North Hertfordshire District Council Parking Strategy Review

Phase 1 report

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Report: R01

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EXECUTIVE SUMMARY

North Hertfordshire District Council (NHDC) have commissioned Markides Associates (supported by Civix) to review its current Parking Strategy (2009–2019), adopted in 2009 and revised in 2012. The Strategy seeks to provide and manage car parking in the district over a 10-year period.

This report covers Phase 1 of the study, the purpose of which is to review and provide advice on parking tariffs to inform the Council's budget setting process for 2017/18. The report presents a range of car parking survey and attitudinal data has been analysed to present the baseline situation. An assessment of tariff setting options is discussed for four towns (Baldock, Hitchin, Letchworth and Royston) and the larger settlement of Knebworth individually and collectively.

BALDOCK

The town centre is performing well (low vacancy rates) and has benefited from a major town centre enhancement scheme in 2008. It has a stronger evening economy than Letchworth or Royston.

There is one small NHDC car park (The Twitchell - 35 spaces) which is mainly used for long-stay visits. It is generally full during the weekday but is little used on Saturdays. The Tesco car park (690 spaces) is free and unrestricted and has substantial spare capacity. Utilisation of the NHDC car park appears to be sensitive to price changes, presumably due to the availability of alternative free parking at Tesco.

There is limited waiting on-street parking for around 250 cars (including bays shared with permit holders). This parking was observed to be fully occupied on weekdays and Saturdays.

Off-street parking charges are lower than in the larger centres in Hertfordshire and adjacent counties. The limited short-stay off-street parking tends to be more expensive than in comparable smaller centres, although there is considerable free on-street visitor parking. Long-stay parking is cheaper than in comparable centres.

Interview survey respondents were evenly split on whether they were satisfied or dissatisfied overall with parking in the town centre. The majority of those responding thought there was enough short-stay parking but a majority thought there was not enough long-stay parking.

This report does not propose any increase or decrease to parking tariffs in 2017/18. Adjustments in line with inflation should be considered in subsequent years.

Substantial growth in population and employment is planned for the town. Phase 2 of the study will address current issues with commuter parking, and a parking strategy to cater for future growth.

HITCHIN

The town centre is performing well, with low vacancy rates. Hitchin has the strongest evening economy of the NHDC towns.

There are 16 car parks in Hitchin with a total off-street parking capacity of 1,850 parking spaces. 12 of these car parks are operated by NHDC. Six are for short-stay use (418 spaces) and six are for short and long-stay (844 spaces). The four privately operated car parks have a total of 588 spaces. Three are short-stay/customer only and one (42 spaces) can also be used for long-stay. On-street parking within the town centre is limited.

There is high demand for short-stay parking in the town centre with the most central car parks operating at or near capacity during busy shopping periods. There is also high demand for the popular car parks in the evening and at the weekend. The sales data shows that the number of short-stay visits in Hitchin has not been elastic to price changes in the past, but that there has been a shift to shorter price bands over the last two years.

The long-stay car parks, especially the Lairage multi-storey, are less well-utilised and much of the use is short-stay visits.

The charges for short-stay parking in the NHDC car parks are generally comparable to those in comparable/competing centres in Hertfordshire and adjacent counties. Long-stay parking, however, tends to be cheaper in Hitchin. Due to the way tariffs are structured, medium stay parking (say for four hours) can be more expensive in Hitchin than in comparable centres.

There is considerable variation in utilisation rates between car parks, and this report proposes tariff changes for 2017/18 to enhance the efficiency with which car parks are used.

KNEBWORTH

Knebworth's shopping facilities are generally in good health, with no reported vacancies in shop premises in 2015. It has 39 shops and two food and beverage establishments. There are also several pubs just beyond the village centres boundaries.

There is one short-stay public car park in Knebworth (maximum stay four hours). This is operated by NHDC and has 30 spaces. Average usage of the car park is in the range of 50-100 short-stay visits per day. There is controlled on-street parking providing approximately 120 spaces in the main retail area, with a maximum stay of one hour.

This report does not propose any increase or decrease to parking tariffs in 2017/18. Adjustments in line with inflation should be considered in subsequent years.

Commuter parking is a very contentious issue in Knebworth, and Phase 2 of the study will address potential strategies to manage increasing commuter parking demand.

LETCHWORTH GARDEN CITY

Letchworth town centre is under-performing, with high vacancy rates (the highest of the North Hertfordshire towns). The town has a lower proportion of evening economy uses than either Baldock or Hitchin, although it does have the cinema/theatre. A significant increase in retail floorspace in the centre is projected up to 2031 as part of the NHDC Local Plan Proposed Submission Draft. Significant growth in population is also planned for the town, while projected growth in employment up to 2031 is only around 5%.

There are ten car parks in Letchworth, with a total off-street parking capacity of 1,496 spaces. Five of these car parks are operated by NHDC. Three are for short-stay use (182 spaces) and one is for short-stay and long-stay (71 spaces). The Garden Square multi-storey car park provides 114 spaces for short-stay and 244 for long-stay. The five privately operated car parks (which include the two station car parks) have a total of 885 spaces. Three are short-stay and one (42 spaces) can also be used for long-stay. The station car parks provide for short and long-stay parking while the other three (794 spaces) are short-stay.

The overall occupancy level of short-stay car parks was observed to peak at around 60% on the weekday and 45% on the Saturday. The corresponding occupancy levels for the long-stay parking were 65% and 20% (noting that this includes a significant element of short-stay visits in long-stay car parks).

The cost of short-stay parking is lower in Letchworth than in Hitchin and in the larger competing centres. Short-stay parking charges in the NHDC car parks are higher than in Bishop's Stortford, which also offers half an hour free car parking. However, charges in the private car parks are considerably lower than Bishop's Stortford. Charges for long-stay parking are generally comparable to other centres.

On-street parking with a maximum stay of one hour is provided along the main shopping streets. In previous surveys this has been observed to be fully utilised.

There is considerable spare capacity in Letchworth overall. There would be a case for increasing the cost of parking in the most popular car parks to encourage greater use of the Garden Square multi-storey. Yet, while NHDC controls the majority of parking that is available for long-stay use, it is the minority supplier for short-stay parking and cannot implement this strategy unilaterally.

ROYSTON

The retail vacancy rate in Royston town centre is high, indicating that the centre may be underperforming. The town has a lower proportion of evening economy uses than either Baldock or Hitchin. The NHDC Local Plan Proposed Submission Draft proposes a significant increase in retail floorspace in the centre up to 2031. Significant growth in housing and population is also planned for the town, while it is also expected to receive around a third of the planned growth in employment in the district.

There are seven public car parks in Royston, all operated by NHDC and with a total capacity of 507 spaces. Five are short-stay car parks with a total capacity of 161 spaces. The two long-stay car parks car parks have a total capacity of 346 spaces. There is on-street parking along High Street, which allows free parking for a maximum of 20 minutes, as well as on-street parking on Fish Hill which allows free parking for a maximum of 1 hour.

While 40% of town centre users interviewed were satisfied overall with parking facilities in the town centre, a similar proportion (37%) expressed dissatisfaction. Only a small proportion of users who expressed a view considered that there was enough short-stay or long-stay parking (21% and 33% respectively).

In practice, however, parking utilisation rates range from full occupancy around the market place for much of the day to only half-full in the long-stay car parks. The on-street and off-street parking spaces around Market Hill and Fish Hill are operating at capacity during the week, both in the morning and after 3pm when the 'free after three' policy is in operation. The short-stay car parks in Princes Mews are less popular, with an occupancy level peaking at around 60% on weekdays.

Occupancy in the two long-stay car parks is just over 50% during the week, although the spare capacity in the Warren is used on market days to compensate for the loss of the Market Place and Angel Pavement car parks.

This report proposes measures to enhance short-stay turnover in the popular car parks around the market and balance demand between the car parks.

SUMMARY OF TARIFF RECOMMENDATIONS

Recommendation 1 – Maintain tariff bands at the current level in Baldock and Knebworth in the short-term

There is no case for tariff changes in 2017/18 in Baldock and Knebworth. Increases in line with inflation may be considered in subsequent years.

Recommendation 2 – Improve car park utilisation by increasing the differential between more and less popular car parks within Hitchin, Letchworth Garden City and Royston

In order to manage demand between the car parks in Hitchin, all price bands in the more popular short-stay car parks should be increased to create a greater price differential to the less well-utilised car parks.

The same principle can be applied in Royston where there is a stark difference between the three most popular car parks around the market place and the remaining short and long-stay facilities.

The same principle is valid in Letchworth Garden City, although the total car park utilisation in the town is lower. In the short-term NHDC may only achieve these aims through coordination with external parties because the most popular car parks are not within NHDC control.

Recommendation 3 – Offer off-peak incentives for users to stay for longer in Hitchin town centre

While the performance of Hitchin town centre remains strong, a reduction in parking duration of short-stay users has been observed. Incentives should be offered at less busy times to encourage town centre users to spend more than one hour in the town centre. The Lairage remains under-utilised and it is proposed that a £1 for two hours and £2 for four hours tariff structure is used to attract medium stay demand into the multi-storey. There is also spare capacity in the short-stay car parks in the afternoon, and it is therefore recommended that a 'cheaper after three' offer is introduced with up to three hours for the price of one to encourage visitors to spend longer in the town centre.

Recommendation 4 – Encourage a higher turnover in the most popular short-stay car parks in Royston

The three car parks around the market place are very popular and are operating at capacity for much of the day. Before considering a price increase to manage demand, space for short-stay parking can be freed up by introducing a maximum stay of three hours. Likewise, if the 'free after 3' policy is taken forward, it should also be applied with a maximum stay of one hour in short-stay car parks. Furthermore, a discounted two-hour parking tariff in the Town Hall car park can be used to draw visitors staying longer to this side of the town centre.

Recommendation 5 – Introduce a trial of Sunday parking charges in all car parks in Hitchin town centre

The popular town centre car parks in Hitchin are operating at or near capacity on Sundays, and benchmarking shows that competing town centres charge for parking on Sundays. A flat charge could therefore be introduced on Sunday. Phase 2 of the study will examine the practical considerations about trialling the Sunday charge, the operational consequences in terms of staffing and enforcement, as well as the mitigation measures on surrounding streets. The trial should be monitored closely to ensure that any displacement to local residential streets can be managed.

Recommendation 6 – Investigate a trial of evening parking charges in Biggin Lane in Hitchin and the Town Hall car park in Letchworth

Hitchin and Letchworth both have car parks that are operating at or above capacity in the evening due to their location. The Town Hall car park in Letchworth is popular in the evening due its proximity to restaurants and the theatre, while in Hitchin the Biggin Lane car park is located nearest to the area with the most restaurants.

In order to better manage demand in these car parks, it is proposed that consideration be given to extend the charging at Biggin Lane in Hitchin and the Town Hall car park in Letchworth on a trial basis from 1800 to 2000. Phase 2 of the study will examine the practical considerations about trialling selective evening charges, the operational consequences in terms of staffing and enforcement, as well as the mitigation measures on surrounding streets. It is recommended that the trials are evaluated to assess user behaviour, and any displacement effects.

PROPOSED HITCHIN TARIFFS 2017/18 (£)

Car parks	Time period	1hr	2hr	3hr	4hr	>3hr	>4hr
Short-stay (St Mary's Square, Portmill Lane East and West, Biggin Lane, Christchurch)	Weekday before 3pm	1.20	2.20	3.50	5.00	-	-
	Weekday 3-6pm	1.20	1.20	1.20	-	-	-
	Saturday	1.20	2.20	3.50	5.00	-	-
Lairage multi-storey	Weekday before 3pm	1.00	1.00	2.00	2.00	-	4.20
	Weekday 3-6pm	1.00	1.00	1.20	-	-	-
	Saturday	1.00	1.00	2.00	2.00	-	4.20
Long-stay (Bancroft East & West, Woodside)	Weekday before 3pm	1.00	2.00	2.50	-	4.70	-
	Weekday 3-6pm	1.00	1.20	1.20	-	-	-
	Saturday	1.00	2.00	2.50	-	4.70	-

PROPOSED ROYSTON TARIFFS 2017/18 (£)

Car parks	Time period	1hr	2hr	3hr	>3hr
Angel Pavement / Market Place / Priory Gardens	Weekday / Saturday before 3pm	0.50	1.20	3.50	-
	Weekday / Saturday 3-6pm	0.50	1.20	1.20	-
Princes Mews East and West	Weekday / Saturday before 3pm	0.50	1.20	4.70	7.00
	Weekday / Saturday 3-6pm	0.50	1.20	1.20	-
The Warren	Weekday / Saturday before 3pm	0.50	1.00	1.70	3.60
	Weekday / Saturday 3-6pm	0.50	1.00	1.20	-
Town Hall	Weekday / Saturday before 3pm	0.50	0.50	1.00	3.20
	Weekday / Saturday 3-6pm	0.50	0.50	1.00	-

1. INTRODUCTION

1.1. North Hertfordshire District Council (NHDC) have commissioned Markides Associates (supported by Civix) to review its current Parking Strategy (2009–2019), adopted in 2009 and revised in 2012. The Strategy seeks to provide and manage car parking in the district over a 10-year period.

1.2. This review is being undertaken in two phases.

- The scope of Phase 1 is to review and provide advice on parking tariffs to inform the Council's budget setting process for 2017/18.
- The scope of Phase 2 is to address and consider wider parking provision and management issues across the district and to review the Council's policies in the Parking Strategy from a 10-year perspective.

1.3. This document presents the analysis of Phase 1 of the parking strategy review. A range of car parking survey and attitudinal data has been analysed to present the baseline situation. An assessment of tariff setting options is discussed for four towns (Baldock, Hitchin, Letchworth and Royston) and the larger settlement of Knebworth individually and collectively.

1.4. This report is structured in the following manner:

- Chapter 2 summarises the parking strategy review process.
- Chapter 3 reviews the national, regional and local policies governing transport and parking strategy in NHDC.
- Chapter 4 presents the results of benchmarking against other towns.
- Chapter 5 provides a review of evidence from published reports on the relationships between parking policies/strategies and town centre viability/vitality.
- Chapters 6 to 10 present the analysis for Baldock, Hitchin, Knebworth, Letchworth and Royston in turn.
- Chapter 11 presents an assessment of the tariff options for all of the town centres.
- Chapter 12 presents conclusions and recommendations.

2. Methodology

2.1. To develop an objective framework within which parking strategy options may be identified and evaluated, and to provide the 'evidence' to support those evaluations, the consultant has:

- Undertaken a review of relevant transport policy documents for Hertfordshire - to identify policies specifically related to parking and other policies that either could be expected to have an impact on parking or the successful implementation of which could be influenced by the parking strategy, in particular wider sustainable transport policies
- Benchmarked the existing situation in the five centres (with particular reference to the cost of parking) against competing or comparable centres in the region
- Undertaken a desk-top review of evidence from elsewhere on the relationship between parking policy and town centre viability and vitality
- Analysed the existing situation in each centre based on:
  - Town centre assessments (current 'performance' and future prospects)
  - Inventories of the current supply of parking serving the centres
  - Surveys of how the parking stock is currently used
  - Analyses of parking ticket sales data to supplement the survey data with time-series data on usage, including variability and trends
  - Town centre user interview surveys
  - Stakeholder engagement

2.2. The policy review, benchmarking and review of evidence on the links between parking and town centre viability/vitality are described in Chapters 3 to 5. In the following sections of this Chapter the methodologies for analysing the existing situation and assembling the evidence base for each centre are set out. The results of these analyses are detailed in Chapters 6 to 10.

Town centre assessments

2.3. The purpose of the assessment is to provide a snapshot of how each of these town centres are currently functioning and provide pointers to their future prospects. Key questions include:

- What is the current function of each of the town centres? What services does it provide and how do these relate to other town centre activities both within North Hertfordshire and beyond?
- How well is it considered that the town centre fulfils its current function? What evidence informs this view?
- What factors have influenced the growth and development of these centres? What pressures have they been put under and what opportunities do they present?
- What is the relationship between the town centre and the settlement in which they are located?

2.4. Any town centre assessment should however not be solely about 'the now'. It is important also to cast back to examine how these town centres have arrived at their status and function. Looking forward, it is of great relevance to explore how communities and their policy makers envisage these centres evolving over time and what influences (including plan policies) will shape and direct these trends.

Evidence base

2.5. The key evidence to support this town centre assessment is contained in the documents identified in **Table 1**.

TABLE 1 TOWN CENTRE ASSESSMENT DOCUMENTATION

Document/Author	Date of Publication	Evidence provided for the Town Centre Assessments
Local Plan Proposed Submission Draft (NHDC)	October 2016	Proposes strategic and development management policies for each of the town centres to 2031 and responds to the needs associated with the proposed growth strategy
Retail and Town Centres Background Paper (NHDC)	September 2016	Explains the evidence behind many of the key issues and decisions associated with retail and town centre development in the Publication Local Plan
Infrastructure Delivery Plan (R S Regeneration)	September 2016	In defining the infrastructure implications of growth set out in the local plan the IDP also provides data on the quantum and rollout of growth associated with the town centres and Knebworth over 5 year tranches to 2031
Town Centre and Retail Study (Nathaniel Litchfield and Partners)	June 2016	Documents which have been successively updated, providing a comprehensive survey of town Baldock, Hitchin, Letchworth and Royston and which undertake a 'health check' on the way they are currently functioning. The 2016 version provides a more up to date position in relation to the potential growth of North Hertfordshire up to 2031
Town Centre and Retail Study Update (NLP)	September 2014	
Town Centre and Retail Study Update (NLP)	December 2013	
Town Centre Strategies for: **Royston** **Letchworth** **Baldock** **Hitchin**	 June 2008 January 2007 January 2006 November 2004	Although somewhat dated, these strategies are forward thinking documents which seeks to promote the vitality and viability of the centres, providing a context for the district's overall retail strategy

Document/Author	Date of Publication	Evidence provided for the Town Centre Assessments
Monitoring reports		
Town Centre and Retail Development Monitoring Report	December 2015	Collectively a source of information about retail trends in the town centres
Annual Monitoring Report	December 2015	

2.6. The publication Local Plan is (at October 2016) the subject of consultation prior to submission for examination during 2017. It represents emerging rather than formally adopted planning policy but notwithstanding this it provides a clear signpost as to the direction of travel of growth and change within the district.

2.7. The Infrastructure Delivery Plan (which is providing part of the evidence base to the Local Plan) focuses on infrastructure need and funding but a key section of the document seeks to assign housing growth to specific locations within the district between now and 2031 (including the trajectory of new development expressed in 5 year tranches). This enables the impact of future growth for each of the four town centres to be identified and its impact (in terms of vitality/viability) to be assessed[1].

Inventory of parking supply

2.8. The consultant team has collated an inventory of the parking available in the four towns and the settlement of Knebworth. The off-street parking inventory includes key information about all NHDC-operated and private car parks in the four towns and Knebworth. Information about non-NHDC-operated car parks was obtained through online searches and on-site verification where required. Key information recorded includes:

- Number of spaces (including disabled bays, motorcycle bays, electric charging spaces and family bays)
- Opening hours
- Parking tariffs
- Regulations/restrictions including maximum stay
- Payment options
- Access
- Security facilities
- Assessment of car park conditions

[1] A degree of caution needs to be exercised with these assignment figures, as whilst the IDP can be reasonably clear about urban capacity sites (within towns) and urban extensions (extending the towns beyond their current footprint) some rational but nevertheless speculative decisions have to be taken about the assignment

2.9. The on-street parking inventory records the kerb length (in metres) of selected streets by the nature of the restrictions in place. Furthermore, a list of streets with parking permit zones was provided by NHDC.

Stakeholder engagement

2.10. The study team has sought to engage the views of key stakeholders during the first phase of this study. As part of Phase 1 of this study, a workshop was held in Letchworth Council Chambers on Friday 14th October. A breakfast workshop (0800-1000) was selected to enable local business owners to attend.

2.11. Details of the stakeholder workshop can be found in **Appendix A**.

Parking survey data

2.12. Parking surveys were commissioned from Intelligent Data and were carried out in September to December 2016. The specification for the surveys was designed to address specific knowledge gaps in each of the four towns and Knebworth. Further information on patterns of parking demand is also available from sales data and previous surveys undertaken in 2008 and 2009.

2.13. A summary of the findings for each of the towns and Knebworth can be found in **Appendices C to G**.

Off-street parking surveys

2.14. Off-street parking surveys were undertaken in car parks to measure their occupancy (number of vehicles parked at a given instant of time through the survey period) and the duration that vehicles park. These surveys were undertaken using both Automatic Number Plate Recognition (ANPR) and manual beat surveys.

