

Croydon parking services

2012/2013 annual report

One team serving one community



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The council is committed to being transparent about the parking and enforcement activity for which it is accountable.

Foreword



I am pleased to present Croydon Council's parking services' annual report for 2012/13.

It details the service's achievements in delivering innovative and sustainable improvements over the past year and looks ahead to future developments and opportunities.

The council is committed to being transparent about the parking and enforcement activity for which we are accountable. We publish a wide-ranging set of statistical and financial information each year. This information includes the number of penalty charges we issue, the income and expenditure on our parking account and how any surplus parking income is spent.

As a council, we do not just provide parking enforcement. Services such as traffic design, car park maintenance and management, permit management, abandoned vehicles, penalty charge notice processing, shopmobility, debt recovery and adjudication are all key functions of parking services.

We have tried to build on our efficiency from 2011/12, and this has led to a number of changes for the department. The most major of these changes has been taking advantage of an opportunity to merge parking services with the highways department for greater productivity and a more joined-up approach to issues such as road markings and signage.

We understand that the world is changing, and technology is playing a much greater part in people's lives. We have tried to cater to this by introducing cashless parking into our car parks, allowing people to park using an app on their phone, text message or through an intelligent voice-recognition system. We have also introduced the Croydon MyAccount – which residents can sign up to in order to renew their resident permit, order a temporary permit or appeal against a parking fine – all online without having to leave their homes or pay postage costs. We have, of course, kept our old methods of payment for parking in car parks, applying for permits and appealing against PCNs in order to ensure that our services are accessible to all of our customers.

We hope to continue in our success in the coming years, and would like to thank you for taking the time to read our annual report.

Councillor Phil Thomas

Cabinet member for environment and highways



Introduction

Under the Traffic Management Act 2004 (TMA) the council is required to publish its annual accounts at the end of the financial year. This document covers all parking enforcement activity from 1 April 2012 to 31 March 2013.

The TMA was introduced to bring London and non-London enforcement authorities in line, in order to provide for greater consistency across the country while allowing for parking policies to suit local circumstances. Previously, London authorities had been given additional powers of enforcement which did not exist outside the capital. For example, it was only London authorities that were given powers to enforce moving traffic offences and footway parking. The TMA supersedes the Road Traffic Act 1991 and allows civil parking enforcement to be carried out by authorities England-wide. It also seeks to ensure that the system is fair to the motorist as well as effective in enforcing parking contraventions when they occur.



Our vision

Our vision for parking services is:

“to provide the flagship parking services provision by utilising the newest technology, be customer-focused, transparent, robust in enforcement and efficient in overall service provision”

Croydon Council is committed to balancing the parking needs of all stakeholders, including residents, businesses and visitors, in the borough.

Our Customer Charter sets out the aims of parking services and the performance standards that we aim to achieve. We give details of the range and quality of services, how you can use them and the associated standards for all areas and users.

As well as our set standards, you can expect us to be helpful, polite and efficient at all times. If you think we have failed, this charter sets out how and to whom you can complain about the service you received.

We will enforce parking controls fairly and sensitively, be fully aware of the varying needs of drivers and others for the benefit of all members of the local community.

We aim to provide an efficient, accessible, cost-effective and open service to all residents, businesses and visitors equally and fairly, in line with our policies.

Parking presents challenges in many parts of Croydon. We aim to prevent congestion and to make sure that vehicles park only where it is safe for them to do so.



Below are the service targets which support our plans to involve you in providing a quality service.

- Controlled parking zones (CPZs) – We will consult with all residents and businesses regarding any new CPZs in their area, or amendments to the existing parking arrangements in areas with controls.
- Disabled bays – We will install disabled bays within six months of request subject to meeting the council criteria.
- Abandoned vehicle service – An inspection officer will visit the targeted vehicle within 48 hours of being reported to confirm that, in their opinion, the vehicle has been abandoned.
- Abandoned vehicle service – An abandoned vehicle will be removed within 72 hours of the notice to the owner expiring.
- Parking permits – We will issue permits within three working days.
- Penalty charge notices (PCNs) – We aim to reply to emails about routine issues within five working days. We will aim to respond to PCN appeals within 20 working days (our statutory requirement is 56 days).
- Emergency parking enforcement – We aim to remove vehicles blocking residents' driveways and non-badge holders in disabled bays within two hours of request.
- Shopmobility – Our Shopmobility service will be open from 9am-4.30pm, Monday-Saturday, and 11am-2pm, Sunday & Bank Holidays.
- When you phone a direct line number, we aim to answer your call within five rings.
- Staff at Access Croydon and the car pound will aim to see customers within 10 minutes of arrival.
- If you make a complaint, we will generally reply to you with a full answer within 20 working days. Please note that there is a separate process for appealing against a parking ticket.
- We will ensure that, at all times, you can legitimately park in car parks and pay-and-display bays.

For further information on these service targets and much more see our Customer Charter which is located at: www.croydon.gov.uk/transportandstreets/parking/charter



British Parking Awards 2012

We were proud to announce that parking services was short listed for two British Parking Awards for 2012. There were 12 categories for the British Parking Awards 2012 and Croydon parking services was short listed for the 'Parking in the Community Award' and 'Excellence in Customer Services' (for the third year running).

There were more than 80 entries in total from both the private and public sector and Croydon was successful in being short listed for two of the awards that we submitted.

The award ceremony took place in March 2012 and we were pleased to announce that although we did not win an award, Croydon parking services was highly commended for both of our submissions.

This is a tremendous achievement and reflects our hard work over the past year and is a continuation from our success last year.

Pay-by-phone parking

Drivers now have the option of paying for parking by phone within all our car parks throughout the borough by using the cashless provider RingGo.



RingGo is the UK's leading phone parking solution – offered nationwide by local authorities, rail operators and private companies like NCP, as an alternative to pay-and-display parking.

Pay-by-phone is a quick and secure way to pay for parking. Instead of having to find the right change for a pay-and-display machine, you can simply use your mobile phone to pay, and parking is charged to your credit or debit card.

The scheme is designed to make it easier for people. If you choose to pay by phone you won't need to find exact change to put in the machine, but if you prefer to pay the traditional way, that option will still be there.

What are the benefits?

- you never need to find change for the pay-and-display machines
- once you're registered you can use pay-by-phone for all future parking sessions
- you can receive optional text message reminders before your parking ends so you can get back to your vehicle or top-up your parking in plenty of time
- you can top-up your parking session by phone without having to go back to your vehicle
- it's quick, easy and safe to pay using pay-by-phone



CEO care in the community

On 17 August 2012, a civil enforcement officer biker was enforcing along Saxon Road, Croydon, when he heard faint distressed cries for help from an alleyway nearby. Our officer tried to see where the noises were coming from and managed to ascertain that they were coming from a door in an alleyway, leading to a house. When he got there he faced a daunting scenario posed by an elderly lady that had a trail of blood behind her. She was slumped in the stairway, standing next to a slightly ajar door. It looked like she had been there for a while and was likely to have been calling for help for quite some time. Our civil enforcement officer immediately called 999 and waited at the location until the emergency services arrived.



It later transpired that she had fallen and suffered an injury that severed the main artery in her leg, and if she hadn't been found by our CEO at that time the injury could have been fatal.

On 24 August a member of staff and the CEO went to visit the lady at Mayday Hospital and took some flowers, after learning that she was still there recovering. A neighbour was visiting her at the time and told them that the lady has no family and lives for her cats. She allows a little help from the neighbour from time to time but refuses to be a burden to anyone.

The neighbour and the lady were both extremely grateful, and a little shocked, that there are caring people working in parking services and the council! The neighbour didn't even know how she had got to the hospital; they had presumed the police had found her. This was assumed because it was an officer in full uniform.

This example illustrated to the important role of our officers that patrol the streets of our borough. In this instance, the CEO has actually saved a life just by being aware of his surroundings and reacting to an emergency in the streets he was patrolling.

Royal visit to Croydon

On Thursday 20 September 2012, parking services played a part in the royal visit by HRH Prince of Wales and HRH Duchess of Cornwall. The Prince and Duchess attended Surrey Street Market with Mary Portas and Cllr Dudley Mead and were greeted by residents, and business and community groups.

A member of our infrastructure team was involved in greeting the Prince; they also installed the suspension and dispensations to ensure that the royal visit was a success. Our Infrastructure team ensured that traffic flow was managed correctly and in line with legislation, the signs were erected in time and that the enforcement team was aware of the restrictions. The team also kept in close liaison with corporate resilience colleagues to ensure that the restrictions met their requirements.





