

Croydon Parking Services

2011/2012 Annual Account

One team serving one community







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Foreword



I am pleased to present Croydon Council's Parking Services' Annual Report for 2011/12. 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.

The theme for the last 12 months has been efficiency – and this has been achieved through a number of initiatives carried out by Parking Services and our partners. This has led to a more proficient service and a better experience for our customers.

In October 2011 we surveyed customers who had used a wide range of our 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. Additionally, the survey indicates that 83% of respondents felt that they received a satisfactory or better service – which is significantly higher than the previous year's figure of 59%.

Parking Services were faced with the most significant challenge of recent years with the riots in the borough. The service is proud to have been a key part in the rebuilding of Croydon, offering help and support to the residents and businesses affected.

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

A handwritten signature in black ink, appearing to read 'P. Thomas', written in a cursive style.

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 2011 to 31 March 2012.

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.

Please find below our service targets which support our plans to involve you in providing a quality service:



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- Controlled parking zones (CPZs) – We will consult with residents and businesses regarding any new CPZs in their area, or amendments to the existing parking arrangements in areas with controls.
- Disabled bays – 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 to confirm that, in their opinion, the vehicle has been abandoned within 48 hours of being reported.
- Abandoned vehicle service – An abandoned vehicle will be removed within 72 hours of the notice to the owner expiring.
- Parking permits – We will issue emergency permits within 24 hours and other 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:

<http://www.croydon.gov.uk/transportandstreets/parking/charter>

Working in Partnership with EPC

Croydon Council are now working with Euro Park Collection (EPC) in order to enforce payments of Penalty Charge Notices issued to foreign registered vehicles.

Due to the increasing international travel by car and the high number of cross border traffic violations committed by foreign registered vehicles or by vehicles registered outside the country where the violation took place, EPC has been authorised by Croydon to act on their behalf in administering the issuing of penalty notices.

In the past vehicles registered abroad have been issued with PCNs but we have often been unable to collect the debt owed.

Since working with EPC we have a collection rate of 23% on foreign debts collected by EPC – which is money that would previously have been written off by the council.

ANPR Operation

Croydon Parking Services took part in a joint operation with Newlyn Bailiffs, which also involved a number of key stakeholders. The joint operation took place in June 2011 which was lead by the police with invitations to other stakeholders such as Bailiffs, DVLA, Immigration Office and Hackney Carriage Office with the aim of the joint operation as follows:

- Police to identify untaxed, uninsured, un-road worthy vehicles, illegitimate motorists, outstanding court warrants etc.
- Bailiffs to identify vehicles that have a number of unpaid warrants outstanding with debts owed to the council.
- DVLA to identify the accurate reconciliation of all vehicles against the DVLA database records with the correct road tax.
- Immigration Office to identify motorists that are breaching the Immigration Act.
- PCO to identify mini cab motorists that breach any of the above.

The total number of ANPR hits was 65 of which 31 were for Croydon warrants. The Enforcement Agents at the stop site confirmed that only about a third, at maximum, were stopped and pulled into the site, due to volume. The total collected on 5 warrants was £3374.62.

Assisting with the Olympics & Tennis 2012

Once again Croydon Parking Services assisted the London Borough of Merton in the enforcement of cars parked illegally or dangerously on the Wimbledon restrictions during the Wimbledon Tennis Championships.

Croydon Parking Services supplied a removal vehicle and On-Board CEOs from 7am to midnight for the Wimbledon fortnight to make sure that the restrictions were adhered to, ensuring health and safety in the area and to assist in the management of traffic flow.

Parking Services were involved with the 2012 London Olympics. We were working in collaboration with Merton Council during the Olympic Games period. Parking Services were also involved in ensuring enforcement during the Olympic Torch relay which came through the borough of Croydon on the 23rd July 2012.

Thousands of people turned out to cheer on the torchbearers as they made their way through the Croydon streets.



Supporting the Community During & After the Riots

The London Borough of Croydon had seen the worst violence in decades which has involved many members of the community and sections of the Council pulling together to recover from what happened and get Croydon back on its feet.

Parking Services gave special consideration to the Town Centre due to the damage to buildings, road blocks, diversions, repairs to shops and police and fire brigade attendance.

During the unrest, our Civil Enforcement Officers enforced with sensitivity and kept enforcement to a minimum where necessary.

Assisting in the rebuilding of our Town Centre

Even after the unrest had ceased, Parking Services had been working hard to assist those involved in rebuilding our town centre.

We put in special provisions for Police involved in any events. We were involved in assisting shops with dispensations to allow them to continue with their business where parking spaces have been lost due to utility works and fire damage and we even assisted staff within other departments to allow them to help the community and families rebuild their lives.

Text Parking to 60660

Residents of Croydon are now able to contact Parking Services via text message. You can report an abandoned vehicle, parking contravention; send an appeal or representation and many other parking related topics. The text message will be passed to the appropriate team for investigation and responded to accordingly.



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 (2 bays, opposite No. 41 and opposite Claremont Road)
- **Wentworth Way**, Sanderstead (outside church)
- **Thornton Row**, Thornton Heath (2 bays - 10m from junction with London Road)
- **Raymead Avenue**, Thornton Heath (2 bays outside Vishwa Hindu Pershad)
- **97-119 Marston Way**, Upper Norwood
- **Woodside Health Centre**, Denmark Road, South Norwood (2 bays – opposite No. 42)
- **Gresham Primary School**, Limpsfield Rd, Sanderstead (outside No. 35)
- **St Chad's R.C 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 (2 bays – near No. 95)
- **Canon's Hill**, Old Coulsdon (2 bays – near junction with Coulsdon Road)
- **47 Stroud Green Way**, Croydon
- **Stroud Green Way**, Croydon (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 (2 bays – near junction with London Road)
- **Dunheved Road South**, Thornton Heath (4 bays – near junction with London Road)
- **Grange Park Road**, Thornton Heath (opposite No. 2)
- **Stuart Road**, Thornton Heath (near junction with High Street, Thornton Heath)
- **Cotford Road**, Thornton Heath (near junction with Brigstock Road)
- **The Drive**, Thornton Heath (near junction with High Street, Thornton Heath)
- **The Retreat**, Thornton Heath (near junction with High Street, Thornton Heath)
- **Gillett Road**, Thornton Heath (near junction with High Street, Thornton Heath)
- **Gilsland Road**, Thornton Heath (near junction with High Street, Thornton Heath)
- **Church Road**, Upper Norwood (2 bays – outside Nos. 27 & 64)
- **Westow Street**, Upper Norwood (2 bays – outside Nos. 30 & 67)
- **Westow Hill**, Upper Norwood (2 bays – outside Nos. 3 & 56)
- **Fell Road**, Croydon (6 bays)
- **93-95 Selhurst Road**, Selhurst (2 bays – outside Croydon Seventh Day Adventist Church)
- **Addington Village Road**, Addington Village (outside St Mary's Church)
- **Pampisford Road**, Purley (4 bays - outside St Giles School)
- **Morland Road**, Addiscombe (2 bays outside School)

