166	17,862
	PCNs cancelled as a result of representation or informal challenge	4,822	4,634	8,669	7,456
Number of Penalty Charge Notices written off for other reasons		595	1388	736	863
Number of vehicles removed		82	481	515	496

## Challenges, Representations & Appeals

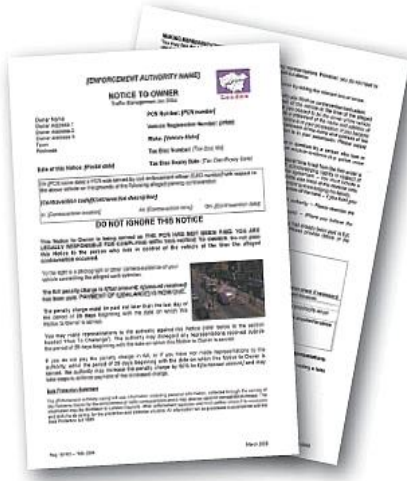


Figure 7: 14/15 Correspondence Type Pie Chart

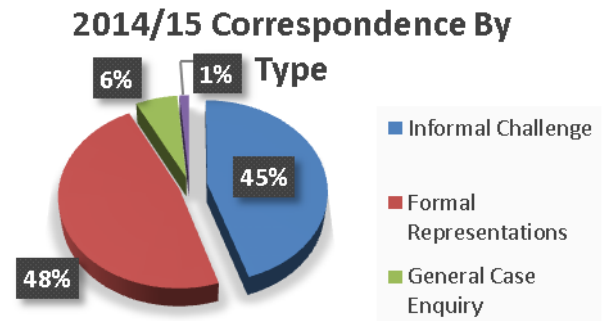


Figure 8: 13/14 Correspondence Type Pie Chart

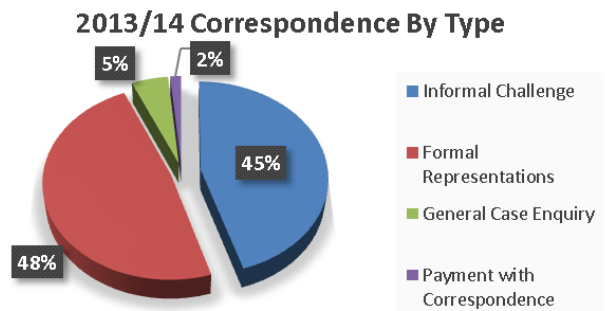
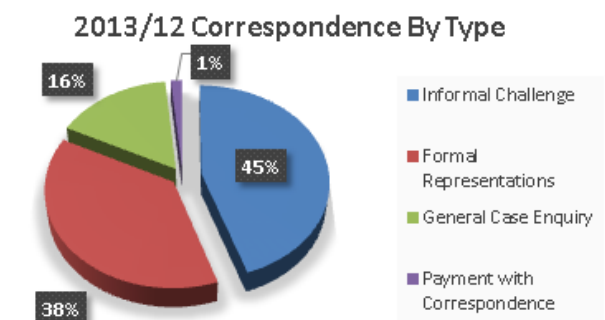


Figure 9: 13/12 Correspondence Type Pie Chart



The service receives approximately 51,000 pieces of Penalty Charge Notice (PCN) related correspondence from the public each year and in 2014/15 of the 162,781 PCNs issued 31,902 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 4,822 PCNs were cancelled, which equates to 3% of total PCNs issued. Of those cancelled, 273 were done so by an independent adjudicator.

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



## Appeals

In total there were 1,571 appeals processed during 2014/15, fewer than in 2013/14 (1,992). The percentage of successful cases continues to be high with 70% of all cases taken to adjudication being successful or being withdrawn by the appellant.

