

The Owner/Occupier

Please reply to:  
[parking@croydon.gov.uk](mailto:parking@croydon.gov.uk)

Date: 22 July 2024

Dear Sir/Madam

**On-street Pay and Display Machines being switched off**

As you may be aware, the council's 'pay and display machines' are reaching the end of their useful life with the ongoing shutdown of 3G connectivity across the country and increasing maintenance costs, meaning that any remaining machines will be removed.

The removal programme will mean that from Saturday 13 July in on-street chargeable locations the machines will be switched off and customers will need to use RingGo. Following this the Council will rollout mobile parking in Council car parks and in free parking locations in district and local centres.

The RingGo parking app is a convenient way for most residents and visitors to pay for their parking. The app is free to use on both Apple and Android devices. Where free parking tariffs apply these will still be available through the app.

Other than the name of the person parking and the vehicle registration, personal information such as card details do not need to be stored on the app. Whilst the Council does not charge for using RingGo, some default settings may mean that you pay a small charge to RingGo for reminders. These notifications can be easily disabled in the app settings.

The use of RingGo will also reduce the ability to meter feed and may provide a discount on parking charges, dependant on vehicle emissions. For those that do not have a smartphone, parking sessions can also be secured by phone, by calling 020 3046 0010.

We understand that change can be difficult but please be reassured that we are making every effort to ensure that the transition to mobile payment parking is as smooth as possible.

We have listened to the issues raised through pilot schemes and are looking to mitigate the impact of change wherever possible. As a result, a PayPoint option for those who prefer to make cash or card payments, may be available at any shop that offers PayPoint. When using PayPoint, there is no need to return to the vehicle as the session will be automatically logged.

We appreciate your ongoing support, patience, and cooperation.

Yours faithfully,

A handwritten signature in black ink, appearing to read "Jayne Rusbatch". The signature is written in a cursive, flowing style.

Jayne Rusbatch  
**Head of Highways and Parking**