Community disabled bays in Croydon

The following is a list of disabled bays in Croydon which have been provided for general use:

- **Bingham Road**, Addiscombe (two bays, opposite No 41 and opposite Claremont Road)
- **Wentworth Way**, Sanderstead (outside church)
- **Thornton Row**, Thornton Heath (two bays – 10m from junction with London Road)
- **Raymead Avenue**, Thornton Heath (two bays outside Vishwa Hindu Pershad)
- **97-119 Marston Way**, Upper Norwood
- **Woodside Health Centre**, Denmark Road, South Norwood (two bays – opposite No 42)
- **Gresham Primary School**, Limpsfield Rd, Sanderstead (outside No 35)
- **St Chad's RC Church**, Whitworth Rd, South Norwood (outside church)
- **St. James' Church**, St James' Rd, Purley (outside church)
- **Hares Bank**, New Addington (near junction with Calley Down Crescent)
- **High Street**, Thornton Heath (two bays – near No 95)
- **Canon's Hill**, Old Coulsdon (two bays – near junction with Coulsdon Road)
- **47 Stroud Green Way**, Ashburton
- **Stroud Green Way**, Ashburton (outside Ashburton Memorial Home)
- **Central Hill**, Upper Norwood (outside church, opposite No 160)
- **Addington Methodist Church**, Huntingfield (near junction with Gravel Hill)
- **Marlborough Road**, South Croydon (near junction with Avondale Road)
- **Campbell Road**, Croydon (two bays – near junction with London Road)
- **Dunheved Road South**, Thornton Heath (four bays – near junction with London Road)
- **Grange Park Road**, Thornton Heath (opposite No 2)
- **Stuart Road**, Thornton Heath (near junction with High Street)
- **Cotford Road**, Thornton Heath (near junction with Brigstock Road)
- **The Drive**, Thornton Heath (near junction with High Street)
- **The Retreat**, Thornton Heath (near junction with High Street)
- **Gillett Road**, Thornton Heath (near junction with High Street)
- **Gilsland Road**, Thornton Heath (near junction with High Street)
- **Church Road**, Upper Norwood (two 2 bays – outside Nos 27 & 64)
- **Westow Street**, Upper Norwood (two bays – outside Nos 30 & 67)
- **Westow Hill**, Upper Norwood (two bays – outside Nos 3 & 56)
- **Fell Road**, Croydon (six bays)
- **93-95 Selhurst Road**, Selhurst (two bays – outside Croydon Seventh Day Adventist Church)
- **Addington Village Road**, Addington Village (outside St Mary's Church)
- **Pampisford Road**, Purley (four bays – outside St Giles School)



- **Morland Road**, Addiscombe (two bays outside school)
- **Homelands Drive**, Upper Norwood (one bay)
- **Gloucester Road**, Selhurst (one bay)
- **94 Pollards Hill North**, Norbury (viewpoint adjoining park)
- **St Swithun's Church**, Grovelands Road, Purley (two bays)
- **Dartnell Road**, Croydon (outside Davidson Primary School)
- **Dunheved Road South**, Croydon (two bays – outside Croydon Mosque)
- **88 Greenside Road**, Croydon (one bay – outside medical centre)
- **26 Lennard Road**, Croydon (one bay – outside medical centre)
- **North-east of Nos 26 & 28 Pampisford Road**, Purley (one bay)
- **Etridge Road**, Croydon (two bays – adjacent to Impact House)
- **High Street**, Purley (one bay outside No 1; two bays outside leisure complex)
- **Brighton Road**, Coulsdon (one bay outside No 192; one bay outside library, one bay outside No 152)
- **Addington Road**, Selsdon (outside No 218)

Disabled bays in car parks

Car park	Number of disabled bays
Ann's Place, CR0 1RL	2
Belgrave Road, SE25 5AL	2
New Addington - Central Parade, swimming pool & central market, CR0 0JL	12
Factory Lane, CR0 3RH	2
Garnet Road, CR7 8RD	3
Granville Gardens, SW16 4EU	3
Jubilee Bridge, CR0 1XF	2
Lion Green Road, CR5 2NL	4
Purley multi-storey, CR8 2AH	12
Russell Hill, CR8 2LT	3
Reedham Station, CR8 4DG	1
Sanderstead Road, CR2 0LY	2
West Croydon, CR0 2TA	2
Wandle Road, CR0 1TQ	4



Freedom of Information requests

Month	2012/13	2011/12
April	10	8
May	10	16
June	8	15
July	20	7
August	14	20
September	7	14
October	10	13
November	4	19
December	9	9
January	20	14
February	11	8
March	16	17
Total	139	160

The Freedom of Information Act 2000 came into force in January 2005. This means that the general public has even greater access to information held by Croydon Council.

The table shows the total number of FOI requests received by Croydon Council parking services.



My Account – save time, do it online

My Account is the new online tool that allows you to access council services from the comfort of your own computer, tablet or smartphone.

The council is working hard to put the services you want online, so that you can access them 24/7.

To that end, My Account has been set up on the council's website at www.croydon.gov.uk/account

From that page you can create your own My Account and, once created, log on to be able to access a range of services.

Faster – it is quicker for you to go online, and now many council services can be accessed via My Account. By going online you will save the council money, which can be put back into providing services for you.

Smarter – You can pay your housing rent and manage your rent account, **renew your resident's parking permit, order a temporary cover note, appeal a parking fine** order new recycling bins, report a pothole or antisocial behaviour, report a repair that needs to be made to your council property, make an appointment to see a planning officer, apply for an in-year school place – these are just some of the things that you will be able to do online when you register for My Account through the website.

Better – you can see all of your information and dealings with the council in one place, you need to give your information only once, and you can track the progress of some services.

Visit www.croydon.gov.uk/account today to get started.





Parking services customer survey results

In order to continuously improve our services, we conduct a biannual customer satisfaction survey. In September 2013 we surveyed recent customers regarding our wide range of services.

The results of this survey will be used to further improve the way we communicate with members of the public and to improve all aspects of our service.

Parking services is committed to balancing the parking needs of all stakeholders including residents, businesses and visitors in the borough. The service is tasked with a number of functions including:

- enforcing parking contraventions;
- providing a shopmobility service;
- an abandoned vehicle service;
- car parks;
- temporary and permanent traffic management orders;
- suspensions and dispensations;
- parking permits;
- parking design; and
- blue badge fraud.

The above services affect all community and customer groups and we continually aim to provide services in line with our customers' needs and expectations. Croydon is a unique local authority in terms of its demographics, geographic position and size, as well as customers that it serves through the various functions provided by parking services.

The results were as follows:

86% of our customers were satisfied with the service provided by parking services.

Permits types available in Croydon

Parking services offers a range of parking permits available to residents, businesses and visitors. For further information on any of these permits, see:

www.croydon.gov.uk/transportandstreets/parking/parking-permits

Residents' permit

Several areas in Croydon have been designated as controlled parking zones. These are designed to make parking easier for residents and their visitors by preventing all-day, on-street commuter parking.

Business permit

Business parking permits are intended for people who regularly use their cars for business purposes. They are not solely for commuter parking, and will be issued only to businesses with 12 employees or fewer, whose usual business address lies within a controlled parking zone.

Visitor permit

Visitor parking permits allow people who live outside a controlled parking zone to park in that zone for a specific length of time. Visitor permits may be purchased only by permanent residents within the relevant controlled parking zone.

A maximum of 30 daily permits, provided in books of five, may be applied for per calendar year. Residents of the central zone may apply for an annual visitor permit.

Doctors' permit

Doctors will have bays allocated outside the surgery and are able to obtain a permit to park for doctors only.

All-zone on-street permit

The all-zone on-street permit allows users to park in any bay within the borough marked 'Pay & display or permit holders'.

All-zone on- and off-street permit

The all-zone on- and off-street permit allows users to park in any bay within the borough marked 'Pay & display or permit holders' and within any of the council-operated car parks. These car parks are Ann's Place, Clifford Road, Lion Green Road, Factory Lane, Jubilee Bridge, Lloyd Park, New Addington, Granville Gardens, Purley multi-storey, Reedham Station, Russell Hill Place, Sanderstead Road, Belgrave Road, Spices Yard, Garnet Road, Wandle surface and West Croydon.



Dispensations and suspensions

You can apply for a dispensation if you need to park your vehicle in an area with parking restrictions while you carry out work or attend an important function at a specific address.

Companion badge

The service introduced a new type of parking permit to tackle the theft of blue badges from disabled drivers. The companion badge can be used only by the vehicle displaying the associated registration number, and only within the borough of Croydon.

Disabled permit

Disabled parking permits, also known as blue badges, allow cars carrying people who are registered blind or have severe walking difficulties to park near shops, stations and other facilities.