*Figure 10: PATAS' Appeals 'Allowed', 'Refused' and 'Withdrawn' breakdown*

	2014/15	2013/14	2012/13	2011/2012
<b>PATAS Appeals Processed*</b>	<b>1,571</b>	1,992	2,542	2,240
<b>Appeals allowed</b>	<b>273</b>	554	571	681
<b>...Of which not contested</b>	<b>199</b>	283	312	449
<b>Appeals refused</b>	<b>1,090</b>	1,145	1,631	1,083
<b>...Of which withdrawn</b>	<b>9</b>	10	28	27

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

## Online Services

Figure 11: Resident permit application stream pie chart

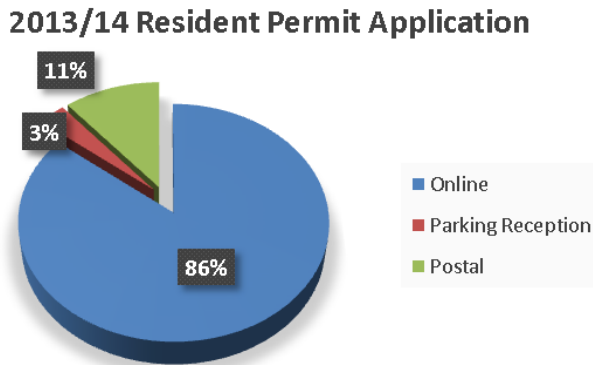


Figure 12: Resident voucher application stream pie chart

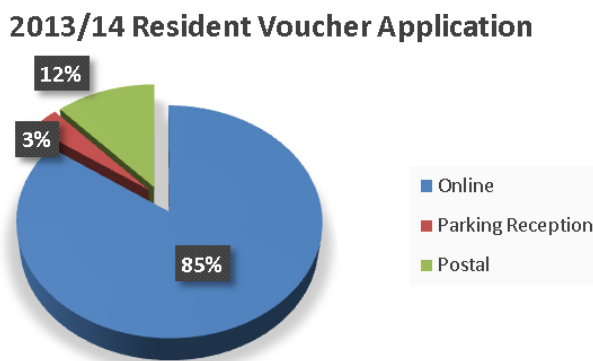
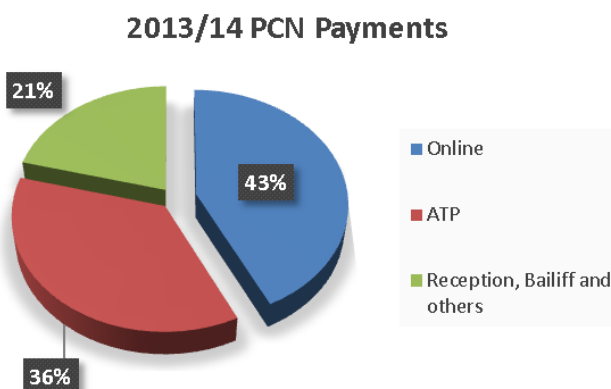


Figure 13: PCN Payment Method pie chart



### Online Parking Services:

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

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

The online services relate to:

#### 1. Resident Permits & Visitor Vouchers

Customers can:

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

In the financial year 2014/15, 87% of all resident permit applications and 90% of all resident visitor voucher applications were made online. Compared to this, 3% of all resident permit applications and 2% of all resident visitor voucher applications were made at the Parking Reception whilst 10% of all resident permit applications and 8% 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 RingGo visitor parking transactions.

#### 2. PCNs

Customers can:

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

In the financial year 2014/15, 48% of PCN payments received by the Council were made online. Compared to this, 35% of PCN payments were made using the Council's automated telephone service. The remainder was a combination of payments made at the Customer Reception and directly to debt recovery agents.



## Council Car Parks

Parking Services is responsible for managing 17 public off street car parks stretching across the borough and servicing a wide range of customers including shoppers and commuters. 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 customers parking in Springbridge Road continued to see their parking charges reduced 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 Station
- Salisbury Street
- Singapore Surface
- Springbridge Road Multi Storey Car Park

The number of season tickets offered is limited and varies for each location. All applications are judged on a first come, first served basis. For more information and to apply please visit the council's web site at:

[http://www.ealing.gov.uk/info/200332/parking/640/car\\_parks](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 2012 to March 2014.