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- **Homelands Drive**, Upper Norwood (1 bay)
- **Gloucester Road**, Selhurst (1 bay)
- **94 Pollards Hill North**, Norbury (viewpoint adjoining park)
- **St Swithin's Church**, Grovelands Road, Purley (2 bays)
- **Dartnell Road**, Croydon (outside Davidson Primary School)
- **Dunheved Road South**, Croydon (2 bays - outside Croydon Mosque)
- **88 Greenside Road**, Croydon (1 bays – outside Medical Centre)
- **26 Lennard Road**, Croydon (1 bay – outside Medical Centre)
- **North-east of Nos. 26 & 28 Pampisford Road**, Purley (1 bay)
- **Edridge Road**, Croydon (2 bays, adjacent to Impact House)
- **High Street**, Purley (1 bay outside No. 1, 2 bays outside Leisure Complex)
- **Brighton Road**, Coulsdon (1 bay outside No. 192, 1 bay outside Library, 1 bay outside No. 152)
- **Addington Road**, Selsdon (outside No. 218)

Disabled Bays in Car Parks

Car Park	Number of disabled bays
Anns Place, CR0 1RL	2
Belgrave Rd, SE25 5AL	2
New Addington - Central Parade, Swimming Pool & Central Market, CR0 0JL	12
Factory Lane, CR0 3RH	2
Garnet Rd, CR7 8RD	3
Granville Grdn, SW16 4EU	3
Jubilee Bridge, CR0 1XF	2
Lion Green Rd, CR5 2NL	4
Clifford Rd, SE25 5JH	0
Purley Multi Storey, CR8 2AH	12
Russell Hill, CR8 2LT	3
Reedham Station, CR8 4DG	1
Sanderstead Rd, CR2 0LY	2
West Croydon, CR0 2TA	0
Wandle Rd, CR0 1TQ	4

Freedom of Information Requests

Month	2011/12	2010/11
April	8	10
May	16	11
June	15	14
July	7	13
August	20	10
September	14	15
October	13	13
November	19	13
December	9	12
January	14	24
February	8	27
March	17	16
Total	160	178

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. The below table shows some of the most common questions asked.

Common FOI Questions	
Do Civil Enforcement Officers receive bonuses or incentives based on the number of PCNs issued?	The Council uses the British Parking Association model contract which specifically prohibits the use of incentives and/or bonuses for Civil Enforcement Officers based on number of PCNs issued
How many mobile CCTV parking enforcement vehicles does the Council deploy?	The Council has one mobile CCTV parking enforcement vehicle. This vehicle is usually deployed around the local school zones
How many CEOs does Parking Services employ?	CCTV = 11 On Street = 21 Mobile = 13 <i>(At the time of publication)</i>
Which Bailiffs do Parking Services use?	Parking Services currently use Newlyn, Equita, JBW & Whyte & Co



British Standard Institute (BSI) Audit

Parking Services recently had an external audit from BSI to assess the Business Unit against ISO 9001:2008.

ISO 9001 is by far the worlds most established quality framework, currently being used by over ¾ million organisations in 161 countries, and sets the standard not only for quality management systems, but management systems in general.

It helps all kinds of organisations to succeed through improved customer satisfaction, staff motivation and continual improvement.

BSI delivers best practice solutions through the development and publication of British Standards and standards-related information products and services.

Every team in our Business Unit is included in the scope of our accreditation and with their dedication to customer service and improving performance we have been successful in maintaining our BSI certification.



Parking Services Customer Survey Results

In order to continuously improve our services, we conduct a biannual customer satisfaction survey. In August 2012 we surveyed 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
- Providing an Abandoned Vehicle Service
- Providing and Maintaining Car parks
- Issue Temporary and Permanent Traffic Management Orders
- Issue Suspensions and Dispensations
- Provide Parking Permits
- Parking design
- Conduct Blue Badge Fraud

The above services affect all community and customer groups and we continually aim to provide services in line with our customer's 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:

93% of our customers were satisfied with the service provided by Parking Services.

93% of respondents agreed that we provide a positive community service by supporting the police and schools by conducting regular mobile CCTV enforcement.

72% of respondents agreed that there is sufficient parking enforcement to prevent illegal parking on yellow lines and pay & display bays in your area.

Croydon now has over 350 Solar-Powered Pay & Display Machines

In the 21st century, environment protection has become a major concern for citizens and industry alike. Today more than 350 Pay & Display machines have been installed across the borough that use renewable energy source. The benefits of solar power are many:

- Great operating independence
- Reduced installation & maintenance costs (no need for street works to connect the terminals to the mains, for instance)
- Reduced environmental impact because of the nature of the power source and absence of road works.

These machines have low power requirements. A few hours' exposure to light is enough for recharging the battery of the device and allowing operation, even when the weather is not fair. The batteries of the machines are rechargeable and have a life of approximately three years. For the London Borough of Croydon, solar power is a natural and environmentally responsible choice.



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:

<http://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.

Doctor's 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, Belgrave Road, Spice's 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.

