

Dissatisfaction/complaints during 2009 for CTCIS Phase 2

Month	Officer A	Subject	Officer B	Subject	Officer C *	Subject
Jan emails telephone calls other emails	From..... From.... 0	No record of subject/numbers retained but over the year would cover all aspects of the scheme but particularly original design layout, temporary traffic/ signals and parking.	0			

Feb emails telephone calls other emails	From From1-3/week	Forthcoming road works and minutes of meeting As above Parking	1	Dog mess	From.... x2 FROM.... x1 FROM x1	Criticism about design Complaint about parking charges + enforcement General criticism about scheme
Mar emails telephone calls other emails	From.... 11 From.... 1-3/week	Traffic and parking, potential disruption As above Parking	4	Traffic and parking Lion Green Road		

				Clear walkways Drainage issues private property Loss of trade		
Apr emails	From	Entry treatments, delivery time for materials, traffic problems, parking meters, Traffic Management Orders – human rights			From...	Keep one hour free parking message
telephone calls	From ... 1-3/week	As above				
other emails			3	Footways too wide Dodgy kerb Loss of trade / access issues		
May emails	From ...	Signals and scheme layout – widths				
Telephone calls	From 1-3/week	As above				
other emails		Parking	0			
June emails	From	Mainly parking but potholes, roundabout and a complaint re communication			From	Criticism about parking proposals
telephone calls	From...	As above			From	Design criticism
other emails			2	Fall outside Waitrose Fall over barrier foot		
July emails	From	Parking, safety concerns at new roundabout, Banstead v Coulsdon business, traffic signals, N P report			From	Criticism on info given
					From	Committee criticism

telephone calls	From	As above			From	Criticism on parking proposals
other emails		Parking and loading	2	Noise during the day Clarification of the highway code	From From	Criticism on parking proposals Concern over loading bay
Aug emails	From	Arrangements for public meeting, vehicle damage (tyres) on new kerbs, layout design-widths, parking, FOI request			From	FOI request / criticism
telephone calls	From	As above			From	Criticism about parking proposals
other emails		Loading	0		From From	Concern over loading bay Concern over loading bay
Sept emails	From	Arrangements for public meeting and parking regime, cost of variations to scheme			From	Bus stop criticism
telephone calls	From	As above			From	Objection to parking proposals
other emails		Bus stops, parking and loading	4	Tyre damaged on traffic island Concerns about third party works Problem with a door Footway access	From	Concern over loading bay
Oct emails	From	Mainly concerning forthcoming meeting on parking regime, minutes of NP meeting			From	Consultation criticism
					From	Criticism over parking arrangements
					From	Criticism over parking

telephone calls	From 11	As above				arrangements
other emails		Parking, footways, loading and minutes	3	Parking bay issues Handrail for toilet Information on scheme requested		
Nov emails	From	Traffic delays, pavement trips, road markings			From	Criticism over parking arrangements
telephone calls	From 4	As above				
other emails		Signs., parking and loading	3	Parking bay issues Handrail for toilet Information on scheme requested		
Dec emails	From					
telephone calls	4	As above				
other emails		Collisions with islands, lines and parking	5	tyre damage on kerb near Cane Hill tyre damage on kerb near Cane Hill Concerns about road layout Concerns about works in the area		