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

Figure 14: Complaints and Members Enquires

	2014/15			2013/14			2012/13		
	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late	Complaints	Members enquiries	Late
April	43	12	1	45	12	0	77	11	0
May	23	6	19	54	15	1	68	16	3
June	25	7	5	84	16	2	41	14	0
July	28	8	5	92	16	2	59	15	0
August	18	5	4	65	19	2	46	10	0
September	14	3	3	65	12	8	49	16	0
October	21	3	2	72	14	1	59	19	0
November	9	4	0	48	17	0	53	7	0
December	5	6	0	17	18	1	27	10	0
January	13	1	2	54	19	3	64	9	0
February	25	9	1	21	19	2	50	10	0
March	6	7	0	15	13	5	42	13	0
	230	71	42	632	190	27	635	150	3



## Freedom of Information

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

Ealing Council has two main responsibilities under the Act:

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

*Figure 15: Monthly FOI count breakdown by on-time and late responses*

	2014/15		2013/14		2012/13		2011/12	
	FOI	Late	FOI	Late	FOI	Late	FOI	Late
<b>April</b>	8	0	14	0	11	0	8	0
<b>May</b>	10	5	7	0	13	0	13	0
<b>June</b>	6	3	12	0	7	0	8	0
<b>July</b>	12	4	10	0	13	0	2	0
<b>August</b>	6	2	12	1	12	0	6	0
<b>September</b>	8	2	13	1	9	0	18	1
<b>October</b>	7	0	10	0	14	0	6	1
<b>November</b>	6	0	8	0	5	1	7	1
<b>December</b>	4	0	5	0	4	0	8	0
<b>January</b>	12	4	16	1	14	0	12	1
<b>February</b>	9	2	7	0	4	0	8	0
<b>March</b>	4	2	4	0	8	0	12	0
<b>TOTAL</b>	<b>92</b>	<b>24</b>	<b>118</b>	<b>3</b>	<b>114</b>	<b>1</b>	<b>108</b>	<b>4</b>

## 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.

Figure 16: Income Source breakdown by on and off street incomes

£000's Income by source	2014/15			2013/14			2012/13		
	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Penalty Charge Notice Income	£8,558		£8,558	£8,326		£8,326	£9,020		£9,020
On-street permits and vouchers	£3,340		£3,340	£3,000		£3,000	£2,876		£2,876
Off-street permits and vouchers		£374	£374		£330	£330		£326	£326
On-street pay and display	£1,645		£1,645	£1,511		£1,511	£1,280		£1,280
Off-street pay and display		£1,613	£1,613		£1,690	£1,690		£1,479	£1,479
Other income (inc suspensions)	£535	£12	£547	£611	£10	£621	£362	£13	£375
<b>TOTAL INCOME (A)</b>	<b>£14,078</b>	<b>£1,999</b>	<b>£16,077</b>	<b>£13,448</b>	<b>£2,030</b>	<b>£15,478</b>	<b>£13,538</b>	<b>£1,818</b>	<b>£15,356</b>