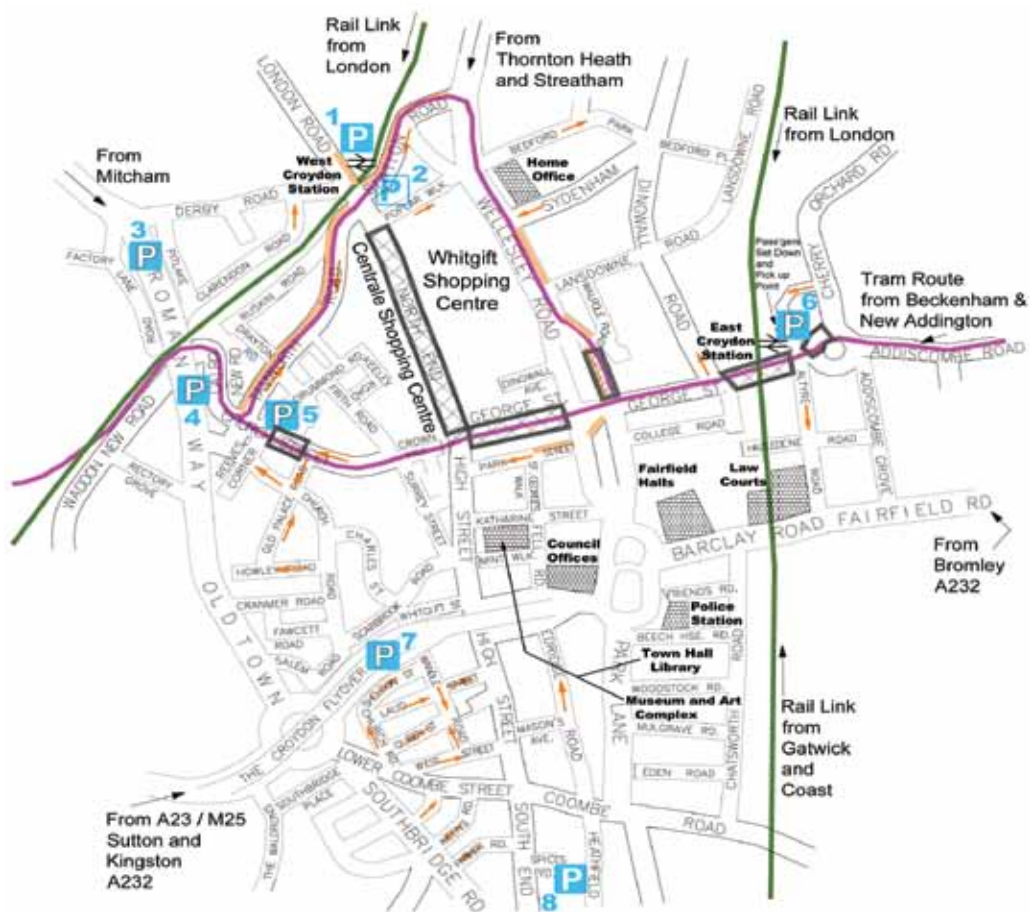
Companion badge - The service introduced a new type of parking permit to tackle the theft of blue badges from disabled drivers. The Companion Badge can be used only by the vehicle displaying the associated registration number, and only within the borough of Croydon.

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.

Where to park in Croydon town centre

We provide 19 car parks in the borough of Croydon 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 Stn. | 5 Ann's Place |
| 2 Poplar Walk (Disabled) | 6 East Croydon Stn. (30mins max. stay) |
| 3 Factory Lane | 7 Wandle Road (surface) |
| 4 Jubilee Bridge | 8 Spices Yard |

- | | |
|--------------------------|-----------------------------|
| Car Park | Bus Lane |
| Car Park - Disabled Only | Railway |
| Tram Route | Roads closed to car traffic |

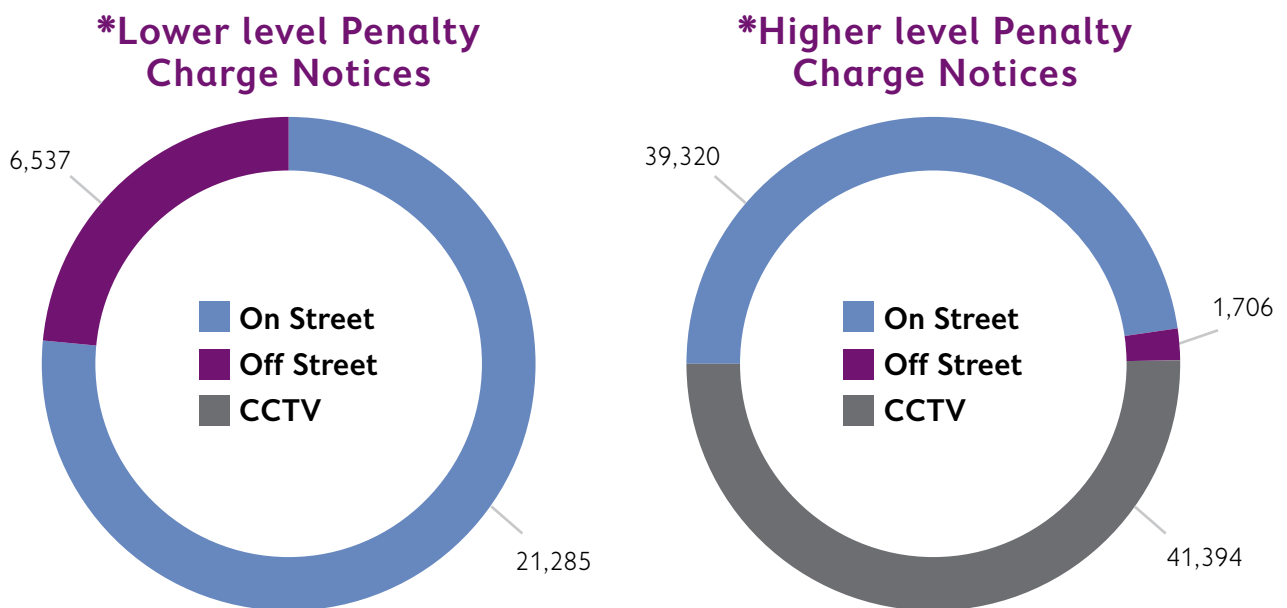
Remember – park properly, avoid a ticket

Statistical Reporting

Parking Services collects statistical information relating to its various functions. The key data for 2011/12 is detailed below.