Parking permits	Charge
Residents' permits (per annum) first	£80
Residents' permits (per annum) second	£126
Residents' permits (per annum) third	£305
Visitors' permits (each per day) Inner zones	£4.00
Outer zones	£2.60
Croydon Centre evening (from 6pm) / Sunday visitor permits max one per household (each per annum)	£15
Bourne St area residents – evening / overnight 6pm to 9am permits for Jubilee Bridge car park	£15
Business permits	
Croydon (max, two permits) quarterly (three months)	£123
Annual (12 months)	£382
Other zones (max, four permits) Quarterly (three months)	£123
Annual (12 months) first and second	£382
Third	£560
Fourth	£910
Alternative fuel vehicles (max four permits) in all zones	£190
Council parking permits	£480
All zones annual permit (shared-use bays)	£818
All zones six months permit (shared-use bays)	£419
All zones annual permit (includes council car parks)	£980
All zones six months permit (includes council car parks)	£500
Doctors' permits – cost per bay + one permit	£400
Subsequent doctors' permits (each one)	£40
Charity permits	£80



Parking permits	Charge
Neighbourhood care permit	£365
Housing permits – First permit at a household	£27
Second permit at household	£42
Housing annual visitor permit – one per household	£50
Housing daily visitor permit (scratch cards)	£2.40 per day
Housing visitor concessionary permits	£27
Companion badge	£30
Administration fee for the issue of all new permits	£30
Administration fee for permit refunds	£30
Temporary residents permits – charge per month	£7
Miscellaneous parking	Charge
Residential	
Suspensions & dispensations: admin. charge	£40
Suspensions (parking bays); charge per day	£30
Suspensions central CPZ bays charge per day	£40
Dispensations (yellow lines); charge per day	£30
Commercial	
Suspensions & dispensations: admin. charge	£45
Suspensions (parking Bays); charge per day	£35
Suspensions central CPZ bays charge per day	£45
Dispensations (yellow lines); charge per day	£35
Event suspensions	£915
Traffic management orders	
Temporary TMOs (Section 14 RTRA)	£1,900 + VAT
Special events (Sect.16A RTRA) single	£950 + VAT
multiple	£640 + VAT
Special events (W&L Sect.9 LLAA)	£147 + VAT
Special events Registered Charities	£147 + VAT
Skip licence	£36
Shop mobility (registration charge per annum)	£33
Shop mobility scooter rental fee (members)	£5.00
Shop mobility scooter rental fee (non-members)	£10



Electric vehicle charging points

The London Mayor and the government are encouraging the growth of the use of electric vehicles. To encourage this change in the car industry, councils, retailers and many businesses have been using government grants to put in charging points and other infrastructure. The aim of this funding is to encourage individuals, organisations and businesses to choose to buy electric vehicles (EVs). EVs have great potential to reduce air pollution and greenhouse gas emissions, with the benefit of reduced running costs.

Research by Transport for London identified Croydon as a key growth area for electric vehicles. Parts of the borough have above-average numbers of householders identified as “early adopters” for new technologies. There are households with above-average income, off-street parking – which facilitates charging at home – a high proportion of two vehicle households and above-average ownership and usage of cars.

Most of the EVCPs in Croydon are standard points – 3.6Kw and 7Kw, single-phase power. There are several dual points where two parking bays are available. These are lower cost for purchase and for installation, with minimum upgrade to the power supply required.

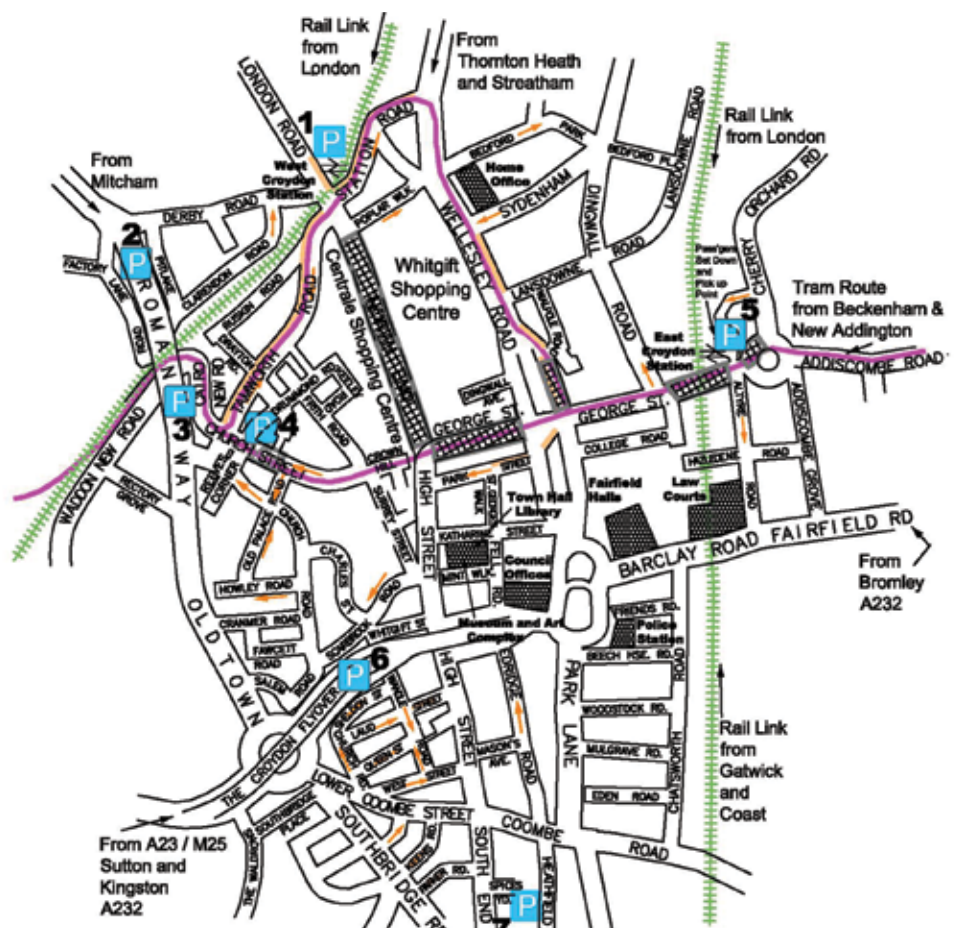
Charge point	Charge point address	Number of charge points	Charge point Easting	Charge point Northing
Off-street				
Garnet Road car park	Garnet Road, Thornton Heath CR7 8RD	2	532454	168272
Lion Green Road car park	Lion Green Road, Coulsdon CR5 2NL	2	529696	159425
Sanderstead Road car park	Sanderstead Road, Sanderstead CR2 0PH	1	532790	162701
Wandle Road car park	Wandle Road, South Croydon CR0 1DA	2	532263	165134
Granville Gardens car park	Granville Gardens, Norbury SW16 3LN	2	530604	169953
Belgrave Road car park	Belgrave Road, South Norwood SE25 5AL	1	533983	168357
On-street				
High Street, Purley	Outside 1B High Street, Purley CR8 2AY	2	531355	161541
Addiscombe Road	Addiscombe Road, Addiscombe CR0 7AB	1	tbc	tbc



Where to park in Croydon town centre

We provide 19 car parks across the borough and many on-street pay-and-display bays. See map below for location of the car parks available in Croydon town centre.

Town Centre Car Parks



- | | |
|--|--|
| 1 West Croydon Station | 5 East Croydon Station (30mins max. stay) |
| 2 Factory Lane | 6 Wandle Road (surface) - available to the public only from 4pm Mon-Fri and any time at weekends |
| 3 Jubilee Bridge | 7 Spices Yard |
| 4 Ann's Place | P Car Park |
|  Bus Lane |  Road closed to car traffic |
|  Railway | |
|  Tram Route | |

Remember – park properly, avoid a ticket



Statistical reporting

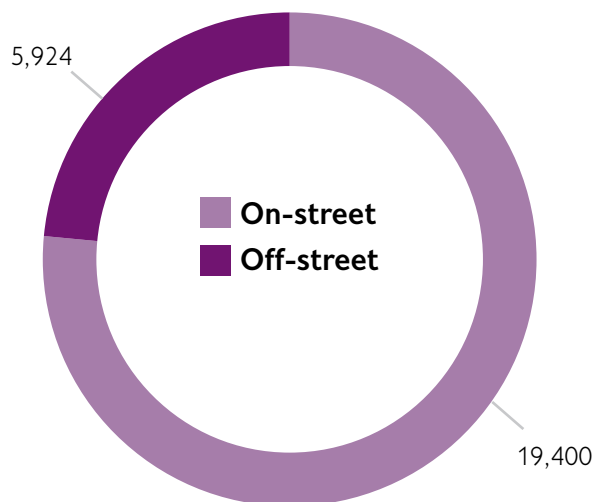
Parking Services collects statistical information relating to its various functions. The key data for 2012/13 is detailed below.

Penalty charge notices

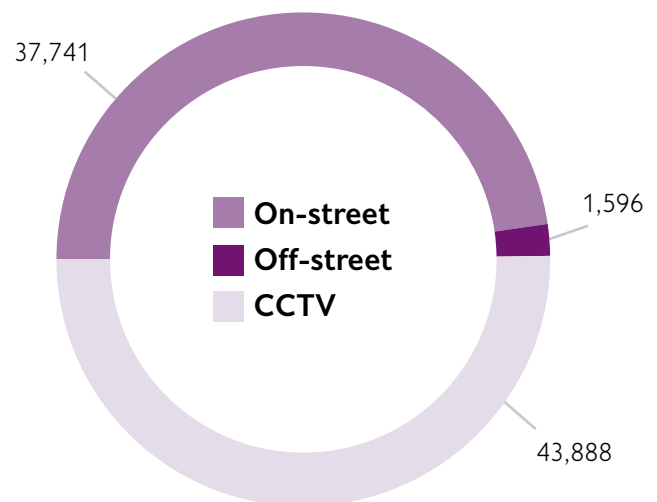
Penalty charge notices issued	On-street	Off-street	CCTV	Total
*Higher level penalty charge notices	37,741	1,596	43,888	83,225
*Lower level penalty charge notices	19,400	5,924	0	25,324
*Total penalty charge notices issued	57,141	7,520	43,888	108,549