Figure 17: Direct Costs breakdown by on and off street costs

£000's Direct costs of parking enforcement	2014/15			2013/14			2012/13		
	On-Street	Off-Street	Total	On-Street	Off-Street	Total	On-Street	Off-Street	Total
Council Staffing Costs	£1,308	£72	£1,380	£1,495	£79	£1,574	£2,044	£0	£2,044
Civil Enforcement Officers (CEO) Contract Costs	£2,863		£2,863	£2,760	£0	£2,760	£2,997	£0	£2,997
ATP Contractual Payments (ATP & Online)	£166		£166	£119	£0	£119	£128	£0	£128
Other Contractual Services (Telephony, Processing, IT)	£441		£441	£662	£1	£663	£162	£37	£199
Premises Costs	£75	£438	£513	£54	£377	£431	£115	£379	£494
Transport Costs	£17		£17	£39	£0	£39	£52	£0	£52
Registration of debt fees *	£0		£0	£151	£0	£151	£181	£0	£181
Traffic Enforcement Centre (TEC) fees	£348		£348	£195	£0	£195	£215	£0	£215
Equipment Purchase	£61		£61	£355	£0	£355	£62	£0	£62
Other Supplies (Postage, Printing, Storage, etc)	£429	£38	£467	£530	£20	£550	£507	£20	£527
<b>TOTAL EXPENDITURE (B)</b>	<b>£5,708</b>	<b>£548</b>	<b>£6,256</b>	<b>£6,360</b>	<b>£477</b>	<b>£6,837</b>	<b>£6,463</b>	<b>£436</b>	<b>£6,899</b>

\* Debt registration fees were calculated alongside the TEC fees for 2014/15

## 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:

Figure 18: Funding Expenditure breakdown

£000's	2014/15	2013/14	2012/13
	On-Street	On-Street	On-Street
<b>Schemes funded by civil enforcement related income</b>			
Concessionary Fares (Freedom Pass)	£8,366	£7,793	£7,386
School Crossing Patrol Services	£72	£79	£83
Parking Places Reserves Account	£382	-£385	£64
Off-street trading account	£1,001	£1,154	£923
<b>TOTAL EXPENDITURE (A-B)</b>	<b>£9,821</b>	<b>£8,641</b>	<b>£8,456</b>

In 2014/15, £16,077,000 was raised from on and off street parking income. The expenditure items directly associated with running a parking service totalled £6,256,000. The remaining income is classed as 'surplus' and totals £9,821,000. A contribution of £8,366,000 was made towards the council's cost of concessionary fares in 2014/15 including funding of the Freedom Pass.

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

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

A change in accounting policy has also taken place this year meaning that permit payments received in the 2014/15 accounting year for permit periods in 2015/16 will be placed in the ring fenced reserves account rather than prepaid and reversed in the first accounting period as has previously taken place. Details of the movement can be seen in figure 19 below:

Figure 19: Funding Expenditure breakdown

£000's	
<b>Receipts in advance (Change in accounting treatment)</b>	<b>Permit pre-payment 2014/15</b>
Pre-payment adjustment for 2015/16 year in year payments	£1,040
<b>TOTAL</b>	<b>£1,040</b>

# Parking Annual Report 2014/15

## Appendix 1 – Off Street Car Parks

### CHARGES OFF-STREET CAR PARKS – 2015/16

Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
WE01	<b>Arden Road</b> - Surface West Ealing W13 8RP RingGo 9995	27 x Regular Bays 2 x Disabled Bays 3 x Motorcycle Bays	£1.50 per hour, £12 all day	08.00-18.00 Mon-Sun	YES	£525.00 Annual Permit £150.00 Quarterly Permit
A02	<b>Churchfield Road</b> – Surface Acton W3 6AJ RingGo 9994	57 x Regular Bays 2 x Disabled Bays 4 x Motorcycle Bays 1 x Car Club	70p per hour for 1st 2 <sup>nd</sup> and 3 <sup>rd</sup> hours, £1.20 per hour after 3 hours	08.00-18.00 Mon-Sat	YES	£360.00 Annual Permit £95.00 Quarterly Permit
WE02	<b>Dean Gardens</b> - Surface West Ealing W13 9DA RingGo 9993	46 x Regular Bays 4 x Disabled Bays 2 x Motorcycle Bays	£1.50 for 1st hour, then £1.10 per hour, £10 all day	8.00–18.00 Mon-Sun	YES	
STH01	<b>Featherstone Terrace</b> -Surface Southall UB2 5AL RingGo 9992	133 x Regular Bays 7 x Disabled Bays 2 x Motorcycle Bays	£1.20 per hour, £4 all day	08.00–18.00 Mon-Sun	YES	£250.00
H01	<b>George Street</b> – Surface Hanwell W7 3TA RingGo 9991	83 x Regular Bays 3 x Disabled Bays 1 x Motorcycle Bay	80p per hour or £2.50 all day	08.00–18.00 Mon-Sun	YES	£250.00