Penalty Charge Notices Issued	On Street	Off Street	CCTV	Total
*Higher level Penalty Charge Notices	39,320	1,706	41,394	82,420
*Lower level Penalty Charge Notices	21,285	6,537	0	27,822
*Total Penalty Charge Notices issued	60,605	8,243	41,394	110,242

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

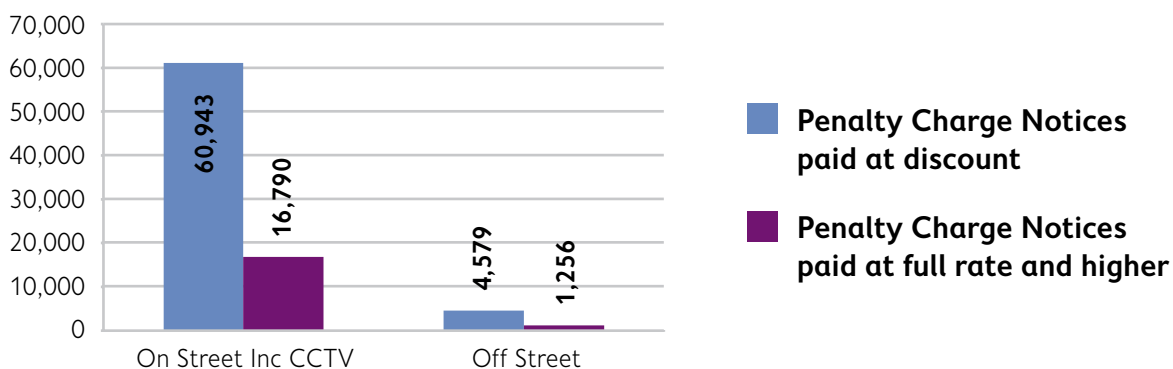


Permits and Removals Information	Total
Number of vehicles removed	3,043
Number of Residents permits issued	6,910
Number of Business permits issued	376



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Penalty Charge Notices Paid	On Street Inc CCTV	Off Street	Total
Penalty Charge Notices paid at discount	60,943	4,579	65,522
Penalty Charge Notices paid at full rate and higher	16,790	1,256	18,046
Total Penalty Charge Notices paid	77,733	5,835	83,568

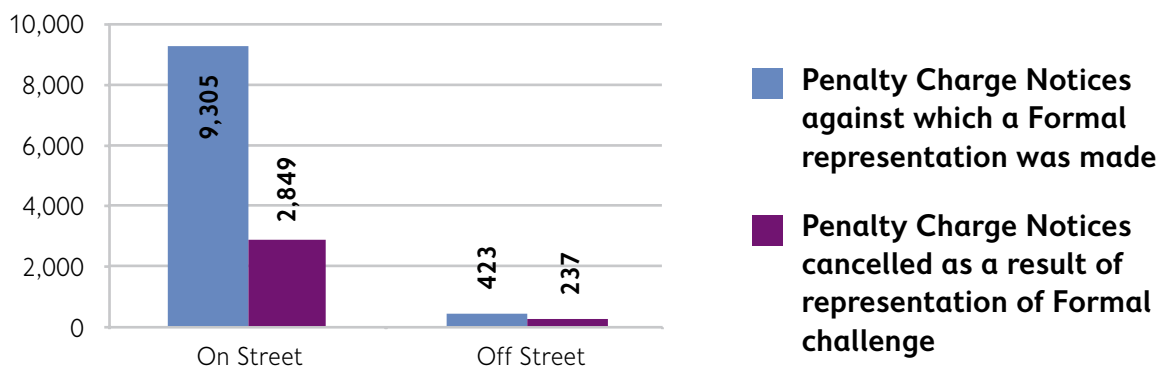


Informal Representations	On Street	Off Street	Total
Penalty Charge Notices against which a Informal representation was made	10,599	1,821	12,420
Penalty Charge Notices cancelled as a result of representation of Informal challenge	4,078	990	5,068
% of Penalty Charge Notices cancelled as a result of representation of Informal challenge	38%	54%	41%



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Formal Representations	On Street	Off Street	Total
Penalty Charge Notices against which a Formal representation was made	9,305	423	9,728
Penalty Charge Notices cancelled as a result of representation of Formal challenge	2,849	237	3,086
% of Penalty Charge Notices cancelled as a result of representation of Formal challenge	31%	56%	32%



Appeals	On Street	Off Street	Total
Penalty Charge Notices against which an appeal was made	848	31	879
Penalty Charge Notices against which an appeal was made and allowed	150	7	157
% of Penalty Charge Notices against which an appeal was made and allowed	18%	23%	18%



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Breakdown of PCNs issued in 2011/12, by Contravention Code

* CC	Description	Bus Lane	CCTV	Moving	Off Street	On Street	Total
01	Parked in a Restricted Street during prescribed hours		17			11,849	11,866
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.		9,713			2,553	12,266
05	Parked after the expiry of paid for time					4,620	4,620
06	Parked without clearly displaying a valid pay & display ticket or voucher					9,334	9,334
07	Parked with payment made to extend the stay beyond initial time					22	22
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.					12,263	12,263
16	Parked in a permit space without displaying a valid permit					236	236
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					5,018	5,018
20	Parked in a loading gap marked by a yellow line					672	672
21	Parked in a suspended bay/space or part of bay/space					1,087	1,087
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		381			376	757
24	Not parked correctly within the markings of the bay or space					1,920	1,920
25	Parked in a loading place during restricted hours without loading		3,158			835	3,993
26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking place		24			172	196
27	Parked in a special enforcement area adjacent to a dropped footway		2			1,409	1,411
30	Parked for longer than permitted					369	369

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* CC	Description	Bus Lane	CCTV	Moving	Off Street	On Street	Total
31	Entering And Stopping In A Box Junction When Prohibited			1,192			1,192
32	Failing To Drive In The Direction Shown By The Arrow On A Blue Sign (One Way Traffic)			960			960
33	Using A Route Restricted To Certain Vehicles (Buses, Cycles and Taxis Only)			2,099			2,099
34	Being in a Bus Lane	2,921					2,921
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		149			1,600	1,749
42	Parked in a parking place designated for police vehicles					15	15
45	Parked on a taxi rank		776			30	806
47	Stopped on a restricted bus stop/stand		6,778			256	7,034
48	Stopped in a restricted area outside a school when prohibited		642			61	703
50	Performing a Prohibited Turn (No Right Turn)			749			749
51	Failing to comply with a no entry sign			11			11
53	Failing To Comply With A Sign Indicating A Restriction On Vehicles Entering A Pedestrian Zone			11			11
54	Failing To Comply With A Sign Indicating A Restriction On Vehicles Entering And Waiting In A Pedestrian Zone			274			274
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					41	41
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		103			77	180
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		9,550			5,601	15,151

