

ST ALBANS CITY AND DISTRICT COUNCIL

REPORT TO: Christine Trill, Director for Community and Place Delivery and Councillor Helen Campbell, Lead for Public Realm

DATE: 06/11/2024

REPORT TITLE: St Albans and Harpenden Free to Paid Bays - Traffic Regulation Order Consultation report.

WARD/S: Various

CONTACT OFFICER: Des Crehan, Infrastructure Manager.

TRAFFIC ORDER TITLE: THE ST ALBANS CITY AND DISTRICT COUNCIL (CONTROL OF PARKING) (AMENDMENT No. **) ORDER 2024

1. Purpose of Report

1.1 The purpose of this report is to provide the Council's Director for Community and Place Delivery and the Council's Lead Councillor for Public Realm with the background and results of the consultation process related to the recent St Albans and Harpenden Free to Paid Bays Traffic Regulation Order.

2. Recommendations

2.1 It is recommended that the Council's Director for Community and Place Delivery, in consultation with the Council's Lead Councillor for Public Realm, agree to the following modifications in line with Section (14) of The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996:

- Change the start of controlled hours from 08:30 to 09:00 in Harpenden.
- Remove two twenty-minute free parking sessions and replace with one 30-minute free session per day.
- Chargeable parking periods will be made available in 30-minute sessions.
- Postpone the decision on York Road and Clarence Road Limited Waiting Bays until the wider review of parking in Zone P which will be on the 25/26 workplan.
- Convert five bays in Leyton Green to resident bays (Zone LA) to relieve parking stress.

2.2 In accordance with sections (3) and (4) of the act, persons likely to be affected by the modifications will be given the opportunity of making representations in relation to them.

2.3 The public will be able to make representations relating to these proposed modifications over a three-week period. It is important to stress representations can only be made in relation to the modifications listed above. Representations can be made online, by email or post. The details of how to make representations will be published online and notifications on-street.

3. Background

3.1 This document summarises the comments that were received in response to the Conversion of Free Parking Bays Consultation, which was carried out between 18 July and 15 August 2024 to seek stakeholder views from St Albans and Harpenden residents, businesses, and visitors on proposed changes to free parking bays.

3.2 Providing free parking in town centres runs contrary to good parking policy, the British Parking Association states:

.....when setting on- and off-street parking charges, authorities should consider lower charges off-street than on-street. This would encourage drivers to park off-street, thus minimising on-street congestion caused by vehicles searching for spaces.¹

The reasons for the proposals are set out in paragraph 3.4 below.

3.3 Paid parking already exists in most of St Albans City Centre and the surrounding area, and Harpenden Town Centre (where overall, charges for over eight hundred car park spaces are already in place).

3.4 The proposals put forward which this consultation was based on, were aimed at:

- **Encouraging active Travel** – payment for parking is an incentive for customers to consider alternative transportation options e.g., walking, cycling, public transport etc.
- **Increasing parking enforcement** – more monitoring and enforcement of restrictions supports fairness and street safety.
- **Ensuring a greater turnover of premium parking places** – parking charges encourage turnover of parking spaces, improving availability of spaces for motorists who need to park closest to businesses.
- **Providing 20-minute free parking sessions** – a complimentary parking option and relocating blue badge holder bays near essential services ensures that individuals with vulnerabilities, or the need for regular short visits, can do so without being required to pay for parking.

¹ <https://www.britishparking.co.uk/write/Documents/Library/ppns/PPN1%20-%20Charging%20for%20Parking%20-%20Aug%202011.pdf>

4. CONSULTATION SUMMARY

4.1 The consultation survey consisted of the following parts:

- **Part 1 - Relation to St Albans City and District:** Respondents provided information on their relationship (resident, visitor, commuter, business, stakeholder group or other) to St Albans City and District.
- **Part 2 - Feedback Category:** Respondents indicated which aspect of the consultation they were providing feedback on, including parking, financial concerns, environmental issues, access, traffic, safety, disturbance, or other areas.
- **Part 3 – Level of Support:** Respondents expressed their level of support for the proposed changes by selecting from the following options: wholly support, partly support, wholly object, party object, or neutral.
- **Part 4 - Feedback on proposals:** Respondents commented on the proposed changes in an open question.

4.2 In total, 1,199 individual responses were received. This included 944 online survey responses and 254 email responses. Of the total 944 online responses, 859 indicated they were St Albans and Harpenden residents, which represents 0.6% of the St Albans City and District population.

5. Summary of Online Survey Consultation Demographics/Categories/Support

5.1 Online Consultation respondent demographics

90% of respondents were St Albans and Harpenden residents, 4% were visitors, and 3% were businesses/organisations.

5.2 Online Feedback categories.

The most popular feedback category among respondents was 'Parking' with 749 responses (79%), followed by 'Financial' with 97 responses (10%) and 'Access' with 28 responses (3%). Figure 1 below summarises the feedback category of the online survey.

