

The Owner/Occupier

Please reply to:
parking@croydon.gov.uk

Our Ref: PURCASHLESS
Date: 21 December 2023

Dear Sir/Madam

High Street Purley and Whytecliffe Road South cashless parking trial

In support of the council's ambitions for supporting the economic vibrancy of town centres and high streets, we are trialling plans to improve parking availability in Whytecliffe Road South and High Street Purley.

The council is pleased to offer limited stay free parking within our town centres and high streets, as it is vital to encourage the community to support local businesses. Limited short-stay parking encourages regular turnover, by making spaces close to shops available for short durations suitable for shopping.

From Tuesday 2 January 2024, we will be changing how the free 60-minute parking sessions operate for a trial period of three weeks. This will involve switching off the 'pay and display' machines, as they will not be dispensing tickets. Instead, motorists will need to use the RingGo cashless parking app on their smartphones or call RingGo on 0203 046 0010 to obtain a free session or alternatively visit a local PayPoint location. The council does not apply surcharges to use RingGo, but do check your settings. Please note that there is a no return period of two hours after leaving a location.

Our existing 'pay and display' machines are reaching the end of their operation as they rely upon 3G connectivity, which is currently being shut down by network providers. The trial will enable the council to understand the impact of moving to phone payment and explore ways of addressing any issues that users experience during the trials.

The council welcomes any comments on this trial, via an online survey, available at www.croydon.gov.uk/PurleyCPSurvey. The survey will close on Monday 22 January 2024.

If you have any questions, or require further information, please contact parking@croydon.gov.uk or by phone on 020 8726 6000.

Yours sincerely,



Jayne Rusbatch - Head of Highways and Parking