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* CC	Description	Bus Lane	CCTV	Moving	Off Street	On Street	Total
80	Parked for longer than the maximum period permitted				47		47
81	Parked in a restricted area in a car park					154	154
82	Parked after the expiry of paid for time				2,186		2,186
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock				3,495		3,495
84	Parked with additional payment made to extend the stay beyond time first purchased				18		18
85	Parked in a permit bay without clearly displaying a valid permit				1,125		1,125
86	Parked beyond the bay markings				791		791
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				353		353
91	Parked in a car park or area not designated for that class of vehicle				74		74
99	Stopped on a pedestrian crossing or crossing area marked by zig-zags		1,877			193	2,070
Total		2,921	33,171	5,296	8,089	60,765	110,242

*Contravention Code

Split of Penalty Charge Notices By Type	Total
*Bus Lane	2,921
*CCTV	33,171
*Moving Traffic Offence	5,296
*Off Street	8,089
*On Street	60,765
*Total Penalty Charge Notices issued	110,242

*please note this figure is less the voided tickets

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 only be introduced for:

- Safety;
- Maintaining an access to premises;
- Reducing congestion;
- Managing the amount of kerb space available for parking;
- 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 only be spent on:

- Providing additional parking facilities;
- Public transport schemes;
- Highway improvements;
- Road maintenance;
- Schemes supporting the Mayor of London's Strategy;
- 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.

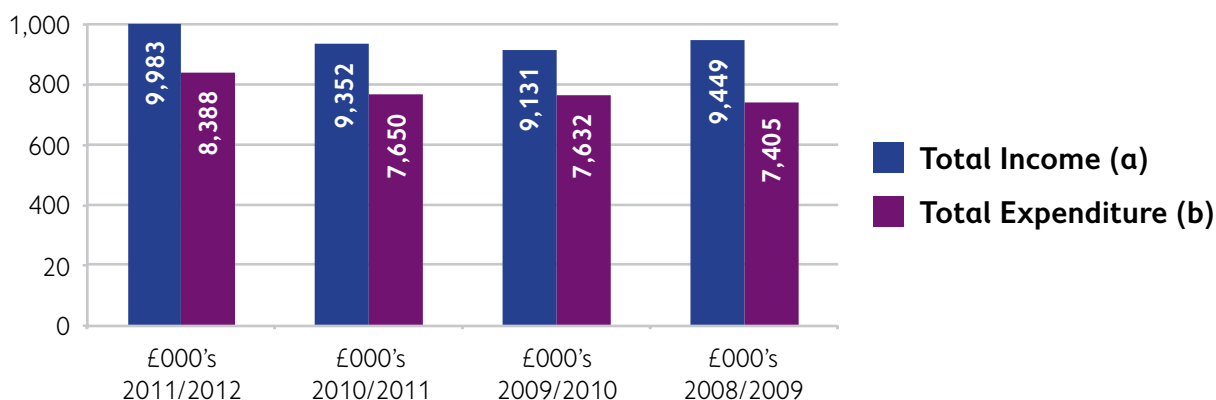
Source of information Croydon Council 2011/2012 Financial Accounts

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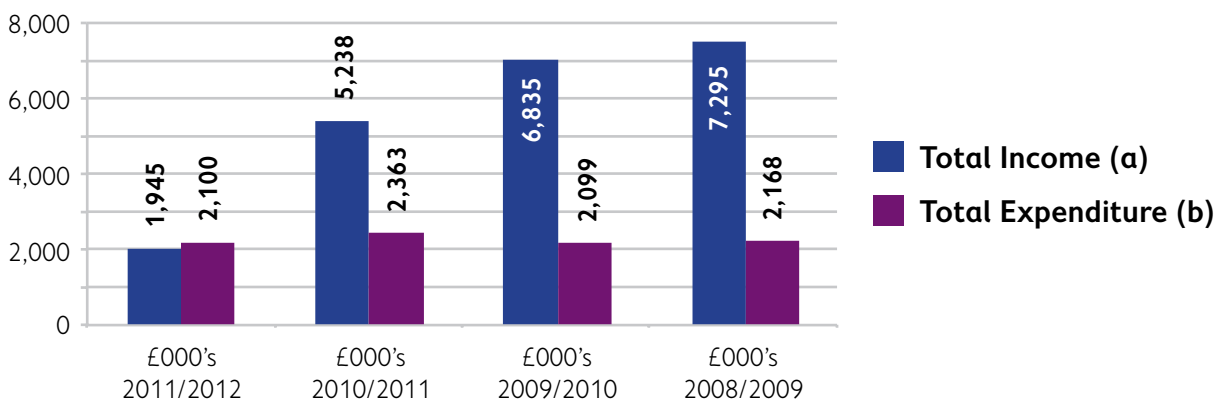
Financial summary

Detailed Parking Accounts are included at the end of the financial reporting section.