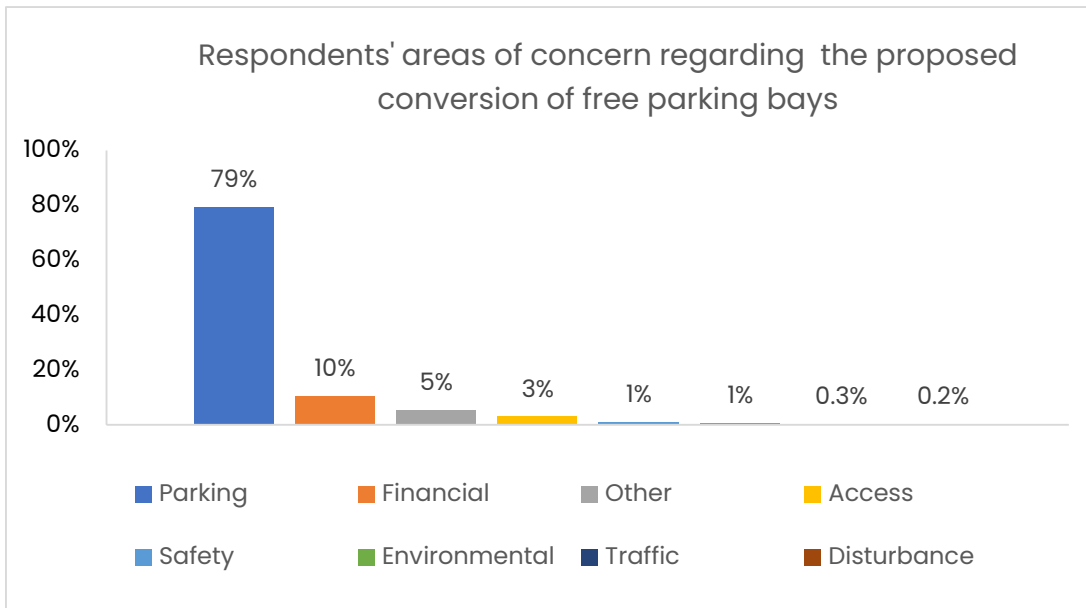


Figure 1: Respondents' area of concern regarding the proposed conversion of free parking bays.

5.3 Online levels of support

Out of the 944 respondents to the online survey, 854 (90%) stated they wholly objected to the conversion of free parking bays, while 51 (5%) partly objected. Additionally, 21 (2%) respondents wholly supported the conversion, with 14 (1%) partly supporting it. Four respondents (0.4%) were neutral regarding the proposed changes. Figure 2 summarises these levels of support below.

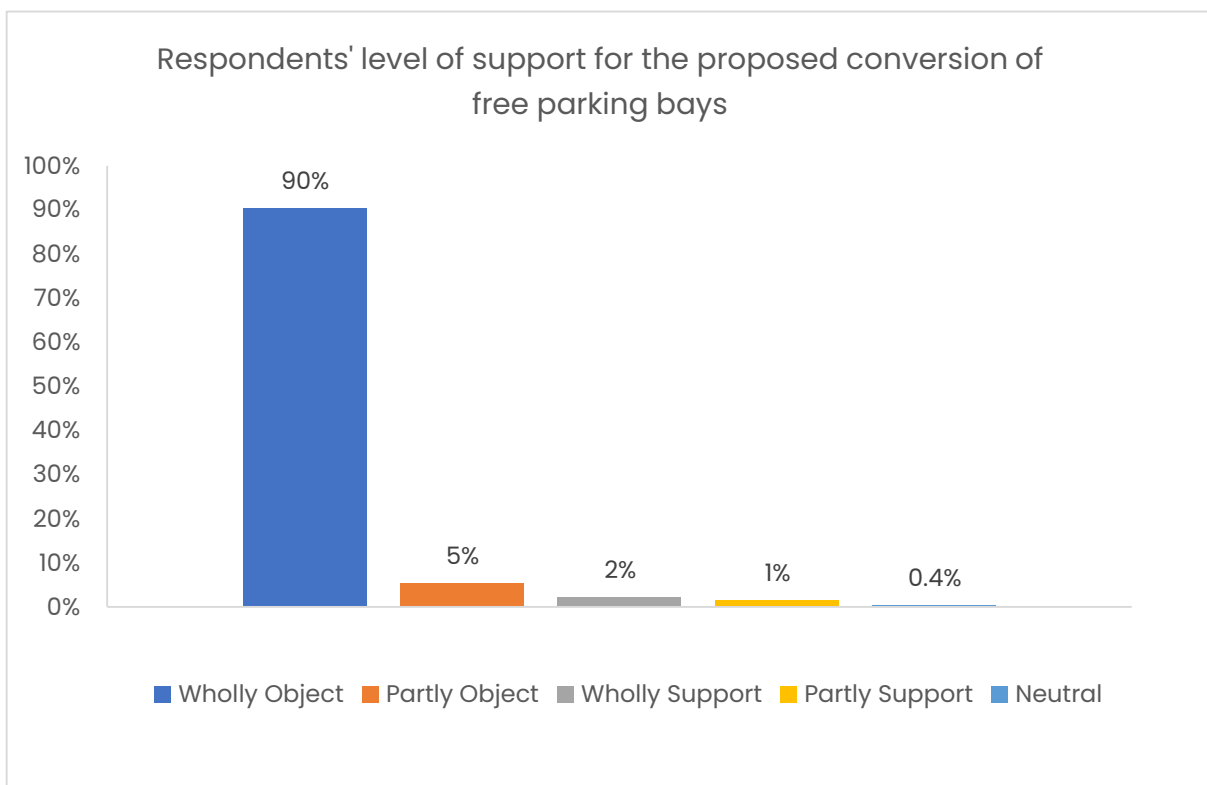


Figure 2: Respondents' level of support for the proposed conversion of free parking bays.

5.4 Top 3 most popular themes expressed by online survey respondents.

Themes	Number of Respondents	Percentage of Respondents
Proposals will negatively impact local businesses	689	73%
Proposals will drive people out St Albans City and District / unfairly push people towards e-commerce	205	22%
20 minutes of free parking is insufficient	192	20%

Table 1: Top 3 most popular themes expressed by online survey respondents.

5.5 Top 3 most popular themes expressed by email respondents.

Themes	Number of Respondents	Percentage of Respondents
Proposals will negatively impact local businesses	156	61%
20 minutes of free parking is insufficient	57	22%
Proposals will negatively impact elderly people	56	22%

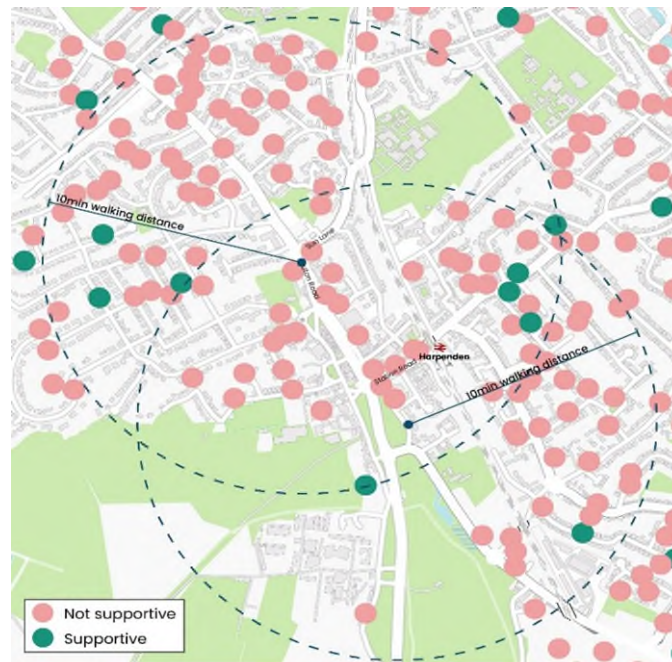
Table 2: Top 3 most popular themes expressed by email respondent.