**please note this figure is less the voided tickets*

*Lower level penalty charge notices



*Higher level penalty charge notices

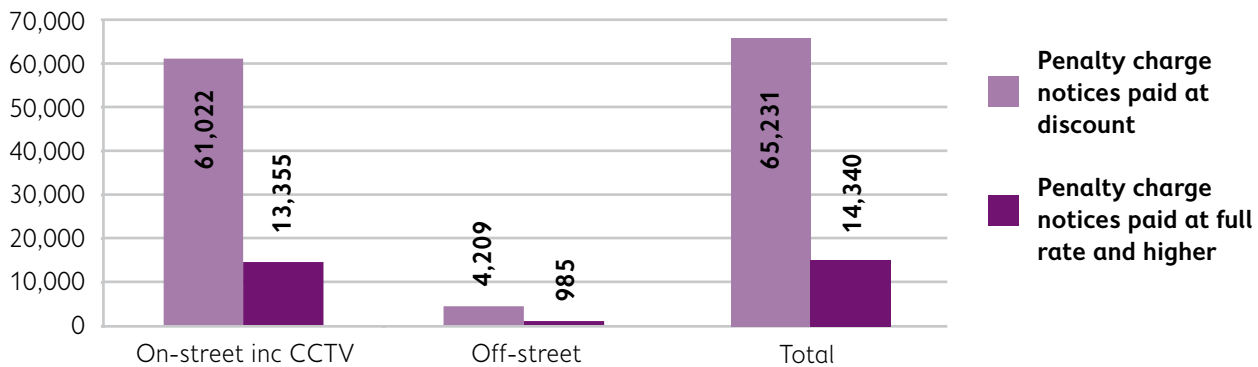




Permits and removals

Permits and removal information	Total
Number of vehicles removed	2,915
Number of residents permits issued	6,565
Number of business permits issued	348

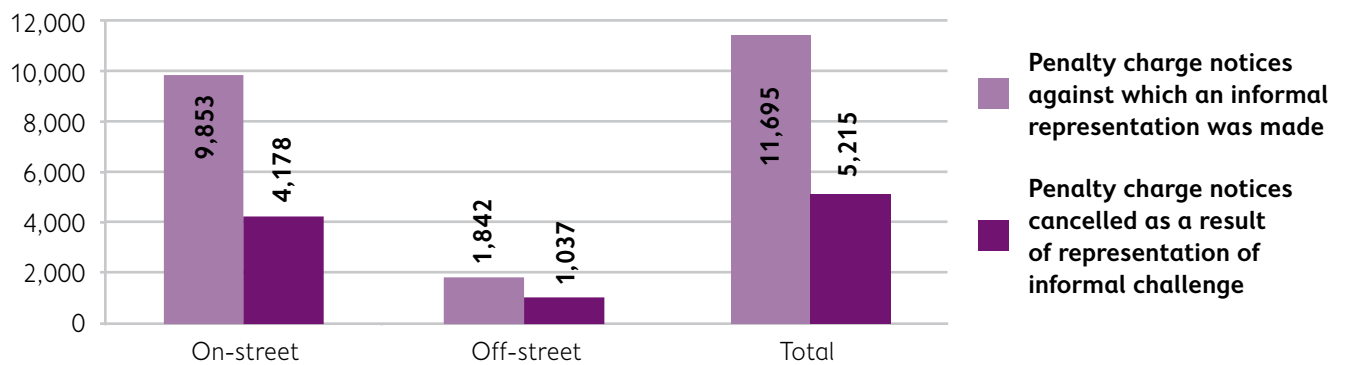
Penalty charge notices paid	On-street	Off-street	Total
Penalty charge notices paid at discount	61,022	4,209	65,231
Penalty charge notices paid at full rate and higher	13,355	985	14,340
Total penalty charge notices paid	74,377	5,194	79,571



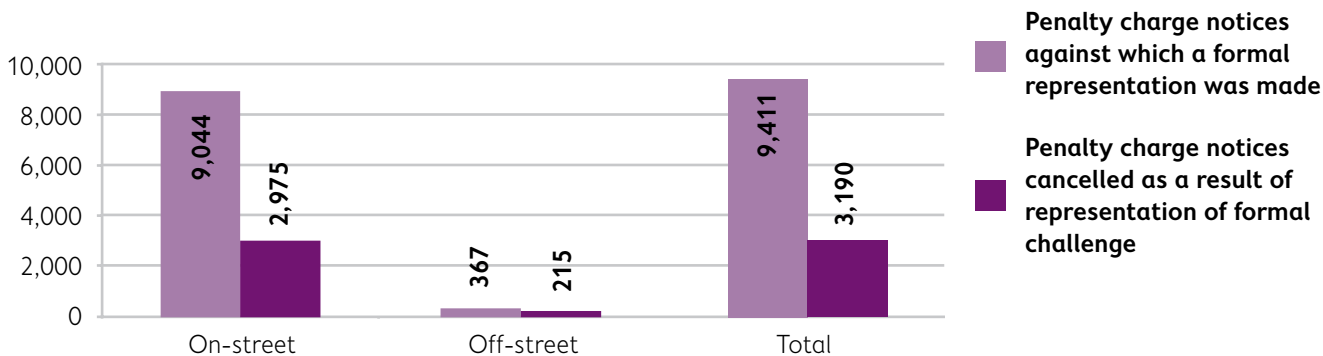


Penalty charge notice representations

Informal representations	On-street	Off-street	Total
Penalty charge notices against which an informal representation was made	9,853	1,842	11,695
Penalty charge notices cancelled as a result of representation of informal challenge	4,178	1,037	5,215
% of penalty charge notices cancelled as a result of representations of Informal challenge	42%	56%	45%

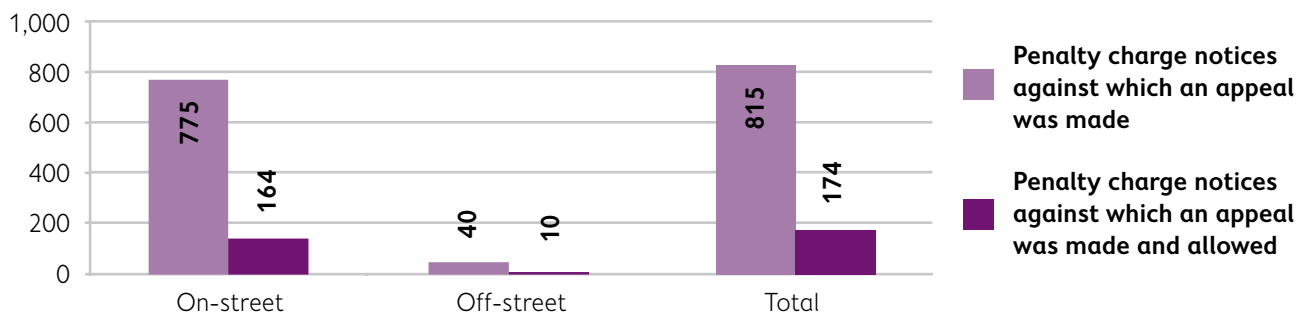


Formal representations	On-street	Off-street	Total
Penalty charge notices against which a formal representation was made	9,044	367	9,411
Penalty charge notices cancelled as a result of representation of formal challenge	2,975	215	3,190
% of penalty charge notices cancelled as a result of representations of formal challenge	33%	59%	34%



Penalty charge notice appeals

Appeals	On-street	Off-street	Total
Penalty charge notices against which an appeal was made	775	40	815
Penalty charge notices against which an appeal was made and allowed	164	10	174
% of penalty charge notices against which an appeal was made and allowed	21%	25%	21%





Penalty charge notice issued by contravention

*Contravention code

* CC	Description	Bus lane	CCTV	Moving	Off- street	On- street	Total
1	Parked in a Restricted Street during prescribed hours		59		2	11,661	11,722
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.		7,162			2,226	9,388
5	Parked after the expiry of paid for time					4,079	4,079
6	Parked without clearly displaying a valid pay & display ticket or voucher					8,986	8,986
7	Parked with payment made to extend the stay beyond initial time					11	11
12	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place.					11,869	11,869
15	Residents Bay					2	2
16	Parked in a permit space without displaying a valid permit		1			303	304
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket					4,158	4,158
20	Parked in a loading gap marked by a yellow line					590	590
21	Parked in a suspended bay/space or part of bay/space					731	731
22	Re-parked in the same parking place or zone within one hour of leaving					2	2
23	Parked in a parking place or area not designated for that class of vehicle		284			384	668
24	Not parked correctly within the markings of the bay or space				1	1,788	1789
25	Parked in a loading place during restricted hours without loading		4,370			698	5068
26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking place		17			147	164
27	Parked in a special enforcement area adjacent to a dropped footway		7			1,262	1269
28	Parked on raised carriageway		1			59	60
30	Parked for longer than permitted					362	362



