



**North Hertfordshire District Council
Draft Parking Operational Guidelines 2019-2031**

December 2019

CONTENTS

SECTION 1: INTRODUCTION, CONTEXT AND OBJECTIVES

Introduction
Policy Context
Objectives

SECTION 2: POLICY FRAMEWORK AND OPERATIONAL GUIDELINES

Management and resources

Policy 1 - Management and Resources

Town centres

Policy 2 - Off-street Car Park Capacity in Town Centres

Policy 3 - Physical Improvements and Maintenance of Car Parks

Policy 4 - Off-Street Car Park Management System

Policy 5 - Off-street Car Park Tariff Reviews

Policy 6 - Charging for Evenings, Sundays and Bank Holidays

Policy 7 - Other Services in Council Car Parks

Policy 8 - On-Street Parking Provision

Policy 9 - Charging for On-street Parking

Policy 10 - Parking for Disabled Badge Holders

Policy 13 - Powered Two-Wheeler and Bicycle Parking

Policy 16 - Electric Vehicle Charging in Town Centres

Policy 17 - Employee Parking Schemes

Residential and Other Non-Town Centre Areas

Policy 18 - Commuter Parking

Policy 19 - Identifying On-Street Parking Problem Areas and Potential Solutions

Policy 20 - Small-Scale Parking Improvements

Policy 21 - Review of Existing Controlled Parking Zones

Policy 22 - On-Street Disabled Badge Holder Parking Bays

Policy 23 - Sale of Permits to Non-residents in Controlled Parking Zones

Parking at New Developments

Policy 24 - Parking at New Development and Existing Controlled Parking Zones

Policy 25 - Electric Vehicle Charging in New Developments and On-street

SECTION 1: INTRODUCTION, CONTEXT AND OBJECTIVES

Introduction

This document should be read in conjunction with the adopted North Hertfordshire District Council Parking Strategy 2019-2031ⁱ. The main focus of the strategy document is to provide the Council's policy framework for managing parking across the District. It sets out how parking issues are currently dealt with and identifies a number of objectives and proposed actions for which future investment may be required.

The detail of how the Council proposes to implement the policy framework set out in the Parking Strategy is contained within this document and details the necessary guidance and assessment criteria to be followed to enable officers to review and update the guidelines as required throughout the life of the Parking Strategy in consultation with the Executive Member for Transport to reflect changes in parking trends, and ensure that these are aligned with the Council's priorities.

Policy Context

The Council's parking policies must comply with the law (particularly the Traffic Management Act 2004); and have regard to the Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions, issued in 2014. This Guidance states that enforcement authorities should design their parking policies with particular regard to:

- managing the traffic network to ensure expeditious movement of traffic, (including pedestrians and cyclists);
- improving road safety;
- improving the local environment;
- improving the quality and accessibility of public transport;
- meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a car; and
- managing and reconciling the competing demands for kerb space.

The Council's role with regard to on-street car parking is one of the management and enforcement of all on-street parking restrictions in the District. This management and enforcement role also includes the off-street car parks the Council owns and/or manages mainly in town centres. North Hertfordshire District Council (NHDC) is also the local planning authority responsible for parking standards for new development.

In respect of on-street parking (public roads and streets) enforcement, the Council acts on behalf of Hertfordshire County Council (the Highway Authority) under the terms of an agency agreement between the two authorities. The Council's agreement with Hertfordshire County Council (HCC - i.e. the Highway Authority) does not include the implementation of other on-street parking controls (i.e. Traffic Regulation Orders – TROs) that are intended to address safety or public amenity issues.

As well as complying with relevant legislation the Parking Strategy must also be read alongside the County Council's Local Transport Plan (LTP4), the NHDC Transport Strategy, the emerging North Central Hertfordshire Growth Transport Plan, Town Centre Strategies, the Local Development Framework and other relevant supporting documents to provide the full picture on how a balance can be struck between environmental protection, economic growth, accessibility, health improvement and social inclusion.

There is also a range of national, regional and local policy that is relevant to the Parking Strategy. Some of the key aims and objectives of these policies are set out below:

1. The National Planning Policy Framework (NPPF) 2018 sets out the Government's planning policies for England and how these should be applied. It provides a framework within which locally-prepared plans for housing and other development can be produced with reference to setting parking standards and policies at paragraphs 105 – 107. The NPPF must be taken into account in preparing the development plan, and is a material consideration in planning decisions.
2. The Secretary of State for Transport also issued in 2016 Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions, which sets out the policy framework for Civil Parking Enforcement. It explains how to approach, carry out and review parking enforcement.
3. Countywide policy on parking is set out in the Local Transport Plan 4 (LTP4), which was adopted by Hertfordshire County Council (HCC) in May 2018. The Local Transport Plan adopts a transport user hierarchy policy which gives priority to more sustainable modes of transport such as walking, cycling and public transport. Policy 4 of the LTP4 stresses the importance of parking as a traffic demand management tool.