5.6 Mapped Response and Sentiment Analysis

Responses were filtered by location and cross-referenced with their overall sentiment towards the proposals to see whether there was any correlation between those living nearer to the town centres in St Albans and Harpenden, and how they felt about the proposals. The maps are included below.

Points plotted on the maps represent postcode areas left by respondents when they answered the survey. As the consultation covered proposals relating to both St Albans and Harpenden but did not ask respondents which town they were responding about, some supposition has had to be made regarding the maps. Assumptions have been made that those with a St Albans postcode are responding about proposals in that location, and likewise those with a Harpenden postcode are responding about their local proposals. Wider area responses have also been mapped to show the scope of respondent locations.

Harpenden



St Albans



6. RESPONSE ANALYSIS

The following outlines the main themes and sentiments expressed by the 944 respondents in their free-text response to the online survey, as well as by the 254 individuals who submitted feedback via email to the consultation inbox. All the themes are shown in Figure 3 below.

Please note that the graph shows the number of comments assigned to each theme, not percentages. This is because individual responses could fall under multiple themes,

which, if displayed as percentages, would exceed 100% and reduce the clarity of the graph.

Summary of Free Text Responses from Online Survey and Email Respondents

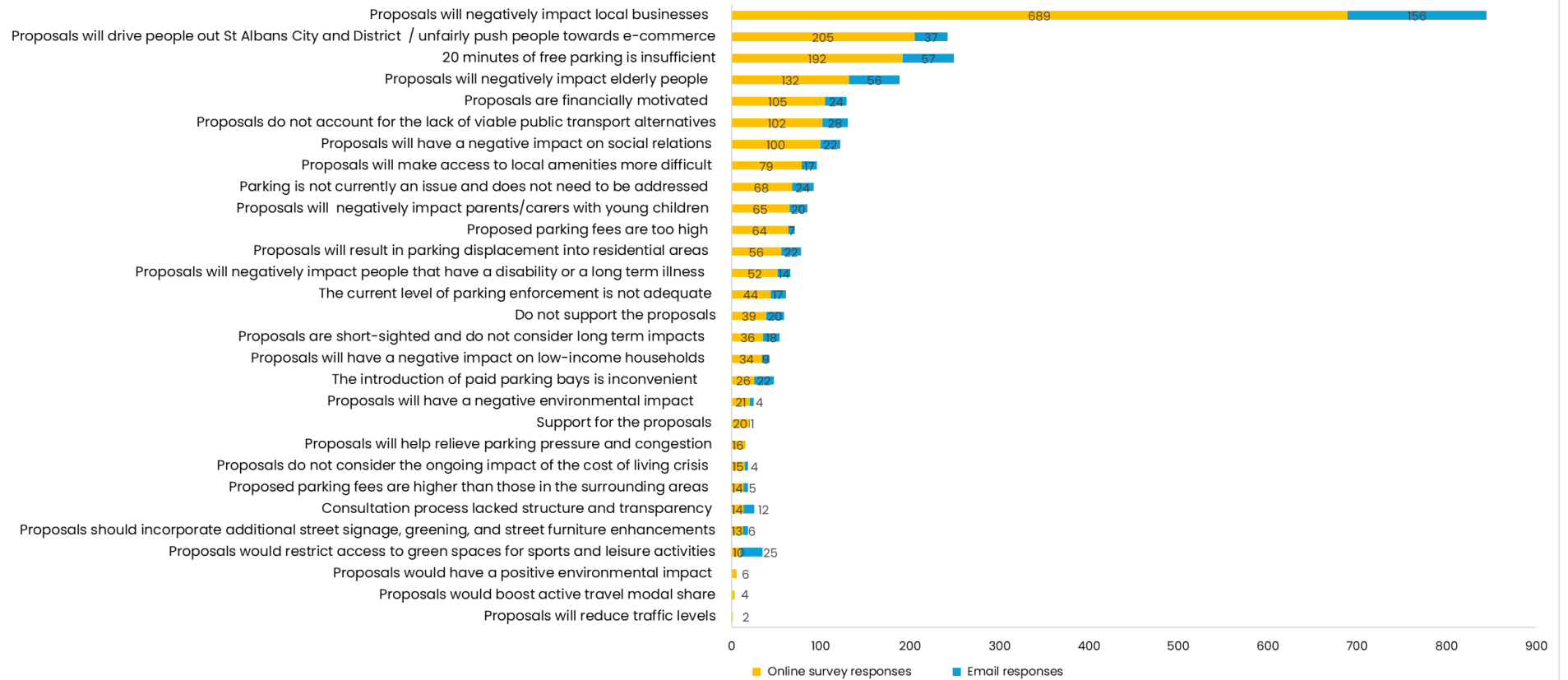


Figure 3: Summary of Free Text Responses from Online Survey and Email respondents

7. Council Response to consultation

7.1 Statement of Reasons

The council remains satisfied the rationale for change outlined in the Statement of Reasons for making this order remain valid.

7.1.1 Encouraging active Travel –Town centres do become congested with traffic and the current restrictions fail to adequately manage the kerbside space. Respondents to the enhanced survey confirmed this was the case and that finding a parking place can be problematic. Free parking discourages active travel as driving into the town centre, often for short journeys, is easier and becomes habit. The making of this order will significantly improve the management of kerbside space, encourage greater turnover of space, and will actively encourage people to think about the travel choices they make.