* CC	Description	Bus lane	CCTV	Moving	Off- street	On- street	Total
31	Entering And Stopping In A Box Junction When Prohibited			583			583
32	Failing To Drive In The Direction Shown By The Arrow On A Blue Sign (One Way Traffic)			775			775
33	Using A Route Restricted To Certain Vehicles (Buses, Cycles and Taxis Only)			2,420			2420
34	Being in a Bus Lane	468					468
37	Failing to give way to on-coming vehicles			422			422
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign					1	1
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner		152			1,602	1754
42	Parked in a parking place designated for police vehicles					8	8
45	Parked on a taxi rank		1,172			64	1236
47	Stopped on a restricted bus stop/stand		4,398			214	4612
48	Stopped in a restricted area outside a school when prohibited		733			35	768
50	Performing a Prohibited Turn (No Right Turn)			542			542
51	Failing to comply with a no entry sign			200			200
53	Failing To Comply With A Sign Indicating A Restriction On Vehicles Entering A Pedestrian Zone			4,527			4527
54	Failing To Comply With A Sign Indicating A Restriction On Vehicles Entering And Waiting In A Pedestrian Zone			1,336			1336
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					39	39
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		56			83	139
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		12,705			5,582	18287



*Contravention code

* CC	Description	Bus lane	CCTV	Moving	Off- street	On- street	Total
80	Parked for longer than the maximum period permitted				21		21
81	Parked in a restricted area in a car park				214	2	216
82	Parked after the expiry of paid for time				1,831	1	1832
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				3,488	10	3498
84	Parked with additional payment made to extend the stay beyond time first purchased				15		15
85	Parked in a permit bay without clearly displaying a valid permit				1,008	42	1050
86	Parked beyond the bay markings				568	1	569
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				329	1	330
91	Parked in a car park or area not designated for that class of vehicle				43		43
99	Stopped on a pedestrian crossing or crossing area marked by zig-zags		1,498			138	1636
Total		468	32,615	10,805	7,520	57,141	108,549

We understand that the world is changing, and technology is playing a much greater part in people's lives.





Financial reporting

In Croydon, the parking services budget consists of income from pay-and-display bays, permits, shopmobility and penalty charge notices (PCNs).

Under the Road Traffic Act 1984 traffic regulations can be introduced only for:

- safety;
- maintaining an access to premises;
- reducing congestion;
- managing the amount of kerb space available for parking; and
- improving the amenity of an area.

The use of any surplus funds is governed by Section 55 of the Road Traffic Regulation Act 1984, as amended from October 2004 by Section 95 of the Traffic Management Act 2004 stating that any surplus in parking revenue accounts, after the cost of running the schemes have been covered, can be spent on only:

- providing additional parking facilities;
- public transport schemes;
- highway improvements;
- road maintenance;
- schemes supporting the Mayor of London's strategy; and
- environmental improvements.

This surplus funds the borough's contribution towards Freedom Passes. The Freedom Pass provides free travel for older and disabled Londoners on almost all public transport in London.

Source of information Croydon Council 2012/2013 Financial Account

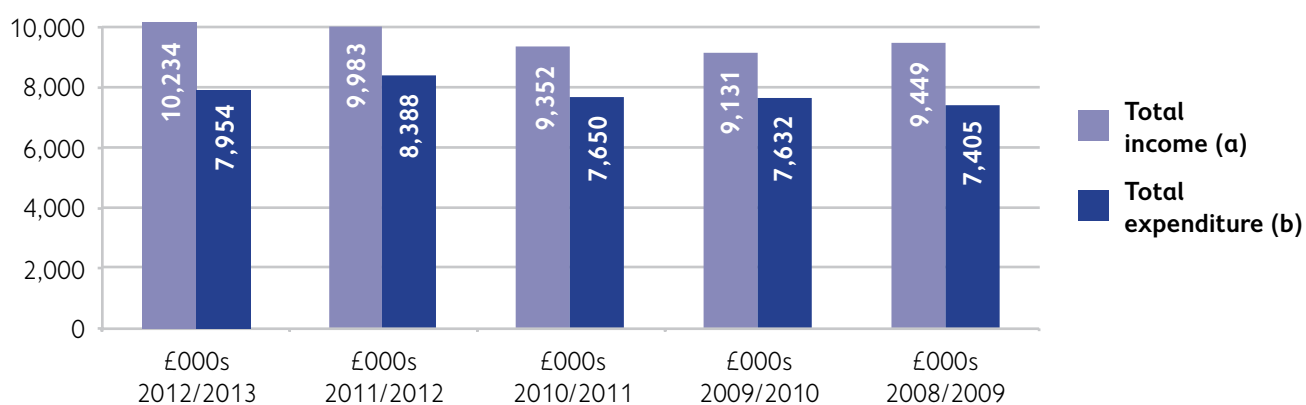


Financial summary

Detailed parking accounts are included at the end of the financial reporting section.

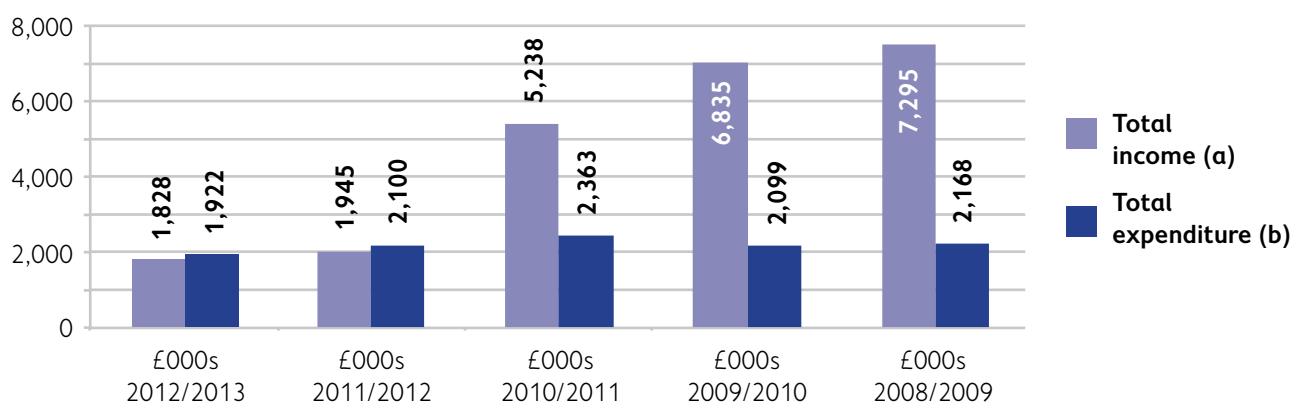
On-street income and expenditure

	2012/2013	2011/2012	2010/2011	2009/2010	2008/2009
	£000s	£000s	£000s	£000s	£000s
Total income (a)	10,234	9,983	9,352	9,131	9,449
Total expenditure (b)	7,954	8,388	7,650	7,632	7,405
On-street surplus/deficit (a-b)	2,280	1,596	1,702	1,499	2,044



Off-street income and expenditure

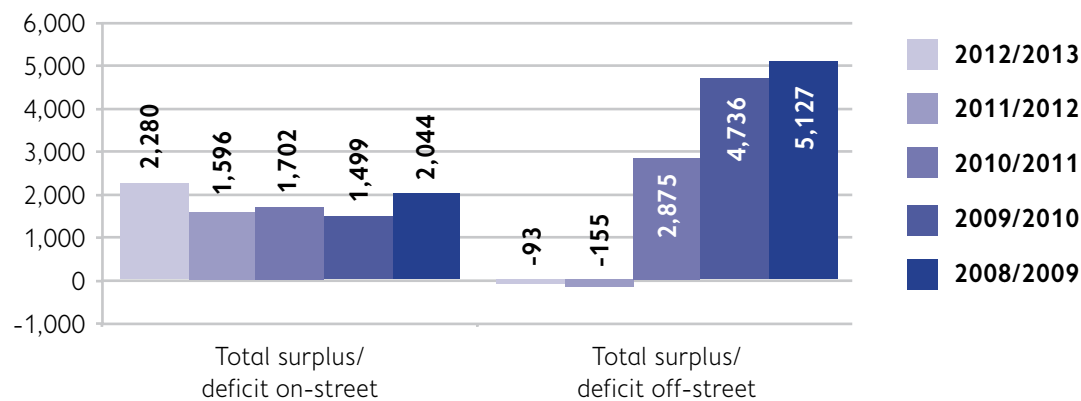
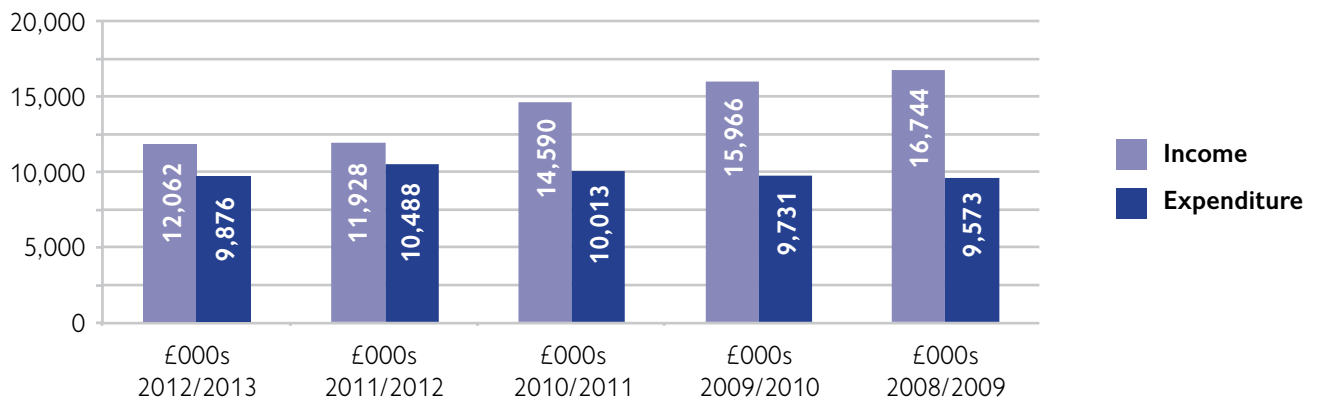
	2012/2013	2011/2012	2010/2011	2009/2010	2008/2009
	£000s	£000s	£000s	£000s	£000s
Total income (a)	1,828	1,945	5,238	6,835	7,295
Total expenditure (b)	1,922	2,100	2,363	2,099	2,168
Off-street surplus/deficit (a-b)	-93	-155	2,875	4,736	5,127