The County Council considers greater traffic demand management to be essential in the county's urban areas in the next five years to achieve modal shift and improve sustainable travel provision. This can only currently be achieved efficiently and effectively through parking restrictions and charging applied to on-street, off-street and potentially at workplace parking. The county council will work with the district and borough councils and other key stakeholders to develop locally appropriate strategies.

4. The main principles of the County's transport vision have been replicated in the NHDC Transport Strategy, published in October 2017 as supporting evidence to the Submission Local Plan.
5. The NHDC Proposed Submission Local Plan contains parking standards and refers to the NHDC Supplementary Planning Document (SPD) *Vehicle Parking at New Developments*. The emerging Local Plan also identifies several transport related policies which will affect North Hertfordshire's town centres:

- Parking is one tool that can be used to influence travel demand and mode of travel. It is now recognised and accepted that, in most locations, demand management through parking is most appropriate at the trip destination (for example commercial, leisure and retail parking).
- The locations of parking areas should ensure that they create safe and secure places to leave and access vehicles.

Objectives

Based on the above background, policy and the available information on parking in the District, the core objectives of the Parking Strategy and the Operational Guidelines are proposed as follows:

1. To manage the volume and type of on- and off-street parking in a balanced approach to meet NHDC, HCC and national policy objectives, including the need to achieve mode shift away from private car use and to help support the vitality of town centres.
2. To ensure that the quantity and type of on-street parking provision and kerbside space is managed and enforced to seek to balance the current and future demands of residents, businesses and visitors.
3. To keep under review the effectiveness of on-street restrictions within the District, and to work with HCC where safety and congestion is or could be an issue.
4. To ensure that Council-owned car parks are maintained to an appropriate standard, that there is sufficient space to meet demand and to aid traffic circulation.
5. To operate the car parking service with an efficient and effective use of available resources and within the financial constraints and objectives set by the Council.

These objectives are reflected in the overall policy framework and operational guidelines set out in section 2 of this document.

SECTION 2: POLICY FRAMEWORK AND OPERATIONAL GUIDELINES

The guidelines set out in this section are in relation to where there is reference made to further guidance specified in the relevant policies within the adopted Parking Strategy. These include the following policies:

- Policy 4 - Off Street Car Park Management System
- Policy 5 - Off-street Car Park Tariff Reviews
- Policy 6 - Charging for Evenings, Sundays and Bank Holidays
- Policy 9 - Charging for On-street Parking
- Policy 16 - Electric Vehicle Charging in Town Centres
- Policy 17 - Employee Parking Schemes
- Policy 18 - Commuter Parking
- Policy 19 - Identifying On-street Parking Problem Areas and Potential Solutions
- Policy 20 - Small Scale Parking Improvements
- Policy 23 - Sale of Permits to Non-residents in Controlled Parking Zones
- Policy 24 - Parking at New Development and Existing Controlled Parking Zones

Where considered useful the Council has also set out further guidance for other policies not specified in the above list, or repeated the criteria already specified in the Parking Strategy these include:

- Policy 1 - Management and Resources
- Policy 2 - Off-street Car Park Capacity in Town Centres
- Policy 3 - Physical Improvements and Maintenance of Car Parks
- Policy 7 - Other Services in Council Car Parks
- Policy 8 - On-Street Parking Provision
- Policy 10 - Parking for Disabled Badge Holders
- Policy 13 - Powered Two-Wheeler and Bicycle Parking
- Policy 21 - Review of Existing Controlled Parking Zones
- Policy 22 - On-Street Disabled Badge Holder Parking Bays
- Policy 25 - Electric Vehicle Charging in New Developments and On-street

Management and resources

Policy 1 - Management and Resources

In order to deliver this Parking Strategy the Council is committed to finding the most efficient and effective use of resources to implement improvements and manage the parking services on a day to day basis.

To do this the North Hertfordshire District Council will seek to (but is not limited to):