The Evidence base of the new Draft Local Plan (Modal shift²) states that up to 33% of existing car trips in St Albans district have the potential to switch to sustainable modes based on existing active and public transport networks / services, and the current sociodemographic/travel behaviour of residents).

7.1.2 Increasing parking enforcement – The making of this order will provide the means to significantly improve enforcement of parking restrictions and the introduction of new infrastructure will support the use of enhanced enforcement such as Auto Number Plate Recognition. This will support some of the alternative proposals' respondents outlined in the consultation.

7.1.3 Ensuring a greater turnover of premium parking places – Structured parking charges actively encourage the turnover of parking spaces, improving availability of spaces for visitors, and proactively changes driver behaviour, potentially increasing footfall into the city and town centres.

7.1.4 Providing free parking sessions – The making of the order will continue to provide free daily parking sessions, by changing the twenty-minute sessions in favour of one thirty-minute free session daily, to support essential visits to the town centres such as school drop off and pickups, visits to pharmacies or the Post Office.

² <https://www.stalbans.gov.uk/evidence-base>

7.2 Themes

Appendix A of this report outlines the council's response to all twenty-nine themes raised by respondents. This section of the report concentrates on the analysis of the top ten themes recorded.

7.2.1 **Proposals will negatively impact local businesses.**

Whilst we understand residents and businesses will be concerned about increases to car parking charges and the potential impact on businesses and the vibrancy of the town centre, there is no evidence to support there will be a negative impact on the high street.

Poorly managed parking restrictions can cause stress and even deter people from visiting the local area's shops and services. If parking is unrestricted, more people travel by car and fewer people walk, cycle, or take public transport. This means more congestion, air pollution, road danger and noise.

Part of the challenge in reducing traffic and easing parking demand is to change behaviour, reduce dependency on the car and encourage alternative ways to access the town centre. Parking charges and policies therefore play a significant part in managing the kerbside space and it is one of the most effective tools local authorities can use to reduce unnecessary car trips, and so combat the climate crisis, improve air quality, and promote walking, cycling and public transport.

Car parking charges can change driver behaviour, promotes quick turnover of space, improving accessibility, and can therefore support businesses by making more parking available. Although concern has been raised about the impact removing free parking may have on local business, charges enable demand to be kept below the supply of parking space, and therefore encourages visits to the town centres.

7.2.2 **Proposals will drive people out St Albans and Harpenden / unfairly push people towards e-commerce.**

There is no evidence to support that the implementation of parking charges will unfairly push people to ecommerce, especially because parking charges would measure favourably against delivery and service charges levied by many delivery companies, especially for grocery or take away services.

Similarly, driving to other towns or cities, would incur additional cost to motorists, travel inconvenience, with the likelihood of a charge for parking at other surrounding locations.

7.2.3 **20 minutes of free parking is insufficient.**

The council has taken onboard feedback from respondents and has made the following modifications to the proposed TRO.

- Modify the start of controlled (paid) hours from 08:30 to 09:00.

- Change the proposed two twenty-minute free sessions in favour of one free thirty-minute session per day.

Starting controlled hours at 09:00 will provide residents with the ability to shop early in the morning, provide safe parking for parents dropping off children at school, whilst allowing one free visit period of thirty-minutes during the day.

7.2.4 Proposals will negatively impact elderly people.

The council continues to offer a means tested Senior Citizen Permit and will be soon launching a new access permit for residents over 70 who may have difficulties using digital services.

This proposal will also see changes to disabled bays in Harpenden to support those residents/visitors with mobility issues.

- Amend the operation of existing disabled persons parking places to at any time 3-hour maximum stay no return in 2-hours in (a) Amenbury Lane, (b) Arden Grove, (c) Bower's Parade, (d) Bowers Way, (e) Church Green, and (f) Vaughan Road.
- Convert free limited waiting parking places to disabled persons parking places to at any time 3-hour maximum stay no return in 2-hours in (a) Bowers Parade, (b) Leyton Green, (c) Station Road, and (d) Vaughan Road. Giving an increase of approximately 25% in the town centres.

7.2.5 Proposals are financially motivated.

While St Albans City and District Council is committed to increasing efficiency and reducing costs where possible, it also needs to adjust fees and charges to balance budgets and maintain essential services for residents and visitors across the district.

Parking services should be funded by fees and charges, including permitting schemes for parking on street and the issue of Penalty Charge Notices, but have historically operated at a loss, subsidised by other service areas unfairly burdening Council Taxpayers.

The statement of reasons issued by the council in support of this proposal, clearly outlined the council's reasons for implementing charges. When any new charge is implemented, this must be reflected in the council's budgets. It is not predicted that these charges will generate a surplus. However, should any arise in the future, it would be legally ringfenced for expenditure on other transport related purposes and could not be used for general council expenditure.

7.2.6 Proposals do not account for the lack of viable public transport alternatives.

Implementing parking charges does not remove parking as an option. The amount of space is not being reduced. People will have a choice to continue to

drive, for which a fee will be payable, or to use alternative methods either through public transport or active methods of travel such as walking.

As previously outlined, the evidence base of the new Draft Local Plan (Modal shift) states that up to 33% of existing car trips in St Albans district have the potential to switch to sustainable modes based on existing active and public transport networks / services, and the current sociodemographic/travel behaviour of residents). This shows the area is well served by public transport.

7.2.7 Proposals will have a negative impact on social relations.

One of the aims of the proposal is to get people to think about car use, and to look at alternative methods of transport, including car share.

Residents and visitors will be able take advantage of the thirty-minute free parking session which will allow one-hour parking for less than the price of a bus fare.

7.2.8 Proposals will make access to local amenities more difficult.

There is no evidence this proposal will make access to local amenities more difficult. One aim of the proposal is to get people to think about how to access local amenities and look at other active ways of travel.

Motorists wishing to park long term should make use of the council car parks, which can facilitate long term parking at a cheaper rate.

7.2.9 Parking is not currently an issue and does not need to be addressed.

The results of the enhanced questionnaire included in this consultation showed 75% of respondents agreeing the town centre had become congested and 50% having difficulty finding a parking place.