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Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
G01	<b>Greenford Broadway</b> – Surface Greenford UB6 9PY RingGo 9990	149 x Regular Bays 10 x Disabled Bays 3 x Motorcycle Bays	90p per hour	08.00–18.00 Mon-Sun	YES	£250.00
STH03	<b>Herbert Road</b> MSCP Herbert Road Southall UB1 1LH RingGo 9988	243 x Regular Bays 19 x Disabled Bays 2 x Lifts	£1.50 per hour (Monday – Friday) £2.00 per hour (Sat & Sun ONLY)	08.00- 18.00 Mon-Sun	08.00-22.30	£500.00 Annual Permit  £150.00 Quarterly Permit
STH04	<b>Norwood Road 1:</b> Surface Southall UB2 4JT RingGo 9987	35 x Regular Bays 4 x Disabled Bays 2 x Motorcycle Bays	£1.20 per hour	0800-18.00 Mon-Sun	YES	
STH05	<b>Norwood Road 2:</b> Surface Southall UB2 4DD RingGo 9986	24 x Regular Bays 1 x Motorcycle Bay	£1.20 per hour	0800-18.00 Mon-Sun	YES	
P01	<b>Perivale Station</b> - Surface Perivale UB6 8LE RingGo 9985	100 x Regular Bays 6 x Disabled Bays 1 x Motorcycle Bay	£4.00 All day (Mon-Fri) £2.00 All day (Sat) £1.50 All day (Sun)	08.00-18.00 Mon-Sat	YES	£550.00 Annual Permit  £175.00 Quarterly Permit
E01	<b>Perceval House</b> - Surface Longfield Avenue Ealing W5 2UQ	85 x Regular Bays 6 x Disabled Bays	£2 all day	Staff Permit Holders Mon-Fri Public Car Park after 6pm weekdays (free)	YES	

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Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
	RingGo 9984			All day Sat & Sun 08:00 – 18:00 Charge)		
A02	<b>Salisbury Street</b> – Surface Acton W3 8NW RingGo 9983	62 x Regular Bays 4 x Disabled Bays 4 x Motorcycle Bays 1 x Car Club	£1.00 per hour	08.00–18.00 Mon-Sun	YES	£400.00 Annual Permit  £110.00 Quarterly Permit
WE03	<b>Singapore Road</b> - Surface Ealing W13 0RJ RingGo 9982	72 x Regular Bays 12 x Disabled Bays 2 x Motorcycle Bays	£1.50 for 1st hour, then £1 per hour, £10 all day	08.00- 18.00 Mon-Sun	YES	£250.00 Annual Permit
E02	<b>South Ealing Road</b> – Surface Ealing W5 4QT RingGo 9981	28 x Regular Bays 5 x Motorcycle Bays 2 x Disabled Bays	£1.00 per hour	08:00–18:00 Mon-Sun	YES	
E03	<b>Springbridge Road</b> -MSCP Ealing W5 2AB RingGo 9980	465 x Regular Bays 8 x Disabled Bays 9 x Motorcycle Bays 9 x Parent & Child 2 x Lifts	£1.00 per hour (Mon-Fri) £1.00 per hour, £3 all day (Sat) £1.00 all day (Sun)	07:00-18:00 Mon-Sun	YES	£750 Annual £215 Quarterly (both permits 7 days a week)
WE04	<b>Witham Road</b> – Surface West Ealing W13 0TU RingGo 9979	19 x Regular Bays 1 x Disabled Bay	£1.50 for 1st hour, then £1 per hour, £10 all day	08.00-18.00 Mon-Sun	YES	