1. Ensure effective enforcement of on and off-street parking across the District in accordance with North Hertfordshire District Council's Parking Strategy.
2. Implement a process to enable the Parking Services Team to report parking issues and Traffic Regulation Order (TRO) inconsistencies for inclusion in the NHDC Parking Work Programme.
3. Enhance the Parking section of the NHDC website to facilitate self-service for service users to reduce waiting times and enable instant information for parking services.
4. Signpost customers wishing to report a parking issue to the Parking Issues Reporting Pack to allow priority to be given to parking controls that meet the criteria as set out within the guidance notes. (Appendix A and B)
5. Where there is a justified parking issue which meets the criteria set out in the Parking Issues Reporting Pack, the issue will be investigated by the Parking Projects Officer and recommendations will then be discussed and reviewed with relevant Senior Officers in consultation with the Executive Member for Planning and Transport and agreed schemes will then be added to the NHDC Parking Work Programme.
6. Review the Councils approach to continuing with town-wide parking reviews for Baldock, Hitchin, Letchworth, Royston and the larger settlement of Knebworth based on available resources and ongoing parking pressures. Parking reviews will be undertaken on a periodic rolling programme; with no more than one parking review taking place at any one time.
7. Work jointly with Hertfordshire County Council as Highways Agency and liaise regularly to review the NHDC Parking Work Programme to facilitate joint working, where possible.
8. NHDC will undertake regular inspections of council-owned car parks to ensure they remain fit for purpose in line with any service agreements with third parties. (Further information is outlined in Policy 3 – Physical Improvements and Maintenance of Car Parks).
9. Regularly maintain Pay and Display charging machines to ensure they are in good working order.
10. Investigate and utilise technology and software subject to a suitable business case to increase internal operational capacity and convenience for parking services users, such as pay by phone, issuing of virtual permits and, introducing other forms of payments for parking sessions.
11. Review the management of the service in line with changes in legislation, the Council's priorities and against NHDC Mid Term Financial Strategy.

Town Centres

Policy 2 - Off-street Car Park Capacity in Town Centres

The Council will periodically review the level of off-street car parking capacity in each of the town centres. The Council will aim to manage the overall level of capacity in line with policy objectives for town centre vitality, while seeking to minimise environmental impacts, recognising the need for encouraging sustainable travel and adapting to new technology and trends in parking. The Council will consider the balance required between short and longer-stay parking needs in its reviews.

The Council will manage its off-street car parks in a financially responsible manner. Where appropriate, the Council will work with other off-street parking operators to seek to ensure that the combined car parking capacity in town centres meets policy objectives and is financially sustainable.

To ensure that there is suitable off-street parking provision available in our car parks that meet user needs, the Council will (but is not limited to):

1. Support the objectives of the Town Centre Strategies to protect the vitality, social and environmental amenity of the towns.
2. Consider parking provision in the context of the Local Transport Plan (LTP4) and Transport Strategy objectives, to create towns where walking, cycling and public transport are encouraged and support strategies to address climate change and air quality.
3. Improve the ease of use of all parking facilities, i.e. the customer experience, and ensure a smooth transition to new technologies.
4. Provide information for users and decision makers to aid the management of parking.
5. Ensure that on-street and off-street parking should cover the cost of providing the service.
6. Work in partnership with relevant stakeholders where appropriate.
7. Review on a regular basis, the location of car park spaces in the car parks and whether they continue to meet the demands of user needs and in line with the Town Centre Strategies.
8. Introduce a procedure to enforce all users of car parks to take a Pay and Display ticket from the Pay and Display machine so that the Council can better understand the car park usage.
9. Manage off-street car parks in a financially responsible manner. Where appropriate, the Council will work with other off-street parking operators to seek to ensure that the combined car parking capacity in town centres meets policy objectives and is financially sustainable.

Policy 3 - Physical Improvements and Maintenance of Car Parks

The Council will prepare and periodically review a programme of physical improvements for its car parks, in conjunction with relevant stakeholders where appropriate and subject to funding availability.

Some of the general areas that the Council may consider to include in the car park improvement work plan are (but not limited to):

1. Continuing to engage the services of Stevenage Borough Council through a Service Level Agreement to undertake regular site inspections and maintenance of NHDC off-street car parks.
2. To develop a regular work programme of maintaining car park surfacing and lining.
3. To investigate physical improvements to the council multi-storey car parks to encourage usage by reviewing access and signage to car parks, and engaging with town centre management to improve safety.
4. To develop a management plan to tackle anti-social behaviour and vandalism in the multi-storey car parks.
5. To utilise technology to improve town centre traffic management and car park usage to direct users through signage advising on the location and capacity of each car park.
6. Further investment in lighting and security measures in the most popular evening car parks.

Some of the specific issues that the Council may consider to include in the car park improvement work plan are:

7. The Lairage multi-storey car park in Hitchin is accessed from the top and exited at the bottom. Car park users have no way of knowing whether spaces are available in lower levels. A bay monitoring system to inform drivers in advance of the number of available spaces would address this problem.
8. Vehicular signage to the Lairage multi-storey car park needs to be improved with a more prominent sign on Old Park Road adjacent to the Waitrose sign. It is also recommended that clear pedestrian signage is installed on Paynes Park to indicate the presence of a car park.

Policy 4 – Off-Street Car Park Management System

The Council will continue to assess the most appropriate off-street parking management systems and payment mechanisms on a case-by-case basis.