2.15. The ANPR survey results are broken down by 15-minute bands through the survey periods, providing a detailed record of the accumulation of parking demand. All of the surveys undertaken achieved a reliable rate of number plate recognition. However, it should be noted that the ANPR survey methodology does not record the number of vehicles already parked in the car park at the start of the survey period, and the total estimates of parking occupancy may therefore represent a slight under-estimate. In most cases, the accumulation at the start of the evening period is known because the cameras recorded the daytime entries and exits. Where this data was not complete, an estimate of the starting figure can be estimated from sales transaction data.

On-street parking surveys

2.16. On-street parking surveys were undertaken in specified streets to record the occupancy (broken down by vehicle class) and parking duration estimates (number of vehicles by duration of stay through the survey period). The streets to be included in the surveys were agreed with NHDC officers to include those that are, or potentially could be under different strategy options, used for parking by town centre visitors/workers.

2.17. The specified streets were first visited to generate a record of the available spaces categorised by the restriction types. For the purposes of this record, where bays were not marked the number spaces was estimated based on an assumption of 5 metres per parked vehicle. All measurements were rounded down after being divided into 5 metre spaces. The first 7.5m of kerb adjacent to any junction was excluded from the calculation for safety reasons, as suggested in the Lambeth Methodology for parking surveys[2].

2.18. Hourly beat surveys of registration numbers were undertaken. This frequency does not guarantee that all vehicles will be captured in areas of short-stay parking, but it is sufficiently frequent to provide an accurate profile of parking occupancy and duration.

Town centres user interview surveys

2.19. Interview surveys were conducted to understand who is using each of the town centres, their mode of arrival and choice of parking, their perception of current parking provision, and attitude to potential changes in parking provision and tariffs. Some of the questions were phrased to allow a direct comparison with previous parking survey responses.

2.20. **Table 2** presents the number of valid responses in each of the town centres. Due to the very local nature of the retail offer in Knebworth, interviews were only collected on a single weekday and a very low response rate was achieved. Multiple survey shifts were conducted in the remaining town centres to achieve a reliable sample for analysis.

TABLE 2 INTERVIEW SURVEY SAMPLES

Town	Dates surveyed	Number of responses
Baldock	Wednesday (market) 28/09/2016	44
	Thursday 29/09/2016	58
	Saturday 01/10/2016	47
Hitchin	Wednesday 05/10/2016	20
	Thursday 06/10/2016	95
	Saturday 08/10/2016	100
Knebworth	Thursday 06/10/2016	10
Letchworth	Wednesday 28/09/2016	38
	Thursday (market) 29/09/2016	32
	Sunday 02/10/2016	37
Royston	Tuesday 04/10/2016	14
	Wednesday (market) 05/10/2016	30
	Saturday 03/12/2016	15
	Sunday 18/12/2016	23

[2] Highway Code Rule 243 states 'DO NOT stop or park opposite or within 10 metres (32 feet) of a junction, except in an authorised parking space'. While there is no law that specifically prohibits this, a Fixed Penalty Notice (FPN) could be issues under the offence of unnecessary obstruction.

Parking sales data

2.21. Transaction data from the NHDC-operated car parks was downloaded directly from the management system for the period covering 1st August 2014 to 31st August 2016. This data was aggregated using MS Access to create outputs summarising the number of transactions and the sum of revenue broken down by car park, tariff band, day of the week and time of day.

2.22. Previous changes in the tariff structure were implemented during the period for which data is available, notably the changes introduced in January 2015. A like-for-like comparison of demand and revenue for a 'neutral' period before and after the tariff change was conducted to estimate the impact on user behaviour.

2.23. **Appendix I** provides a detailed summary of the transaction data and its use to estimate demand and revenue elasticity from past tariff increases.

3. Policy Review

3.1. This section assesses the transport policy context for the Parking Study. Relevant policies identified include the following:

Hertfordshire County Council

- Local Transport Plan 3, 2011
- Cycling Strategy 2007
- Draft Local Transport Plan 4 / Emerging Transport Vision 2050

North Hertfordshire District Council

- Local Plan, 1996
- Vehicle Parking at New Development Supplementary Planning Document, 2011
- Local Plan Proposed Submission Draft, 2016
- Infrastructure Delivery Plan, 2016

Joint Policy Documents– Town Centre Urban Transport Plans

- Hitchin Urban Transport Plan (UTP), 2011
- Royston Urban Transport Plan, 2010
- Letchworth and Baldock Urban Transport Plan (UTP), 2012

Hertfordshire County Council

Local Transport Plan 3

3.2. Hertfordshire County Council (HCC) adopted their third Local Transport Plan (LTP3) in 2011. The Local Transport Plan is a statutory document that sets out the County Council's vision and strategy for the long-term development of transport in the county.

3.3. Hertfordshire County Council's current Corporate Plan (2013-2017) identifies the four key priorities which the LTP seeks to support and reflect in its vision and objectives. These priorities are for residents to have the opportunity to:

- Thrive
- Prosper
- Be healthy and safe
- Take part

3.4. The LTP3's approach to transport is articulated through five goals which relate to enhancing the quality of life, health and the natural, built and historic environment by improving journey experience in terms of comfort, regularity, safety and the ability to park.

3.5. LTP3 states that the county will work closely with District/Borough Councils to agree adequate parking enforcement strategies and ensure that the needs of disabled persons are considered in all parking proposals (principally Controlled Parking Zones and Special Parking Areas) and to prevent vehicles impeding the footway.

3.6. Significantly reducing CO2 emissions is a key county-wide and national target, which HCC believes could be achieved through road pricing in congested areas and routes, taxing private car parks and limiting car parking provisions. These measures may need to be considered in the future and do not form part of the present LTP3 policies.

3.7. Car parking policies and standards form part of the overall policies for the management of the highway network. It is stated that provision and standards for car parking will be determined by Local Planning Authorities and will include provision throughout districts, including urban areas and for new residential and non-residential development. Proposals for Park and Ride facilities will be considered in the light of Local Development Frameworks and Urban Transport Plans.

3.8. In terms of powered two-wheelers, these vehicles can help to deliver environmental improvements if they substitute for single-occupancy car use. The County Council will encourage the provision of adequate and secure parking facilities for powered two-wheelers.

Cycling Strategy 2007

3.9. This is a daughter document to the Hertfordshire Local Transport Plan (LTP). It builds on the strategy for cycling set out in Hertfordshire County Council's "Long Term Strategy". The Cycling Strategy does not contain programmes for project delivery as these are the roles of the area and town transport plans, supported by the cycling strategies of a number of individual district councils along with the strategic County network. When considered in the context of the four 'shared priorities' for transport agreed between central and local government – safety, congestion, accessibility, and air quality – it is stated that increasing the levels of cycling in Hertfordshire can make a major contribution to tackling these priorities. Paragraph CS3 states that cycling is also well placed to help tackle the growing challenge of obesity within children and adults. It can even contribute to the county's economic vitality through the creation of a healthier and more productive workforce together with the promotion of recreational and tourism cycling which is a growing market. These benefits are reflected in national, regional and local policies across a wide spectrum of activities including health and land-use planning.

Draft Local Transport Plan 4 / Emerging Transport Vision 2050

3.10. Since the development of the LTP3 there have been significant changes to the planning process and the economy. Unlocking economic growth has become extremely important and housing growth forecasts have shown that the 10 districts and boroughs within Hertfordshire need to accommodate a significant increase in housing and employment levels. As a result of the predicted growth within the County, the County's transport planning strategy needs to accommodate and support the future aspirations of the Borough and Districts. Sustainability is at the forefront, to create sustainable towns and linkages and generate modal shift from private cars.

3.11. A fundamental aspect of this review is the development of a new Transport Vision for Hertfordshire to 2050. The Transport Vision forms the evidence to support the investment needed for Hertfordshire. By 2050 forecasts predict that the population of Hertfordshire will have grown by around 400,000 to over 1.5m, having a huge impact on congestion and journey times, particularly during peak travel periods.

3.12. The development of Hertfordshire's Transport Vision is a three-stage process. Stage 1 involved the collection and analysis of data and the identification of challenges based on how Hertfordshire may grow and develop in the period from 2016 to 2050. Stage 2 built upon the evidence base collated in Stage 1 to establish a series of broad options for strategic-level transport packages to address the challenges identified. In Stage 3 the objective is to develop, assess and prioritise the transport schemes identified in Stage 2, and identify those schemes which should be taken forward by Hertfordshire County Council for further development, modelling and public consultation as part of the major schemes package to be included in the forthcoming LTP4.

3.13. The Transport Vision 2050 documents were open for public consultation until the 14th December 2016. They include the 'Hertfordshire Vision Stage 3 Technical Report on Major Scheme Selection' August 2016.

3.14. There are six policy options outlined in the consultation which could all feature in the LTP4:

- Adoption of a 'transport user hierarchy' policy
- Delivery of a step change in cycling in larger urban areas
- Greater facilitation and support for shared mobility (car clubs, lift share, bike share)
- Enhanced public transport connectivity between towns, through bus priority measures
- A priority traffic management network
- Growth and Transport Plans

3.15. The adoption of a 'transport user hierarchy' policy will remove the priority of designing roads and urban areas for vehicle movements, and give priority to other sustainable modes of transport such as walking, cycling and public transport. Car-based commuter needs are given a lower priority in the hierarchy because of the contribution they make to congestion at peak times, and because of the urban space taken up by long-stay car parking.

3.16. The public consultation also includes the 'Transport Vision 2050 – Consultation Report', Autumn 2016 document which provides information regarding the future transport strategy and potential transport schemes for the county. These include a possible priority bus network which will increase the bus provision and will create a more reliable and sustainable link between main town centres, including Hitchin, Letchworth Garden City and Baldock.

3.17. The Stage 2 Transport Vision 2050 document identified several potential transport schemes including the use of variable messaging signs (VMS), social media and emerging technologies to provide better information about on-street parking options within Hertfordshire's urban areas, reducing the time spent circulating looking for a space. Other schemes include dynamic pricing, which will allow for different parking charges by time of day, location, demand, type of vehicle and occupancy.

North Hertfordshire District Council

Local Plan, 1996

3.18. The District Plan No.2 with Alterations, was adopted in April 1996 and contains the District Council's policies, which provide a framework for guiding and controlling changes within the district. However, a number of these policies expired under the Planning and Compulsory Purchase Act 2004 as of September 2007.

3.19. The retained policies are included in the Saved Policies under the Planning and Compulsory Purchase Act 2004 Written Statement, 2007. This document identifies that North Hertfordshire's town centres, such as Baldock, Hitchin and Royston, have developed based on the mediaeval origins which have constrained development opportunities.

3.20. *Policy 42* – Shopping identifies that some large proposals cannot be accommodated in the town centres due to the lack of space, risk of damage to its character, overloaded roads, car parking issues and servicing facilities.

3.21. The new Draft Local Plan 2011-2031 will replace the 1996 Local Plan and will cover the period 2011-2031.

Local Plan Proposed Submission Draft, October 2016

3.22. This Local Plan seeks to address the key issues facing North Hertfordshire and will set a strategic vision and spatial strategy for the District over the period 2011 to 2031. By 2031 North Hertfordshire will be an attractive and vibrant place where people will want to live, work and spend their leisure time.

3.23. The vitality and viability of the towns of Hitchin, Letchworth Garden City, Royston and Baldock are safeguarded in a way that takes account of their distinctive role. This will be achieved through carefully planned development which meets the needs of these centres, retaining their market share in terms of their retail offer, whilst recognising the importance of preserving and enhancing their historic character. In local and village centres shopping facilities that meet local needs will be supported.

3.24. The primary responsibility for delivering transport provision in North Hertfordshire rests with Hertfordshire County Council as the local highway authority. Highways England are responsible for the strategic road network which includes the A1(M) within North Hertfordshire. The involvement of North Hertfordshire District Council relates mainly to Development Planning and the management and enforcement of parking which could have implications on the local and strategic highway network.

3.25. Most development proposals generate demand for parking relating to different users be it for visitors, residents, employees or solely for operational purposes.

3.26. Parking is one tool that can be used to influence travel demand and mode of travel. Previous policies to influence car ownership based on maximum standards of parking provision at trip origin (residential parking) are acknowledged to be flawed. Experience in North Hertfordshire shows that insufficient parking provision in residential environments can have an adverse impact. Limiting parking availability at trip origins does not necessarily reduce car ownership and can displace vehicles onto the adjacent local highway network, diminishing the streetscape, causing increased levels of congestion, and potentially obstructing emergency vehicles.

3.27. 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 need for greater parking control has developed in line with the growth of motorised traffic, particularly in the rise in ownership and use of private cars. The emphasis of sustainable transport is now placed on locating residential development where car use is less likely / and or necessary for many trips.

3.28. *Transport Policy T2 - Parking* seeks to influence car use, through application and assessment of parking standards, promoting use of alternative modes of transport and travel planning, as opposed to restricting car ownership.

3.29. *Design Policy D1 – Sustainable Design* states that location of parking areas should ensure that they create safe and secure places to leave and access vehicles.

Infrastructure Delivery Plan 2016

3.30. The Infrastructure Delivery Plan (IDP) as a document seeks to identify all relevant infrastructure needs that are anticipated over the whole plan period from this point starting forward and which can clearly be related to growth, so that there is clear evidence that such need is both known and actively being planned for. The content of this IDP is based on the potential implications of infrastructure need arising from meeting the district's growth needs to 2031 together with any relevant development taking place in adjoining districts that might have significant infrastructure implications for North Herts.

3.31. The IDP presents a balanced, well considered view of future needs related to the Local Plan activities and how they can be carefully planned, adequately funded and delivered in a timely fashion. The additional benefit an IDP is that it allows all those with an interest in infrastructure provision to take stock and plan successful strategies to ensure that these needs become a reality.

3.32. This process of defining infrastructure needs is one that involves the local planning authority working closely with infrastructure providers to determine requirements over time. Such engagement is an important process in itself as it will:

- enable infrastructure providers to give proper consideration on the scale, nature and location of growth, information which they can then factor into other elements of their service planning work
- encourage such providers to think beyond the relatively short term and also less parochially and more holistically (to see their infrastructure planning work in a wider context)
- alert them as to the available public funding opportunities (such as section 106 and the Community Infrastructure Levy (CIL)) and the opportunities that will exist to secure access to it.

3.33. Further to this, the IDP aims to:

- Review existing infrastructure provision in the district and identify gaps in provision
- Set out what infrastructure is required to support growth, where the infrastructure is needed and when it should be delivered

- Detail the costs associated with the provision of infrastructure items in the district, identify potential funding sources, and highlight gaps in funding, where known
- Identify mechanisms for delivering infrastructure and outline the key stakeholders involved in the delivery process

3.34. With transportation infrastructure – and specifically, highways - it is impossible to view the infrastructure other than as being part of an interconnected network, in which decisions to locate growth in one location has significant wider repercussions. A single journey across the district's highway network will involve numerous interactions with other parts of the network. If some of these are already suffering from congestion, then it becomes very difficult to consider the highway infrastructure impacts of growth in one part of the district in isolation. For this reason, the IDP looks at transportation infrastructure holistically – not just examining the immediate consequences of growth but the wider picture of congestion in the network, although as noted elsewhere in the IDP, it does not necessarily follow that all identified highway infrastructure needs should be met without question.

3.35. The IDP includes information on the railway stations in North Herts which are served by two railways lines East Coast Main Line (ECML) and the Cambridge Line, with ECML linking central London to Edinburgh and the Cambridge Line Linking London to Cambridge.

3.36. **Table 3** identifies the increase in station usage over the last 10 years. Knebworth and Baldock have experienced the greatest percentage increase of station usage between 2005 and 2015, with Knebworth experiencing a 71% increase and Baldock experiencing a 61% increase. Hitchin has experienced the highest increase of usage with 987,000 more people in 2015 than in 2005. The table conveys the increasing strain on station car parks, town centre car parks and surrounding residential streets.

TABLE 3 - RAILWAY STATION USAGE (2015 FIGURES FROM NETWORK RAIL)

Station	Patronage 2005/06 (Million)	Patronage 2014/15 (Million)	10 year %age change 05/06 - 14/15
Hitchin	2.049	3.036	+ 48%
Letchworth Garden City	1.187	1.752	+ 48%
Royston	1.061	1.394	+ 31%
Knebworth	0.344	0.595	+71%
Baldock	0.386	0.624	+ 61%

3.37. Local bus services are mostly run by commercial operators, the most significant of which are Arriva, Britannia Travel, Cambus, Centrebus, Chambers, Cozy Bus, Landmark, National Express, Richmond, The Shires and Uno. Whilst bus services are reasonable in urban areas (through a combination of circular, through or inter urban routes) it is patchy in rural areas, with service levels to and from individual settlements often depending whether they lie on the line of inter urban or through routes.

3.38. The district is served by a variety of public footpaths and green links, including the Hitchin Outer Orbital Path (HOOP) (12 miles), the Hicca Way (9miles) and Letchworth Greenway (13.5 miles). 7% of the district's residents walk to work, with a mean distance of 1.74 miles, whilst walking counts for 43% of school journeys. 9% of the district's residents experience difficulty in walking more than half a mile. (Source 2012 Herts County Travel Survey).

Vehicle Parking at New Development Supplementary Planning Document, 2011

3.39. This document is an update of the 2006 Supplementary Planning Document, Vehicle Parking Provision at New Development. The update was required to reflect national policy changes and follows the review of North Hertfordshire District Council's Parking Strategy 2009-2016.

3.40. Parking standards were developed taking into consideration Planning Policy Guidance 13, after establishing a local evidence base and taking into consideration car ownership and accession mapping, as well as experience of previous developments.

3.41. The 2001 national census data relating to levels of car ownership identified that North Hertfordshire has higher car ownership than the national and regional averages, although it is slightly lower than the overall Hertfordshire level.

3.42. A fundamental change included in these revised standards was a move to a minimum set of parking standards for trip origins (residential parking) whilst retaining maximum standards for trip destinations (for example commercial, leisure and retail parking). This acknowledged that whilst parking has a role in promoting sustainable travel choices in most locations, demand management through parking is most appropriate at the trip destination rather than at the trip origin (i.e. at the home).

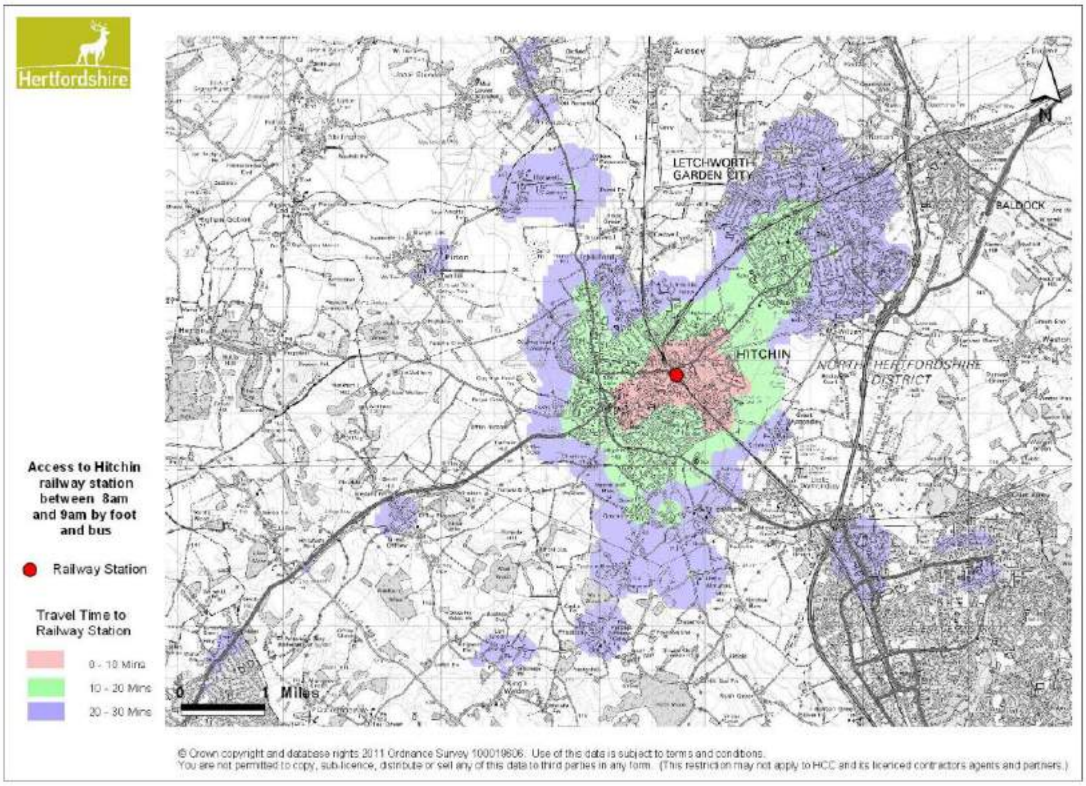
3.43. The proposed parking standards were to contribute to the Council's key three themes as follows:

- **Town Centre** – To include the delivery of the town centre strategies, support town centre partnerships and preserving/enhancing the street scene
- **Sustainable Development** - Challenging development within the green belt and ensuring that any development which does take place is sustainable in the long term
- **Green Issues** - To include development of our climate change strategy, retention and enhancement of green spaces and increasing recycling facilities.