Car parking charges can change driver behaviour, promote quick turnover of space, improve accessibility, and can therefore support the access to local services.

7.2.10 Proposals will negatively impact parents/carers with young children.

The council has taken onboard feedback from respondents and has made the following modifications to the proposed TRO.

- Modify the start of controlled (paid) hours from 08:30 to 09:00.

This modification will provide free, safe parking in the mornings and afternoons in safe parking places to allow for children to be picked up from school or nurseries,

rather than vehicles stopping on single or double lines, in turn reducing congestion and potentially dangerous obstructions around schools.

8. Alternative Proposals

The council would thank those respondents who suggested alternative proposals.

Type	Suggestions	Response
Free Parking Period Adjustments	<ul style="list-style-type: none"> • Increase free parking period to 1 hour with a 3-hour maximum stay. • Increase free parking period to 30 minutes. • Increase free parking period from 20 minutes 	<p>The council has considered the alternative suggestions and based on the feedback will be modifying the TRO to:</p> <ul style="list-style-type: none"> • Start paid hours from 09:00 instead of 08:30. • Replace two 20-minute free sessions with one 30-minute free session.
Enforcement and Regulation Enhancements	<ul style="list-style-type: none"> • Increase free parking period to 1 hour with a 3-hour maximum stay. • Increase free parking period to 30 minutes. • Increase free parking period from 20 minutes and add additional free parking bays in high traffic/footfall areas. 	<p>Some of the revenue raised from parking charges will fund additional enforcement in Harpenden, including the introduction of Auto Number Plate Recognition (ANPR) spotter vehicles which provide enhanced enforcement technology.</p> <p>The bays in scope of the project will be in line with the councils on street operational hours which is two hours.</p>
Permits and Charges	<ul style="list-style-type: none"> • Introduce paid annual permits for on-street parking. • Reinstate senior parking passes with a fixed fee. • Introduce additional charges for households with more than two cars. 	<p>Consideration has been given to introducing permits for in street parking. This is not a viable solution as:</p> <ol style="list-style-type: none"> 1. The council would be unable to guarantee permit

	<ul style="list-style-type: none"> • Increase the parking charge for existing paid parking bays instead of converting free parking spaces. • Reinstate annual passes. • Introduce annual resident permits valid for use in on-street paid parking bays. 	<p>holders a parking space in these limited number of bays.</p> <ol style="list-style-type: none"> 2. The price of the permit would have to cover the cost of multiple use throughout the year. 3. Permits anyway would need to be virtual to allow enforcement to be effective. 4. Vehicles wishing to park for longer periods of time, or for cheaper rates, can use existing car parks. 5. Providing permits or increasing existing costs would not encourage people to think about their travel needs or would it encourage active travel. <p>The council also continues to offer a means tested Senior Citizen Permit and will be soon launching a new access permit for residents over 70 who may have difficulties using digital services.</p>
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9. Modifications

The legislation (The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996) permits local authorities to make modifications to proposed TROs.

Based on feedback received the following modifications are recommended. The full rationale for the change will be outlined when the changes are formally advertised.

Modification	Rationale
Change the start of controlled hours from 08:30 to 09:00 in Harpenden.	<p>This modification will create safe parking places for the dropping of children at schools and reduce avoidable congestion around schools.</p> <p>The modification will support early shopping trips providing motorists with free parking until 09:30 when using their free 30-minute session.</p>
Remove two twenty-minute free parking sessions and replace with one 30-minute free session per day.	This modification, alongside the change in the start of controlled hours, will provide users with one free 30-minute sessions per day.
Chargeable parking periods will be made available in 30-minute sessions.	Moving to a 30-minute charging structure will provide greater flexibility and cost-effective parking.
Postpone the decision on York Road and Clarence Road Limited Waiting Bays until the wider review of parking in Zone P which will be on the 25/26 workplan.	The Zone P CPZ will be reviewed in 25/26. Therefore, postponing the change to Limited Waiting Bays in this area will ensure all changes are considered at the same time to avoid duplication of work.
Convert five limited waiting bays on Leyton Green to resident bays (Zone LA) to address over subscription in this zone.	This location is oversubscribed with eight permits to five spaces. This modification will relieve the parking stress for these residents.

The legislation advises:

(3) Before an order is made with modifications which appear to the order making authority or, in a consent case, to the Secretary of State to make a substantial change in the order, the order making authority shall take the steps required by paragraph (4).

(4) The steps are such steps as appear to the order making authority appropriate or (in a consent case) as the Secretary of State may require for informing persons likely to be affected by the modifications.

It is recommended therefore to proceed to advertise these modifications and allow representation to be made against them. The legislation does not outline any statutory timescales for this, but we recommended two weeks from the date of advertising.

Respondents will only be able to make representations against the modifications.

10. Report Sign Off

Strategic Director for Community & Place Delivery	Lead for Public Realm
Name: [Redacted]	Name: [Redacted]
Date: [Redacted]	Date: [Redacted]
Signature: [Redacted]	Signature: [Redacted]
<u>Select below as appropriate;</u>	<u>Select below as appropriate;</u>
<i>Agree to Order Modifications</i>	<i>Agree to Order Modifications</i>
<i>Disagree to Order Modifications</i>	<i>Disagree to Order Modifications</i>

Appendix A

Key themes and sentiments expressed within the free-text responses are summarised below.

Theme	Description	Council Response
Theme 1: Proposals will negatively impact local businesses	This theme was expressed by 689 (73%) ³ online survey respondents and 156 (61%) ⁴ email respondents. Respondents felt that the conversion of free parking bays would negatively impact local businesses and their customers.	See Section 7
Theme 2: Proposals will drive people out St Albans and Harpenden / unfairly push people towards e-commerce	This theme was expressed by 205 (22%) online survey respondents and 37 (15%) email respondents. Respondents felt that converting free parking bays would drive people away from St Albans City and District, leading to an increased reliance on e-commerce for their retail needs.	See Section 7
Theme 3: 20 minutes of free parking is insufficient.	This theme was expressed by 192 (20%) online survey respondents and 57 (22%) email respondents. Respondents felt that 20 minutes of free parking is insufficient for essential trips and social or leisure activities.	See Section 7

³Percentage of online survey respondents who expressed this sentiment out of the total number of survey respondents.