The Council will evaluate its car park management systems and replace these as necessary, subject to the appropriate business case. There is likely to be different solutions for different car parks and on-street locations, and flexibility is required in a fast-changing field of technology.

In evaluating alternative systems, the Council will consider but not limited to the following:

1. The user interface and likely user benefits.
2. User adoption and ongoing support from service provider.
3. 24/7 access and customer support from service provider.
4. Ability to cater for different users e.g. disabled, staff, permit, visitor and season ticket holders.
5. The resourcing cost.
6. Whole life investment and maintenance costs versus potential income stream.
7. The resourcing cost.
8. Flexibility for future change.
9. Practical application in the location and possible highway impacts.
10. Integration with other council systems.
11. Data collection and Management Information potential.
12. Payment collection and revenue processing.
13. Parking inventory management.
14. Software integration with Variable Message Signage systems, barrier gate equipment and payment machines.
15. Enforcement management.
16. Instant reporting of incident, maintenance and parking issues.

Policy 5 – Off-street Car Park Tariff Reviews

The Council will review tariffs and season tickets on an annual basis in accordance with its Medium Term Financial Strategy to determine an appropriate level of inflationary change.

The Council will also undertake a more detailed review of its tariffs and season tickets structure at reasonable intervals, and at least once during the life of the NHDC Parking Strategy.

This review will consider but not be limited to the following:

1. Usage and demand for car parks within towns as a whole.
2. Differences in demand for parking within car parks.
3. Differences in demand for parking between days and times of the day.
4. Economic vitality and viability of town centres.
5. Tariffs and timings used in other private car parks within towns.
6. Tariffs and timings used in other nearby towns.
7. Tariff rebate or discount schemes.
8. Short stay tariffs should reflect the key objectives of Town Centre Strategies with specific regard to supporting duration of stay.
9. Long stay tariffs should remain higher than return local bus or rail fares in order to encourage alternative modes of travel to town centres.
10. The practicalities of implementing tariff increases depending on the types of parking management system in operation.

11. Other issues such as the need to prevent unnecessary circulating traffic due to big tariff differences between on- and off-street parking, and between different car parks.
12. Other financial considerations such as the rate of inflation, cost of managing the parking service and cost of implementing new tariffs.
13. The potential for, and the practicality of, linking parking charges to vehicle emissions.

As part of this process the Council will monitor the usage of its car parks and undertake discussion with the relevant town centre managers and organisations to understand the impact of proposed tariff changes.

The Council will charge for replacement lost, stolen or damaged parking permits, the charge will be levied to cover administration costs only. The level of charge will be reviewed alongside other parking charges,

Policy 6 - Charging for Evenings, Sundays and Bank Holidays

The Council will consider charging for parking for evenings, Sundays and Bank Holidays. Any review will be carried out in consultation with relevant stakeholders, and implementation of evening and Sunday and Bank Holiday charging will consider (but not limited to):

1. Demand for evening, Sunday and Bank Holiday parking,
2. The economic circumstances of town centres at the time and the options of phasing in such charges, for example on a trial basis in certain car parks and in incremental steps.
3. Resource implications for managing car parks outside current charging hours, as well as;
4. Impact on surrounding streets and the cost associated with having to undertake any reviews of existing Traffic Regulation Orders and/or Parking Place Orders within these streets.

Policy 7 - Other Services in Council Car Parks

The Council will consider opportunities for providing other services and temporary uses within its car parks. In some cases, services may be provided by third parties and in all cases, consideration will be given to the appropriateness of the service provided and/or the use as well as the implications for use of the car park and town centre generally.

Services could include (but not limited to):

1. Advertising on tickets, ticket machines or elsewhere.
2. Promotion or marketing initiatives.
3. Other events associated with town centre promotion or activities.
4. Other appropriate commercial activities.

Each proposal will be considered on an individual basis and where considered necessary must be accompanied by:

- Evidence of appropriate insurance cover with a minimum of £5,000,000 public liability insurance (depending on the nature of the event a higher limit if indemnity may be required).
- Evidence of relevant permissions (including submission to the North Herts Safety Advisory Group, if applicable.)
- A risk assessment to be approved by the appropriate service area within the Council and
- Will be expected to adhere to the relevant NHDC standard terms and conditions.

The Council will seek to consider charging for the service or for the temporary use of its car parks. The agreed charge will be dependent on:

- How many parking bays the proposed service or event require,
- The duration, and
- The administration resource of the relevant NHDC staff (e.g. parking services, parking enforcement, environmental health).

Any application for the use of the Councils car parks are to be submitted to parking.services@north-herts.gov.uk

Policy 8 - On-Street Parking Provision

In consultation with relevant stakeholders the Council will review provision of on-street parking as and when circumstances change in town centres. Consideration will be given to the overall quantum and balance in duration of stay of on-street parking spaces. The Council will aim to manage the overall level of capacity in line with policy objectives for town centre vitality, while seeking to minimise environmental impacts, recognising the need for encouraging sustainable travel and adapting to new technology and trends in parking. The Council will also consider during the design and enforcement of on-street controls the needs of bus operations.