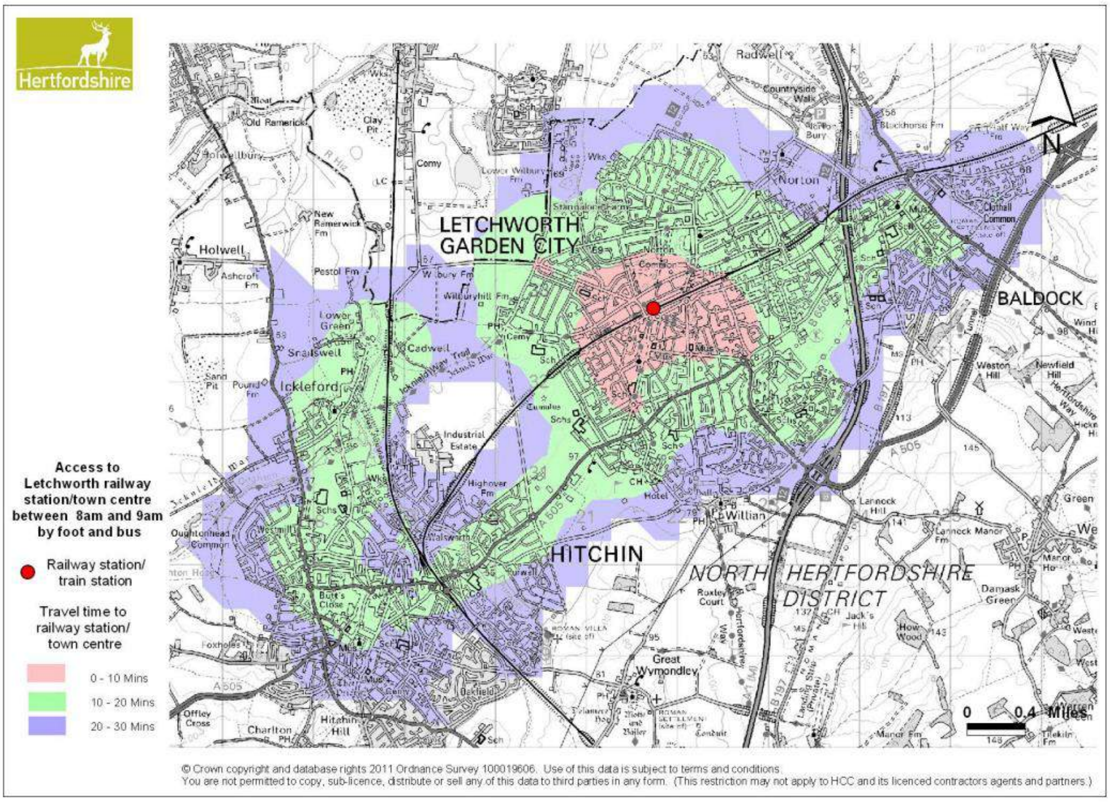
Non-residential Accessibility Zones

3.44. NHDC have introduced non-residential accessibility zones within the district's main towns based on access to key services including GP's, schools, retail centres on foot and by public transport. Maps of these zones are shown below and provide evidence indicating locations of greatest accessibility by public transport. These zones are also relevant when considering residential parking in Class C3 albeit only in exceptional circumstances. The zone ranges and zone locations are presented below.

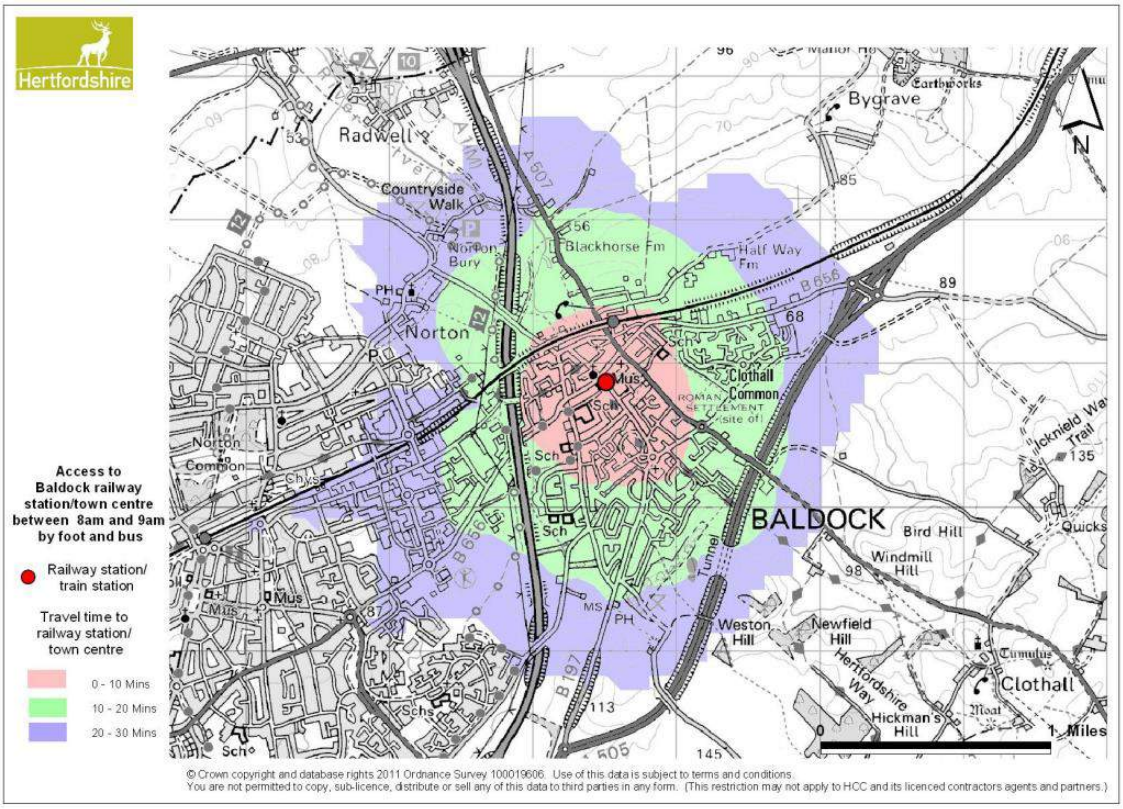
Hitchin



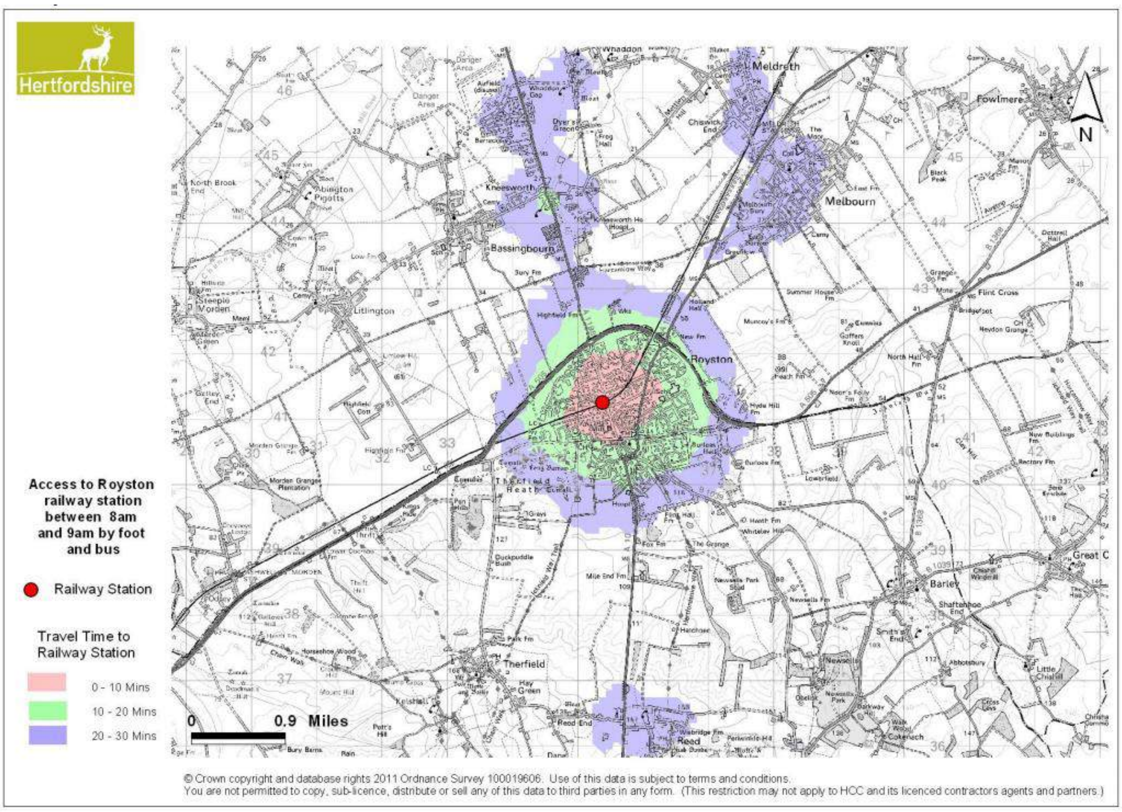
Letchworth Garden City



Baldock



Royston



North Hertfordshire Annual Monitoring Report 2014-2015

3.45. The North Herts Annual Monitoring Reports are produced to keep track of changes to the built and natural environment, which helps inform the future policy and plans for the area and provides evidence on areas where change may be necessary.

3.46. These reports record changes in travel to work. There are significant levels of commuting in and out of the district. The 2011 census found 52,859 jobs based in the district and 65,243 economically active residents.

3.47. Of the jobs based in the district, 53% of the jobs are taken by people who either work at home or live and work within the district. There are 38% of workers who commute into NHDC to work. The remaining 9% live in NHDC but have no fixed workplace. As to out-commuting the census data 2011 shows that 50% of the total population of NHDC who are economically active commute to work outside the district.

3.48. The biggest net relationship with a single district is people coming from Central Bedfordshire to work in North Hertfordshire (3,934 people). The biggest one-way relationship with a single district is people travelling to Stevenage to work (6,362 people). Almost half of North Hertfordshire's out-commuters work elsewhere in Hertfordshire (at 14,855 people). This is approximately twice as many people as commute to London (7,489 people).

3.49. In the 2011 census, over 43% of residents living in North Hertfordshire travelled to work by car, as a driver or passenger. This means that much of the increase in commuting is by private car, leading to increased congestion in certain areas.

Joint Policy Documents - Urban Transport Plans (UTPs)

3.50. There are three UTPs within North Hertfordshire District Council, covering Hitchin (2011), Letchworth Garden City and Baldock (2012) and Royston (2012). HCC in partnership with NHDC appointed consultants to undertake UTPs for the main towns within NHDC. The purpose of the UTPs is to develop a range of schemes and interventions, across all modes of transport, to address existing problems. The UTPs identify a number of transport improvement schemes for further consideration over the life of the plans to help deal with existing and possible future transport issues.

Hitchin Urban Transport Plan (UTP), 2011

3.51. The Hitchin UTP identifies a number of parking problems, which are as follows;

- P1 – Lack of car parking within the town centre
- P2 – Problems with on street parking in parts of Hitchin (St. Andrews Place area etc)
- P3 – Heavy demand for parking around the rail station
- P4 – Difficulty accessing some car parks
- P5 – Commuter parking in residential areas
- P6 – It is perceived that the Lairage car park is under-used due to its location, poor access and high parking costs
- P7 – Large number of circulatory trips by drivers searching for parking spaces
- P8 – Increased demand for Blue Badge holder parking bays in residential areas

3.52. The UTP also identifies several schemes to solve the parking problems including:

- Increasing parking enforcement such as parking permits
- Introducing cheaper car parking in the off-peak period
- Reviewing the number of disabled spaces in the town centre
- Improving awareness of the Lairage multi-storey car park
- Introducing real time information for car parks to show available spaces
- Introducing a residents parking scheme.

3.53. Some of the on-street parking concerns have been addressed through the implementation of CPZ's over several years in areas close to the town centre (Hollow Lane, St Andrews Place, West Hill and Grays Lane).

Royston Urban Transport Plan Volume 1 and Volume 2, 2010

3.54. Stakeholders recognised that parking provision and management plays an important role in Royston and affects the overall accessibility to the town, traffic conditions within it, and its economy.

3.55. This UTP identifies 19 different parking issues within Royston, including:

- P1 - There is no discount available for season parking tickets, it is the same rate as casual parking.
- P2 - Royston town centre is all controlled. People park in residential areas to avoid paying, which upsets the residents.
- P4 – The station car park is too well used and leads to overflow parking. People park in residential areas and walk to the station.
- P5 - Commuter parking is a problem. People circle the town looking for a parking space.
- P7 - Some people do not carry cash, which causes a problem when paying for parking.
- P11 - Car parking is being utilised by local workers rather than visitors to the town.
- P19 - Free town centre street parking compromises the public realm.

3.56. The UTP document also forecasts future parking demand based on the potential 25% housing growth between 2009 and 2031. The starting point for these forecasts was the 2008 report to the District Council *A Parking Strategy for Royston*, which revealed that the maximum parking demand in the town centre was 364, leaving some 165 parking spaces vacant.

3.57. **Table 4** presents the future parking demand for Royston as estimated for the UTP.

TABLE 4 FUTURE PARKING DEMAND FOR ROYSTON

Parking Demand	Cumulative demand
Current Demand (2008)	364
With just 75% planned housing growth to 2031	434
Approximate effect of doubling the proportion of parkers staying 1-2 hours to **fulfil** the objective of the Town Centre Strategy	509
Approximate effect of increased employment outside centre (assuming only 2.5% of workers drive to centre at the peak time)	559
Allowance for town centre development unmet demand (As a consequence of continuing to restrict the amount of private parking in new developments)	609
Allowance for the achievement of a 10% vacancy rate in public parking provision (to avoid searching for space at peak times)	677

3.58. The UTP proposes potential parking and transport measures to resolve the existing and future parking issues in Royston, as follows:

- Make town centre waiting restrictions more consistent to control on-street parking
- Improve car park signage
- Adopt adjustments to parking charges and greater price differentiation between short and long-stay parking
- Protect residential areas from rail commuter parking
- Introduce charges for on-street parking with a cashless payment option

3.59. The Royston UTP Volume 2 identifies a number of schemes for Royston Town Centre which include:

- Review town centre parking - Signage, pricing, controls etc.
- Traffic calming measures
- Sustainable transport promotional activities
- Implement both short and medium term improvements to the bus station to consider the possible redevelopment of the Market Square and Warren car park sites as promoted in the Royston Town Centre Strategy. The Warren site is significantly larger than the Market Square sites and should be able to accommodate additional parking (on two or three levels) together with a newly upgraded bus station and mixed use development.

Letchworth and Baldock Urban Transport Plan (UTP), 2012

3.60. This Urban Transport Plan outlines interventions to address objectives and key issues relevant to Letchworth and Baldock, with town centre parking being a growing problem.

3.61. Issues of the availability and cost of parking affect people's choice of destination, duration of stay, as well as mode of travel. Availability and the choice of spaces can also affect localised traffic patterns, as people circulate to find the most convenient or cheapest parking.

3.62. The UTP highlights several potential measures to address these issues in Letchworth Town Centre, including:

- General review of existing, and potential new, Controlled Parking Zones;
- Town Centre parking review, including a long/short-stay parking review and; options to manage on-street commuter parking
- Options to introduce Variable Message Signing for directions/space information at the town centre car park;
- Options to address obstructive parking through possible verge and footway parking protection orders and junction protection schemes

3.63. The UTP highlights several potential measures to address these issues in Baldock Town Centre that have since been delivered, including:

- Recent town centre enhancements enabling a shift in demand towards short-stay on-street parking.
- A recent residential development on land at Baldock station providing approximately 30 additional rail station parking spaces.

4. Benchmarking

4.1. The current parking charges in North Hertfordshire have been benchmarked against charges in other centres within Hertfordshire and adjacent counties. The centres that have been included in this exercise are either:

a) Those that North Hertfordshire town centres may be considered to be in competition with – these are Stevenage, Welwyn Garden City, St Albans and Bishops Stortford in Hertfordshire, Cambridge and Luton in adjacent counties, and the nearby edge-of-town retail offer in Biggleswade, or

b) Smaller centres which do not necessarily compete with North Hertfordshire centres, but are included for comparison purposes as they have similar characteristics to the smaller North Hertfordshire Centres – the centres chosen in this category are Buntingford and Sawbridgeworth

4.2. The main characteristics of these centres may be summarised as follows:

- *Stevenage* borders North Hertfordshire to the south and is approximately 5 miles from Hitchin town centre. Stevenage is a competing town centre due to its greater chain stores, food retail and leisure offer. Stevenage also has a larger employment offer with the Gunnels Wood employment areas located to the west of the town centre.
- *Welwyn Garden City (WGC)* is situated approximately 11 miles south of Hitchin. WGC's town centre is similar to Hitchin town centre. WGC has a similar retail and leisure core to Hitchin, as well as a similar number of supermarkets, cafes and restaurants. Welwyn Garden City has a smaller car park offer than Hitchin. However, WGC's railway station is located within the town centre.
- *St Albans* is located to the south west of Hitchin and is approximately 14 miles from Hitchin town centre. St Albans is a competing town centre due to its greater retail and leisure offer which includes independent and chain stores, bars and restaurants. The centre is also a historic market town which provides food and retail market stalls on Wednesday, Saturdays and some Sundays.
- *Bishops Stortford* is a historic market town and is situated approximately 18 miles to the south east of Letchworth Garden City. Bishop's Stortford has a similar retail and parking offer to Letchworth, as well as a rail station in close proximity to the town centre.
- *Cambridge* is the closest regional centre to North Hertfordshire and is situated approximately 15 miles north east of Royston town centre. Cambridge is a competing centre due to its wider range of retail facilities within the Grand Arcade shopping centre, as well as leisure facilities, bars, restaurants and market stalls. Compared with all North Hertfordshire town centres Cambridge has a greater retail and leisure offer, and therefore, is a popular shopping and leisure destination
- *Luton* is situated to the west of the North Hertfordshire and is approximately 8 miles from Hitchin. Luton has a greater retail offer than any of the North Hertfordshire town centres, due to *The Mall Luton* shopping centre which provides access to a variety of chain stores and restaurants

- *Buntingford* is a historic market town situated to approximately 7 miles south of Royston. Buntingford has a limited retail and leisure offer, but does have several cafes, restaurants and pubs in the town centre
- *Sawbridgeworth* is approximately 18 miles south east of Royston, and provides a similar retail offer. However, Sawbridgeworth provides fewer cafes, restaurants and pubs. In terms of car parking provision, Royston provides greater off-street parking provision.
- *Biggleswade* is a market town located on the A1 in Bedfordshire. The A1 Shopping Park is a recently opened edge-of-town development offering a variety of high street stores in big box retail format with over 800 uncharged parking spaces.

4.3. Details of parking charges in these centres are included in **Appendix J**. A summary of the benchmarking is shown in **Table 5**. The results of the benchmarking are discussed below for each of the North Hertfordshire centres in turn, with reference to the information in **Table 5** and in **Appendix J**.