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Car Park Ref	Name	Spaces	Charges	Days & Hours of Charging	Open 24 HRS	Season Ticket
STH6	<b>Southall Market</b> – Surface Southall UB1 3DG RingGo 9978	77 x Regular Bays 2 x Disabled Bays 2 x Charging Points	£1.00 per hour (Monday – Friday) £2.00 per hour (Sat & Sun ONLY)	08.00-18.00 Mon-Sun	YES	£500. Annual Permit £150.00 Quarterly Permit

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*The prices above reflect the charges on 1<sup>st</sup> April 2015*

## Appendix 2 – Permit Prices

Figure 20

	2014/15			2013/14			2012/13		
Permit Type	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		
Business Permit	£600.00			£600.00			£600.00		
Business Trader Permit	£600.00	£325.00	£175.00	£600.00	£325.00	£175.00	£600.00	£325.00	£175.00
Car Club Permit	£600.00			£600.00			£600.00		
Carers Permit	£45.00			-			-		
Disabled Bay Permit	£30.00			-			-		
Doctors Permit	£600.00			£600.00			£600.00		
Essential Users Permit	£350.00			-			-		
Premier Permit	£1,500.00			-			-		
Religious Establishment Permit	£30.00			£30.00			£30.00		
Veterinary Permit	£600.00			£600.00			£600.00		
Residents Permit (Reduced Hours CPZ)	£50.00			£50.00			£45.00		
Residents Permit (All Day CPZ)	£80.00			£80.00			£77.50		
Disabled Person Permit	£30.00			£30.00			£10.00		
	All day	3 Hours		All day	3 Hours		All day	3 Hours	
Resident Vouchers (All day CPZ)	£22.50	£9.00		£22.50	£9.00		£22.50	£9.00	
Resident Vouchers (Reduced hours)	£6.00			£6.00			£6.00		

## Appendix 3 – PCNs issued by contravention code (2014/15)

Figure 191: PCNs issued by contravention code (2014/15)

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		22			11124	11146
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force		6715			1625	8340
5	Parked after the expiry of paid for time					3639	3639
6	Parked without clearly displaying a valid pay & display ticket or voucher					6223	6223
11	Parked without payment of the parking charge					1860	1860
12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge					26927	26927
16	Parked in a permit space or zone without clearly displaying a valid permit					196	196
19	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time					1	1
20	Parked in a part of a parking place marked by a yellow line where waiting is prohibited					4557	4557
21	Parked wholly or partly in a suspended bay or space		3			1062	1065
22	Re-parked in the same parking place or zone within one hour after leaving					53	53
23	Parked in a parking place or area not designated for that class of vehicle					536	536
24	Not parked correctly within the markings of the bay or space					1018	1018
25	Parked in a loading place or bay during restricted hours without loading		8199			2326	10525
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place		176			120	296
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway					2425	2425
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge		4			1	5
30	Parked for longer than permitted					4923	4923
31	Entering and stopping in a box junction when prohibited			8908			8908
32	Failing to drive in the direction shown by the arrow on a blue sign			1226			1226
33	Using a route restricted to certain vehicles			1			
34	Being in a bus lane	22872					22872
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			1585			1585
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner		216			976	1192
45	Stopped on a taxi rank		3734			17	3751
47	Stopped on a restricted bus stop or stand		1902			224	2126
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited					94	94
49	Parked wholly or partly on a cycle track or lane		635				635
50	Performing a prohibited turn			1747			1747
51	Failing to comply with a no entry sign			9385			9385
52	Failing to comply with a prohibition on certain types of vehicle			3042			3042
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					46	46
56	Parked in contravention of a commercial vehicle waiting restriction					120	
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		21			42	63
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		8362			3931	12293
71	Parked in an electric vehicles' charging place during restricted hours without charging				139		139
73	Parked without payment of the parking charge				129		129
80	Parked for longer than permitted				27		27
81	Parked in a restricted area in a car park				106		106
82	Parked after the expiry of paid for time				2984		2984
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				3987		3987
85	Parked without clearly displaying a valid permit where required				227		227
86	Not parked correctly within the markings of a bay or space				322		322
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				218		218
91	Parked in a car park or area not designated for that class of vehicle				11		11
99	Stopped on a pedestrian crossing or crossing area marked by zigzags		1654			156	1810
<b>Grand Total</b>		<b>22872</b>	<b>31643</b>	<b>25894</b>	<b>8150</b>	<b>74222</b>	<b>162781</b>

