

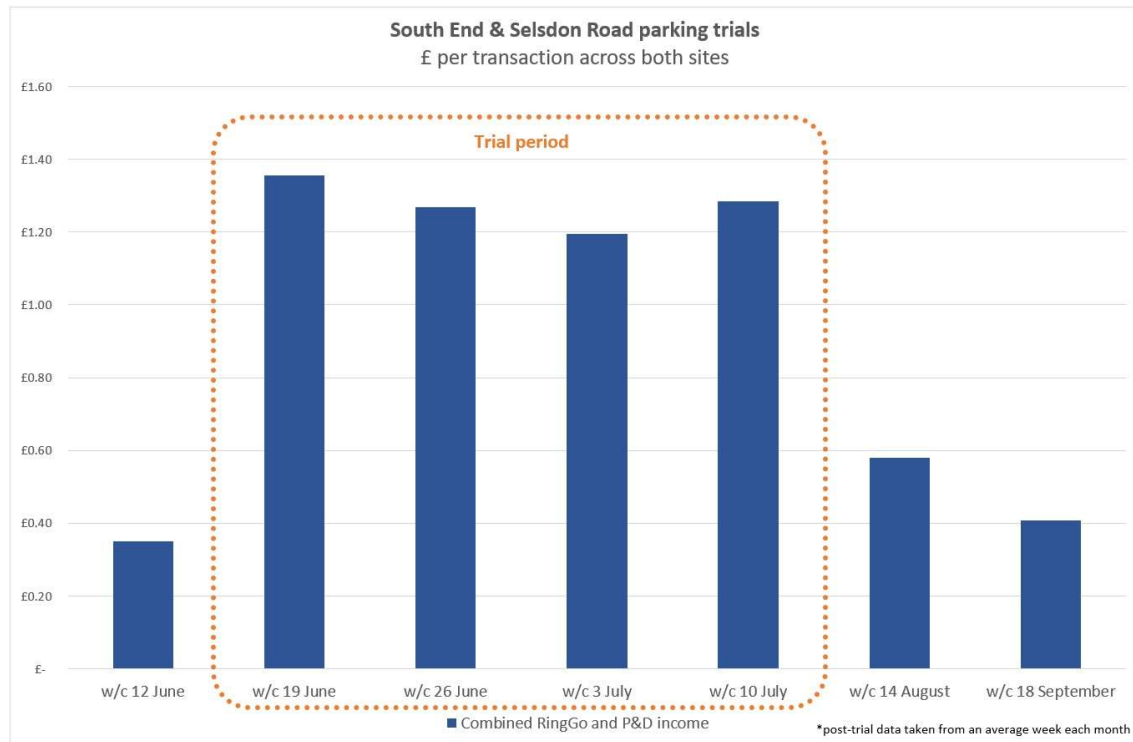
APPENDIX C

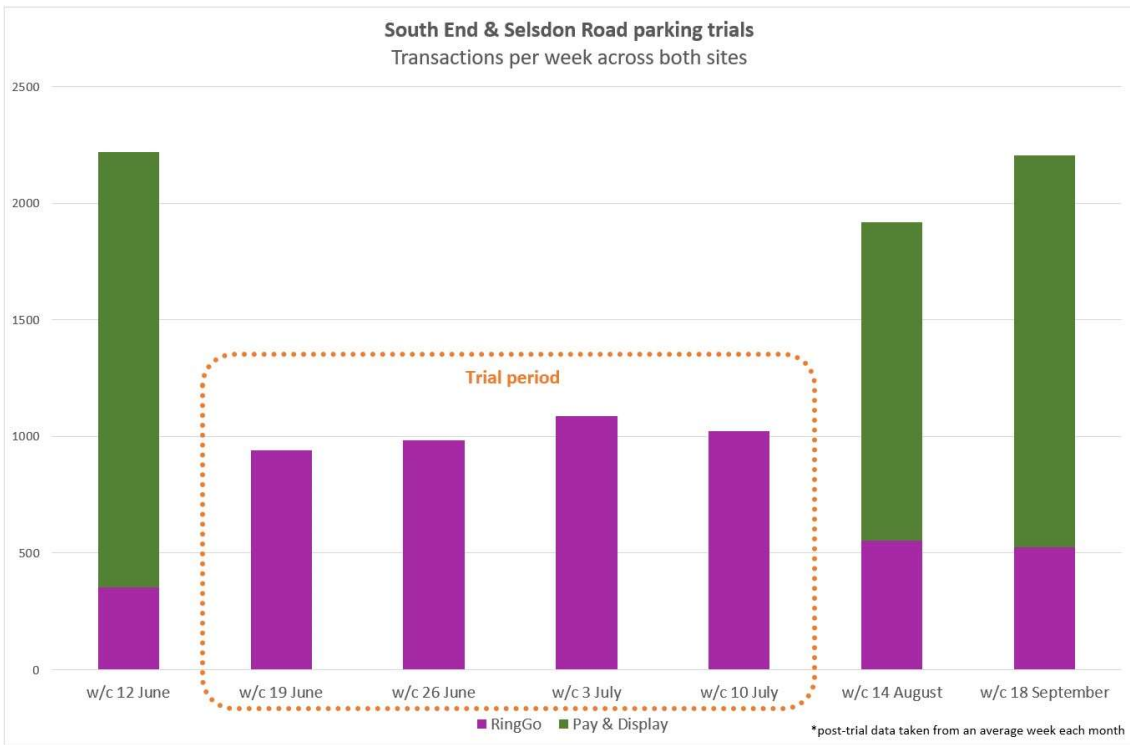
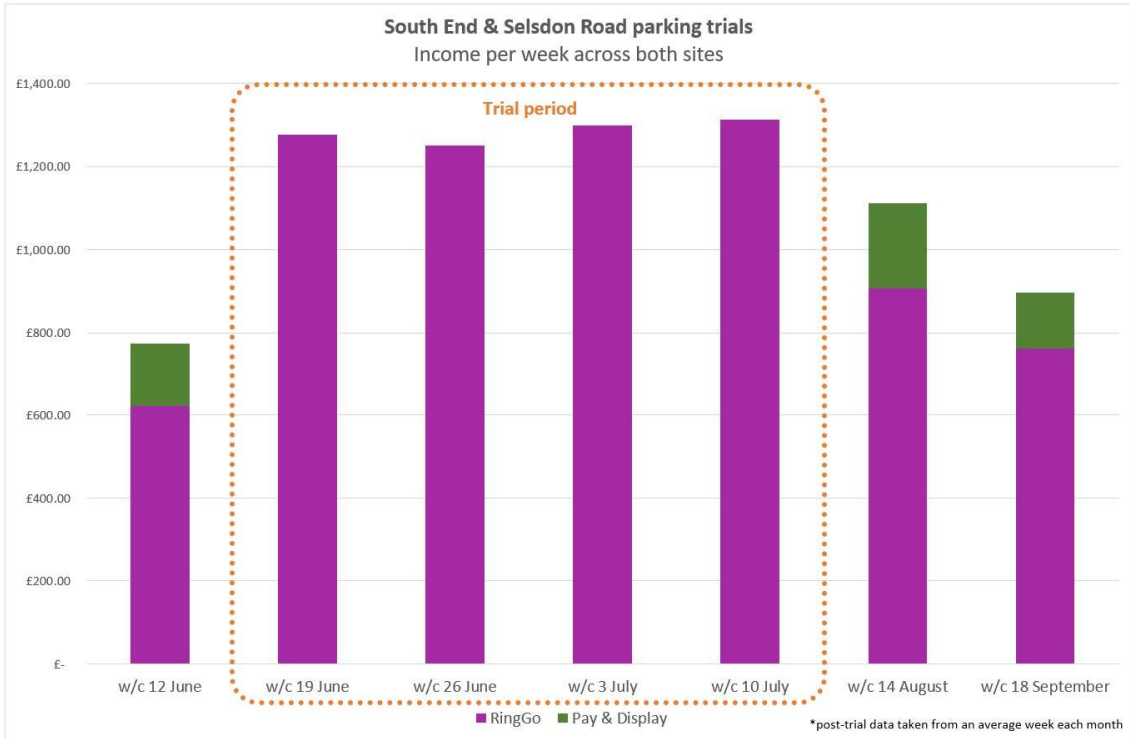
Scrutiny Streets & Environment Sub Committee 11 July 2023; Requests for information on the Parking Policy Transformation Project

1. **The Sub-Committee requested that the results of South Croydon trial parking scheme were provided to Members once available**

Graphs representing the results of South Croydon cashless parking trial in June and July 2023 are shown below. The trial took place for four weeks in June and July 2023. Data analysis was completed for the four week trial period and two post-trial weeks – one in August and one in September. There was a Thames Water closure of Selsdon Road immediately following the trial period that was lifted on 14 August, hence why we have not reported the immediate post trial data in early August. The three graphs below highlight the three metrics we monitored:

- (1) total transactions
- (2) total income, and
- (3) £ per transaction.