TABLE 5 SUMMARY OF PARKING CHARGES IN COMPETING AND COMPARABLE CENTRES

Centre	Free parking period	Charges				Charges apply	
		1 hour	2 hours	4 hours	8 hours	Evenings	Sundays
Stevenage	None	£1.60	£2.10	£3.00	£4.20	Yes	Yes
Welwyn Garden City	20 minutes	£1.50	£1.50	£3.50	£5.00	Yes	Yes
St Albans	None	£1.20 - £2.00	£2.40 - £3.00	£4.10	£5.10 - £10.20	Majority - Yes	Yes
Bishops Stortford	30 minutes	£0.80	£1.50	£2.90	£3.30- £4.40	No	No
Cambridge	None	£2.10 - £2.30	£3.60 - £4.40	£9.20 - £10.50	£24	Yes	Yes
Luton	None	£0.90 - £1.00	£1.00 - £1.50	£1.60 - £4.00	£4.80 - £8.00	No	Yes
Biggleswade A1	24 hours	-	-	-	-	No	No
Buntingford	3 hours	-	-	£2.00	£2.00	No	No
Sawbridgeworth	1 Hours	-	£0.50	£1.50	£3.50	No	No
Hitchin	3 hours (Nightingale Road Car Park)	£0.50 - £1.00	£1.50 - £2.00	£4.00 - £5.00	£3.00 - £10.00	No	No
Letchworth	2 Hours (North Common Swimming Pool and Bowls Club Car Parks)	£0.20 - £1.00	£0.50 - £2.00	£1.50 - £4.70	£4.70 - £6.20	No	No
Baldock	24 hours (Tescos)	£1.00	£1.00	£1.50	£1.50	No	No
Knebworth	1 hour on-street parking	£0.50	£1.20	£4.00	Maximum Stay – 4 hours	No	No
Royston	1 hour free (Angel Pavements and Market Place Car Parking) All Car Parks free after 3pm.	Free - £0.50	£0.50 - £1.20	£3.20 - £7.00	£3.20 - £7.00	No	No

Hitchin

4.4. Hitchin is compared with Stevenage, Welwyn Garden City and St Albans, which may be considered as competing centres.

4.5. In terms of Stevenage car parks, short-stay car parking charges are higher for 1-3 hours parking when compared to Hitchin car parks. Parking for one hour in Stevenage is £0.60 more expensive than NHDC operated car parks in Hitchin and 3-hour parking can be between £0.50 - £1.00 more expensive in Stevenage. However, in many of the Stevenage short-stay car parks a 5-hour stay is the same price as parking for 3 hours in Hitchin, both costing £3.00. Therefore, a medium stay in Stevenage is considerably cheaper than Hitchin.

4.6. When compared with Welwyn Garden City, Hitchin has greater car parking capacity. In terms of short-stay car parking between 0-2 hours is cheaper in WGC, costing £2.50 in WGC and £3.00 in Hitchin. WGC is also cheaper for 3-4 hours parking costing £3.50, compared with £4.50 in Hitchin. Daily charges are cheaper in Hitchin costing between £4.20 - £4.70, and costing £5.00 in WGC.

4.7. When compared with St Albans, Hitchin's NHDC-operated car parks and private car parks are slightly cheaper in terms of short-stay parking, with Hitchin car parking charging £1.00 for up to an hour and St Albans charging between £1.20 - £2.90 for up to an hour. In terms of long-stay parking, St Albans car parks are more expensive for 24-hour parking, ranging from £5.10 - £21.00 and Hitchin charging a maximum of £4.70. Some of the larger car parks in St Albans offer season passes for long-stay parking, however these are considerably more expensive, approximately double the price of Hitchin season tickets. Both Hitchin and St Albans provide free evening and overnight parking.

Letchworth Garden City

4.8. Letchworth Garden City offers a smaller and more local town centre, although the retail offer is smaller than Hitchin there are still a variety of shops within the centre, and it is therefore compared with Bishop's Stortford.

4.9. Parking in Bishop's Stortford is cheaper for short-stay parking with half an hour free car parking and 90 minutes costing £0.80 compared to one hour parking in Letchworth costing £1.00 in NHDC car parks. Long-stay parking is also cheaper in Bishop's Stortford with up to five-hour car parking charges between £2.00 - £3.60 compared with £4.50 - £4.70 in Letchworth. However, Letchworth Garden City's private car parks offers the cheapest parking of £0.20 for up to an hour parking and £0.50 for up to two hours of parking, which is considerably cheaper than Bishop's Stortford.

Royston

4.10. Royston is also a local centre; however, the retail environment is small and is less popular for residents and visitors. Royston has therefore been compared with Buntingford.

4.11. Royston has a larger parking capacity than Buntingford due to more off-street car parks. However, Buntingford has a high provision of on-street parking on the High Street allowing free parking for an hour. In Buntingford car parking is free for up to 3 hours and £2.00 for all day parking Monday to Friday and is free all day Saturday, Sunday and Bank Holidays. Therefore, parking in Buntingford is considerably cheaper than Royston.

Baldock and Knebworth

4.12. Baldock and Knebworth are small local centres, which provide small retail environments similar to the retail environment in Sawbridgeworth. All three centres provide access to a bank, café's, restaurants and food retail. Baldock, Knebworth and Sawbridgeworth also have similar car parking environments, with each centre having one car park and as well as providing on-street car parking.

4.13. Sawbridgeworth offers one hour free on-street parking and the off-street car park offers one hour free parking and up to three hours costing £1.00 Monday – Friday. This is the same as Baldock, however off-street car parking does not offer one hour free parking. Long-stay parking is cheaper in Baldock costing £1.50 compared with £3.50 in Sawbridgeworth Monday – Friday.

4.14. Knebworth also offers one hour free on-street parking, with the off-street car parking not offering an hour free. Knebworth is £1.00 more expensive than Sawbridgeworth for up to 3 hours parking. There is no long-stay car parking in the centre, apart from the Knebworth Station Car Park which charges a £5.30 daily rate.

4.15. Sawbridgeworth offers free Saturday parking, which is charged at normal rates in Baldock and Knebworth.

Competing Centres Outside of Hertfordshire

Cambridge

4.16. The high parking charges within the city centre's multi-storey car parks is as a result of the high demand for car parking within the centre, particularly on Saturdays where parking charges increase. On Monday – Friday one hour parking costs between £1.50-£2.30 and all day parking costs between £13.30 - £25. On Saturday up to one hour costs £2.30 and up to four hours costs £5 - £11.70. Cambridge car parks also charge in the evenings and overnight.

4.17. Thus car parking charges in Cambridge are predictably a lot higher than the car parking charges in all town centres in North Hertfordshire.

4.18. Cambridge County Council (CCC) have introduced Park and Ride schemes and other sustainable transport interventions to reduce vehicle movements in the centre. The park and ride scheme provides the cheapest parking option for accessing the city centre. The park and ride service costs around £3.00 for a one day return ticket, which allows one adult and three children to travel on the buses into the town centre.

Luton

4.19. Luton has a larger offer of retail facilities targeting lower income consumers and parking is generally cheaper than in North Hertfordshire. Parking for up to 2 hours in Luton is £0.50 cheaper than in Hitchin town centre. Likewise, parking for four hours in Luton costs from £1.60 - £3.00 compared to £4.00 - £5.00 in Hitchin. Some of the larger car parks in Luton offer 10-hour parking on Saturday for £2.40, which is cheaper than any of the town centres in North Hertfordshire. *The Mall Luton* also offers Thursday evening free parking after 5pm for late night shopping.

Biggleswade A1 Shopping Park

4.20. The A1 Shopping Park at Biggleswade is a new development located approximately 12 miles to the north of Hitchin. It opened in the summer 2016 and contains a variety of chain stores, supermarkets and cafes. The Shopping Park offers free and unrestricted parking at all times on weekdays and weekends. However, the scheme has only just opened and the operator is monitoring the car park and may review the case for introducing restrictions and charges in the next few months.

Summary

4.21. In terms of short-stay parking, NHDC town centres are cheaper than Stevenage, Welwyn Garden City, St Albans and Cambridge. Hitchin, Royston and Baldock have lower long-stay parking charges compared to Welwyn Garden City, St Albans, Cambridge and Luton.

4.22. Centres such as Buntingford, Sawbridgeworth and Luton offer lower car parking charges and also offer better parking deals than NHDC centres, such as 4-hour car parking in Luton from £1.60, and free and unrestricted Saturday parking in Buntingford and Sawbridgeworth. There is also unrestricted and free car parking in the Biggleswade A1 Retail Park.

4.23. It is important to note that evening parking is free in all NHDC centres, while evening parking in Stevenage, Welwyn Garden City, St Albans and Cambridge is charged. Sundays are charged in all large centres including Stevenage, Welwyn Garden City, St Albans, Cambridge and Luton, compared with free Sunday parking in all NHDC centres.

5. EVIDENCE REVIEW ON PARKING AND TOWN CENTRE VITALITY

5.1. Town centre performance is influenced by a variety of factors of which parking provision is just one, and the first question to be posed is how significant car parking – expressed in terms of the quantity and quality of provision, its location and management, and the charging regime being operated - is in terms of factors that can affect vitality and viability.

5.2. Then from the range of factors that go to make up parking provision, there is the question of the relative significance of parking charges as an issue in town centre vitality and viability when set against other key car parking factors.

5.3. This section involves general research into car parking strategies, and in particular, charging regimes within the UK; it does not look specifically at North Hertfordshire, which is something that will be returned to in Phase 2 of this study. Instead, the aim is for a review of current research into the issue, seeking to avoid the unsubstantiated assertions and occasional polemics which are often associated with this issue.

The issues associated with car parking and the obtaining objective evidence on the impact of car parking charges on town centre viability/vitality

5.4. Much of what is published about car parking charges is mired in speculation, anecdote and opinion, or set in such general terms as to have no real purpose other than either to state the obvious or to have no real practical value. An example of the latter is paragraph 40 of the National Planning Policy Framework, in the only part of that document which considers the issue. Paragraph 40 states (key part of the passage shown in bold for emphasis):

> *"Local authorities should seek to improve the quality of parking in town centres so that it is convenient, safe and secure, including appropriate provision for motorcycles.* ***They should set appropriate parking charges that do not undermine the vitality of town centres.*** *Parking enforcement should be proportionate"*

5.5. The NPPF reaches the not necessarily unreasonable conclusion that car parking charges are closely linked to town centre vitality. Perhaps understandably given the generalist nature of the Framework it takes no view either on what level of charges could be viewed as 'appropriate'; the extent to which vitality would be undermined by 'inappropriate' charges; whether other (non-parking related) factors also affect vitality, or finally whether these non-car parking factors are more significant than the charges themselves.

5.6. There does appear to be a widely-held perception that car parking charges, for the most part levied by public agencies (of which a high proportion are local authorities) pursue excessive car parking charges without sufficient consideration of the consequences for vitality. This is a view that is often conflated with another which accuses local authorities of seeing car parks primarily as significant revenue contributors to generally hard pressed council finances, able to contribute to the funding of a range of services well beyond the upkeep of the car parks themselves.

5.7. Thus we have the following statements attributed to the Right Hon Eric Pickles MP when he was Local Government Secretary with responsibilities for such matters:

> *"Stressed-out drivers now have to run the gauntlet of unfair parking fines, soaring parking charges and a lack of parking spaces. These parking restrictions have hit small shops the hardest, creating 'ghost town' high streets which can't compete with out-of-town supermarkets."* (August 2011)

> *"This £635 million municipal parking profit shows why we need to review and rein in unfair town hall parking rules. This government has scrapped ... rules which told councils to hike up parking charges and adopt aggressive parking enforcement. But councils aren't listening, and local shops and hard-working families are suffering as a result. The law is clear that parking is not a tax or cash cow for town hall officers."* (July 2013)

5.8. This gives some indication of the challenges being faced in reviewing car parking literature. Much of this is flawed because of:

- preconceptions or prejudices not necessarily backed up by evidence
- vested interests publishing documents that reinforce a message they wish to promote. This can include obvious interests like town centre businesses/retailers and car park managers but it can also include local authorities, whose role can be conflicted by the fact that they are responsible for setting charges but also collect the resultant revenue
- extensive use being made of survey work which produces predictable but not necessarily meaningful results (opinion surveys will for instance regularly produce results which will call for free or heavily reduced car parking charges, but this does not necessarily mean that those surveyed will not be willing to accept existing or even potentially higher charges)
- looking at car parking as a factor in town centre vitality in isolation rather than in the round

Literature review

5.9. Consequently, the literature that is examined is therefore that which:

- does not seek to support a particular standpoint, but instead is concerned with establishing evidence from which appropriate conclusions can be drawn
- to reinforce the previous point, is not commissioned by an entity with a specific vested interest in a predetermined outcome
- is primarily concerned with best practice to inform a current debate

5.10. The publications in **Table 6** are judged to be those that fall into this category.

TABLE 6 SUMMARY OF REVIEWED EVIDENCE ON PARKING AND TOWN CENTRE VITALITY

Title	Author	Date	Brief Synopsis
Car Parking Research	Yorkshire Forward	2007	A detailed report on how parking can be managed in the region's market towns
Re-Think! Parking on the High Street	Association of Town Centre Managers/British Parking Association/PDRI/Springboard	2013	Guidance on Parking Provision in Town and City Centres
The future of High Streets	Department for Communities and Local Government	2013	The government's response to the 2011 Portas review
In-Town Parking: What Works?	Association of Town Centre Managers	2014	Innovative practices in town centre car parking provision from the UK and abroad
Town Centre Car Parking	New Economy	2014	An overview of best practice in town centre car parking to provide examples of best practice to inform town centre car parking strategies in Greater Manchester
Assessing the impact of Car Parking charges Town Centre footfall on Town Centre footfall	MRUK for Welsh Government	2015	Research in order to examine the relationships between local authority decision making in relation to parking charges in Wales, the views of people visiting town centres across Wales, local stakeholders and examples of best practice across the UK

Car Parking Research (Yorkshire Forward)

5.11. The relationship between parking and economic performance is weak, but generally positive - there is little evidence that making changes to the way that parking is managed will adversely affect the town's economy. The limited evidence which does exist suggests that it is the town's broader retail, commercial, leisure and/or tourism offer which is the primary factor affecting a town's competitiveness, not the provision of parking.

5.12. Charging is not the only important aspect of parking provision; the availability of parking and ease of use appear to be more important.

5.13. The acceptability of charging relates to several factors, including:

- relative costs (and offer) of competitor towns;
- availability of free parking elsewhere in the town;

- the status and pull of the town; and
- only where all other things are equal, might parking controls play a role in the competitiveness of neighbouring settlements.

Re-Think! Parking on the High Street (ATCM/BPA/PDRI/Springboard)

5.14. Charge setting for car parking needs to be considered in context. Car parks are not free to provide regardless of whether the operator is public or private. Town centres have high density of use and a short supply of available land. This makes space in the town centre relatively expensive. Land owners who decide to provide car parking need to calculate the opportunity costs of not having an alternative use. Furthermore, car parks have a limited lifespan (particularly for multi storey) meaning the costs of depreciation must be recovered to enable reinvestment. Finally, the general costs of management, maintenance and enforcement must be accounted for. These are all aspects that need to be factored in to any charge setting

5.15. Car parking charges are only one factor in terms of the quality (or otherwise) of parking provision. Other key factors are:

- Structure of pricing policy (differentiation between short and long term, weekdays and weekends, peak and off-peak)
- Quantity of spaces
- Location within town centre (for example, proximity to amenities, major access routes, or other modes of transport)
- Types of car parking (for example, on-street, off street, pay and display, pay on exit, barrier operated)
- Targeting of specific types of users (for example, shoppers, commuters, leisure users)
- Payment methods
- Enforcement and fines
- Security measures
- Provision for disabled users

5.16. Given this is an era in which public finances are under increasing pressure, revenue generated from off street car parking (which does not have the same restrictions on reinvestment as for on street car parking) is sometimes used to supplement revenue lost from important statutory activities, and many local authorities have come to depend such parking revenue for this purpose. There are clear dangers of local authorities losing sight of the importance of ensuring good quality car parking in town centres, but this can be overcome if they address comprehensively the issues associated with:

- Rigid enforcement policies
- A lack of reinvestment in existing car parking provision
- Unwelcoming enforcement staff
- The slow take up of new technology with more convenient payment methods
- Arbitrary pricing policies

5.17. There is no clear relationship between car parking charges (set by parking owners/operators) and the amenities on offer in a location with some mid-range and smaller centres charging more than what is consistent with the national average

Town Centre Car Parking (New Economy June 2014)

5.18. Many people fear that making changes to the way that parking is managed will adversely affect town centre vitality, but New Economy found little clear evidence of such a relationship one way or the other and considers that a significant amount of anecdotal evidence, opinion and speculation has arisen over the relationship between car parking provision and town centre prosperity.

5.19. An important point to note (and relevant to North Hertfordshire) is the fact that many of the town centres pre-date common car ownership, and because they are not purpose-built to accommodate the car, have high densities and concentrations of land uses as well as multiple land ownerships, they are often difficult and expensive to adapt. For this reason, tariffs became a necessity in many locations, to ease congestion as well as to cover costs.

5.20. There is some evidence that retailers overestimate the share of their customers arriving by car, particularly in urban centres (with the suggestion that pedestrians spend between 2 and 6 times the amount for shoppers arriving by car in Central London); whilst this not be completely relevant for North Herts, it does provide some balance from the recently stated government perception that an 'anti car dogma' being demonstrated by local authorities is damaging town centres.

5.21. Free parking may have its place although it is important to note that, in reality, there is no such thing as a free parking space (someone, somewhere is paying for it to be provided, serviced and maintained) and the overall appropriateness of this approach has mixed results; for instance in Rotherham the costs are considered to have outweighed the benefits and in Oldham the main advantage of such provision was only felt at the weekend and came at an overall cost to the authority of £224,000 a year; only in Bolton (where costs were shared with retailers) did New Economy find significant overall benefits.

5.22. The link between town centre prosperity and car parking appears generally weak. There are several reasons why people turn away from the high street and there is a lack of clear evidence of what the principal factors are. The New Economy Study does however quote a retail study by GVA looking at Richmond which revealed that it is the limited range of shops, and particularly a lack of specialist shops, that are the most significant reasons for people shopping elsewhere. Poor parking facilities were identified as the third most important reason.

5.23. Town centre car parking strategies can be influenced in four broad areas by the local authorities: setting the correct tariff, offering limited free parking, having fair parking enforcement and improving the overall car parking experience.

5.24. Overall, a clear and evidence based car parking strategy designed around the needs of local businesses and with an understanding of the existing car parking occupancy can attract visitors back to town centres and boost the overall town centre vitality.

Assessing the impact of Car Parking charges Town Centre footfall on Town Centre footfall (MRUK for Welsh Government)

5.25. Car parking charging is a complex issue and only one aspect of a complex array of factors influencing willingness to travel by car, time and money spent, and business activity in town centres. It is not easy to separate the influence of car parking charges from other factors.

5.26. There are perception issues about car parking particularly around retailers considering that charges are the determinant for footfall levels, but the evidence for this being the case are almost entirely anecdotal.

5.27. MRUK found very little published evidence linking charges to levels of footfall.

5.28. This does not mean that a relationship between the two does not exist, and the survey work undertaken by MRUK suggests that charges have an impact on how long shoppers remain and therefore the amount that is spent. However, these surveys also showed that it is the availability of spaces, the quality of signage and the ease of accessibility to the town centre by car are more important factors in determining dwell times.

5.29. Those surveyed cited free parking as a reason some shoppers deserted town centres in favour of out of centre retailing, but it is not clear whether reduced car parking rates would make a significant difference or whether other factors draw shoppers to these destinations.

5.30. Free parking spaces tend to be used primarily by town centre workers (who tend to take up these spaces all day) and so this consequently has an unexpectedly negative impact on footfall.