Total income and expenditure

Total on and off-street	2012/2013	2011/2012	2010/2011	2009/2010	2008/2009
	£000s	£000s	£000s	£000s	£000s
Income	12,062	11,928	14,590	15,966	16,744
Expenditure	9,876	10,488	10,013	9,731	9,573
Total surplus/deficit	2,186	1,440	4,577	6,235	7,171
Total surplus/deficit on-street	2,280	1,596	1,702	1,499	2,044
Total surplus/deficit off-street	-93	-155	2,875	4,736	5,127
Total transfer	2,186	1,440	4,577	6,235	7,171
Balance	0	0	0	0	0





Penalty charge notice issued by contravention

*Contravention Code	* CC	Description	Bus lane	CCTV	Moving	Off-street	On-street	Total	Removal element
	1	Parked in a Restricted Street during prescribed hours		£3,558		£4,204	£824,924	£832,686	£184,017
	2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.		£481,202		£275	£162,966	£644,443	£29,620
	5	Parked after the expiry of paid for time				£40	£207,346	£207,386	£45,700
	6	Parked without clearly displaying a valid pay & display ticket or voucher					£348,390	£348,390	£57,820
	7	Parked with payment made to extend the stay beyond initial time					£587	£587	
	12	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place.				£3,187	£734,120	£737,307	£125,115
	15	Residents bay					£30	£30	
	16	Parked in a permit space without displaying a valid permit		£66			£23,833	£23,899	£9,630
	19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket				£817	£201,288	£202,105	£42,820
	20	Parked in a loading gap marked by a yellow line					£49,810	£49,810	£17,205
	21	Parked in a suspended bay/space or part of bay/space					£53,915	£53,915	£4,055
	22	Re-parked in the same parking place or zone within one hour of leaving					£30	£30	
	23	Parked in a parking place or area not designated for that class of vehicle		£16,824			£22,508	£39,332	£1,580
	24	Not parked correctly within the markings of the bay or space				£210	£72,839	£73,049	£3,070
	25	Parked in a loading place during restricted hours without loading		£233,970			£39,491	£273,461	£2,067
	26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking place		£1,131		£55	£8,501	£9,687	£510



* Contravention Code

* CC	Description	Bus lane	CCTV	Moving	Off-street	On-street	Total	Removal element
27	Parked in a special enforcement area adjacent to a dropped footway		£452		£537	£149,220	£150,209	£94,940
28	Parked on raised carriageway		£56			£613	£669	
30	Parked for longer than permitted					£12,574	£12,574	£920
31	Entering And Stopping In A Box Junction When Prohibited			£87,826			£87,826	
32	Failing To Drive In The Direction Shown By The Arrow On A Blue Sign (One Way Traffic)			£55,656			£55,656	
33	Using A Route Restricted To Certain Vehicles (Buses, Cycles and Taxis Only)			£164,106			£164,106	
34	Being in a Bus Lane	£42,290					£42,290	
37	Failing to give way to on-coming vehicles			£22,573			£22,573	
38	Failing to comply with a sign indicating that vehicular traffic must pass to the specified side of the sign					£66	£66	
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner		£11,993		£55	£105,907	£117,955	£30,382
42	Parked in a parking place designated for police vehicles					£197	£197	
45	Parked on a taxi rank		£69,009			£3,108	£72,117	£265
47	Stopped on a restricted bus stop/stand		£310,446			£12,404	£322,850	£990
48	Stopped in a restricted area outside a school when prohibited		£42,230			£2,140	£44,370	
50	Performing a Prohibited Turn (No Right Turn)			£34,190	£65		£34,255	£65
51	Failing to comply with a no entry sign			£8,250			£8,250	
53	Failing To Comply With A Sign Indicating A Restriction On Vehicles Entering A Pedestrian Zone			£238,369			£238,369	
54	Failing To Comply With A Sign Indicating A Restriction On Vehicles Entering And Waiting In A Pedestrian Zone			£69,837			£69,837	
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					£2,077	£2,077	



* Contravention Code

* CC	Description	Bus lane	CCTV	Moving	Off- street	On- street	Total	Removal element
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		£3,053		£360	£4,207	£7,620	
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		£733,911		£4,054	£361,904	£1,099,869	£39,010
80	Parked for longer than the maximum period permitted				£660	£8	£668	
81	Parked in a restricted area in a car park				£6,078	£3,305	£9,383	£415
82	Parked after the expiry of paid for time				£55,470	£4,305	£59,775	
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				£85,939	£4,443	£90,382	
84	Parked with additional payment made to extend the stay beyond time first purchased				£300	£4	£304	
85	Parked in a permit bay without clearly displaying a valid permit				£27,657	£24,951	£52,608	£1,625
86	Parked beyond the bay markings				£18,490	£1,710	£20,200	£500
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				£12,775	£2,023	£14,798	£495
91	Parked in a car park or area not designated for that class of vehicle				£770	£10	£780	
99	Stopped on a pedestrian crossing or crossing area marked by zig-zags		£102,072			£10,497	£112,569	£1,640
Total		£42,290	£2,009,973	£680,807	£221,998	£3,456,251	£6,411,319	£694,456



Financial reporting 2012/2013

Within the council's financial policy and procedures the parking account is a 'memorandum account', which is set up and collated from the council's statutory accounts.

All charges for pay-and-display parking, suspensions and permits are set through cabinet approval. Penalty charge notices and removal fees are statutory charges of which the council has no control.

The council has discretion on how to spend any surplus that may arise, within the allowable uses set by law. Under current legislation, the application of any surplus is limited to meeting the cost of providing and maintaining parking facilities and highways.

Parking account as required by S.55 of the Road Traffic Regulation Act 1984 (as amended)

	£000s	£000s	£000s	£000s	£000s
On-street					
Income	2012/2013	2011/2012	2010/2011	2009/2010	2008/2009
Pay-and-display/meters	2,791	2,698	2,755	2,919	3,286
Residents and visitors permits	697	584	543	447	343
Business permits	258	329	246	165	96
Other non-PCN income	300	123	36	56	55
PCN income	5,495	5,540	5,065	4,934	4,587
Removals income	693	709	707	610	1,082
Total Income (a)	10,234	9,983	9,352	9,131	9,449
Expenditure	2012/2013	2011/2012	2010/2011	2009/2010	2008/2009
Contractors	183	259	170	216	902
In-house staff	3,823	3,940	4,156	4,242	3,422
Equipment maintenance/renewal	119	45	62	96	108
TEC (Northampton)	225	123	112	170	108
Premises	145	113	80	56	56
Transport	78	255	208	190	139
Other supplies	659	550	518	464	507
Third party	72	54	43	48	106
Support services	2,411	2,481	2,250	1,892	1,877
Capital charges	238	568	52	258	180
Total expenditure (b)	7,954	8,388	7,650	7,632	7,405
On-street surplus/deficit (a+b)	2,280	1,596	1,702	1,499	2,044



	£000s	£000s	£000s	£000s	£000s
Off-street					
Income	2012/2013	2011/2012	2010/2011	2009/2010	2008/2009
PCN income	222	197	249	Split not completed in previous years	
Removals income	2	1	9		
Pay-and-display/meters	959	989	1,057		
Off street car park season tickets	110	110	110		
Other non-PCN income	535	647	3,813	6,835	7,295
Total Income (c)	1,828	1,945	5,238	6,835	7,295
Expenditure	2012/2013	2011/2012	2010/2011	2009/2010	2008/2009
In-house staff	480	530	524	542	815
Contractors	20	22		0	39
Premises	327	394	353	411	677
Transport	14	19	13	19	30
Supplies	202	215	258	314	151
Third party	2		2	0	41
Support services	723	736	1,042	532	391
Capital charges	154	184	170	281	24
Total expenditure (d)	1,922	2,100	2,363	2,099	2,168
Off-street surplus/deficit (c+d)	-93	-155	2,875	4,736	5,127
Total on and off-street	2012/2013	2011/2012	2010/2011	2009/2010	2008/2009
Income (a + c)	12,062	11,928	14,590	15,966	16,744
Expenditure (b + d)	9,876	10,488	10,013	9,731	9,573
Total surplus/deficit	2,186	1,440	4,577	6,235	7,171
Total surplus/deficit on-street	2,280	1,596	1,702	1,499	2,044
Total surplus/deficit off-street	-93	-155	2,875	4,736	5,127
Total transfer	2,186	1,440	4,577	6,235	7,171
Balance	0	0	0	0	0



Top 10 street by PCN income

Location	Area	Total Income
High Street	Purley	£412,079
Cherry Orchard Road	Croydon	£324,267
Surrey Street	Croydon	£314,315
London Road	Croydon	£284,827
Frith Road	Croydon	£142,428
Dingwall Avenue	Croydon	£139,224
Brigstock Road	Croydon	£130,426
George Street	Croydon	£125,523
High Street	Croydon	£119,077
South End	Croydon	£112,835

Your views matter

We continually aim to provide services in line with your needs and expectations so we treat all complaints, comments and suggestions as opportunities to improve our service. We have been careful to make sure that our standards reflect the need to respond to your enquiries promptly, politely and as thoroughly as possible.