On street Income & Expenditure £ 000's				
	2011/2012	2010/2011	2009/2010	2008/2009
	£ 000's	£ 000's	£ 000's	£ 000's
Total Income (a)	9,983	9,352	9,131	9,449
Total Expenditure (b)	8,388	7,650	7,632	7,405
On Street Surplus/ Deficit (a-b)	1,596	1,702	1,499	2,044

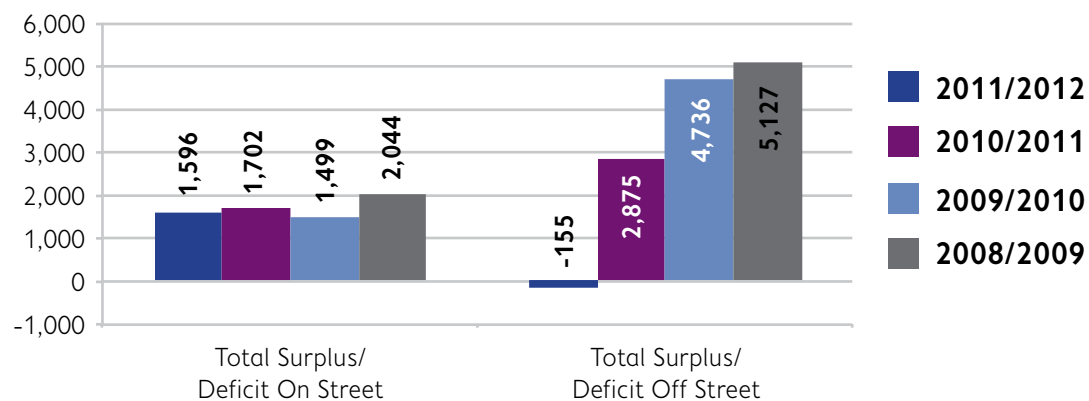
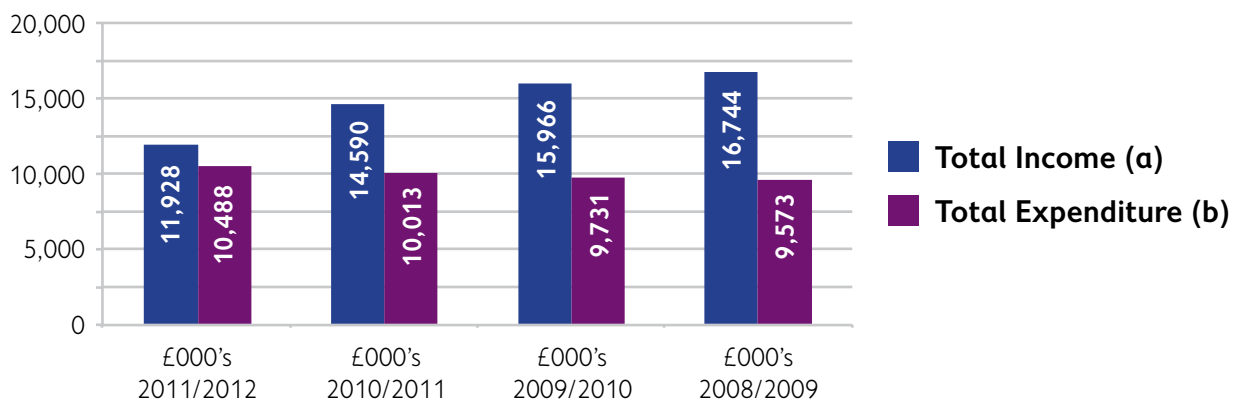


Off street Income & Expenditure £ 000's				
	2011/2012	2010/2011	2009/2010	2008/2009
	£ 000's	£ 000's	£ 000's	£ 000's
Total Income (a)	1,945	5,238	6,835	7,295
Total Expenditure (b)	2,100	2,363	2,099	2,168
Off Street Surplus/ Deficit (a-b)	(155)	2,875	4,736	5,127



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Total Income & Expenditure £ 000's				
TOTAL ON AND OFF STREET	2011/2012	2010/2011	2009/2010	2008/2009
	£ 000's	£ 000's	£ 000's	£ 000's
Income	11,928	14,590	15,966	16,744
Expenditure	10,488	10,013	9,731	9,573
Total Surplus/Deficit	1,440	4,577	6,235	7,171
Total Surplus/Deficit On Street	1,596	1,702	1,499	2,044
Total Surplus/Deficit Off Street	-155	2,875	4,736	5,127
Total Transfer	1,440	4,577	6,235	7,171
Balance	0	0	0	0



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Breakdown of PCNs issued in 2011/12, by Contravention Code

*Contravention Code	* CC	Description	Bus Lane	CCTV	Moving	Off Street	On Street	Total	Removal Element of Contravention
	01	Parked in a Restricted Street during prescribed hours		£691			£823,081	£823,772	£169,685
	02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.		£547,981			£175,842	£723,823	£23,115
	05	Parked after the expiry of paid for time					£236,889	£236,889	£52,940
	06	Parked without clearly displaying a valid pay & display ticket or voucher				£96	£393,796	£393,892	£62,995
	07	Parked with payment made to extend the stay beyond initial time					£1,247	£1,247	£240
	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.					£799,710	£799,710	£134,210
	16	Parked in a permit space without displaying a valid permit		£198			£20,513	£20,711	£9,500
	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					£243,657	£243,657	£46,880
	20	Parked in a loading gap marked by a yellow line					£60,497	£60,497	£18,085
	21	Parked in a suspended bay/space or part of bay/space		£51			£76,266	£76,317	£7,915
	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		£21,316			£22,866	£44,182	£1,935
	24	Not parked correctly within the markings of the bay or space					£78,372	£78,372	£2,390
	25	Parked in a loading place during restricted hours without loading		£164,984			£47,559	£212,543	£2,170
	26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking place		£1,542			£9,498	£11,040	£925
	27	Parked in a special enforcement area adjacent to a dropped footway		£230			£162,784	£163,014	£98,905
	30	Parked for longer than permitted					£14,042	£14,042	£1,720

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* CC	Description	Bus Lane	CCTV	Moving	Off Street	On Street	Total	Removal Element of Contravention
31	Entering And Stopping In A Box Junction When Prohibited			£41,236			£41,236	
32	Failing To Drive In The Direction Shown By The Arrow On A Blue Sign (One Way Traffic)			£60,219			£60,219	
33	Using A Route Restricted To Certain Vehicles (Buses, Cycles and Taxis Only)			£142,863			£142,863	£400
34	Being in a Bus Lane	£181,370					£181,370	
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		£5,599			£102,269	£107,868	£29,060
42	Parked in a parking place designated for police vehicles					£299	£299	
45	Parked on a taxi rank		£48,643			£1,588	£50,231	
47	Stopped on a restricted bus stop/stand		£446,807			£19,129	£465,936	£3,310
48	Stopped in a restricted area outside a school when prohibited		£34,059			£4,707	£38,766	£510
50	Performing a Prohibited Turn (No Right Turn)			£51,543			£51,543	£200
51	Failing to comply with a no entry sign			£842			£842	
53	Failing To Comply With A Sign Indicating A Restriction On Vehicles Entering A Pedestrian Zone			£528			£528	
54	Failing To Comply With A Sign Indicating A Restriction On Vehicles Entering And Waiting In A Pedestrian Zone			£18,861			£18,861	
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban					£2,225	£2,225	
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		£7,003			£5,327	£12,330	
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway		£564,444			£365,965	£930,409	£35,690