5.31. There is evidence that some local authorities use car parking charges as a revenue stream whilst at the same time ignoring or having insufficient regard for the complex interrelationship there is between charging and footfall

Overall conclusions on the relationship between car parking charges and town centre vitality and viability

5.32. From this review it has been possible to define a number of key findings as set out in **Table 7**.

TABLE 7 SUMMARY OF FINDINGS ON PARKING AND TOWN CENTRE VITALITY

Issue	Key finding
This is an issue dominated by anecdote and conjecture	Few areas of public policy are so dominated in this way, and it is important to drill down to the evidence, as conjecture and fact tend not to marry up
Leaving speculation aside, the relationship is a complex one	There are a host of influences on people's choice on whether to visit a town centre and when they are there, how long that they stay; only one of these influences is car parking
Car parking charges cannot be viewed in isolation	Any strategy to promote, regenerate or even halt the decline of a town centre is likely to fail if it focuses solely on car parking charges, to the exclusion of other potentially more significant factors
Other car parking related issues may be equally important if not more so	Quantitative as well as qualitative factors relating to a town's car parking may well be the most significant issue for shoppers
Indeed, non-car parking related factors can be of greater significance	The quality of the retail offer, the availability of specialist shops and the accessibility of the town centre generally can be more significant factors behind the choices that potential town centre visitors make
Authorities viewing town centre car parks purely as a revenue 'cash cow' should think again	Car parking revenue is clearly an important consideration for cash strapped local authorities, and they may have little alternative, but it is important for them not to set charges in isolation of other factors
Town centre economies are highly localised and tend to be hyper-specific	Towns vary considerably in terms of their overall function, economics and perceived attractiveness, so parking strategies will need to be tailored to local areas to maximise the impact on footfall

6. BALDOCK

Town centre assessment

Key characteristics of the town
• Historic market town, a historical staging post between London and the north as it forms the crossroads between the Great North Road and the Icknield Way • Many fine old buildings laid out on a medieval street pattern • By-passed by the A1(M) (1963) and the A505 (2006) which has removed much through traffic and lowered levels of congestion • Subject of a major town centre enhancement scheme in 2008 which reduced the wide carriageways in the town centre to provide extended footways • Linked with Letchworth Garden City not just physically but economically as the two towns are separated by a narrow strip of agricultural land and the A1(M) • An established Baldock Town Partnership comprising a range of organisations, with a commitment to promote the town centre's interest, and employing a Town Centre Manager
Key factors for consideration
• Not a major location for comparison retail in the district • Aside from the (now lapsed) permission to extend the Tesco store there is little scope of retail expansion in the town centre and some future needs could be met at nearby Letchworth Garden City • Hugely significant (over 60%) increase in population anticipated by 2031 • Also, very significant employment development – nearly two thirds of new employment areas proposed within the district are expected to be located in Baldock over the next 15 years • Retail vacancy rates are currently low • Along with Hitchin, the town has a higher proportion of evening economy uses (A3 – A5) than either Letchworth Garden City or Royston

Anticipated increases in town centre floorspace 2016 – 31

6.1. The retail and town centre background paper to the emerging Local Plan 2011 – 31 (September 2016) envisages a growth in total floorspace of 3500m^2 over that period.

TABLE 8 BALDOCK – PROJECTED TOWN CENTRE FLOORSPACE GROWTH 2016 – 2031 IN 5 YEAR TRANCHES

	2016 - 2021	2021 - 2026	2026 - 2031[3]
Convenience	0	400	400
Comparison	200	800	700
Food and Drink	100	400	300
Total	500	1600	1400

6.2. The floorspace growth identified will increase the available retail floorspace in Baldock by 11.8%; the figure is also 9.1% of the total additional floorspace anticipated within the district.

Anticipated housing and employment growth levels 2016 – 31

6.3. From now until 2031 (the end of the Local Plan period) Baldock can anticipate the following housing growth (Source: IDP).

TABLE 9 GROWTH IN BALDOCK (DWELLING NOS) BY TYPE/5-YEAR TRANCHE

	To 2021	2022 - 26	2027 - 2031	Total by type
Urban Capacity Sites (development within town)	99	108	94	301
Urban extensions	400	1345	1250	2995
Windfalls/unspecified broad location[4]	25	43	97	165
Total by 5-year tranche	524	1496	1441	**3161**

6.4. Housing growth in Baldock is proportionately very significant, with population expected to increase by 63% when compared to the 2011 census figure. Baldock is also expected to receive a significant proportion of the district's employment growth – around 64%.

[3] Some caution is required with figures in this tranche however as the retail studies make clear that significant uncertainties come into pay with retail need post 2026

[4] As noted previously, the precise location of this type of future development is unknown, so the IDP assigns on a rational basis to determine the full impact of growth

TABLE 10 EMPLOYMENT GROWTH IN BALDOCK IN TERMS OF AREA (HECTARES) WITH NO. OF JOBS IN BRACKETS OVER 5-YEAR TRANCHES

To 2021	2022 - 26	2027 - 2031	Total by type
8.8 (1067)	6.8 (1067)	6.8 (1067)	20.4 (3200)

(note: figures do not precisely add up due to rounding)

Retail vacancy rates

6.5. In 2014/15 (Source Twin Centre AMR and other environmental changes) the town centre had 1930m^2 of vacant floorspace, equating to 6.5% of the total floorspace.

Major retail development opportunities

6.6. There are few development opportunities although if the lapsed planning application to extend the Tesco store (in a central location) was reinstated this might provide for convenience/comparison needs until around 2026.

Summary of parking supply

6.7. There is a large Tesco superstore located adjacent to Baldock town centre with over 690 spaces, and which offers unrestricted parking 24 hours a day. The car parks to the front and rear of the supermarket are accessed from the London Road / High Street / South Road roundabout, while a footpath provides direct pedestrian access to Baldock town centre. There is a single NHDC-operated pay and display car park in the town centre - The Twitchell – that offers a total of 38 long-stay spaces. A car park inventory is presented in **Table 11** and the locations of these car parks are presented in **Figure 1**.

6.8. Details of the off-street parking inventory are presented in **Appendix B**.

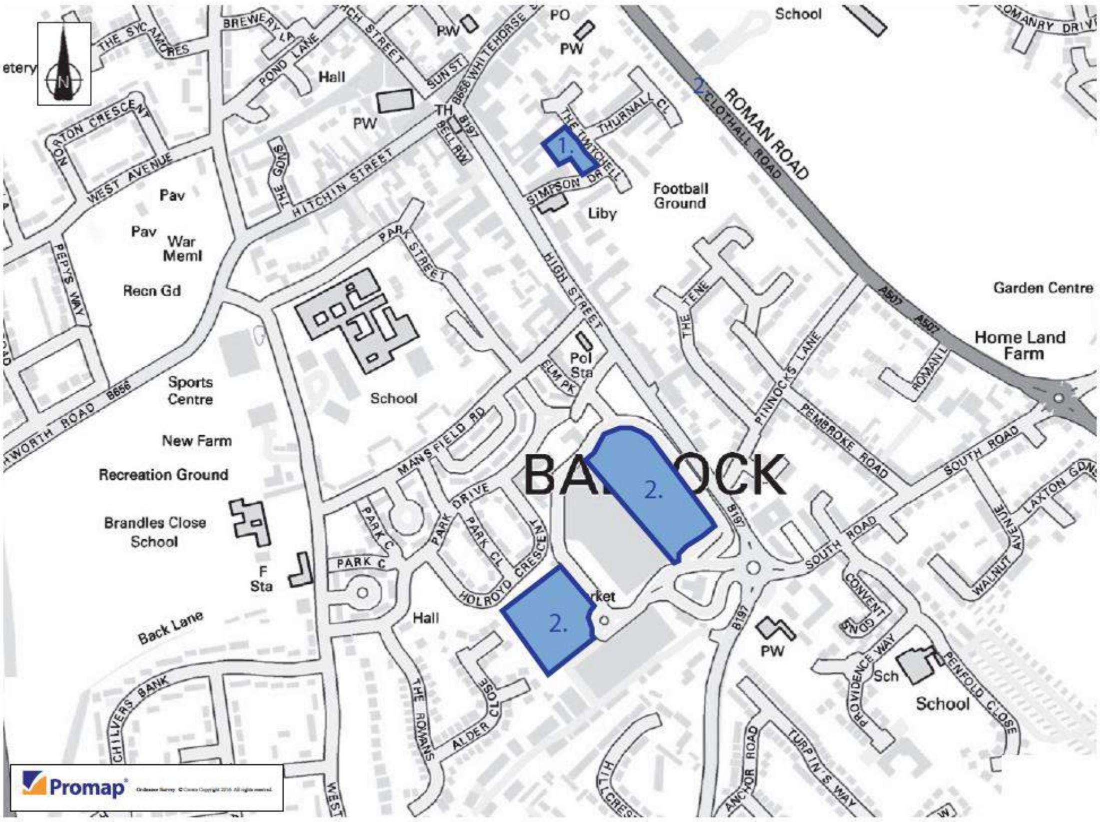
6.9. Baldock Station is situated to the north of Baldock Town Centre and is a privately operated car park. The station car park provides 44 car parking spaces and no disabled parking spaces. Charges apply for 24 hours Monday to Sunday and daily parking Monday to Friday costs £5.20, with an annual rate costing £799.00.

6.10. On-street parking in Baldock is not charged. There are over 250 on-street parking bays located in Baldock town centre, the majority of which are located on the High Street. The majority of these spaces are categorized as short-stay visitor parking (max 1 hr or 2hrs) during the week (0900-1700) and Saturdays (0900-1300). Due to the significant number of residential properties in the core town centre area, several streets - Whitehorse Street, Sun Street, Hitchin Street, Bell Row and High Street - have a special zone A residential permit scheme. Some bays in the town centre are defined as shared user bays for use as short-stay visitor parking or residents permit parking. Details of the on-street parking inventory are presented in **Appendix C**.

TABLE 11 BALDOCK CAR PARK SUPPLY

Baldock Town Centre Car Park		Total Parking Spaces	Disabled Parking Spaces	Charges Apply	Charges (£)	Signed as Long or Short-stay?	Maximum Stay
NHDC Operated	The Twitchell	38	3	8am - 6pm Monday to Saturday	Up to 3 hrs: £1.00 Over 3 hours: £1.50	Long-stay	10 hours
Privately Operated	Tescos	691	16	-	None	-	No Information
Outside town centre	Baldock Station	44	0	24 hours Monday - Sunday	Daily Rate - £5.20 Off Peak Rate - £3.00 Weekly Rate - £23.70 Monthly Rate - £90.80 3 monthly Rate - £249.00 Annual Rate - £799.00	Long-stay	No Information

FIGURE 1 BALDOCK TOWN CENTRE CAR PARKS



NHDC Car Parks
1. The Twitchell

Private Car Parks
2. Tescos

Parking demand

6.11. Data on parking demand in NHDC car parks is available from the transactions data analysed (see **Appendix I**). Surveys of parking demand in the two car parks were commissioned to understand the role of parking at Tesco and its relationship with the town centre. On-street parking beat surveys were also commissioned for this study since no recent data was available. A summary of the parking survey data can be found in **Appendix C**.

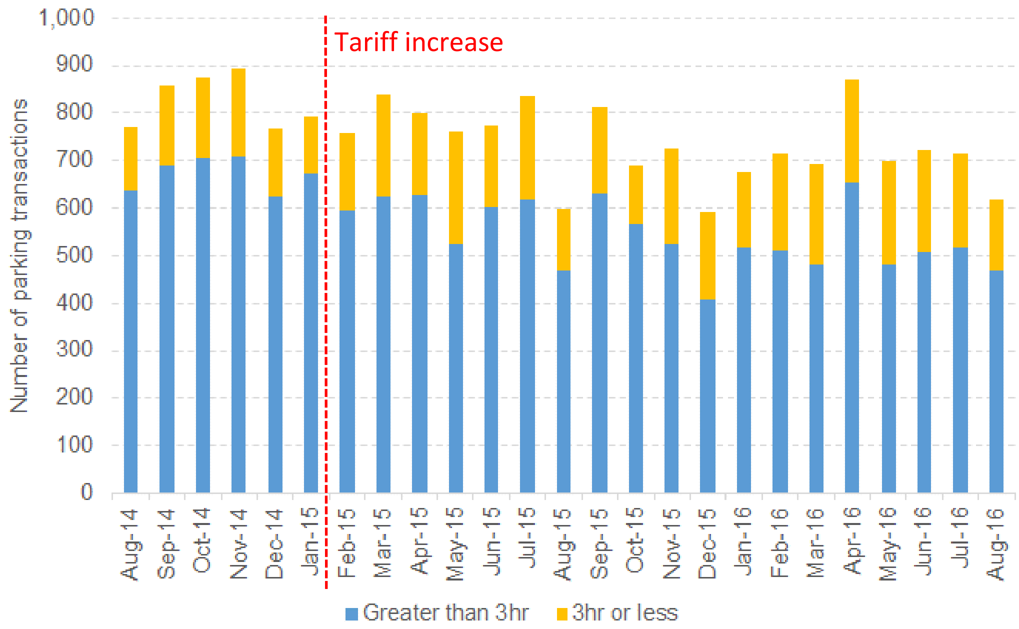
Off-street parking

6.12. During the parking survey time periods the available parking capacity at the Tesco superstore was never more than 50% utilised. The vast majority of vehicles were parked for less than two hours at Tesco, and the busiest time on all days was the mid-morning period. A survey of pedestrian movement between the Tesco car park and the town centre suggests that around 10% of car park users also visit the town centre, and that al small number of town centre employees park there during working hours.

6.13. The parking surveys also show that the NHDC pay and display car park – the Twitchell – was operating at capacity between 0900 and 1500 on both weekdays. Analysis of the duration of vehicles indicates a mix of town centre employees with a cluster of vehicles parking in excess of seven hours, as well as some short-stay use by town centre. The Twitchell is not heavily used at the weekend and the maximum number of vehicles observed on the Saturday was 10.

6.14. Analysis of the number of transactions in the Twitchell over the last two years shows short-stay visits have remained stable while the number of long-stay visits has declined.

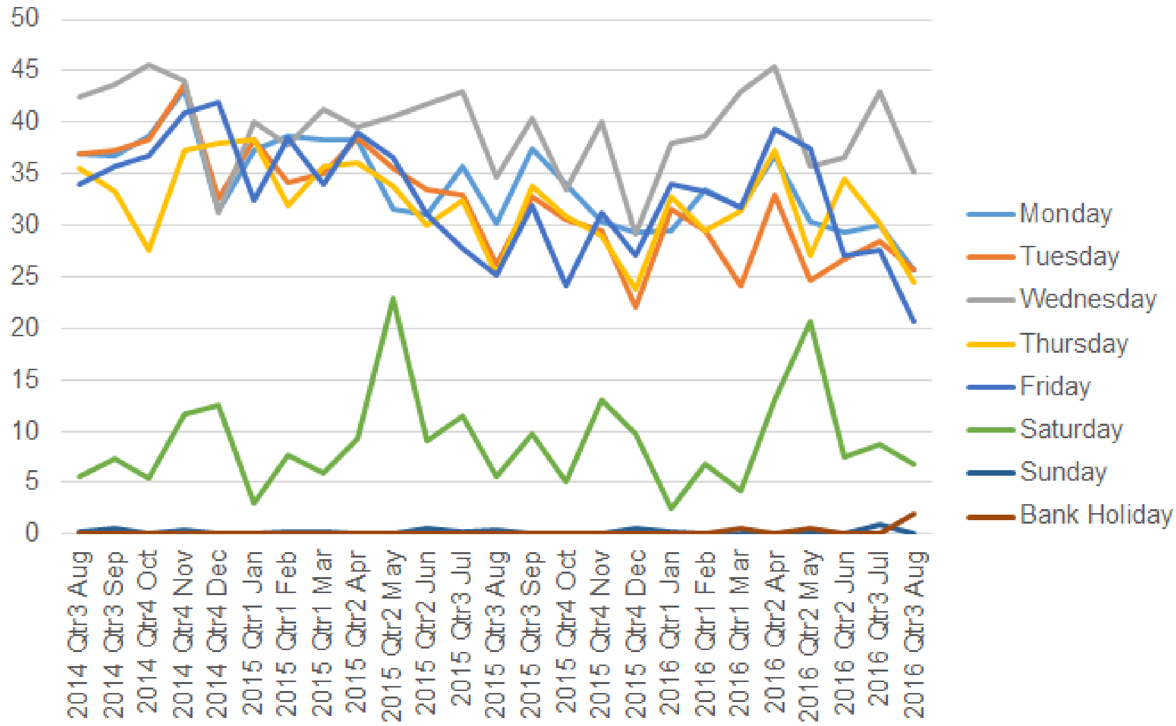
FIGURE 2 THE TWITCHELL – NUMBER OF SALES BY DURATION



6.15. Furthermore, analysis by day of the week shows that market day (Wednesday) and Saturday sales have remained stable while the other weekdays have declined (**Figure 3**).

6.16. Analysis of the transactions data (**Appendix I**) shows that long-stay users at the NHDC-operated Twitchell car park are more elastic to tariff change than the small number of short-stay users.

FIGURE 3 THE TWITCHELL – DAILY NUMBER OF SALES BY DAY OF THE WEEK



On-street parking

6.17. In the surveyed hours, the visitor bays and shared use bays had higher parking stress rates than the permit bays in all of the streets surveyed. The greatest parking pressure observed in the on-street surveys was in Hitchin Street, with utilisation rates for the 15 bays in excess of 100% on all days surveyed. Some instances of utilisation rates of 100% or more were observed on Church Street, Sun Street and Whitehorse Street. The parking stress rate on the High Street never exceeded 100%.

6.18. Frequent use of both the loading bays and the disabled badge bays on the High Street and Whitehorse Street was observed. The taxi bays in the High Street were never observed to be used during the survey hours.

Interview surveys

6.19. The profile of the interview survey respondents indicates a local catchment for Baldock town centre. Over 40% of respondents interviewed in the high street either live in the town centre, work there or are visiting for work reasons. 44% of respondents stated that they walked into centre (with 42% arriving by car). Personal business (e.g. post office, library, GP) was cited more frequently than retail as the purpose of the visit. Baldock town centre users are characterised by very frequent visits (45% daily) but a short length of visit (44% under 1 hour).

6.20. Only 37% of Baldock survey respondents stated that they were satisfied with parking facilities. While the majority stated there is enough short-stay parking, only 24% believed there is enough long-stay parking in the town centre. However, the support for physical improvements to parking in the town centre was limited. While a narrow majority of car users stated that more parking was essential or desirable, this is significantly lower than in the larger town centres.

6.21. The majority of Baldock town centre users can park for free, either on-street or in the Tesco car park. There is high opposition to tariff increases generally, and 46% of car users stated that they would go elsewhere if a £1 charge introduced. There is also particularly low support for pay-on-exit or new payment technologies.

6.22. A detailed summary of the interview surveys can be found in **Appendix H**.

Stakeholder comments

6.23. There were few comments in the stakeholder workshop relating to Baldock. The issue of commuter parking in residential areas was mentioned. It was questioned whether the CPZ's in Baldock are logical and achieving their objectives. Phase 2 of the study will address these questions.

Assessment summary

Policy considerations (with particular reference to charging)

6.24. The Letchworth and Baldock UTP proposes standardising parking charges for railway stations and town centres.

Town centre strength/performance

6.25. The town centre is performing well (low vacancy rates) and has benefited from a major town centre enhancement scheme in 2008.

6.26. Substantial growth in population and employment is planned for the town.

6.27. It has a stronger evening economy than Letchworth or Royston.

Benchmarking

6.28. Off-street parking charges are lower than in the larger centres in Hertfordshire and adjacent counties.

6.29. However, short-stay off-street parking tends to be more expensive than in comparable smaller centres, which also offer a period of free parking. Long-stay parking is cheaper.

Parking supply and utilisation

6.30. There is one small NHDC car park (The Twitchell -35 spaces) which is mainly used for long-stays. It is generally full during the weekday but is little used on Saturdays.

6.31. The Tesco car park (690 spaces) is free and unrestricted and has substantial spare capacity.

6.32. There is limited waiting on-street parking for around 250 cars (including bays shared with permit holders). This parking was observed to be fully occupied on weekdays and Saturdays.

6.33. Utilisation of the NHDC car park appears to be sensitive to price changes, presumably due to the availability of alternative free parking at Tesco.

User views

6.34. Respondents were evenly split on whether they were satisfied or dissatisfied overall with parking in the town centre.

6.35. The majority of those responding thought there was enough short-stay parking but a majority thought there was not enough long-stay parking.

6.36. A majority of car users stated that more parking in areas of high demand was essential around (30%) or beneficial (around 25%). However around 30% thought it would be detrimental.

6.37. All options for varying (selectively or across the board) or extending parking charges, were considered to be unreasonable/very unreasonable by the majority of respondents

6.38. The most frequent response to a reduction in the cost of parking was that it would not change existing use, while the most common response given to an increase in charges was that the user would 'go elsewhere'.

Stakeholder views

6.39. The issue of commuter parking in residential areas was mentioned and it was questioned whether the CPZ's in Baldock are logical and achieving their objectives.

Charging options

6.40. There appears to be no case for increasing or decreasing parking charges in the short term.

6.41. While benchmarking suggests the cost of short-stay parking in Baldock is higher than in comparable centres relatively little takes place in the NHDC car park, with most short-stay visitors benefiting from free parking on-street or at Tesco. Any reduction in short-stay charges will have little impact on the town centre, will reduce NHDC revenues and, if demand shifts from on-street to off-street, will reduce the capacity available for long-stay parking.

6.42. While an increase in the cost of long-stay parking may be supportable on general policy grounds the likely outcome of such a move would be to displace demand to the Tesco car park, until such time as restrictions are introduced there.