⁴ Percentage of email respondents who expressed this sentiment out of the total number of email submissions.

<p>Theme 4: Proposals will negatively impact elderly people</p>	<p>This theme was expressed by 132 (14%) online survey respondents and 56 (22%) email respondents. Respondents felt that these proposals will disproportionately impact elderly people who rely on their motor vehicles for essential trips.</p>	<p>See Section 7</p>
<p>Theme 5: Proposals are financially motivated</p>	<p>This theme was expressed by 105 (11%) online survey respondents and 24 (9%) email respondents. Respondents felt that the proposals are primarily aimed at increasing revenue for St Albans District and City Council.</p>	<p>See Section 7</p>
<p>Theme 6: Proposals do not account for the lack of viable public transport alternatives</p>	<p>This theme was expressed by 102 (11%) online survey respondents and 28 (11%) email respondents. Respondents felt that the current public transport options in St Albans and Harpenden are insufficient, making residents and visitors heavily reliant on motor vehicles</p>	<p>See Section 7</p>
<p>Theme 7: Proposals will have a negative impact on social relations</p>	<p>This theme was expressed by 100 (11%) online survey respondents and 22 (9%) email respondents. Respondents felt that the proposals will negatively</p>	<p>See Section 7</p>

	<p>impact people's ability to visit each other and engage in social activities due to the financial and time restrictions on motor vehicle parking.</p>	
<p>Theme 8: Proposals will make access to local amenities more difficult</p>	<p>This theme was expressed by 79 (8%) online survey respondents and 17 (7%) email respondents. Respondents felt that the proposals will limit access to local amenities and facilities due to the financial and time restrictions on motor vehicle parking.</p>	<p>See Section 7</p>
<p>Theme 9: Parking is not currently an issue and does not need to be addressed</p>	<p>This theme was expressed by 68 (7%) online survey respondents and 24 (9%) email respondents. Respondents felt that there are no existing parking issues in St Albans and Harpenden, rendering the objectives of these proposals unnecessary.</p>	<p>See Section 7</p>
<p>Theme 10: Proposals will negatively impact parents/carers with young children</p>	<p>This theme was expressed by 65 (7%) online survey respondents and 20 (8%) email respondents. Respondents felt that the proposals will unfairly restrict the mobility of parents and carers with young children who rely on motor vehicles for daily travel.</p>	<p>See Section 7</p>

<p>Theme 11: Proposed parking fees are too high</p>	<p>This theme was expressed by 64 (7%) online survey respondents and 7 (3%) email respondents. Respondents felt that the proposed £2.50 per hour parking fee is too high</p>	<p>The proposed parking fees mirror the current pay and display charges.</p>
<p>Theme 12: Proposals will result in parking displacement into residential areas</p>	<p>This theme was expressed by 56 (6%) online survey respondents and 22 (9%) email respondents. Respondents felt that the proposals will push parking away from the city-centres and into residential streets, leading to increased parking stress and congestion for residents.</p>	<p>Displacement of vehicles is always a risk when introducing any parking restrictions.</p> <p>Our planned enhanced enforcement will patrol residential areas and act against any vehicles parking in contravention.</p> <p>The impact of displacement will be monitored and included in next year's review of Controlled Parking Zones in Harpenden.</p>
<p>Theme 13: Proposals will negatively impact people that have a disability or a long-term illness</p>	<p>This theme was expressed by 52 (6%) online survey respondents and 14 (5%) email respondents. Respondents felt that the proposals will unfairly restrict the mobility of people with disabilities or long-term illnesses who rely on motor vehicles for daily travel</p>	<p>This proposal will see changes to disabled bays in Harpenden to support those residents/visitors with mobility issues.</p> <ul style="list-style-type: none"> • Amend the operation of existing disabled persons parking places to at any time 3-hour maximum stay no return in 2-hours in (a) Amenbury Lane, (b) Arden Grove, (c) Bower's Parade, (d) Bowers Way, (e) Church Green, and (f) Vaughan Road. • Convert free limited waiting parking places to disabled persons parking places to at any time 3-hour maximum stay no return in 2-hours in (a) Bowers Parade, (b) Leyton Green, (c) Station Road, and (d) Vaughan Road,

<p>Theme 14: The current level of parking enforcement is not adequate</p>	<p>This theme was expressed by 44 (5%) online survey respondents and 17 (7%) email respondents. Respondents felt that the current level of parking enforcement by relevant authorities is not adequate and should be addressed in the proposals</p>	<p>The making of this order will provide the means to significantly improve enforcement of parking restrictions and the introduction of new infrastructure will support the use of enhanced enforcement such as Auto Number Plate Recognition. This will support some of the alternative proposal's respondents outlined in the consultation.</p>
<p>Theme 15: Clear Statements of Non-Support for the Proposals</p>	<p>This theme was expressed by 39 (4%) online survey respondents and 20 (8%) email respondents. Although less supportive sentiment was shown in a larger proportion of comments overall, these comments were recorded as respondents specifically expressed their lack of support for the proposed conversion of free parking bays in their response.</p>	<p>The council recognises this proposal may be met with lack of support; however, the change is necessary for the reasons outline in this report and our Statement if Reasons.</p>
<p>Theme 16: Proposals are short-sighted and do not consider long term impacts</p>	<p>This theme was expressed by 36 (4%) online survey respondents and 18 (7%) email respondents. Respondents felt that the proposed changes address short-term issues but overlook the potential long-term negative impacts resulting from these changes</p>	<p>The change will be monitored, and any positive or negative impacts will be identified and addressed where possible.</p>
<p>Theme 17: Proposals will have a negative impact on low-income households</p>	<p>This theme was expressed by 34 (4%) online survey respondents and 9 (4%) email respondents.</p>	<p>Mobility - This proposal will see changes to disabled bays in Harpenden to support those residents/visitors with mobility issues.</p>