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* CC	Description	Bus Lane	CCTV	Moving	Off Street	On Street	Total	Removal Element of Contravention
80	Parked for longer than the maximum period permitted				£1,157	£349	£1,506	
81	Parked in a restricted area in a car park				£3,151	£2,685	£5,836	£255
82	Parked after the expiry of paid for time				£50,739	£24,141	£74,880	
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock		£81		£81,866	£17,259	£99,206	£230
84	Parked with additional payment made to extend the stay beyond time first purchased				£190	£335	£525	
85	Parked in a permit bay without clearly displaying a valid permit				£30,145	£28,029	£58,174	£2,305
86	Parked beyond the bay markings				£14,159	£10,806	£24,965	
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner				£12,428	£4,173	£16,601	£750
91	Parked in a car park or area not designated for that class of vehicle				£2,958		£2,958	
99	Stopped on a pedestrian crossing or crossing area marked by zig-zags		£139,812			£13,942	£153,754	£2,865
Total		£181,370	£1,983,507	£316,092	£196,889	£3,769,877	£6,447,735	£709,185

Financial Reporting 2011/2012

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)				
	£ 000's	£ 000's	£ 000's	£ 000's
ON STREET				
INCOME	2011/2012	2010/2011	2009/2010	2008/2009
Pay & Display / Meters	2,698	2,755	2,919	3,286
Residents and Visitors Permits	584	543	447	343
Business Permits	329	246	165	96
Other Non PCN income	123	36	56	55
PCN income	5,540	5,065	4,934	4,587
Removals income	709	707	610	1,082
Total Income (a)	9,983	9,352	9,131	9,449
EXPENDITURE	2011/2012	2010/2011	2009/2010	2008/2009
Contractors	259	170	216	902
In House Staff	3,940	4,156	4,242	3,422
Equipment Maintenance /Renewal	45	62	96	108
TEC (Northampton)	123	112	170	108
Premises	113	80	56	56
Transport	255	208	190	139
Other Supplies	550	518	464	507
Third Party	54	43	48	106
Support Services	2,481	2,250	1,892	1,877
Capital Charges	568	52	258	180
Total Expenditure (b)	8,388	7,650	7,632	7,405
On Street Surplus/ Deficit (a+b)	1,596	1,702	1,499	2,044

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Parking account as required by S.55 of the Road Traffic Regulation Act 1984 (as amended)				
	£ 000's	£ 000's	£ 000's	£ 000's
OFF STREET				
INCOME	2011/2012	2010/2011	2009/2010	2008/2009
PCN income	197	249	Split not completed in previous years	
Removals income	1	9		
Pay & Display / Meters	989	1,057		
Off Street Car Park Season Tickets	110	110		
Other Non PCN income	647	3,813	6,835	7,295
Total Income (c)	1,945	5,238	6,835	7,295
EXPENDITURE	2011/2012	2010/2011	2009/2010	2008/2009
In House Staff	530	524	542	815
Contractors	22		0	39
Premises	394	353	411	677
Transport	19	13	19	30
Supplies	215	258	314	151
Third Party		2	0	41
Support Services	736	1,042	532	391
Capital Charges	184	170	281	24
Total Expenditure (d)	2,100	2,363	2,099	2,168
Off Street Surplus/Deficit (c+d)	-155	2,875	4,736	5,127
TOTAL ON AND OFF STREET	2011/2012	2010/2011	2009/2010	2008/2009
Income (a + c)	11,928	14,590	15,966	16,744
Expenditure (b + d)	10,488	10,013	9,731	9,573
Total Surplus/Deficit	1,440	4,577	6,235	7,171
Total Surplus/Deficit On Street	1,596	1,702	1,499	2,044
Total Surplus/Deficit Off Street	-155	2,875	4,736	5,127
Total Transfer	1,440	4,577	6,235	7,171
Balance	0	0	0	0

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TOP 20 PCN INCOME & ISSUANCE BY STREET		
LOCATION	Income	Issuance
Cherry Orchard Road	£410,941	6430
London Road, Croydon	£278,605	5704
South End, Croydon	£168,306	2717
Park Lane, Croydon	£167,480	2718
Frith Road, Croydon	£134,544	1766
High Street, Purley	£133,532	1848
Brigstock Road	£121,587	2284
Dingwall Avenue	£120,561	1880
High Street, Croydon	£108,873	1807
Scarbrook Road	£107,111	2062
George Street	£100,976	1448
North End, Croydon	£90,649	1441
Westow Street, SE19	£86,496	1895
High Street, SE25	£86,306	1626
Elmwood Road, Croydon	£79,145	1313
Brighton Road, S0Z	£68,025	1221
Lower Addiscombe Road, CR0	£65,952	1392
Bedford Park	£65,017	921
Westow Hill, SE19	£64,743	1321
Derby Road, Croydon	£61,268	901

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.
- We also regularly carry out customer-satisfaction surveys.

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

As in 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.



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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

Parking Fees and Charges

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

Croydon Central Zone: 8am – midnight throughout the week 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 & 4 hr bays)	
Up to 1hr	£1.10
Over 1hr until midnight	£2.80

Croydon North, South, East Inner, East Outer & west sub zones: 9am – 5pm Mon - Sat 2-hour tariff	
15mins	60p
30mins	£1.10
1hr	£2.40
1hr 30mins	£3.50
2hrs	£4.50
Sunday	Free

Croydon North, South, East Inner, East Outer & west sub zones: 9am – 5pm Mon - Sat 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

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Croydon North, South, East Inner, East Outer & West sub zones: 9am – 5pm Mon – Sat 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 8-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.

