
Ealing Council

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Your ref:	Our ref:	extension:	Date:
	FOI 18/0060	(020) 8825 8367	30th January 2018

Dear Mr Breens,

FREEDOM OF INFORMATION ACT 2000 - INFORMATION REQUEST

Thank you for your request for information received by the Council on 12th January 2018. It has been assessed and the following information is provided in response:

I observe a change in the borough from "Pay and Display" parking bays to "Pay by Telephone" parking bays.

1. When were the public consulted on these changes?

There has been no formal change to any policy regarding the use of P&D machines, in which case there was nothing to consult the public on. The decision to use/or not use P&D machines is made by the officer in conjunction with the Ward Councillors, based on the needs or particular requirements of any given project and its location.

2. Was it clearly explained in the recent West Ealing CPZ consultation that the 30 minute "free (no phone required) and phone for extra time bays" would become "all parking including the first free 30 minutes would require a telephone call" bays? These new bays effectively exclude elderly motorists i.e. those most likely to require a car to help with shopping but also those most likely not to use a smart phone.

A phone is not required for the first 30 minutes. The first 30 minutes is free and a phone is then required to pay for additional time. Any phone may be used for this purpose and it's not a requirement to have a smartphone. No existing P&D bays within the West Ealing CPZ have been altered.

3. What data around usage rates by the elderly of smart phones was used to guide this change to "pay by phone" parking.

Data on mobile phone ownership available from Ofcom, but it is not possible to cross reference this with data on vehicle usage.

Our phone payment service provider (RingGo) does not require users to provide personal details such as age or address so it has not been possible to acquire this from the company.

4. When was this decision made and by whom or what committee?

N/A

5. Many "Pay by phone" bays appear to be empty when in the past when they worked with coin meters they were 60% full.

Can the council tell me how much income they have lost on a range of bays due to this change?

Please provide the location details, so that Ealing Council can analyse the data to answer your question.

6. Will they reverse this decision if the income has fallen?

Various factors should be considered when deciding whether or not to keep or remove a P&D machine and to decide if P&D machines represent good value for money we'd need to evaluate more than the income a location generates.

The aforementioned factors include the level of demand for cashless parking in the area, the opening/closure of local amenities that might result in a change of usage, the likely future costs of delivering the service using P&D machines and changes to the parking restrictions (either in terms of the number of spaces or duration of the restriction).

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Your request for an internal review should be submitted to us within 40 working days of your receipt of this response. Any such request received after this time will only be considered at our discretion.

Yours sincerely,

The FOI Team