Whenever we are proposing new controlled parking zones, or amendments to the existing parking arrangements in areas with controls, we will consult all residents and businesses in the area concerned.

As well as responding to your specific enquiries, we will ask for your views in the following ways.

- On our feedback forms, which you can fill in on our website.
- By carrying out consultations and surveys on satisfaction and the quality of our services.
- And by regularly carrying out customer-satisfaction surveys.

How to complain if you are not satisfied with the service we provide

As with any organisation, there will be occasions when things go wrong. As part of our commitment to a high-quality service, we make sure we have an effective complaints procedure that is easy to follow. Complaints can give us the opportunity to improve our service. We deal with complaints against penalty charge notices separately.

We will:

- take all complaints seriously;
- deal with complaints as quickly as possible and aim to respond within 20 working days;
- send an acknowledgement within five working days if your complaint is complicated and cannot be dealt with immediately;
- treat complainants with respect;
- make sure we treat all complaints in confidence where appropriate; and
- review the pattern of complaints and comments to improve areas where there are repeat problems.

If you have a complaint about the way you have been treated or about the service you have received, we will try to sort it out at the time. We can usually clear up simple mistakes or misunderstandings straight away. If we cannot do this, we have a two-stage procedure. This process aims to make complaining clear, easy and efficient.



Step 1

You can phone our customer contact centre on **020 8726 7100** or email your complaint to **parking@croydon.gov.uk**. Unless we deal with your complaint immediately, you will receive a reply within 20 working days.

Step 2

If you are unhappy with the way we have dealt with your complaint at step 1, you should write to us, saying why you are not satisfied.

All step 2 complaints will be reviewed independently by the corporate complaints team on behalf of the chief executive. They will acknowledge your step 2 complaint within three working days and respond in full within 20 working days.

If a complaint is complicated, it may take longer to resolve, but the officer responsible for the investigation will keep you updated on its progress. All step 2 complaints will be signed off by the chief executive or a nominated deputy.

You can call our corporate complaints team on **020 8726 6000 ext 12354** or email **complaints@croydon.gov.uk**

Next step

We hope we can resolve all your complaints. However, should you remain dissatisfied after step 2, you can contact the local government ombudsman.

The contact details are as follows:

Local government ombudsman
PO Box 4771
Coventry
CV4 0EH

Telephone: 0845 602 1983

Website: www.lgo.org.uk

On-street parking charges

Below are the on-street parking charges for Croydon's controlled parking zones.

Zones operate 9am-5pm, Monday to Saturday unless otherwise stated. These prices are a guide. Always refer to the prices stated on the pay-and-display machine for definitive tariff prices.

Croydon central zone: 8am-midnight throughout the week 2-hour tariff	
15mins	60p
30mins	£1.10
1hr	£2.40
1hr 30mins	£3.50
2hrs	£4.50
Sunday (Central) 1hr	£1.10
All day Sunday (Central)	£2.80

4-hour tariff	
15mins	60p
30mins	£1.10
1hr	£1.30
1hr 30mins	£1.60
2hrs	£2.10
2hr 30mins	£3.00
3hrs	£3.50
3hrs 30mins	£4.20
4hrs	£5.00
Sunday (Central) 1hr	£1.10
All day Sunday (Central)	£2.80

Evening charge - 6pm to midnight throughout the week (2 and 4 hour bays)	
Up to 1 hour	£1.10
Over 1 hour until midnight	£2.80

Croydon north, south, east inner, east outer and west sub zones: 9am-5pm Monday to Saturday 2-hour tariff	
15mins	60p
30mins	£1.10
1hr	£2.40
1hr 30mins	£3.50
2hrs	£4.50
Sunday	Free

4-hour tariff	
15mins	60p
30mins	£1.10
1hr	£1.30
1hr 30mins	£1.60
2hrs	£2.10
2hr 30mins	£3.00
3hrs	£3.50
3hrs 30mins	£4.20
4hrs	£5.00
Sunday	Free



**Croydon north, south, east inner, east outer and west sub zones:
9am-5pm Monday to Saturday
8-hour tariff**

30mins	60p (premium)	30p (standard)	30p (reduced)
1hr	£1.10 (premium)	60p (standard)	40p (reduced)
2hrs	£1.40 (premium)	80p (standard)	50p (reduced)
3hrs	£2.00 (premium)	£1.20 (standard)	60p (reduced)
4hrs	£2.60 (premium)	£1.50 (standard)	70p (reduced)
6hrs	£3.90 (premium)	£2.00 (standard)	80p (reduced)
8hrs	£5.00 (premium)	£2.50 (standard)	£1.00 (reduced)
Sunday	Free (premium)	Free (standard)	Free (reduced)

Note: The majority of the eight-hour parking bays within the Croydon controlled parking zones are charged at the premium rate apart from the roads listed below, which are charged at the standard or reduced rates.

Standard rates apply in; Brownlow Road, Chepstow Rise, Chichester Road (between Park Hill Road and Park Hill Rise) and Park Hill Rise (between Chepstow Road and Chichester Road).

Reduced rates apply in; Deepdene Avenue, Langton Way, Park Hill Rise (between Chichester Road and Selbourne Road), Ranmore Avenue and Selbourne Road.

**Lower Addiscombe Road, Cherry Orchard Road and London Road:
9am-5pm Monday-Saturday
1-hour tariff**

15mins	Free
30mins	Free
45mins	70p
1hr	90p
Sunday	Free

**Coulsdon, Purley, South Norwood and Thornton Heath: 9am-5pm
Monday-Saturday
2-hour tariff**

15mins	50p
30mins	80p
1hr	£1.10
1hr 30mins	£1.40
2hrs	£1.80
Sunday	Free

**Coulsdon, Norbury, Purley, South Norwood, Thornton Heath, Sanderstead/Napier/Bynes:
9am-5pm Monday-Saturday
4-hour tariff**

15mins	50p
30mins	70p
1hr	90p
1hr 30mins	£1.20
2hrs	£1.40
2hrs 30mins	£1.80
3hrs	£2.00
3hrs 30mins	£2.10
4hrs	£2.40
Sunday	Free



Purley, South Norwood and Thornton Heath: 9am-5pm Monday-Saturday 8-hour tariff	
30mins	40p
1hr	60p
2hrs	80p
3hrs	£1.20
4hrs	£1.50
6hrs	£2.00
8hrs	£2.50
Sunday	Free

Portland Road, Purley High Street and Thornton Heath High Street: 9am-5pm Monday-Saturday 1-hour tariff	
15mins	Free
30mins	Free
45mins	70p
1hr	90p
Sunday	Free

Chipstead Valley Road, Windermere Road, The Avenue, Station Approach and Malcolm Road, Coulsdon: 9am-5pm Monday-Saturday 1-hour tariff	
15mins	Free
30mins	Free
45mins	70p
1hr	90p
Sunday	Free

Brighton Road, Coulsdon: 9am-5pm Monday-Saturday 1-hour tariff	
1hr	Free

District centres and pay-and-display bays not within CPZs: Addington Road, Selsdon; Old Lodge Lane, Purley; Brighton Road, Kingsdown Avenue & Mansfield Road, South Croydon; Beulah Hill, Upper Norwood; Beulah Road, Thornton Heath and Lower Addiscombe Road, Addiscombe; 8am-6.30pm Monday-Saturday 1-hour tariff	
15mins	Free
30mins	Free
45mins	70p
1hr	90p
Sunday	Free



Council car parks

Cashless parking is available at all of our car parks. Please see the full list of location codes on page 49.