The Council will seek to continue to pursue a general policy of very short-stay parking in core streets, short and medium stay parking in peripheral streets and medium to longer stay parking in streets further out from the centre, subject to provision not conflicting with other demands or giving rise to safety, access or amenity concerns.

From time to time there may be a need to review the provision of on-street parking in town centres on a case by case basis. Cases in which the Council may review On-Street Parking Provision are (but not limited to):

1. Servicing, emergency vehicles and buses have reported difficulty accessing key destinations;

2. There is a frequent build up of circulating traffic searching for on-street parking which creates congestion;
3. Making provision for other more sustainable modes of travel, such as bus, pedestrian or cycle priority schemes; or where
4. Parking issues are reported via the Parking Issues Reporting Pack and the relevant criteria are met.

Policy 9 - Charging for On-street Parking

The Council will seek to consider the case for on-street parking charges on a case-by-case basis in consultation with relevant stakeholders. Consideration will also be given to appropriate parking management and payment mechanisms.

Key issues the Council will seek to consider, but not be limited to, are:

1. The economic vitality and viability of town centres and the implications of introducing on street charging.
2. The cost of implementing and managing on-street charging.
3. Appropriate tariffs for on-street charging relative to off-street parking charges.
4. Appropriate charging times and days for on-street parking.

The following examples of categories of on street charging areas will be considered in conjunction with the above:

- Core shopping streets with the lowest duration of stay and highest turnover of spaces.
- Next to core shopping streets with short to medium stay duration.
- Longer stay on the edges of town centres, with specific regard to the potential for parking migrating to non-town centre areas.
- Longer stay elsewhere e.g. for employee, commuter, or education users.
- Bays with Electric Vehicle charging points.
- Requests for parking suspensions/reserving a parking bay.
- Requests for a parking dispensation notice.

Policy 10 - Parking for Disabled Badge Holders

The Council will maintain its policy of providing free parking for Disabled Badge Holders both on-street and off-street in a variety of locations around town centres for a maximum of three hours on-street and the maximum stay in accordance with the respective off-street car park tariff. Where circumstances change (for example associated with a new car park management system, development proposals or demand for more pedestrian priority) the views of relevant stakeholders will be sought on future provision for Disabled Badge holders. Areas the Council may consider but not be limited to are:

1. Where demand justifies it, the Council will also seek to identify and provide parking space for mobility scooters.
2. Pedestrian priority measures will be designed with the needs of Disabled Badge holders' parking needs as a key consideration.
3. The guidance in NHDC Supplementary Planning Document Vehicle Parking at New Development document will be adhered to.

Policy 13 - Powered Two-Wheeler and Bicycle Parking

The Council will consider, as part of reviews or changes in town centres, how appropriate parking facilities for powered two wheelers and bicycles can be provided. The most appropriate mechanism for delivering improvements is via the NHDC Transport Strategy or Town Centre Strategies and/or new development proposals, and the principle of small-scale provision at a variety of locations in town centres is the starting point.

To encourage the use of powered two-wheeler and bicycle use to deliver environmental improvements the Council will seek to maintain:

1. Provision for powered two wheelers and bicycles will continue to be made in off-street car parks.
2. Opportunities for increasing provision, particularly for cycle parking will be made where they can be identified in accordance with the Councils emerging Local Cycling & Walking Infrastructure Plan (LCWIP).

Policy 16 - Electric Vehicle Charging in Town Centres

The Council will consider the case for electric vehicle charging points in off-street car parks and review the use of existing bays. The Council may offer discounted or free parking to electric vehicles whilst being charged for a limited period to encourage their take-up, although over time these bays will revert to standard tariffs.

The Council, in conjunction with Hertfordshire County Council as Highway Authority will also consider the case for on-street electric vehicle charging points where this is regarded as viable, practical and necessary.

An Electric Vehicle Strategy is currently under preparation which will outline the Council's approach to electric vehicle (EV) charging provision in town centres. The criteria the Council may include but not limited to is as follows:

1. A percentage or quota of current bays both on and off street being converted to EV charging points based on government guidance and demand.
2. Providing a mix of fast to ultra-rapid charge points depending on whether the parking bay is very short stay or long stay.
3. Providing discounted parking tariffs for EV vehicles to encourage their adoption within the district.
4. Providing incentives to encourage EV parking for taxis.

Policy 17 - Employee Parking Schemes

The Council will consider proposals from employers and other organisations such as the BIDs representing employers in any of the town centres in the district for an employee parking scheme.