7. Hitchin

Town centre assessment

Key characteristics of the town
• A historic market town which once acted as a staging post between London and the north • A historic core which operates as a pedestrian zone at times • Several highly-trafficked routes pass through the town, causing significant congestion at times • The town centre adjoins a one-way system which directs a large amount of through traffic through its western part • Three major bus stops located close to the town centre and market • An established Hitchin Town Centre Initiative – now known as the 'Hitchin Initiative' promoting the town centre and the wider area, with a well-established Town Centre Manager role and an operational Business Improvement District (BID) since 2009
Key factors for consideration
• Along with Letchworth the main destination for comparison retail in the district • The town centre attracts 12% of comparison trade from the other three main towns • It offers several significant retail development sites, particularly in the medium to long term • Retail vacancy rates are currently low • Along with Baldock, the town has a higher proportion of evening economy uses (A3 – A5) than either Letchworth Garden City or Royston • Retail studies suggest no need for any new large food store in the town (needs can be met by extension/intensification of existing stores) but new comparison floorspace is needed to maintain Hitchin's position in the shopping hierarchy

Anticipated increases in town centre floorspace 2016 – 31

7.1. The retail and town centre background paper to the emerging Local Plan 2011 – 31 (September 2016) envisages a growth in total floorspace of 11,100m^2 over that period.

TABLE 12 HITCHIN – PROJECTED TOWN CENTRE FLOORSPACE GROWTH 2016 – 2031 IN 5 YEAR TRANCHES

	2016 - 2021	2021 - 2026	2026 - 2031
Convenience	1500	200	200
Comparison	1400	2500	2700
Food and Drink	900	900	800
Total	3800	3600	3700

7.2. The floorspace growth identified will increase the available retail floorspace in Hitchin by 8.6%; the figure is 29.1% of the total additional floorspace anticipated within the district.

Anticipated housing and employment growth levels 2016 - 31

7.3. From now until 2031 (the end of the Local Plan period) Hitchin can anticipate the following housing growth (Source: IDP).

TABLE 13 - GROWTH IN HITCHIN (DWELLING NOS) BY TYPE/5-YEAR TRANCHE

	To 2021	2022 - 26	2027 - 2031	Total by type
Urban Capacity Sites (development within town)	86	200	399	685
Urban extensions	189	670	340	1199
Windfalls/unspecified broad location[5]	89	155	349	593
Total by 5-year tranche	364	1025	1088	2477

7.4. Housing growth in Hitchin is expected to lead to a population increase of around 18% when compared to the 2011 census figure; a significant increase (and comparable with Letchworth and Royston) but much less so than Baldock.

7.5. Unlike Baldock and Royston (in particular) as well as Letchworth, the town is not expected to see significant employment growth over the plan period.

Retail vacancy rates

7.6. In 2014/15 (Source Town Centre AMR) the town had 9090m^2 of vacant floorspace, equating to 7.1% of the total floorspace.

Major retail development opportunities

7.7. In the short to medium term the refurbishment of the Churchgate Centre could increase floorspace provision by a modest 500m^2. Much more significant expansion could take place in the long term with the development of the following:

- The Churchgate site: up to 4000m^2
- Paynes Park: up to 4000m^2

Summary of parking supply

7.8. Due to Hitchin being the largest town in North Hertfordshire, there are 18 car parks available, 12 of which are NHDC operated, with a total off-street parking capacity of 1,850 parking spaces. These car parks are identified in **Figure 4**.

[5] As noted previously, the precise location of this type of future development is unknown, so the IDP assigns on a rational basis to determine the full impact of growth

7.9. There is also limited on-street parking within the town centre. In Hitchin there are five NHDC long-stay car parks offering 24 hour parking and seven short-stay car parks and there are six privately operated car parks. There is a high demand for car parks in Hitchin town centre, and therefore many of the car parks are well used and often reach capacity on weekends.

7.10. **Table 14** below provides information in regards to Hitchin's car parking supply and charges.

7.11. Hitchin Station is located to the east of the town centre and provides 378 car parking spaces, with 16 of these spaces accommodating disabled parking. Charges apply for 24 hours Monday to Sunday and daily parking Monday to Friday costs £7.20. An annual rate costs £1,085.00.

7.12. In terms of on-street car parking supply, Hitchin Town Centre has more than 350 legal on-street car parking spaces (see the 2008 parking surveys for a full inventory). On-street parking in Hitchin is not charged. Hollow Lane provides the greatest provision of visitor parking and unrestricted parking bays in the Town Centre. The majority of these spaces are categorized as short-stay visitor parking which allows 2 hours free parking between 8am-6pm Monday to Saturday. For this study, parking beat surveys were carried out around Hollow Lane and Tilehouse Street just to the south of the town centre. Details of these areas are included in **Appendix D**.

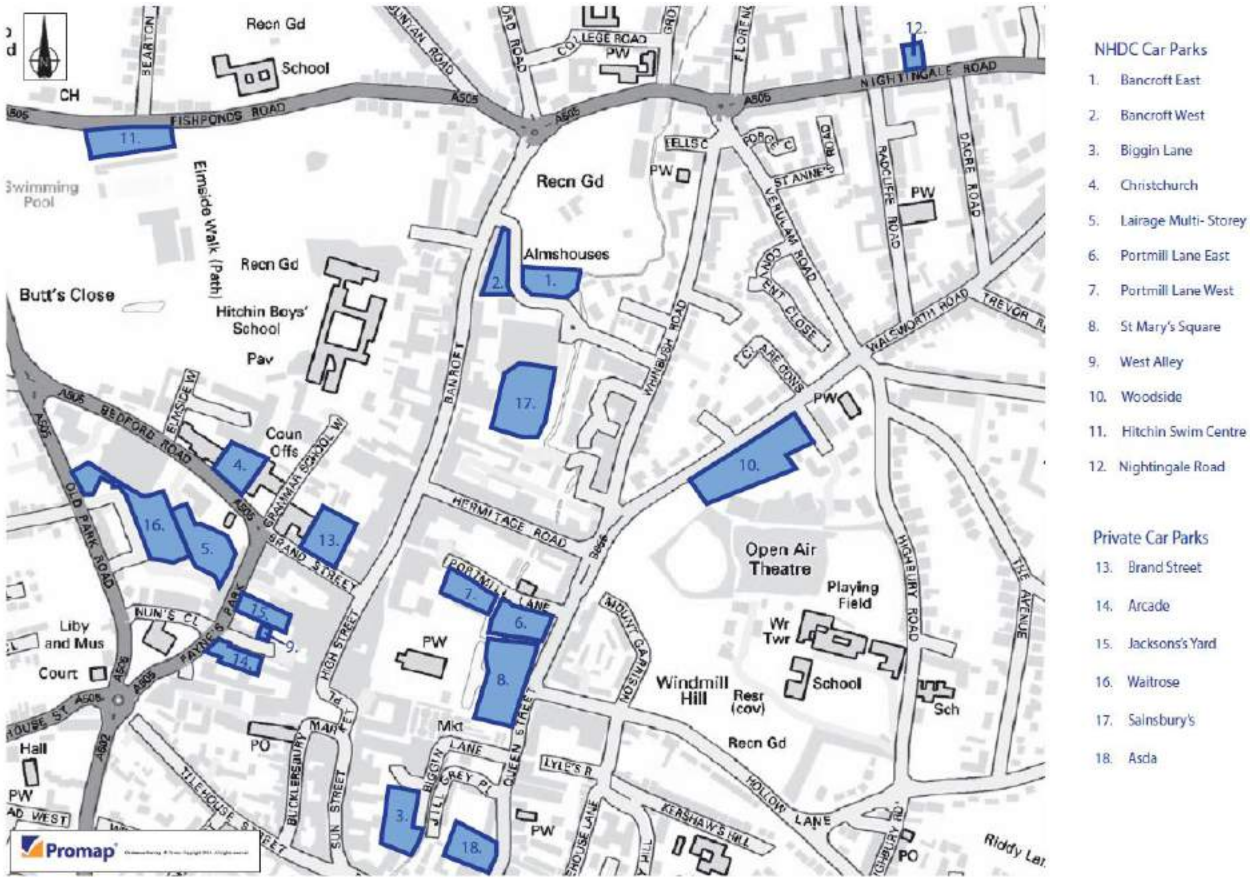
TABLE 14 HITCHIN PARKING SUPPLY

Hitchin Town Centre Car Parks		Total Parking Spaces	Disabled Parking Spaces	Charges Apply	Changes (£)	Signed as Long or Short-stay?	Maximum Stay
NHDC Operated	Bancroft east	88	0	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £2.50 Over 3 hours: £4.70	Long-stay	24 hours
	Bancroft west	37	3	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £2.50 over 3 hours: £4.70	Long-stay	24 hours
	Biggin Lane	74	2	8am-6pm Monday to Thursday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £3.00 Up to 4 hours: £4.50	Short-stay	4 hours
	Christchurch	29	0	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £3.00 Up to 4 hours: £4.50	Short-stay	4 hours
	Lairage Multi-Storey	306	11	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £1:00 Up to 3 hours: £2.00 over 3 hours: £4.20	Long-stay	24 hours
	Portmill Lane east	81	2	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £3.00 Up to 4 hours: £4.50	Short-stay	4 hours

Hitchin Town Centre Car Parks		Total Parking Spaces	Disabled Parking Spaces	Charges Apply	Changes (£)	Signed as Long or Short-stay?	Maximum Stay
	Portmill Lane west	71	5	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £3.00 Up to 4 hours: £4.50	Short-stay	4 hours
	St Mary's Square	133	6	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £3.00 Up to 4 hours: £4.50	Short-stay	4 hours
	West Alley	10	10	None - No charge when valid blue badge displayed	None	Short-stay	3 hours. No return within 1 hour.
	Woodside	205	0	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £2.50 over 3 hours: £4.70	Long-stay	24 hours
	Hitchin Swim Centre	92	4	8am-6pm Monday to Saturday	Up to 3 hours: £1.00 Up to 4 hours: £2.00 Up to 6 hours: £3.00 Up to 8 hours: £4.00 Up to 10 hours: £5.00	Long-stay	24 hours
	Nightingale Road	20	0	-	Free of charge	Not Signed	3 Hours
Privately Operated	Brand Street	63	3	7am to 7pm Monday to Saturday	Up to 1 hour: £0.50 Up to 2 hours: £1:00 Up to 3 hours: £2.00 3 to 12 hours: £3.00	Unsigned	12 Hours
	Arcade	53	0	8am-8pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £1:50 Up to 3 hours: £2.00 Up to 4 hours: £5.00 Up to 6 Hours: £8.00 All Day: £10.00 Sunday and Banks Holidays: £3.00 all day	-	12 Hours
	Jacksons's Yard	42	0	8am - 6pm Monday to Sunday	Up to 1 hour: £1.00 Up to 2 hours: £2.00 Up to 3 hours: £3.00 Up to 4 hours: £4.00 Up to 6 Hours: £8.00 All Day: £10.00	-	10 hours
	Waitrose	258	11	Opening Hours - Monday to Sunday	2 hours free for customers Over 2 hours (per hour): £5	-	No information

Hitchin Town Centre Car Parks		Total Parking Spaces	Disabled Parking Spaces	Charges Apply	Changes (£)	Signed as Long or Short-stay?	Maximum Stay
	Sainsbury's	212	6	8am-6pm Monday to Saturday	30 minutes: Free Up to 1 hour: £1.00 Up to 2 hours: £2.00	-	2 hours
	Asda	76	3	Opening Hours - Monday to Sunday	1 hour free	-	1 hour
Outside town centre	Hitchin Station	378	16	24 Hours Monday – Sunday	Daily Rate - £7.20 Off Peak Rate - £3.00 Weekly Rate - £32.00 Monthly Rate - £124.00 3 monthly Rate - £330.00 Annual Rate - £1,085.00	Long-stay	No information

FIGURE 4 - HITCHIN TOWN CENTRE CAR PARKS



Parking demand

7.13. Data on parking demand in NHDC car parks is available from the transactions data analysed (see A**ppendix I**). Weekday and Saturday parking survey data is available from the previous 2008 study. In addition, surveys of off-street parking demand were commissioned to understand patterns in the NHDC and privately operated car parks in the evenings and on Sunday. Analysis of the transactions data and the afternoon data in the new surveys confirms that the broad patterns of car park utilisation in the 2008 remain largely unchanged in 2016.

7.14. A limited number of on-street parking surveys were commissioned in specific areas of concern. A larger set of on-street parking survey data is available from the previous 2008 study. A summary of the parking survey data can be found in **Appendix D**.

Off-street parking

7.15. In the 2008 surveys, the overall occupancy level of short-stay car parks in Hitchin was observed to vary significantly by distance from the town centre, but reached close to full utilisation in the most popular car parks. The 2016 surveys show that short-stay utilisation falls in the afternoon, with occupancy levels of 40% and 58% recorded at 16:00 on the surveyed Wednesday and Saturday respectively. Short-stay parking demand remains strong on Sundays with an 67% occupancy rate observed at 12:00.

7.16. In the 2008 surveys, there was observed to be at least 30-50% spare capacity at two of the long-stay car parks (Lairage and Woodside) while the long-stay facilities in Bancroft are heavily used for short-stay parking. The 2016 surveys recorded long-stay occupancy levels of 61% on Wednesday at 16:00, 40% on Saturday at 16:00 and peaking on Sunday at 56% at 12:00.

7.17. A summary of the off-street parking survey results can be found in **Appendix D**. There are a number of short-stay parking facilities with very high utilisation for short duration (predominantly 1-2 hours) in the heart of the town centre. The busiest of these are St Mary's Square, the Portmill Lane car parks and Jackson's Yard. The Arcade and Biggin Lane car parks located to the south of the town centre and have slightly lower occupancy rates.

7.18. These car parks have different patterns of usage in the evening and at the weekend. The Mary's Square, Portmill Lane and Biggin Lane car parks all have a second peak of use in the evening around 20:00, with St Mary's Square observed to reach full occupancy in Saturday evening. The Portmill Lane West car park is busiest at night (up to 40 vehicles) since it is located adjacent to the Premier Inn hotel. The St Mary's Square and Portmill Lane car parks have peak occupancy of around 90% on Sundays, while utilisation in Biggin Lane, Arcade and Jackson's Yard is lower.

7.19. The centrally located Brand Street car park is only open from 07:00-19:00 Monday-Saturday. The small West Alley car park provides ten Blue Badge parking spaces and is well utilised in the mid-morning but experiences little use in the evening and on Sundays.

7.20. There are several car parks lying just outside the heart of the town centre, offering long-stay parking facilities. The Bancroft car parks are heavily utilised during the week although the duration shows that the majority of users are short-stay visitors. There is lots of spare capacity in these car parks in the evening and on Sunday. A small amount of overnight parking was recorded.

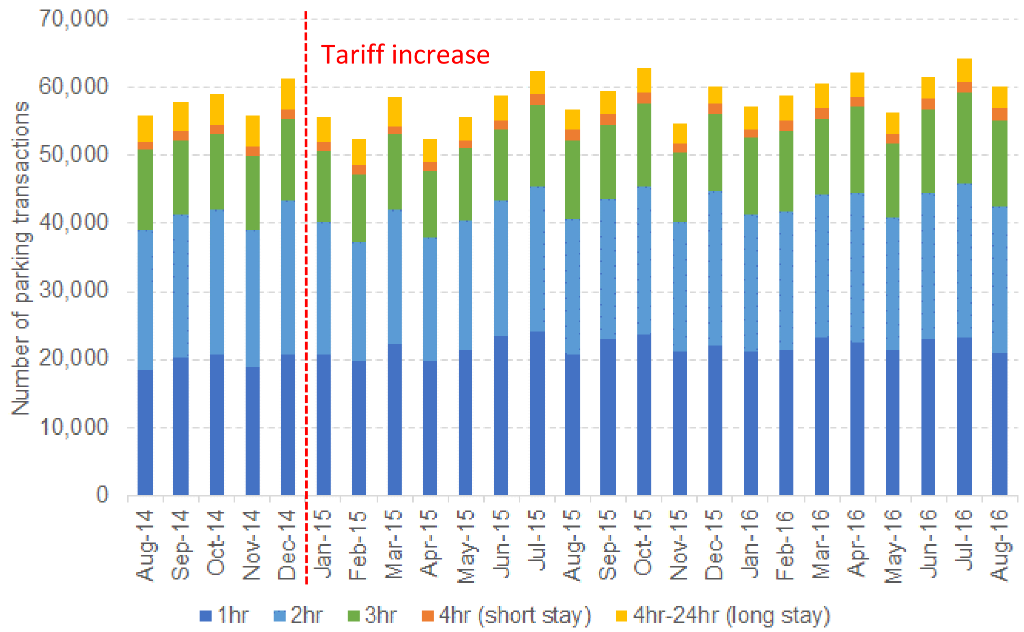
7.21. The Woodside car park is well-utilised but never full on weekdays and Saturday. Due to its proximity to the Queen Mother Theatre and Woodside Hall, it is also utilised in the evenings with a number of medium stay users (3-4 hours).

7.22. The Lairage multi-storey is typically only about 50% utilised on a weekday and closes in the evening. On Sunday, demand peaks at just over 100 vehicles with a short-stay duration profile. There is a small short-stay car park, Christchurch, located across Bedford Road from the Lairage that is heavily utilised throughout the week, including Saturday late afternoon and weekday evenings, and on Sunday morning when it is used as a church car park.

7.23. The three supermarket car parks in Hitchin – Waitrose, Sainsburys and Asda – all have high occupancy at busy shopping periods. The recorded profile of parking durations is predominantly short-stay visits of 1-2 hours. Usage tails off in the evening in all three supermarket car parks.

7.24. **Figure 5** shows the trend in the number of sales by duration in all of the car parks in Hitchin. As described in **Appendix I**, there has been an upward trend in the number of transactions in Hitchin's car parks over the last two years. There is also some evidence of users switching to shorter duration price bands.

FIGURE 5 HITCHIN – NUMBER OF SALES BY DURATION



On-street parking

7.25. Surveys of on-street parking in Hitchin town centre were reported in 2008. Several streets in the town centre – High Street, Market Place and Sun Street – cater predominantly for Blue Badge parking and loading activity. The visitor parking provided in Hermitage Road and Portmill Lane was observed to have a very high turnover of short visits of less than one hour.

7.26. Several other streets on the edge of the town centre – Bancroft, Nun's Close and Queen Street – offer some short duration visitor parking and operate at capacity at busy times of week. Illegal parking is also frequently recorded for short durations.

7.27. Two areas of on-street parking were surveyed in 2016.

7.28. The area around Hollow Lane is located just to the east of the town centre. Hollow Lane offers a mix of 49 visitor bays, 38 shared use bays and 6 unrestricted spaces. The visitor and shared use bays peaked at over 95% utilisation on the Saturday surveyed. Mount Garrison is a residential street with 24 spaces for permit peaking only. During the daytime on Wednesday and Saturday, the permit parking operated at capacity but illegal parking activity was very limited (maximum of one illegally parked car observed). St Andrews Place also offers 14 spaces for permit parking only. Utilisation reached capacity on Saturday and a maximum of one illegally parked vehicle was observed.

7.29. The area around Wratton Road East and Old Charlton Road is predominantly residential and located to the south of the town centre. The nine permit spaces on Wratton Road East were 89% utilised overnight, when there were also four illegally parked vehicles. In Old Charlton Road, there are 10 residential spaces that were well-utilised at all times, and five visitor bays that operated at capacity on the Wednesday and Saturday surveyed. Furthermore, a maximum of seven illegally parked vehicles was recorded on Saturday. Tilehouse Street has 13 pemit bays, two visitor spaces and a Blue Badge space. While the permit bays were well-utilised at all times, the visitor bays were never fully utilised. However, a maximum of four illegally parked vehicles was recorded on both the Wednesday and the Saturday.

Interview surveys

7.30. The profile of survey respondents reflects the status of Hitchin as a large town centre, with 73% of respondents stating that their purpose was either shopping, personal business, restaurant/café/pub, leisure or social. In terms of mode share, 46% had arrived by car, 17% by bus or train, and 32% on foot. The catchment of town centre users is large enough to include a significant proportion of respondents from towns like Luton and Stevenage.

7.31. The profile of visits is shorter than Letchworth, with 60% of respondents expecting to spend under 2 hours in the town centre. In terms of frequency, 40% of respondents stated that they visited daily and 33% said 2-3 times a week.

7.32. Overall 58% of respondents stated that they were satisfied or very satisfied with parking provision in Hitchin. Yet a total of 66% also stated that an increase in parking spaces would be essential or beneficial. Respondents in Hitchin were less likely than in Letchworth to describe other physical improvements as essential or beneficial. But Hitchin has a marginally higher rate of acceptance of new payment technology (32% see this as essential or beneficial).