Ann's Place car park, Tamworth Place, Central Croydon, CR0 1RL A short-and long-stay surface car park with 62 bays	
Up to 1hr	£1.30
1 – 2hrs	£2.40
2 – 3hrs	£4.20
3 – 4hrs	£5.00
4 – 5hrs	£6.50
5 – 6hrs	£10.00
6 – 24hrs	£16.20
Motorcycles	Free
6pm-6am Sun-Wed	£2.70
6pm-6am Thurs-Sat	£3.80
Clifford Road, SE25 5JH Surface car park with 25 bays Monday-Saturday 7am-6pm	
0 – 30mins	40p
30mins – 1hr	70p
1 – 2hrs	£1.00
2 – 4hrs	£1.50
4 – 6hrs	£3.50
6 – 11hrs	£4.70
Sunday	Free
Motorcycles	Free
Annual Ticket	£280
Poets Court residential evening permit (5pm-9am) (max limit of seven)	£50
Belgrave Road, South Norwood, SE25 5AL Surface car park with 15 bays Monday-Saturday 7am-6pm	
0 – 30mins	50p
30mins – 1hr	90p
1 – 2hrs	£1.20
2 – 4hrs	£2.00
4 – 6hrs	£4.30
6 – 11hrs	£8.10
Sunday	Free
Motorcycles	Free
East Croydon surface car park, Cherry Orchard Road, Croydon, CR0 6BT A short-stay surface car park with eight bays next to East Croydon station You can get to them only from Cherry Orchard Road. Maximum stay 30 minutes	
15mins	40p
30mins	60p



Factory Lane car park, Factory Lane, Broad Green CR0 3RH A short-and-long stay surface car park with 90 bays	
Up to 1hr	£1.00
1 – 2hrs	£1.50
2 – 3hrs	£2.00
3 – 4hrs	£2.50
4 – 5hrs	£3.00
5 – 6hrs	£3.50
6 – 24hrs	£4.00
Motorcycles	Free
Annual Ticket	£360

Garnet Road car park, Thornton Heath CR7 8RD Surface car park with 32 bays Monday-Saturday 7am-6pm	
0 – 30mins	40p
30mins – 1hr	70p
1 – 2hrs	£1.00
2 – 4hrs	£1.20
4 – 6hrs	£2.20
6 – 11hrs	£3.60
Sunday	Free
Motorcycles	Free
Annual Ticket	£400

Granville Gardens, Norbury SW16 4EU Surface car park with 135 bays Monday-Saturday 7am-6pm	
0 – 1hr	50p
1 – 2hrs	60p
2 – 4hrs	£1.00
4 – 6hrs	£1.90
6 – 11hrs	£3.00
Sunday	Free
Motorcycles	Free
Annual ticket	£400

Jubilee Bridge car park, Lower Church Street, Croydon CR0 1XF A short-and long-stay surface car park with 80 bays. You can enter the car park only from Lower Church Street	
0 – 30mins	70p
Up to 1hr	£1.20
1 – 2hrs	£2.20
2 – 3hrs	£3.70
3 – 4hrs	£4.40
4 – 5hrs	£5.00
5 – 6hrs	£5.50
6 – 24hrs	£8.50
Motorcycles	Free
6pm – 6am Sun-Wed	£2.70
6pm – 6am Thurs-Sat	£4.00
Annual ticket	£670
Bourne Street residents, evening permit (6pm – 9am) (max two per household)	£13

Lion Green Road, Coulsdon CR5 2NL Surface car park with 188 bays Monday-Saturday 7am-6pm	
0 – 1hr	50p
1 – 2hrs	£1.00
2 – 4hrs	£2.10
4 – 6hrs	£2.60
6 – 11hrs	£3.60
Sunday	Free
Motorcycles	Free
Annual ticket	£560



New Addington, Central Parade, CR0 0JL Surface car park with 108 bays Monday-Saturday 7am-6pm	
0 – 1hr	70p
1 – 2hrs	90p
2 – 4hrs	£1.40
4 – 6hrs	£3.50
6 – 11hrs	£4.20
Sunday	Free
Motorcycles	Free
Annual Ticket	£480

New Addington, Central Market Car Park, CR0 0JL Surface car park with 36 bays Monday-Saturday 7am-6pm (except for Tuesdays & Fridays which are for permit holders only)	
0 – 1hr	70p
1 – 2hrs	90p
2 – 4hrs	£1.40
4 – 6hrs	£3.50
6 – 11hrs	£4.20
Sunday	Free

New Addington swimming pool, CR0 0JL Surface car park with 49 bays Monday-Saturday 7am-6pm	
0 – 1hr	30p
1 – 2hrs	£1.00
2 – 4hrs	£1.50
4 – 6hrs	£3.60
6 – 11hrs	£4.20
Sunday	Free
Motorcycles	Free

Purley multi storey car park, Whytecliffe Road South, Purley CR8 2AH A multi-storey car park with 412 bays and 12 disabled bays. The entrance is opposite Purley station, Whytecliffe Road South, Purley Monday-Saturday 7am-6pm	
Up to 1hr	40p
1 – 2hrs	80p
2 – 4hrs	£1.40
4 – 6hrs	£3.20
6 – 24hrs	£4.00
Sunday	Free
Motorcycles	Free
Monthly ticket	£55
Quarterly ticket	£155
Annual ticket	£520

Reedham station, CR8 4DG Surface car park with 54 bays 24 Hours	
0 – 24hrs	£2.00
Motorcycles	Free

Russell Hill Place, Purley (at rear of shops on Brighton Road) CR8 2LT Surface car park with 60 bays Monday-Saturday 7am-6pm	
Up to 30mins	30p
30mins – 1hr	50p
1 – 2hrs	70p
2 – 4hrs	£1.70
4 – 6hrs	£4.10
6 – 11hrs	£5.30
Sunday	Free
Motorcycles	Free



Sanderstead Road, CR2 0LY Surface car park with 39 bays Monday-Saturday 7am-6pm	
0 – 30mins	40p
30mins – 1hr	70p
1 – 2hrs	£1.00
2 – 4hrs	£1.50
4 – 6hrs	£3.70
6 – 11hrs	£4.20
Sunday	Free
Motorcycles	Free
Vantage Point residents, permit (max two per household)	£250

Spices Yard car park, South End, South Croydon CR9 1LT A short-and long-stay surface car park with 134 bays. You can only enter the car park from South End, South Croydon.	
Up to 1hr	£1.00
1 – 2hrs	£1.50
2 – 3hrs	£2.00
3 – 4hrs	£2.50
4 – 5hrs	£3.00
5 – 6hrs	£5.40
6 – 24hrs	£7.40
Evening 6pm-6am Sun-Wed	£2.50
Evening 6pm-6am Thurs-Sat	£2.50
Evening: 1hr	£1.00
Sunday: 1hr	£1.00
Sunday (All day)	£2.50
Annual Season Tickets (10 maximum)	£900
Motorcycles	Free

Wandle surface car park, Wandle Road, CR0 1TQ Surface car park with 255 bays. This car park is open to members of the public only from 4pm on weekdays and all day on weekends and bank holidays.	
Sun-Wed 4pm-7am	£2.80
Thurs-Sat 4pm-7am	£4.00
Sat 7am/Mon 7am + Bank Holidays	
0 – 1hr	£1.40
1 – 2hrs	£2.50
2 – 4hrs	£3.40
4 – 6hrs	£4.60
7am – 7am following morning	£6.20
Motorcycles	Free

West Croydon car park, London Road, West Croydon CR0 2TA A short-and long-stay surface car park with 56 bays, including disabled bays. You can enter the car park only from London Road.	
Up to 1hr	£1.70
1 – 2hrs	£2.90
2 – 3hrs	£4.20
3 – 4hrs	£5.20
4 – 5hrs	£6.60
5 – 6hrs	£10.00
6 – 24hrs	£16.20
Motorcycles	Free
6pm – 6am Sun-Wed	£2.70
6pm – 6am Thurs-Sat	£3.80



Free parking for 30 minutes

We have introduced free parking for 30 minutes in a number of areas in local & district centres. This is to encourage customers to these areas and to support local businesses.

You must obtain and display a ticket from the machine to avoid a penalty charge notice.

Free parking for first 30 minutes – 1 hour bays

- Lower Addiscombe Road – by Davidson Road and in Addiscombe local centre
- Cherry Orchard Road (Lower Addiscombe Road end)
- High Street, Thornton Heath
- High Street, Purley
- Old Lodge Lane – by Brighton Road, Purley
- Portland Road, South Norwood
- Station Road, South Norwood
- Addington Road, Selsdon
- Brighton Road, South Croydon – by Wyche Grove, Kingsdown Avenue and Biddulph Rd
- Beulah Hill, Upper Norwood (by Crown Point)
- Beulah Road, Thornton Heath (by Parchmore Road)
- Chipstead Valley Road, Coulsdon (Lion Green Road to Brighton Road)
- Windermere Road by Brighton Road, Coulsdon
- The Avenue, Coulsdon (Brighton Road end)
- Station Approach Road, Coulsdon (Brighton Road end)
- Malcolm Road, Coulsdon (Brighton Road end outside Waitrose Car Park)
- Central Parade (Service Road), New Addington

Free parking for the first 30 minutes – 2 hour bays

- London Road, West Croydon Station to Sumner Road
- South End, Croydon
- Selsdon Road, South Croydon – between Ledbury Road and Bartlett St

Free Parking within Car Parks

- Central Parade, New Addington – Main car park (first 30 minutes on Tuesdays and Fridays only)

Cashless parking location codes

Car parks	Location code
Ann's Place	16406
Belgrave Road	16400
Central Parade	16407
Central Parade central market	16410
Central Parade swimming pool	16416
Clifford Road	16413
East Croydon station	16401
Factory Lane	16402
Garnet Road	16403
Granville Gardens	16409
Jubilee Bridge	16411
Lion Green Road long stay	16412
Lion Green Road short stay	16423
Purley multi-storey Levels 1 & 2 (short-stay)	16404
Purley multi-storey Levels 3 to 8 (long-stay)	16415
Reedham station	16405
Russell Hill	16414
Sanderstead station	16417
Spices Yard	16420
Waddon Leisure Centre	15408
Wandle Road Surface	16419
West Croydon station	16418



Notes:

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