The following criteria for an employee parking scheme could involve (but not limited to):

1. Discounted season tickets being eligible in a defined parking area of one or more car parks that have been identified to be under-utilised during weekdays. The BID/sponsor would reimburse NHDC with a block payment for this allocation of parking spaces and any associated implementation costs.
2. The BID/sponsor would manage the application and selection process. NHDC would continue to be responsible for issuing the season tickets and enforcement of the car parks.
3. The discounted season tickets would be issued (and regularly reviewed) on the basis of a set of eligibility criteria to be administered by the BID/sponsor and agreed by NHDC:
 - Beneficiaries must demonstrate that they work in the town centre (rail commuters excluded).
 - Beneficiaries must demonstrate that their income does not exceed a threshold value to be determined and justified by the BID.
 - Priority should be given to employees on the basis of a set of criteria reflecting NHDC transport policy priorities, such as (a) disability, (b) car sharing, (c) low vehicle emissions, and (d) priority to users who do not live within 10 minutes' walk of an hourly bus or rail service.
4. The discounted season ticket scheme should only be introduced where it is accompanied by a multi-modal Travel Plan produced by the BID/sponsor and covering the town centre employers with a stake in the BID.
5. The discounted season ticket price must not be lower than the bus and rail fares from the town centre employment catchment (the boundary of the core employment catchment can be determined from the Travel Plan data, and daily return fares are to be used as a benchmark).

Residential and Other Non-Town Centre Areas

Policy 18 - Commuter Parking

The Council will consider measures to manage commuter parking demand and supply through a combination of demand management, parking controls and additional commuter parking capacity.

The Council recognises that there are still some areas of the District that suffer from excessive amounts of long stay parking that is a problem, and identified areas that will need attention over the course of the current Parking Strategy. The continued

growth in commuter parking around stations is the most pressing issue in several areas. The following objectives summarise the Council's priorities in dealing with on-street parking problems:

- Where residents compete for road parking space in their own streets with other groups (local workers, commuters etc.) new schemes will give greater priority to residents.
- Where local businesses compete for road parking space in their local industrial areas with other groups, (commuters etc.) new schemes will give greater priority to local businesses.

Ultimately the problem of commuter parking is one of demand and supply where some of the factors, such as rail season ticket prices, lie outside the control of the Council. The approach to dealing with commuter parking demand in the medium-term will differ in the four towns and Knebworth and will be reviewed as part of the town-wide parking reviews outlined under Policy 1.

Policy 19 - Identifying On-Street Parking Problem Areas and Potential Solutions

The Council will continue to implement measures to manage on-street parking in accepted problem areas, subject to funding availability and according to a regularly updated and prioritised programme of work.

The Council has limited resources, and needs to make efficient use of these. Consequently it will only investigate parking problems where there is clear evidence of the issue and of public support for dealing with it. This will also enable the Council to prioritise amongst different problems.

The core method of providing evidence of a problem is a parking survey, and guidance on carrying these out is provided in the Parking Issues Reporting Pack. As most reported problems relate to residential parking issues, the surveys are aimed at these, but can be adapted for other issues. In addition photographs of issues will also assist the investigation.

Once provided with satisfactory information to this effect, the Council will seek to investigate and take action where necessary according to the following initial appraisal:

- Where residents, with no off-street parking provision, are regularly prevented from parking in their streets or reasonable walking distance from their homes by commuters, local workers, students or other long-stay parkers.
- Where businesses are impeded in their daily activities, by parked vehicles associated with commuters, local workers, students or other long-stay parkers.
- Where the local Area Committee, Hertfordshire County Council and Hertfordshire Police are agreed that action needs to be taken to reduce the risk of accidents.

- Where the Council, Hertfordshire County Council and Hertfordshire Police are agreed that action needs to be taken to prevent regular significant queuing and congestion as a result of obstructive parking.
- Where the Council, Hertfordshire County Council and Hertfordshire Police are agreed that pedestrian, cycle or passenger transport routes are regularly impeded by obstructively parked vehicles.

In deciding the best approach to take to removing undesirable long-stay parking the Council will seek to consider but not be limited to the following:

1. The possible amount of non-residential parking and the amount of residential or operational business parking competing for road space.
2. The likely availability of off-street parking.
3. Locations where long-stay parking is impeding private accesses and junctions
4. Locations where non-residents' parking is causing other concerns, such as verge parking, blocking pedestrian routes, causing highway safety concerns or preventing safe and convenient access especially for cyclists, buses, servicing and/or emergency vehicles.
5. Locations where additional on-street charged parking, including long-stay commuter bays, can be accommodated safely.
6. The extent to which other parking generators influence demand (e.g. local businesses, schools and other organisations).
7. The potential for other issues such as speeding to become more prominent when parking is removed.
8. Whether removing non-residential parking will lead to a clear and unacceptable worsening of parking conditions elsewhere.
9. If a Controlled Parking Zone (CPZ) is implemented what are the resource implications for the Council, including an estimate of permit take up by local residents/businesses and the potential for paid on-street parking to cover implementation and management costs.
10. The views of Local Councillors, Hertfordshire County Council and Hertfordshire Constabulary on the above as well as initial views on the best method to addressing problems including whether a CPZ is appropriate.