2. The Sub-Committee requested that data was provided showing the number of resident calls to the parking enforcement hotline and reports to the ‘Love Clean Streets’ app, and the number of enforcement actions that resulted from these reports

The tables below show the number of resident calls to the parking enforcement hotline and reports via the ‘Love Clean Streets’ app, and the number of enforcement actions that resulted from these reports. The most recent seven months data is shown below, with 2,370 enforcement requests in this period, resulting in 585 PCNs being issued.

Contact Reason	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Grand Total
Debt Registration query	2	7	8	7	1	1	2	28
Enforcement Request	208	474	338	443	433	279	195	2370
Other	44	94	46	57	56	44	26	367
PCN Processing	27	76	37	69	53	57	65	384
Pay & Display query	7	14	4	7	9	6	5	52
Permit query	7	23	20	34	43	29	14	170
Grand Total	295	688	453	617	595	416	307	3371

Enforcement Contacts by Type	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Grand Total
Phone	108	210	157	254	272	148	107	1256
web/app (Love Clean Streets)	100	264	181	189	161	131	88	1114

Enforcement Outcomes	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Grand Total
No Action required	57	196	132	114	167	127	91	884
Not Visited	18	51	20	33	26	18	20	186
PCN Issued	67	104	82	114	120	62	36	585
Visited GOA	58	94	90	144	85	59	30	560
Visited and Vehicle Parked legally	8	29	14	38	35	13	18	155
Grand Total	208	474	338	443	433	279	195	2370

3. The Sub-Committee requested that information on the timeline for reviewing kerbside parking be provided

The review of kerbside parking and occupancy data in the district centres, will be of the deliverables identified on the action plan for the draft parking policy. The policy is yet to be adopted, so work on this task has not yet commenced, but it is anticipated it will be undertaken in the 2024/25 financial year.

4. The Sub-Committee requested information on the number of active Blue Badge permits issued in Croydon

The table below shows the numbers of Blue Badges in circulation in Croydon each financial year since 2017/18.

Demand review

Blue Badges	Change in Legislation & Systems					
	<u>17/18</u>	<u>18/19</u>	<u>19/20</u>	<u>20/21</u>	<u>21/22</u>	<u>22/23</u>
Total issued	4,027	4,640	4,428	4,472	4,885	6,176
Total refused	798	1,170	1,001	1,535	1,423	1,653
Overall	4,825	5,810	5,429	6,007	6,308	7,829
Hidden & Walking dis	2,195 45%	2,561 44%	2,537 47%	2,384 40%	2,549 40%	3,723 48%
Total Badges in circ	11,524	11,841	11,645	11,540	11,918	13,395

5. The Sub-Committee requested that they were updated with the solutions being sought by the Council on inaccessible footways as a result of parking

One of the actions identified in the draft Parking Policy is to review the footway parking provision across the borough. There are in the region of 300 roads (or parts of roads) across Croydon that currently allow footway parking. A review of targeted locations will take place to identify whether footway parking is still required and - where it is found to be possible - remove roads from the exemption or suspension lists and reintroduce enforcement. We will engage with the community as we work through this review and update the Sub-Committee as appropriate.

6. The Sub-Committee requested that the average wait-time for requested disabled parking bays outside of residences be provided

The average wait after an application is received for a new on-street disabled bay to when it is installed on-street is six months. This is because, whilst we deal with the applications as they are received, we batch up the installation of new bays, as this is the most cost effective way to deliver this service.

- 7. The Sub-Committee requested information on the number of PCNs issued be provided, including a breakdown on the areas where these were issued and whether they were issued by a Civil Enforcement Officer or a camera**

The Parking Service has developed a heat map of Penalty Charge Notices issued on-street by Civil Enforcement Officers that has been shared with Members. We have also developed a Power BI model for Parking Services data, to bring all the parking enforcement data together and use this data to take opportunities to review operations and identify improvements.