	<p>Respondents felt that the introduction of the £2.50 hourly parking fee will unfairly limit the mobility and access to local amenities for low-income households.</p>	<ul style="list-style-type: none"> • Amend the operation of existing disabled persons parking places to at any time 3-hour maximum stay no return in 2-hours in (a) Amenbury Lane, (b) Arden Grove, (c) Bower's Parade, (d) Bowers Way, (e) Church Green, and (f) Vaughan Road. • Convert free limited waiting parking places to disabled persons parking places to at any time 3-hour maximum stay no return in 2-hours in (a) Bowers Parade, (b) Leyton Green, (c) Station Road, and (d) Vaughan Road, <p>Low Income – Free sessions and free parking outside of controlled hours (09:00 to 18:00 Mon to Sat) will still be available.</p> <p>Senior Citizens on low income can apply for a means tested permit.</p>
<p>Theme 18: The introduction of paid parking bays is inconvenient</p>	<p>This theme was expressed by 26 (3%) online survey respondents and 22 (9%) email respondents. Respondents felt that having to pay for parking adds an inconvenience to daily motor vehicle travel.</p>	<p>We will be introducing virtual services such as pay by phone and ticketless pay and display machines to streamline paying for parking</p>
<p>Theme 19: Proposals will have a negative environmental impact</p>	<p>This theme was expressed by 21 (2%) online survey respondents and 4 (2%) email respondents. Respondents felt that introducing a timed free parking restriction would lead to increased</p>	<p>The council's proposal aims to create a balanced approach by keeping a timed free period to support short term visits and school drop offs.</p> <p>The proposal encourages active travel.</p>

	<p>competition for parking bays, resulting in additional traffic and congestion. The limited and priced parking could also cause more frequent motor vehicle trips per household, negatively impacting surrounding air quality and the environment.</p>	<p>It has been shown that parking charges are an important tool in managing the kerbside space and creates a quick turn over of space which will deter vehicles circling looking for space.</p>
<p>Theme 20: Support for the proposals</p>	<p>This theme was expressed by 20 (2%) online survey respondents and 1 (0.4%) email respondents. Respondents expressed their support for the proposed conversion of free parking bays.</p>	<p>We note the support from these respondents.</p>
<p>Theme 21: Proposals will help relieve parking pressure and congestion</p>	<p>This theme was expressed by 16 (2%) online survey respondents and zero email respondents. Respondents felt that converting free parking bays would increase the availability of parking spaces and reduce overall motor vehicle trips.</p>	<p>We note the support from these respondents.</p>
<p>Theme 22: Proposals do not consider the ongoing impact of the cost-of-living crisis</p>	<p>This theme was expressed by 15 (2%) online survey respondents and 4 (2%) email respondents. Respondents felt that the introduction of paid parking did not consider the financial pressures people and businesses are facing due to the cost-of-living crisis</p>	<p>Free sessions and free parking outside of controlled hours (09:00 to 18:00 Mon to Sat) will still be available.</p> <p>Senior Citizens on low income can apply for a means tested permit.</p>


<p>Theme 23: Consultation process lacked structure and transparency</p>	<p>This theme was expressed by 14 (1%) online survey respondents and 12 (5%) email respondents. Respondents felt that the consultation lacked sufficient information about the proposals and was merely performative, giving the impression that public input would not genuinely influence the outcome.</p>	<p>All relevant information has been supplied as part of the consultation.</p> <p>The council has listened and made several modifications to the original proposal.</p>
<p>Theme 24: Proposed parking fees are higher than those in the surrounding areas</p>	<p>This theme was expressed by 14 (1%) online survey respondents and 5 (2%) email respondents. Respondents felt that proposed parking fee of £2.50 per hour is higher than the hourly parking rates in surrounding areas.</p>	<p>The proposed parking fees mirror the current pay and display charges.</p> <p>Parking in Car Parks is lower than on street as this follows the British Parking Association policy advice to local authorities which state:</p> <p>the British Parking Association state: “When setting on- and off-street parking charges, authorities should consider lower charges off-street than on-street. This would encourage drivers to park off-street, thus minimising on-street congestion caused by vehicles searching for spaces.”</p>
<p>Theme 25: Proposals should incorporate additional street signage, greening, and street furniture enhancements</p>	<p>This theme was expressed by 13 (1%) online survey respondents and 6 (2%) email respondents. Respondents felt that additional street signage should be installed in St Albans and Harpenden to improve road safety for both motor vehicle users</p>	<p>The council is only responsible for parking, road safety falls under the remit of the County Council who are responsible for all signs and markings relating to highways activity.</p> <p>The parking signs will be installed in accordance with the regulations and legislation.</p>

	and pedestrians. They also welcomed the addition of greening and street furniture in these areas.	
Theme 26: Proposals would restrict access to green spaces for sports and leisure activities	This theme was expressed by 10 (1%) online survey respondents and 25 (10%) email respondents. Respondents felt that the introduction of paid parking would discourage or limit visits to green spaces and parks, reducing opportunities for regular sports and leisure activities.	Green spaces and leisure facilities are well serviced by council car parks.
Theme 27: Proposals would have a positive environmental impact	This theme was expressed by 6 (1%) online survey respondents and zero email respondents. Respondents felt that the proposals would help reduce traffic and congestion while encouraging people to engage in active travel to access local amenities	We note the support from these respondents.
Theme 28: Proposals would boost active travel modal share	This theme was expressed by 4 (0.4%) online survey respondents and zero email respondents. Respondents felt that the proposals would reduce the use of motor vehicles for short journeys and encourage walking, scooting, and cycling.	We note the support from these respondents.