Policy 20 - Small-Scale Parking Improvements

The Council will keep under review an implementation programme, subject to funding and resources availability, of small-scale parking improvements in locations where parking is hindering service and emergency vehicle access or public transport operations or is having other significant impacts.

Some criteria that the Council may consider but not be limited to are:

1. Parking is hindering service and emergency vehicle access.
2. Parking is hindering public transport operations.
3. Parking is impacting the safety of pedestrians or other road users.
4. Parking is affecting traffic conditions and is increasing congestion.
5. Parking is impacting on the local environment.

As resource is limited, all small-scale parking improvement suggestions will be assessed by the Parking Project Officer to recommend an order of priority to be reviewed and approved by Senior Managers in consultation with the Executive Member for Planning and Transport and relevant organisations, such as Hertfordshire County Council.

Both Hertfordshire County Council and North Hertfordshire District Council have distinct priorities and motivations for taking the lead in implementing parking relating Traffic Regulation Orders (TROs).

North Hertfordshire District Council is likely to take the lead in:

1. The provision of parking for various users through the introduction of minor controls, or more extensive controlled parking zones. For example, Resident Parking Schemes are considered in areas, often near railway stations or town centres, which experience persistent parking problems with commuters, shoppers and others who do not live or have businesses on typically residential streets.
2. The management of parking to meet wider, corporate objectives as set out in the adopted Parking Strategy, such as the provision of disabled parking in town center's and management of pavement parking where considered appropriate in accordance with legislation
3. Obstruction to a driveway or dropped kerb pedestrian crossing point, or if the issue relates to parking on existing restrictions.

Hertfordshire County Council is likely to take the lead in:

- The promotion of parking controls to tackle potential / perceived highway safety issues.
- Parking controls to accompany planned highway improvements, including those required by third-party developers.

The County Council can exercise their duties by proposing a TRO when it is deemed expedient to address the following statutory purposes:

- (a) For avoiding danger to persons or other traffic using the road or any other road or for preventing the likelihood of any such danger arising
- (b) For preventing damage to the road or to any building on or near the road
- (c) For facilitating the passage on the road or any other road of any class of traffic (including pedestrians)
- (d) For preventing the use of the road by vehicular traffic of a kind which, or its use by vehicular traffic in a manner which, is unsuitable having regard to the existing character of the road or adjoining property
- (e) (Without prejudice to the generality of paragraph (d) above) for preserving the character of the road in a case where it is specially suitable for use by persons on horseback or on foot
- (f) For preserving or improving the amenities of the area through which the road runs

- (g) For any of the purposes specified in paragraphs (a) to (c) of subsection (1) of section 87 of the Environment Act 1995 (air quality).

Policy 21 - Review of Existing Controlled Parking Zones (CPZ)

The Council may as and when circumstances require, review an existing CPZ in order to determine whether it remains 'fit for purpose'. In consultation with relevant stakeholders, a programme for amending such CPZs will then be drawn up where it is considered appropriate to do so.

The circumstances for which the Council may consider reviewing existing Controlled Parking Zones may include (but not limited to):

1. As part of a scheduled town-wide parking review.
2. The Council is notified of an issue via the Parking Issues Reporting Pack process.
3. The uptake of a residents parking scheme is undersubscribed or oversubscribed.
4. There is a justified significant change in parking behaviour on street to warrant a review.

As resource is limited, all CPZ review suggestions will be assessed by the Parking Project Officer to recommend an order of priority to be reviewed and approved by Senior Managers in consultation with the Executive Member for Planning and Transport and relevant organisations, such as Hertfordshire County Council.

Policy 22 - On-Street Disabled Badge Holder Parking Bays

Applications for on-street Disabled Badge Holder parking bays will be directed towards Hertfordshire County Council where applications will be assessed on case-by-case basis and the assessment will focus on eligibility criteria as well as site specific circumstances.

Considerations will include but not be limited to the following:

1. The availability and distance from the applicant's destination of off and on street parking.
2. The ability of the applicant to walk or otherwise manoeuvre to the nearest parking provision, possibly via confirmation from a medical professional.
3. Whether a formal or informal parking bay is the most appropriate course of action.
4. Site specific safety or amenity issues for other road users.
5. The views of Local Councillors, Hertfordshire County Council and Hertfordshire Constabulary.