7.33. In terms of attitudes towards tariff changes, 39% stated that it was reasonable to charge more to park nearer to the town centre, while only 21% stated that it was reasonable to charge more at busier times.

7.34. Several of the questions in the interview surveys were structured to allow direct comparison with previous responses in 2008.

7.35. **Table 15** shows a comparison of key responses from car users in the 2008 and 2016 town centre surveys to observe trends over time. There has been a substantial increase in the proportion of people stating that both short and long-stay parking is adequate. There is a general reduction in the proportion stating that improvements are essential or beneficial. Furthermore, the attitudes to changes in parking tariffs appear to have shifted with a larger proportion of users accepting of location-based variation in charges but resistance to evening and Sunday charges remains strong.

TABLE 15 HITCHIN – KEY ATTITUDES IN 2008 AND 2016

<table>
<tr><th colspan="2">Attitudinal questions</th><th>2008</th><th>2016</th></tr>
<tr><td colspan="2">Do you feel there is enough short-stay parking (for shoppers and visitors) in the town? Yes</td><td>46%</td><td>56%</td></tr>
<tr><td colspan="2">Do you feel there is enough long-stay parking (for town centre workers) in the town? Yes</td><td>43%</td><td>58%</td></tr>
<tr><td rowspan="4">% stating that improvements seen as essential or beneficial</td><td>More parking spaces in areas of high demand</td><td>93%</td><td>67%</td></tr>
<tr><td>Improved personal security</td><td rowspan="2">87%</td><td>47%</td></tr>
<tr><td>Improved safety in car parks</td><td>39%</td></tr>
<tr><td>Pay-on-exit or pay-on-foot</td><td>63%</td><td>30%</td></tr>
<tr><td rowspan="5">% stating that tariff changes would be reasonable or very reasonable</td><td>Charge more closest to town centres</td><td>30%</td><td>39%</td></tr>
<tr><td>Charge for parking on-street in town centre locations</td><td>28%</td><td>40%</td></tr>
<tr><td>Increase parking charges in line with inflation</td><td>34%</td><td>20%</td></tr>
<tr><td>Charge for parking in the evening</td><td rowspan="2">5%</td><td>7%</td></tr>
<tr><td>Charge for parking on Sundays</td><td>7%</td></tr>
</table>

Stakeholder comments

7.36. The stakeholder workshop identified a number issues related specifically to Hitchin:

- Low usage of the Lairage multi-storey car park due to limited opening hours and poor perceptions of quality
- Use of town centre car parks by residents and hotel visitors
- Commuter parking pressures and the lack of incentives for Train Operating Companies to make longer term investments in parking capacity
- The cost of long-stay car parking for lower income employees
- Need for Improved signage
- Pay on exit or pay on foot to increase the duration of visits
- Objection to any pedestrian safety measures if they reduce on-street parking
- Is it possible to discourage through traffic, e.g. through weight limits?
- Potential for a Sunday charge to subsidise targeted weekday reductions
- On-street conflict between Blue Badge short-term parking and loading activity
- Lack of enforcement especially on Sundays, leading to pavement parking

Assessment summary

Policy considerations (with particular reference to charging)

7.37. The Hitchin UTP identifies a number of parking problems, which include the perception that the Lairage car park is under-used due to its location, poor access and high parking costs.

7.38. Measures identified to address existing parking problems included introducing cheaper car parking in the off-peak period.

7.39. Given its accessibility by public transport, general polices related to encouraging mode shift away from the private car, and applying parking policies to assist in achieving this, may be more applicable to Hitchin than to the smaller centres.

Town centre strength/performance

7.40. The town centre is performing well, with low vacancy rates.

7.41. Significant growth in population is planned for the town up to 2031, albeit not as substantial as for Baldock. However, little employment growth is expected.

7.42. Along with Baldock, Hitchin has a stronger evening economy than Letchworth or Royston.

Benchmarking

7.43. The charges for short-stay parking in the NHDC car parks are generally comparable to those in comparable/competing centres in Hertfordshire and adjacent counties. Long-stay parking, however, tends to be cheaper in Hitchin.

7.44. Due to the way tariffs are structured, medium stay parking (say for four hours) can be more expensive in Hitchin than in comparable centres.

Parking supply and utilisation

7.45. There are 16 car parks in Hitchin with a total off-street parking capacity of 1,850 parking spaces. 12 of these car parks are operated by NHDC. Six are for short-stay use (418 spaces) and six are for short-stay and long-stay (844 spaces). The four privately operated car parks have a total of 588 spaces. Three are short-stay/customer only and one (42 spaces) can also be used for long-stay.

7.46. On-street parking within the town centre is limited.

7.47. There is high demand for short-stay parking in the town centre with the most central car parks operating at or near capacity during busy shopping periods. There is also high demand for the popular car parks in the evening and at the weekend.

7.48. The long-stay car parks, especially the Lairage multi-storey, are less well-utilised and much of the use is short-stay visits.

7.49. The sales data shows that there has been a shift to shorter price bands on the last two years.

User views

7.50. The majority of users interviewed were satisfied overall with parking facilities in the town centre. Majorities also thought there was enough short-stay and long-stay parking.

7.51. However, over 70% of car users responding also thought that more parking in areas of high demand was either essential (around 45%) or beneficial (around 30%). A significant minority of over 20% (although less than in Baldock) thought it would be detrimental,

7.52. Some options for varying or extending parking charges were viewed more favourably than in other centres. The most 'popular' options of those presented to users were to charge for on-street parking, and to charge more for parking closer to the centre and less for parking further way. Around 45% of those responding in each case thought these options reasonable or very reasonable, more than considered them unreasonable or very unreasonable (the remaining respondents did not have a view).

7.53. Around 50% of respondents thought that charging more in busier times and less in quieter times was unreasonable or very unreasonable, but a significant minority had no view on this. The overwhelming majority of respondents considered charging on Sundays or in the evening to be unreasonable or very unreasonable.

7.54. The most frequent response to either a reduction or increase in the cost of parking was that it would not change existing use.

Stakeholder views

7.55. The stakeholder workshop identified a number issues related specifically to Hitchin, including the following related to charges.

7.56. The low usage of the Lairage multi-storey car park is believed to be due to limited opening hours and poor perceptions of quality. The cost of long-stay car parking for lower income employees is perceived to be a problem. The potential for a Sunday charge to subsidise targeted weekday reductions was mentioned.

Charging options

7.57. There appears to be no case for across-the-board increases or decreases in parking charges. It is noted that the user interview surveys suggest that the cost of parking is not a significant factor in choosing to visit Hitchin. However, tapering the short-stay tariff to reduce the cost of 'medium' stays (three and four hours) should be assessed as a measure to encourage visitors to stay longer in the town centre, where there is spare capacity available.

7.58. There is considerable variation in utilisation rates, and tariff options to enhance the efficiency with which car parks are used should be considered. This should include measures to manage demand in the most popular car parks at the most popular times of the day. It is proposed that all price bands in the central short-stay car parks are increased to manage demand and increase turnover at busy times of the day.

7.59. Conversely, there is spare capacity in the popular short-stay car parks in the afternoon, as demand falls away sharply after 3pm before picking up again in the evening. In response to the observed shifting to shorter duration price bands, it is proposed to stimulate visitors to stay longer in the less well-utilised afternoon period with an offer of up to three hours for the price of one.

7.60. It is proposed that the price bands in the long-stay car parks are retained to create a slight price differential between short-stay prices in the popular short-stay car parks and those further from the centre. The price bands after 3pm will need to be amended to match the three hour offer in the short-stay car parks.

7.61. While the previously implemented two-hour price discount in the Lairage stimulated some additional demand, the multi-storey facility still has considerable spare capacity. It is therefore proposed to target this facility at medium stay users by retaining the discounted two-hour price and introducing a discounted four-hour price band. If physical improvements to the Lairage can be secured, this offer could be made more attractive by extending the evening opening hours of the multi-storey car park.

7.62. Demand in the town centre is high during the evenings and on Sunday, and in principle there is a case for some form of charging in both periods. However, this should be introduced in phases.

7.63. The popular car parks are operating at or near capacity on Sunday, and competing town centres also charge on Sunday. A flat charge could therefore be introduced on Sunday between the hours of 10am and 5pm. Phase 2 of the study will examine the potential for a Sunday charge, the consequences in terms of staffing and enforcement, as well as the mitigation measures on surrounding streets.

7.64. Likewise several car parks, notably Biggin Lane and St Mary's Square, are operating at or near capacity in the evening periods. Phase 2 of the study will examine the implications of a selective evening charging to manage demand between the short-stay car parks.

7.65. Given the high demand for short-stay parking in Hitchin town centre, on-street charges in the town centre would be fair as a means to provide a fair balance between on- and off-street parking, and reduce circulating traffic searching for free parking. However, in the historic town centre the charging for on-street parking should not involve additional street furniture and potential charging technology will be discussed in the second phase of this study.

8. KNEBWORTH

Village centre assessment

8.1. In the publication Local Plan, Knebworth is identified as one of 23 Category A villages where general development will be allowed within the defined settlement boundary – although only Knebworth (along with Codicote and Ashwell) provides a sufficient grouping of facilities to enable them to be identified as local centres.

8.2. The Local Plan identifies four housing sites in the village to be developed over the plan period, which taken with sites with existing consents would increase the overall size of the village by about 30% by 2013.

8.3. Knebworth's shopping facilities are largely located along London Road and Station Road and are generally in good health, with no reported vacancies in shop premises in 2015. It has 39 shops, and two food and beverage establishments (both hot food takeaways) although there are also several pubs just beyond the village centres boundaries.

8.4. The publication Local Plan identifies a particular issue associated with local highways management (including the provision of short term car parking) and the fact that the village is a well-known highway pinch point, particularly when problems occur on the nearby A1(M).

8.5. The issues associated with Knebworth's village centre are acknowledged within the publication Local Plan, which recognises that a balance will need to be struck between ensuring the vitality and viability of the village centre, dealing with the consequences of growth and providing satisfactory access to local facilities.

8.6. A key additional factor is the proximity to Knebworth to Stevenage with its town centre and retail parks, which will continue to act as a strong pull for local residents. Whilst no new retail space is proposed in Knebworth there are potential plans for a new library, doctor's surgery and pharmacy on the site of the current library.

8.7. To conclude, the main emphasis needs to be on maintaining activity within the village centres whilst mitigating (if possible) the impact of congestion and short-stay parking; if this can be achieved it can provide a platform for a modest increase in village centre functions if suitable development land for this purpose can be identified, which seems currently uncertain.

Summary of parking supply

8.8. Knebworth centre provides one NHDC operated car park, with a total of 30 car parking spaces which includes 2 disabled spaces. The car park is a short-stay car park which allows a maximum stay of up to 4 hours, with 30 minutes car parking costing £0.20 and the maximum stay of 4 hours costing £4.00.

8.9. Knebworth Station Car Park provides 48 long-stay parking spaces, with a daily rate of £5.20.

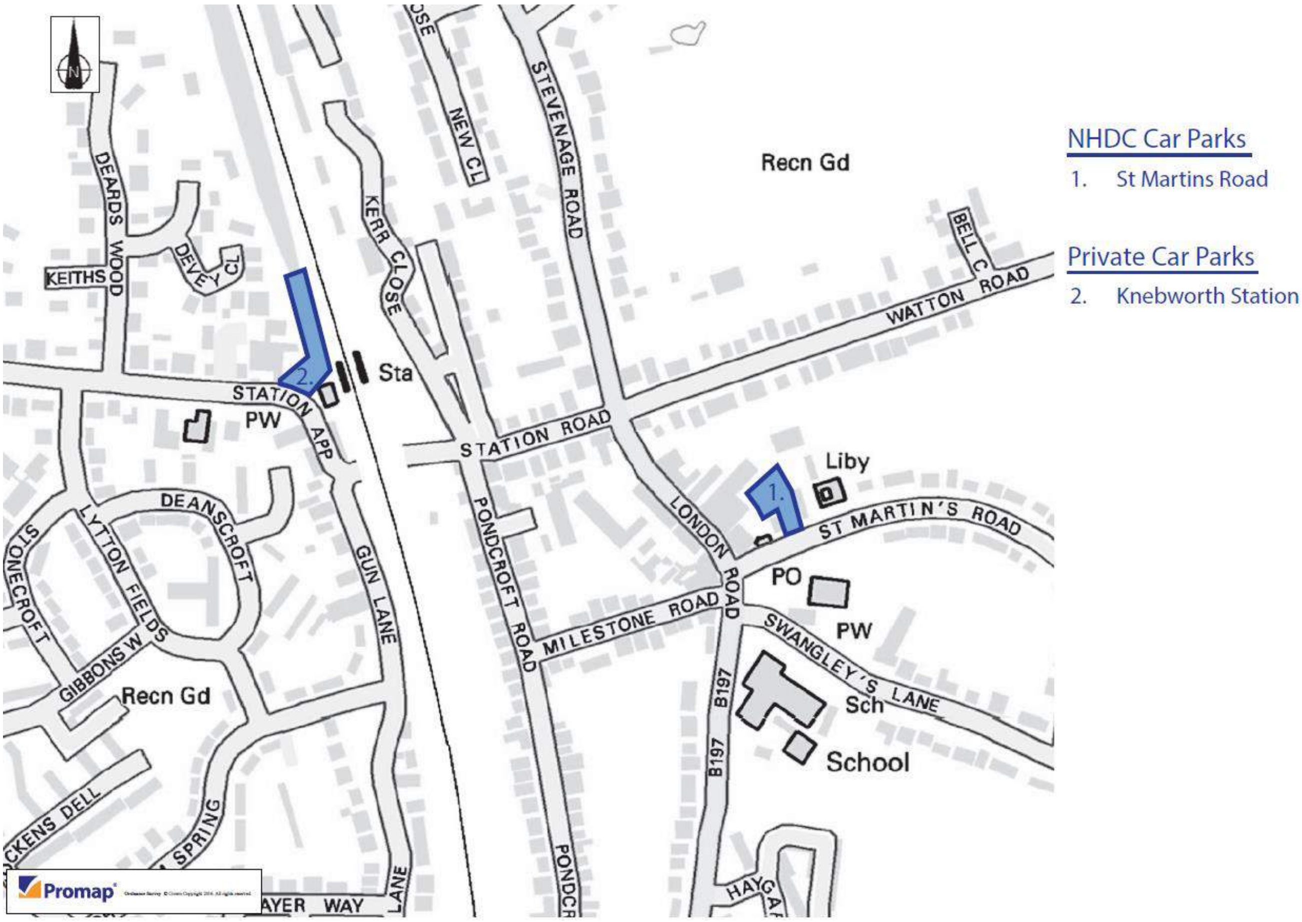
8.10. **Table 16** below provides information in regards to Knebworth's car parking supply and charges. The locations of these car parks are presented in **Figure 6**.

8.11. In terms of on-street car parking supply, Knebworth Centre has just over 120 on-street car parking spaces. On-street parking in Knebworth is not charged. London Road retail parade provides visitor parking allowing 1 hour free parking between 8am-6pm Monday to Saturday. The on-street parking inventory is attached in **Appendix B**.

TABLE 16 - KNEBWORTH PARKING SUPPLY

Knebworth Centre Car Park		Total Parking Spaces	Disabled Parking Spaces	Charges Apply	Changes (£)	Signed as Long or Short-stay?	Maximum Stay
NHDC Operated	St Martins Road	30	2	9.15am to 6pm Monday to Saturday	Up to 30 mins: 20p Up to 1 hour: 50p Up to 2 hours: £1.20 Up to 3 hours: £2.00 Up to 4 hours: £4.00	Short-stay	4 hours
Privately Operated	Knebworth Station	48	0	24 hours Monday to Sunday	Daily rate - £5.20 Off peak rate - £3.00 Weekly rate - £23.70 Monthly rate - £90.80 3 Monthly rate - £249.00 Annual rate - £799.00	Long-stay	No Information

FIGURE 6 - KNEBWORTH CAR PARKS



Parking demand

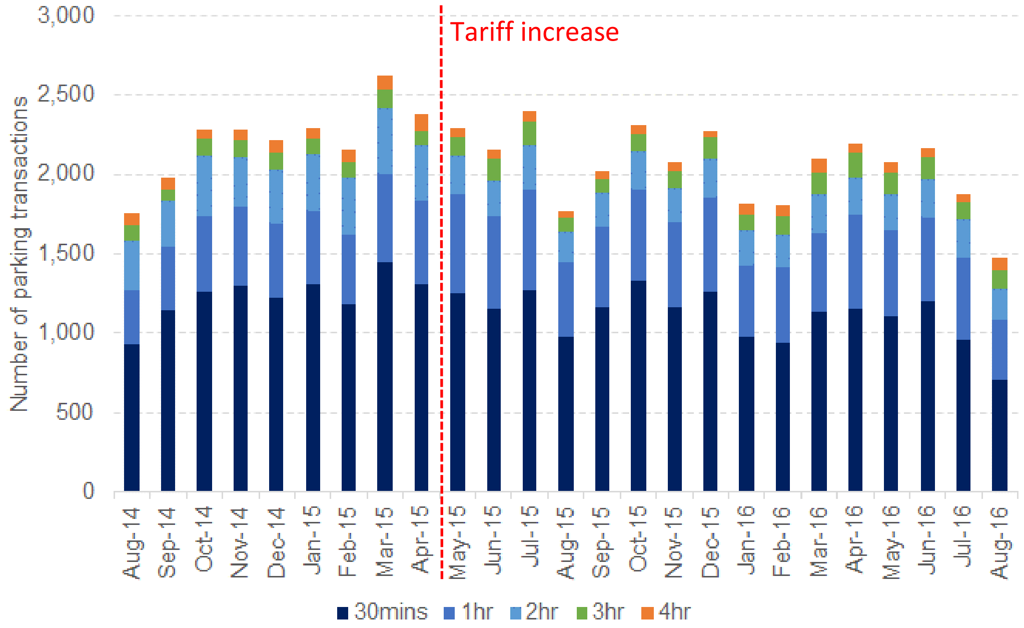
8.12. Data on parking demand in the NHDC car park in Knebworth is available from the transactions data analysed (see **Appendix I**). No additional off-street parking survey data was collected for this car park. Due to the significant concerns about commuter parking, a series of streets were selected in which on-street parking beat surveys were commissioned. A summary of the parking survey data can be found in **Appendix E**.

Off-street parking

8.13. Analysis of the number of transactions in the St Martin's Road car park over the last two years show that there is considerable seasonal variation. Average usage of the car park is in the range of 50-100 short-stay visits per day (capacity 30). There is some evidence of overnight use of the car park, although this dropped markedly in spring 2015.

8.14. Demand has fallen since spring 2015, especially in the 2-hour price band. It appears from the data that the 2- and 3-hour prices were increased in spring 2015. However, analysis of the transactions data (**Appendix I**) shows that demand between autumn 2014 and autumn 2015 was very inelastic overall.

FIGURE 7 ST MARTIN'S ROAD – NUMBER OF SALES BY DURATION



On-street parking

8.15. Three areas of Kenbworth were selected to understand patterns of on-street parking demand. A summary of the on-street parking survey data can be found in **Appendix E**.

8.16. The retail centre of Knebworth contains 37 visitor bays located in and around the retail centre of Knebworth in Station Road / London Road / Milestone Road / Pondcroft Road, which allow up to one hour parking between 8am-6pm Monday to Saturday, as well as 83 unrestricted parking spaces. The whole of Milestone Road and Pondcroft Road are defined as CPZs, along with a small number of eligible properties on London Road and Station Road. The visitor bays are full or close to full for the whole weekday, with some illegal parking on single yellow line sections observed in the middle of the day. Demand for parking in the unrestricted bays peaks is almost full at 06:00 in the morning and remains so for the whole day, before reaching a peak in the evening.

8.17. The streets approaching Knebworth station – Gun Lane, Station Approach and Park Lane – contain only 18 unrestricted spaces. The majority of the kerb length is made up of single and double yellow line restrictions. There were 14 vehicles parked in this area in the first beat survey (06:00), significant parking stress through day and peaking at 18:00.

8.18. Deards Wood and Lytton Fields are examples of residential streets with unrestricted parking in short walking distance of the station. The parking beat daily profile suggests that a significant proportion of vehicles (possibly in excess of 50%) in these streets are commuters, although neither street reached parking stress levels above 90% on the day surveyed.

Interview surveys

8.19. The interview survey was undertaken in Knebworth on a weekday but achieved a very low response rate. This is not surprising given that the questionnaire was principally designed for the larger town centres. As a result, no statistically robust findings can be obtained from the sample size available.