<p>Theme 29: Proposals would help reduce motor vehicle traffic levels</p>	<p>This theme was expressed by 2 (0.2%) online survey respondents and zero email respondents. Respondents felt that the proposals would help reduce motor vehicle traffic on both busy main roads and adjacent residential streets.</p>	<p>We note the support from these respondents.</p>
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Appendix B





Response Data to Subsequent Questions

1. Do you consent to your information being used for the purposes set out in the Privacy Notice?				
Answer Choices			Response Percent	Response Total
1	I consent to the use of my personal information as set out in the privacy notice above.		100.00%	54
			answered	54
			skipped	0

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2. How often do you travel to the city/ town centre?				
Answer Choices			Response Percent	Response Total
1	Daily		68.00%	34
2	Weekly		30.00%	15
3	Less than once a week		0.00%	0
4	Once per month		0.00%	0
5	Less than once per month		2.00%	1
			answered	50
			skipped	4





3. Why do you visit the city/ town centre?

Answer Choices			Response Percent	Response Total
1	Work		14.00%	7
2	Shopping		60.00%	30
3	Leisure		6.00%	3
4	Visiting family/friends		0.00%	0
5	School drops off		0.00%	0
6	Other (please specify):		20.00%	10
			answered	50
			skipped	4






Other (please specify): (10)

1	18/07/2024 13:32 PM ID: 249329272	Shopping And leisure
2	18/07/2024 15:11 PM ID: 249340218	All the above but not work as retired
3	18/07/2024 20:42 PM ID: 249363924	Work and shopping
4	21/07/2024 21:58 PM ID: 249492121	All of the above
5	25/07/2024 15:31 PM ID: 249755017	Leisure, Visiting family / friends
6	25/07/2024 15:41 PM ID: 249756314	Why can we only choose one. This is ridiculous and badly designed! I trace for shopping leisure, visiting friends, volunteering
7	26/07/2024 10:15 AM ID: 249789421	Work, Shopping, Kids clubs, Doctors appointments, socialising
8	02/08/2024 09:32 AM ID: 250208105	I LIVE HERE
9	02/08/2024 15:08 PM ID: 250229572	See people and talk
10	13/08/2024 18:39 PM ID: 250759461	Shopping and leisure

4. Which of the following statements best describe how you travel in the city/town centre?

Answer Choices		Response Percent	Response Total
1	I usually travel into the city/town centre by bus/walking because it that is most convenient for me.		20.41% 10
2	I usually travel into the city/town centre by bus/walking as it is too difficult to park		2.04% 1
3	I usually travel into the city/town centre by bus / walking because it is cheaper than paying for parking		8.16% 4
4	I always use my car to drive to the town centre		69.39% 34
		answered	49
		skipped	5






5. St. Albans City and District Council has a key role to play in tackling the challenges to air quality and climate change we are facing.

Answer Choices		Response Percent	Response Total
1	Strongly agree		10.20% 5
2	Agree		44.90% 22
3	Disagree		24.49% 12
4	Strongly disagree		6.12% 3
5	I don't know		14.29% 7
		answered	49





5. St. Albans City and District Council has a key role to play in tackling the challenges to air quality and climate change we are facing.

	skipped	5
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6. The Council should encourage motorists towards more sustainable active modes of transport such as walking and cycling, which contributes to improved air quality and public health.

Answer Choices			Response Percent	Response Total
1	Strongly agree		10.20%	5
2	Agree		42.86%	21
3	Disagree		24.49%	12
4	Strongly disagree		14.29%	7
5	I don't know		8.16%	4
			answered	49
			skipped	5





7. On-street parking charges will help encourage drivers to consider more sustainable modes of transport.

Answer Choices			Response Percent	Response Total
1	Strongly agree		2.04%	1
2	Agree		2.04%	1
3	Disagree		28.57%	14
4	Strongly disagree		67.35%	33
5	I don't know		0.00%	0
			answered	49
			skipped	5





8. I have difficulty finding a parking space when I visit the city/town centre.

Answer Choices		Response Percent	Response Total
1	Strongly agree 	12.24%	6
2	Agree 	36.73%	18
3	Disagree 	32.65%	16
4	Strongly disagree 	16.33%	8
5	I don't know 	2.04%	1
		answered	49
		skipped	5






9. The city/town centre traffic can become congested during peak times.

Answer Choices		Response Percent	Response Total
1	Strongly agree 	10.42%	5
2	Agree 	64.58%	31
3	Disagree 	12.50%	6
4	Strongly disagree 	12.50%	6
5	I don't know	0.00%	0
		answered	48
		skipped	6

10. I would be happy to pay a parking charge if it improved parking enforcement and the turnover of parking spaces in the city/town centre.

Answer Choices			Response Percent	Response Total
1	Strongly agree		4.08%	2
2	Agree		0.00%	0
3	Disagree		34.69%	17
4	Strongly disagree		55.10%	27
5	I don't know		6.12%	3
			answered	49
			skipped	5

11. Lack of parking spaces affects deliveries to my business.

Answer Choices			Response Percent	Response Total
1	Strongly agree		6.12%	3
2	Agree		4.08%	2
3	Disagree		4.08%	2
4	Strongly disagree		16.33%	8
5	N/A		69.39%	34
			answered	49
			skipped	5

12. My business would benefit from a higher turnover of premium spaces in the city/town centre.

Answer Choices			Response Percent	Response Total
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12. My business would benefit from a higher turnover of premium spaces in the city/town centre.

1	Strongly agree		4.17%	2
2	Agree		2.08%	1
3	Disagree		8.33%	4
4	Strongly disagree		18.75%	9
5	N/A		66.67%	32
			answered	48
			skipped	6





13. Increased disabled parking bays in the city/ town centre would encourage me to visit more often.

Answer Choices		Response Percent	Response Total	
1	Strongly agree		2.04%	1
2	Agree		2.04%	1
3	Disagree		32.65%	16
4	Strongly disagree		38.78%	19
5	I don't know		24.49%	12
			answered	49
			skipped	5






14. I am totally reliant on using cash when paying for goods or services.

Answer Choices		Response Percent	Response Total	
1	Strongly agree		4.08%	2

14. I am totally reliant on using cash when paying for goods or services.

2	Agree		8.16%	4
3	Disagree		40.82%	20
4	Strongly disagree		32.65%	16
5	N/A		14.29%	7
			answered	49
			skipped	5

15. I am comfortable using phone apps to pay for, or book, goods, and services.

Answer Choices		Response Percent	Response Total	
1	Strongly agree		18.37%	9
2	Agree		30.61%	15
3	Disagree		28.57%	14
4	Strongly disagree		18.37%	9
5	N/A		4.08%	2
			answered	49
			skipped	5