It should be noted that on-street disabled parking bays with an associated sign can be legally enforced. These are usually near shopping centres, stations and public

buildings. Disabled parking bays installed on residential roads to assist blue badge holders to park close to their homes tend to be advisory and are usually respected by most drivers. It is to be noted that disabled parking bays are for the use of any driver displaying a disabled badge and cannot be reserved for a specific resident where the street is public highway.

Policy 23 - Sale of Permits to Non-residents in Controlled Parking Zones

The Council may consider selling permits to non-residents in Controlled Parking Zones. A decision on whether to sell permits to non-residents will be made based on evidence of available spare capacity and in consultation with relevant stakeholders including Hertfordshire County Council as Highway Authority.

A decision on selling non-residential permits in CPZs will be based on but not be limited to consideration of:

1. The likely demand for non-residential parking in a Zone or part of a Zone.
2. The level of permit take up and use by residents compared to number of properties eligible.
3. The extent that permit take up varies between streets within the Zone and whether specific streets or lengths of streets can be identified as preferred locations for non-residents parking.
4. The availability of space for non-resident parking based on daytime observation survey and especially at morning/evening peak demand times.
5. The extent that spare space should be kept available for visitors/deliveries to residents.
6. The extent that space is required for parking in accordance with any permitted limited waiting, disabled or loading space in some Zones.
7. The amount of dropped kerb and other site specific circumstances that may dictate the actual amount of space available.
8. The price of competing long stay non-residential parking.
9. All other highway user considerations.

Non-residents permits may be offered in combination with season tickets for allocated bays in car parks or as stand-alone permits. Non-resident permits will be sold on a first come, first served basis and a list of applicants will be retained by the Council as a live waiting list. Where initial applications and subsequent waiting lists exceed supply, priority will be determined based on local needs. Where there is limited off-street commuter parking, the priority should be the provision of managed commuter parking.

Non-residents that are sold permits eligible for CPZs will be required to comply with the terms and conditions of use. This requires strict observation of any requirement to park vehicles in specific named streets or part of streets.

Parking at New Developments

Policy 24 - Parking at New Development and Existing Controlled Parking Zones

The Council will continue to adopt and periodically review their Supplementary Planning Document Parking Standards at New Development on parking policy and standards for new development. The Council will consider the need for including residents of new developments in existing CPZs on a case by case basis.

As general guidance, considerations will include but not be limited to the following:

1. The amount of off-street parking provided formally or informally in the new development.
2. The extent to which the parking standards used in the new development comply with the 'Parking Standards at New Development' guidance.
3. Measures to encourage more sustainable modes of travel.
4. The availability of existing road space for additional residential parking.
5. Any constraints on a development site that may have restricted the provision of parking (e.g. need to retain Listed Buildings).
6. The potential for imposing a limit on the amount of permits provided per household for new developments.
7. Any other issues for example Planning Conditions or Legal Agreements that may prevent or restrict the issuing of permits.
8. Costs for amendments to traffic regulation orders, signs, lines and other administrative work required to add eligible properties to CPZ's from new developments should be met in full by developers.
9. Any guidance on parking provision at new developments needs to be based on car ownership trends, measured to encourage more sustainable modes of travel, new and advancing technologies including the provision of charging facilities at both origin and destination points for electric vehicles as well as changes in government legislation
10. Further information on provision of Electric Vehicle Infrastructure can be found in the NHDC Air Quality Planning Guidance document.

Policy 25 - Electric Vehicle Charging in New Developments and On-street

All new development should provide active and passive off-street provision for electric vehicles in accordance with the guidance in the NHDC Air Quality Planning Guidance document. The Council will review its Supplementary Planning Document Parking Standards at New Development at appropriate times to reflect where appropriate changing requirements including advice from Hertfordshire County Council.

The Council, in conjunction with Hertfordshire County Council as Highway Authority, will also consider the need and viability of on-street charging points. These could potentially be funded by developer contributions, either in the form of planning obligation payments from new developments or the Pollution Damage Costs compensation mechanism included within the *NHDC Air Quality Planning Guidance*

document for Major Scale Developments. Grant funding and business arrangements with private companies specialising in the provision of EV charging infrastructure would also represent a means of provision of on-street charging.

An Electric Vehicle Strategy is currently in development which will outline the Council's approach to electric vehicle charging provision in new developments and on-street. The criteria the Council may include, but not be limited to, is as follows:

1. Determining the most appropriate EV charging units based on local conditions and infrastructure.
2. Recommendations on how to promote/ facilitate EV uptake amongst those reliant on on-street parking.
3. Involvement of local communities via the Parking Issues Reporting Pack.

ⁱ North Hertfordshire Parking Strategy 2019-2031 adopted by Full Council on 29 January 2019 and can be viewed at: <https://www.north-herts.gov.uk/home/parking/parking-strategy>