The parking bays on Brighton Rd opposite Whitgift School: 9am – 4pm Mon - Sat, incl bank holidays. These parking bays must be vacated by 4pm Mon – Fri when the bus lane restrictions come into operation 2-hour tariff

15mins	60p
30mins	£1.10
1hr	£2.40
1hr 30mins	£3.50
2hrs	£4.50

Lower Addiscombe Rd, Cherry Orchard Rd & London Road: 9am – 5pm Mon - Sat 1-hour tariff

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

Coulsdon, Purley, South Norwood & Thornton Heath: 9am – 5pm Mon - Sat 2-hour tariff

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



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Brighton Road, Coulsdon: 9am – 5pm Mon - Sat 1-hour tariff	
1hr	Free

Coulsdon, Norbury, Purley, South Norwood, Thornton Heath, Sanderstead/Napier/Bynes: 9am – 5pm Mon - Sat 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 & Thornton Heath: 9am – 5pm Mon - Sat 8-hour tariff	
30mins	40p
1hr	60p
2hrs	80p
3hrs	£1.20
4hrs	£1.50
6hrs	£2.00
8hrs	£2.50
Sunday	Free

Portland Rd, Purley High St & Thornton Heath High St: 9am – 5pm Mon - Sat 1-hour tariff	
15mins	Free
30mins	Free
45mins	70p
1hr	90p
Sunday	Free

East Croydon, Cherry Orchard Road A short stay surface car park with 25 bays next to East Croydon Station. Maximum stay 30 mins	
15mins	40p
30mins	60p

Chipstead Valley Rd, Windermere Rd, The Avenue, Station Approach & Malcolm Rd, Coulsdon: 9am – 5pm Mon - Sat 1-hour tariff	
15mins	Free
30mins	Free
45mins	70p
1hr	90p
Sunday	Free

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District Centres (P&D bays not within CPZs) Addington Rd, Selsdon: Old Lodge Lane, Purley: Brighton Rd, Kingsdown Ave & Mansfield Rd, South Croydon: Beulah Hill, Upper Norwood: Beulah Rd, Thornton Heath & Lower Addiscombe Rd, Addiscombe: 8am – 6.30pm Mon - Sat 1-hour tariff	
15mins	Free
30mins	Free
45mins	70p
1hr	90p
Sunday	Free

Ann's Place Car Park, Tamworth Place, Central Croydon A short & 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

Factory Lane Car Park, Factory Lane, West Croydon A short & 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

Belgrave Road, South Norwood Surface car park with 15 bays Mon – Sat 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

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Clifford Road Surface car park with 25 bays Mon – Sat 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 7)	£50

Garnet Road, Thornton Heath Surface car park with 32 bays Mon – Sat 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 Surface car park with 135 bays Mon – Sat 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

Reedham Station Surface car park with 54 bays 24hrs	
0 – 24hrs	£3.00
Motorcycles	Free

Purley Multi Storey Car Park Whytecliffe Rd South, Purley A multi-storey car park with 412 bays & 12 disabled bays Mon – Sat 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

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New Addington, Central Parade & Central Market Surface car park with 108 bays Mon – Sat 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, Swimming Pool Surface car park with 49 bays Mon – Sat 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

Lion Green Rd, Coulsdon Surface car park with 188 bays Mon – Sat 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

Jubilee Bridge, Lower Church St, Croydon A short & long stay surface car park with 80 bays	
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
Thurs-Sat	£4.00
Annual Ticket	£670
Bourne Street residents evening permit (6pm – 9am) (max 2 per household)	£13

Russell Hill Place, Purley Surface car park with 60 bays Mon – Sat 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

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Sanderstead Road Surface car park with 39 bays Mon – Sat 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 2 per household)	£250

Spices Yard, South End, South Croydon. A short & long stay surface car park with 134 bays	
Up to 1hr	£1.50
1 – 2hrs	£3.00
2 – 3hrs	£3.60
3 – 4hrs	£4.30
4 – 5hrs	£4.80
5 – 6hrs	£5.40
6 – 24hrs	£7.40
Evening 6pm–6am Sun-Wed	£2.70
Evening 6pm–6am Thurs-Sat	£3.80
Annual Season Tickets (10 max)	£900
Motorcycles	Free

Wandle Surface Car Park Surface car park with 255 bays. This car park is only open to members of the public from 4pm on weekdays & all day on weekends & 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, London Road A short & long stay surface car park with 56 bays including disabled bays	
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,
Thurs-Sat	£3.80

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PARKING PERMITS	CHARGE
Residents Permits (per annum) 1st	£76
Residents Permits (per annum) 2nd	£126
Residents Permits (per annum) 3rd	£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)	£14
Bourne St Area Residents – Evening / overnight 6pm to 9am Permits for Jubilee Bridge CP	£13
Business Permits	
Croydon (Max, 2 permits) Quarterly (3 months)	£123
Annual (12 months)	£380
Other Zones (Max, 4 permits) Quarterly (3 months)	£123
Annual (12 months) 1st & 2nd	£380
3rd	£560
4th	£910
Alternative fuel vehicles (max 4 permits) in all zones	£220
Council Parking Permits	£440
All Zones On Street annual Permit (shared-use bays)	£818
All Zones On Street 6 months Permit (shared-use bays)	£419
All Zones On & Off Street annual Permit (includes Council car parks)	£980
All Zones On & Off Street 6 months Permit (includes Council car parks)	£500
Doctors Permits – cost per bay + 1 permit	£400
Subsequent Doctors Permits (each one)	£40
Charity Permits	£76
Neighbourhood Care Permit	£365
Housing Permits – First permit at a household	£25
2nd 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	£25
Companion Badge	£30

There is an administration charge of £30 for all new permit applications which should be added (this administration charge does not apply to permit renewals).



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MISCELLANEOUS PARKING	CHARGE
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
Temporary TMOs (Section 14 RTRA)	£1,850 + VAT
Special Events (Sect.16A RTRA) Single	£900 + VAT
Multiple	£625 + VAT
Special Events (W&L Sect.9 LLAA)	£130 + VAT
Special Events Registered Charities	£130 + VAT
Skip License	£35
Shop mobility (Registration Charge per annum)	£33
Shop mobility scooter rental fee (members)	£5.00
Shop mobility scooter rental fee (non-members)	£10
Administration fee for the issue of new permits	£30

Notes:





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