(Standard PCN Codes v6.7)



# Parking Annual Report 2014/15

## Appendix 3 – PCNs issued by contravention code (2013/14)

Figure 202: PCNs issued by contravention code (2013/14)

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		17			9624	9641
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force		13116			1707	14823
5	Parked after the expiry of paid for time					4082	4082
6	Parked without clearly displaying a valid pay & display ticket or voucher					5637	5637
11	Parked without payment of the parking charge					1265	1265
12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge					23501	23501
16	Parked in a permit space or zone without clearly displaying a valid permit					170	170
19	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay and display ticket, or after the expiry of paid for time					4387	4387
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		31			959	990
22	Re-parked in the same parking place or zone within one hour after leaving					104	104
23	Parked in a parking place or area not designated for that class of vehicle					327	327
24	Not parked correctly within the markings of the bay or space					935	935
25	Parked in a loading place or bay during restricted hours without loading		7309			2328	9637
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place		169			77	246
27	Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway		1			2392	2393
28	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge					5	5
30	Parked for longer than permitted					5681	5681
31	Entering and stopping in a box junction when prohibited			5512			5512
32	Failing to drive in the direction shown by the arrow on a blue sign			2366			2366
34	Being in a bus lane	24122					24122
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign			1730			1730
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner		154			589	743
45	Stopped on a taxi rank		2961			12	2973
47	Stopped on a restricted bus stop or stand		2828			328	3156
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited		3			101	104
	Parked wholly or partly on a cycle track or lane						0
50	Performing a prohibited turn			2069			2069
51	Failing to comply with a no entry sign			4814			4814
52	Failing to comply with a prohibition on certain types of vehicle			2946			2946
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					21	21
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		3			13	16
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		3073			3028	6101
71	Parked in an electric vehicles' charging place during restricted hours without charging				118		118
73	Parked without payment of the parking charge				4		4
80	Parked for longer than permitted				14		14
81	Parked in a restricted area in a car park				56		56
82	Parked after the expiry of paid for time				3652		3652
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				3815		3815
85	Parked without clearly displaying a valid permit where required				199		199
86	Not parked correctly within the markings of a bay or space				180		180
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				178		178
91	Parked in a car park or area not designated for that class of vehicle				5		5
99	Stopped on a pedestrian crossing or crossing area marked by zigzags		2065			134	2199
<b>Grand Total</b>		<b>24122</b>	<b>31730</b>	<b>19437</b>	<b>8221</b>	<b>67409</b>	<b>150919</b>

## Appendix 4 – PCNs issued by contravention code (2012/13)

Figure 23: 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
<b>Grand Total</b>		<b>28741</b>	<b>29072</b>	<b>22507</b>	<b>11138</b>	<b>81009</b>	<b>172467</b>

## End Notes

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- (i) Council accounting year – 31<sup>st</sup> March 2014 to 29<sup>th</sup> March 2015 inclusive
- (ii) Council accounting year – 1<sup>st</sup> April 2013 to 30<sup>th</sup> March 2014 inclusive
- (iii) Council accounting year – 2nd April 2012 to 31st March 2013 inclusive