FAQs for P&D rationalisation

**Why is Camden trialling removal of P&D machines?**

Camden has over 800 Pay and Display machines in the borough. This is significantly more than neighbouring boroughs.

Under the council’s Camden Plan we want to create a more sustainable environment and one that is attractive and clear of street clutter. The machines are costly to maintain and are prone to vandalism and theft. With the introduction of cashless parking in 2011 motorists who need to pay for parking can use their mobile phone or download an app.

With this in mind, we believe we can reduce the number of machines on street without impacting on visitors to the area.

Camden is undertaking a trial removal, by disabling selected machines, so that any accessibility issues can be identified prior to developing a plan for permanently removing a selection of machines in the borough. The findings from this trial will be used to inform future planning.

**Where is the trial taking place?**

Initially the trial is taking place into following locations:

* Seven Dials – there are 7 machines in the area of which 3 will be disabled
* Hampstead High Street – there are 14 machines within close proximity of which 9 will be disabled
* West Heath Road – there are 5 machines of which 4 will be disabled
* Kentish Town Road area – there are 11 machines in the area of which 6 will be disabled
* South Grove – there are 3 machines of which 2 will be disabled
* Grangeway and Kingsgate Road, Kilburn – there are 9 machines in the area of which 5 will be disabled.

**How long is the trial going to take place for?**

The trial will take place for four weeks at each location.

**How will you decide whether the trial is successful?**

## The following data sources will be monitored during the trial to gain an understanding of the impacts and will feed into the EIA:

* Compliance – reduction in the number of PCNs
* Complaints and customer feedback through online survey and usual channels (email, telephone, post)
* Casual parking income
* Uptake of cashless parking - number of cashless transactions and number of new registrations

**How can I pay for parking in trial locations?**

You can pay for parking using ‘cashless’ phone payment. There are many advantages to using this method of payment:

* It’s convenient, no more hunting for change
* It’s easy top up payments from wherever you are without the need to return to your vehicle (up to the maximum stay period)
* You can request optional expiry reminders that will let you know before your parking runs out.

**What should I do if I cannot pay by mobile phone or credit/debit card?**

A map will be displayed on each P&D machine that is out of service during the trial, showing the location of nearby machines that are operational where payment can be made. Cash payments can be made at any machine within the parking zone and tickets issued by those machines should be displayed in the vehicle as usual. You must ensure if using a pay & display machine that the pay & display ticket is clearly displayed on your vehicle.

If you are unable to pay by phone or credit/debit card, we would really appreciate your feedback on what issues you faced, you can provide comments at: <https://consultations.wearecamden.org/culture-environment/pay-and-display>

**How should I provide feedback on the trial?**

We would really appreciate your feedback on the trial and you can provide this at: <https://consultations.wearecamden.org/culture-environment/pay-and-display>

**FAQs for Cashless parking can be found on the Camden website:** <http://www.camden.gov.uk/ccm/navigation/transport-and-streets/parking/cashless-parking/>

Cashless parking is a quick and secure way to pay for parking in Camden. Instead of having to put money in a pay and display machine, you can use your mobile phone.   
This service allows you to top-up your parking time without receiving a parking ticket (as long as you don’t exceed the maximum stay) if you need to stay for longer.