Stakeholder comments

8.20. The vast majority of discussions about Knebworth in the stakeholder workshop centred around the issues of commuter parking. The town is perceived to be a magnet for commuters due its good connections to London and the ability to park on-street for free within walking distance of the station. It was also suggested that some parking pressure on residential streets also results from shopping demand.

Assessment summary

Policy considerations (with particular reference to charging)

8.21. The Infrastructure Delivery Plan 2011-2031 prepared by Hertfordshire County Council states that there a shortage of public off-street parking for employees working in Knebworth, giving rise to parking issues in residential streets.

8.22. There is no Urban Transport Plan for Knebworth and no other transport policies specific to the town.

8.23. The publication Local Plan identifies a particular issue associated with local highways management, including the provision of short term car parking.

Village centre strength/performance

8.24. Knebworth's shopping facilities are generally in good health, with no reported vacancies in shop premises in 2015. It has 39 shops and two food and beverage establishments. There are also several pubs just beyond the village centres boundaries.

8.25. The main emphasis needs to be on maintaining activity within the village centre whilst mitigating (if possible) the impact of congestion and short-stay parking.

Benchmarking

8.26. The cost of short-stay parking up to one hour is comparable to other centres where this is charged for. However, in some smaller centres, such as Royston, Buntingford and Sawbridgeworth, this is free.

8.27. Parking for two hours is free in Sawbridgeworth and cheaper in Buntingford than it is in Knebworth.

8.28. At £4 parking for four hours, Knebworth is significantly more expensive than in the comparable smaller centres. However, the number of visitors in this 'market' is likely to be small.

8.29. Sawbridgeworth offers free Saturday parking

8.30. There is no off-street long-stay parking in Knebworth, other than at the station.

Parking supply and utilisation

8.31. There is one short-stay public car park in Knebworth (maximum stay four hours). This is operated by NHDC and has 30 spaces. Average usage of the car park is in the range of 50-100 short-stay visits per day.

8.32. Long-stay parking is provided by the station car park, but the tariff here is geared to the rail-user market rather than town centre employees.

8.33. There is controlled on-street parking providing approximately 120 spaces in the main retail area, with a maximum stay of one hour.

User views

8.34. User interviews were carried out in Knebworth but insufficient interviews were completed for meaningful analysis.

Stakeholder views

8.35. The main issue raised by stakeholders related to the use of free on-street parking by rail-commuters and the resulting parking pressure on residential streets. Parking by shoppers was also perceived to contribute to this.

Charging Options

8.36. No changes to the existing charges are recommended. Issues relating to rail-commuter parking will be addressed in Phase 2.

9. Letchworth Garden City

Town centre assessment

Key characteristics of the town
• The world's first Garden City • Town conceived, however, before the days of mass car ownership and as such suffers from congestion at times including the town centre • Linked both physically and economically with Baldock from which it is separated only by the A1(M) and a narrow strip of agricultural land • An established and very proactive Town Centre Partnership with a town centre manager • Town centre initiatives are supported by the Letchworth Garden Heritage Foundation, a private company which is a major landowner and investor in the town
Key factors for consideration
• Along with Hitchin the main destination for comparison retail in the district • The town offers substantial retail development sites, and over time could recapture the comparison trade it currently loses to Hitchin • Retail vacancy rates are however high – in fact the highest of the 4 towns – suggesting that it is underperforming • Along with Royston, the town has a lower proportion of evening economy uses (A3 – A5) than either Baldock or Hitchin • Retail studies suggest no need for any new large food store in the town (needs can be met by extension/intensification of existing stores) but new comparison floorspace is needed to maintain Letchworth's position in the shopping hierarchy

Anticipated increases in town centre floorspace 2016 – 31

9.1. The retail and town centre background paper to the emerging Local Plan 2011 – 31 (September 2016) envisages a growth in total floorspace of 9200m^2 over that period.

TABLE 17 LETCHWORTH GC – PROJECTED TOWN CENTRE FLOORSPACE GROWTH 2016 – 2031 IN 5 YEAR TRANCHES

	2016 - 2021	2021 - 2026	2026 - 2031
Convenience	800	400	400
Comparison	1200	2500	2700
Food and Drink	400	400	400
Total	2400	3300	3500

9.2. The floorspace growth identified will increase the available retail floorspace in Letchworth by 30.9%; the figure is 24.1% of the total additional floorspace anticipated within the district.

Anticipated housing and employment growth levels 2016 – 31

9.3. From now until 2031 (the end of the Local Plan period) Letchworth can anticipate the following housing growth (Source: IDP).

TABLE 18 GROWTH IN LETCHWORTH (DWELLING NOS) BY TYPE/5-YEAR TRANCHE

	To 2021	2022 - 26	2027 - 2031	Total by type
Urban Capacity Sites (development within town)	308	394	449	1151
Urban extensions	120	400	500	1020
Windfalls/unspecified broad location	97	167	381	645
Total by 5-year tranche	525	961	1330	2816

9.4. Housing growth is Letchworth is significant, with the population expected to increase by 20% when compared to the 2011 census figure. This a comparable figure to Hitchin and Royston but far lower proportionately than Baldock.

9.5. Letchworth is also expected to receive a small proportion of the district's employment growth – just under 5%.

TABLE 19 EMPLOYMENT GROWTH IN LETCHWORTH IN TERMS OF AREA (HECTARES) WITH NO. OF JOBS IN BRACKETS OVER 5-YEAR TRANCHES

To 2021	2022 - 26	2027 - 2031	Total by type
0.5 (80)	0.5 (80)	0.5 (80)	1.5 (240)

Retail vacancy rates

9.6. In 2014/15 (Source Town Centre AMR and other environmental changes) the town had 4905m^2 of vacant floorspace, equating to 16.8% of the total floorspace.

Major retail development opportunities

9.7. Existing permissions at Garden Square and the Travel Inn will offer increased floorspace and the following provide further opportunities for mixed use development:

- the Wynd: up to 4500m2
- Gernon Road: up to 1000m2
- Arena Parade: up to 5000m2

Summary of parking supply

9.8. Letchworth Garden City provides a medium sized town centre, which provides access to a variety of businesses and retail facilities. The town centre has 10 car parks, the location of these car parks are identified in **Figure 8**. Five car parks are operated by NHDC, with on-street parking spaces along the main shopping streets in the centre allowing one-hour free day time parking Monday – Saturday. The total off-street parking capacity in the town centre is 1,496 parking spaces. There are 4 long-stay car parks allowing 24 hours parking and six short-stay car parks.

9.9. Private car parks; East Cheap Car Park and Openshaw Way Car Park, provide considerably cheaper short-stay car parking when compared with NHDC operated car parks. Openshaw Way and East Cheap car parks offer up to one hour costing £0.20 and two hour car parking for £0.50, compared with one hour parking costing £0.60 - £1.00 and two hour car parking costing £1.20 - £2.00 in NHDC operated car parks. NHDC operated North Common Bowling Club and North Common Swimming Pool car parks offer free two hour parking, however these are situated quite far from the town centre. **Table 20** below provides information in regards to Letchworth Garden City's car parking supply and charges.

9.10. **Table 20** provides information in regards to Letchworth Garden City's car parking supply and charges. The locations of these car parks are presented in **Figure 8**.

9.11. Letchworth Garden City Station is located in the town centre and is split into an east and a west car park, and has a total of 91 car parking spaces. Letchworth railway Station offers a daily rate of £6.20, as well as offering 12-hour parking for £5.00.

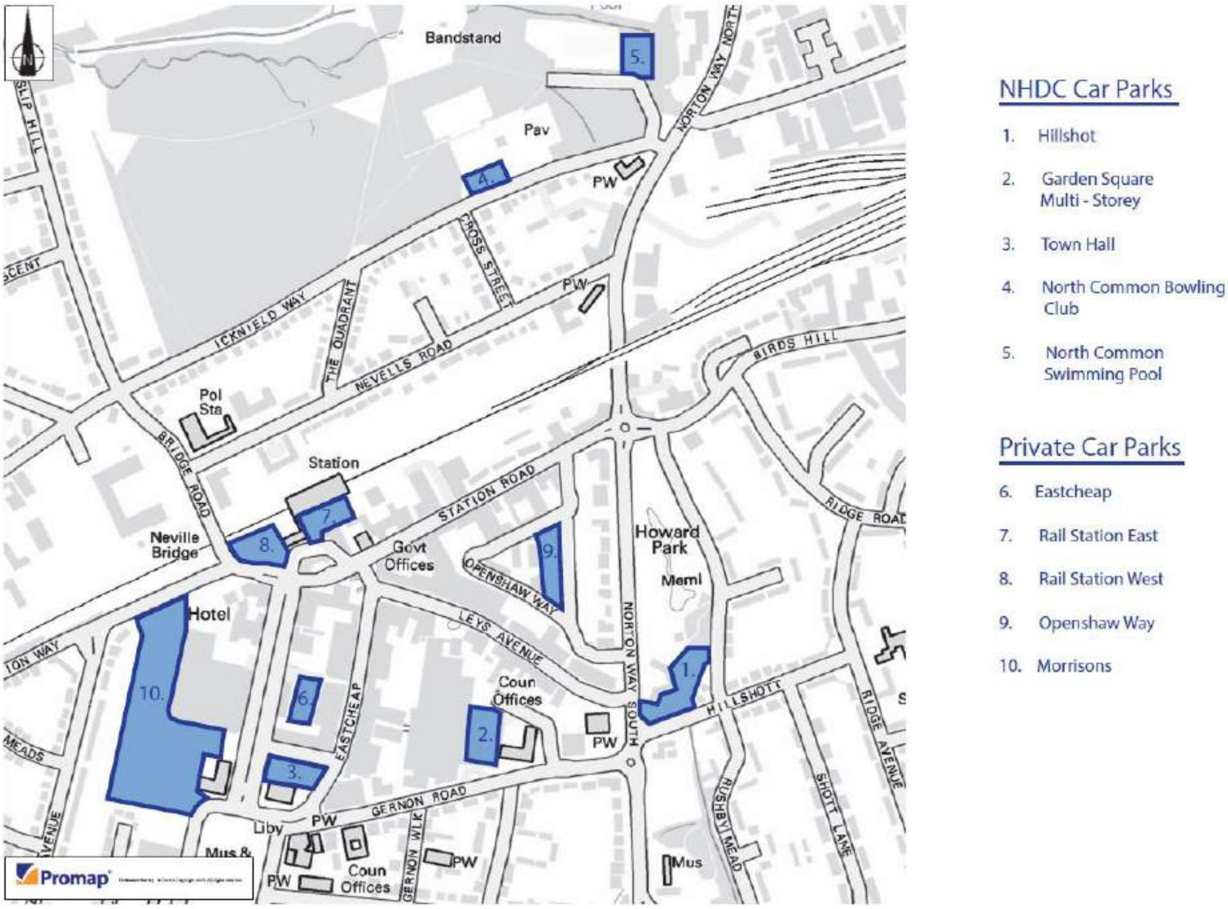
9.12. In terms of on-street parking supply, using 2008 parking data, Letchworth Garden City Town Centre has just under 400 legal on-street car parking spaces. Eastcheap, Leys Avenue and Gernon Road provide the best location for visiting the town centre. East Cheap and Leys Avenue provide free parking for up to 1 hour between 9am-5:30pm Monday to Saturday. Gernon Road provides one hour free parking between 8:30am – 6:30pm Monday to Saturday.

TABLE 20 LETCHWORTH GARDEN CITY CAR PARKS

<table>
<tr><th colspan="2">Letchworth Garden City Town Centre Car Parks</th><th>Total Parking Spaces</th><th>Disabled Parking Spaces</th><th>Charges Apply</th><th>Changes (£)</th><th>Signed as Long or Short-stay?</th><th>Maximum Stay</th></tr>
<tr><td rowspan="2">NHDC Operated</td><td>Hillshott</td><td>71</td><td>4</td><td>8am-6pm Monday to Saturday</td><td>Up to 1 hour: £1.00
Up to 2 hours: £2:00
Up to 3 hours: £2.50
Over 3 hours: £4.70</td><td>Long-stay</td><td>24 hours</td></tr>
<tr><td>Garden Square Multi-Storey</td><td>114 short-stay (levels 1-3), 244 long-stay (levels 4-9)</td><td>6</td><td>8am-6pm Monday to Saturday</td><td>Up to 1 hour: 60p
Up to 2 hours: £1.20
Up to 3 hours: £2.30
Up to 4 hours: £4.20 (levels 1-3 only)
Over 3 hours: £4.70 (levels 4-9 only)</td><td>Short-stay cark park on levels 1-3. Long-stay car park on levels 4-9.</td><td>4 hours on levels 1-3. 24 hours on levels 4-9</td></tr>
</table>

Letchworth Garden City Town Centre Car Parks		Total Parking Spaces	Disabled Parking Spaces	Charges Apply	Changes (£)	Signed as Long or Short-stay?	Maximum Stay
	Town Hall	98	2	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £2.50 Over 3 hours: £4.70	Short-stay	4 Hours
	North Common Bowling Club	30	0	6.30am to 5.30pm Monday to Saturday	Up to 2 hours: Free - ticket must be displayed Up to 4 hours: £1.50 Up to 5 hours: £4.50	Short-stay	5 Hours
	North Common Swimming Pool	54	4	6.30am to 5.30pm Monday to Saturday	Up to 2 hours: Free - ticket must be displayed Up to 4 hours: £1.50 Up to 5 hours: £4.50	Short-stay	5 Hours
Privately Operated	Eastcheap	31	1	8am-4pm Monday to Saturday	Up to 1 hour: £0.20 Up to 2 hours: £0.50 Up to 3 hours: £2.00	-	3 hours
	Openshaw Way	93	5	8am-8pm Monday to Saturday	Up to 1 hour: £0.20 Up to 2 hours: £0.50 Up to 3 hours: £2.00	-	3 hours
	Morrisons	670	26	8am-6:30pm Monday to Saturday	Up to 3 hours: £1.00	-	3 hours
	Rail Station east	62	2	24 hours Monday to Sunday	Up to 1 hour: £1.00 Up to 3 hours: £2.50 Up to 12 hours: £5.00 Up to 24 hrs: £6.20 Weekend and Bank Holiday - 24 Hours: £2.00	-	No information
	Rail Station west	29	1	24 hours Monday to Sunday	Up to 1 hour: £1.00 Up to 3 hours: £2.50 Up to 12 hours: £5.00 Up to 24 hrs: £6.20 Weekend and Bank Holiday - 24 Hours: £2.00	-	No information

FIGURE 8 LETCHWORTH GARDEN CITY CAR PARKS



Parking demand

9.13. Data on parking demand in NHDC car parks is available from the transactions data analysed (see **Appendix I**). In addition, surveys of off-street parking demand were commissioned since there are a number of privately operated car parks as well. A summary of the parking survey data can be found in **Appendix F**. New on-street parking surveys were not commissioned but survey data is available from the previous 2008 study.

Off-street parking

9.14. The overall occupancy level of short-stay car parks was observed to peak at around 60% on the weekday and 45% on the Saturday. The corresponding occupancy levels for the long-stay parking were 65% and 20% (noting that this includes a significant element of short-stays in long-stay car parks).

9.15. A summary of the off-street parking survey results can be found in **Appendix F**. The largest NHDC-operated car park in Letchworth is the Garden Square multi-storey, which was observed to operate with a steady occupancy of around 200 spaces (just over 50%) throughout the weekday surveyed, and only around 50 spaces on the Sunday surveyed. For comparison, in December 2008 the peak occupancy was measured at over 270 vehicles on both Thursday and Saturday. A total of 121 long-stay users were registered on the surveyed weekday, indicating that the long-stay element of the car park is never more than 50% utilised.

9.16. The Town Hall car park has the highest utilisation rate of the NHDC-operated car parks. It is well positioned for the theatre and restaurant offer in the town centre, and reached full occupancy on the Wednesday evening after 18:00, and on the Sunday surveyed in the afternoon after 14:00. These patterns are consistent with those observed in 2008.

9.17. The Hillshot car park was observed to have an occupancy of 30-40 spaces (again just over 50%) for most of the observed weekday, and less than 10 spaces for most of the Sunday. Occupancy peaked briefly at over 60 spaces at 19:00 on the Wednesday surveyed. Hillshot caters primarily for short-stay parking under 2 hours. The observed weekday and weekend daytime usage was lower than that observed 2008.

9.18. The small Eastcheap car park (adjacent to the Town Hall car park) was observed to be fully or near fully occupied for the majority of the day on the surveyed Wednesday and Sunday. The vast majority of users park for short periods of one hour or less. This is consistent with the patterns observed in 2008.

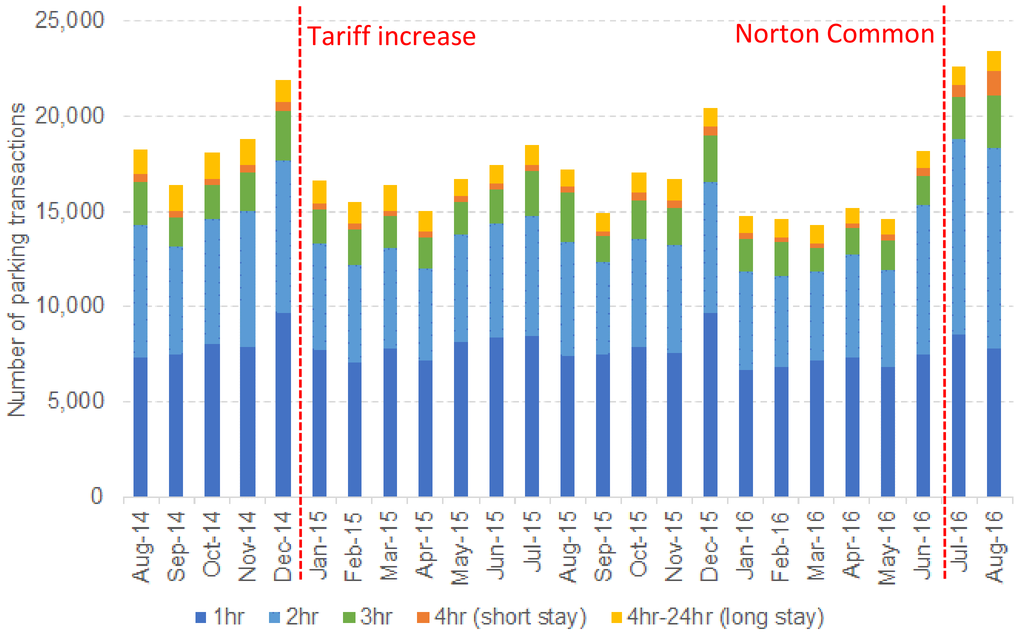
9.19. The two car parks at the railway station were observed to be fully occupied on the Wednesday surveyed. While the majority of use is made up of commuters parking all day, it is noteworthy that there is also high turnover of a small number of remaining spaces with 20% and 40% of all vehicle entries in the east and west car parks respectively parking for one hour or less.

9.20. The Openshaw Way car park is near fully occupied weekdays from around 10:00 to around 14:00, and up to 2/3 full on Sunday. The occupation rates are higher than those observed in December 2008. This car park caters mainly for short-stay visits under two hours.

9.21. Usage of the 670-space Morrisons car park was observed to peak at over 300 vehicles between 11:00 and 12:00 on the Wednesday surveyed, and around 12:00 on the Sunday. The vast majority of users stay for two hours or less.

9.22. The survey of overnight parking showed some usage of the car parks at night by vehicles also observed in the daytime survey, although the numbers are small. This was the case for 2 vehicles in Hillshot and for 4 of the 11 vehicles parked overnight in Openshaw Way. There is some usage of the Morrisons car park, although the numbers are in line with expected staff vehicle movements. **Figure 9** shows the trend in the number of transactions in NHDC-operated car parks over time. Demand in Letchworth peaks in the summer and at Christmas. The impact of the tariff increase in January 2015 can be observed with a small reduction, notably in 2-hour parking. In summer 2016, car park charges were introduced at the Norton Common Swimming Pool and Bowling Club, which lies adjacent to the town centre, to improve access for users.

FIGURE 9 LETCHWORTH NHDC-OPERATED CAR PARKS – NUMBER OF SALES BY DURATION



9.23. Analysis of the January 2015 tariff increase indicates that demand for short-stay and long-stay parking is relatively elastic. There are a wide range of alternatives available in the town centre with different restrictions and price structures (Openshaw Way and Eastcheap, railway station and Morrisons).

On-street parking

9.24. No on-street parking surveys were undertaken in Letchworth in 2016. Previously surveys were undertaken in 2008 in the town centre short-stay bays, short-medium stay bays in Neville Road and long-stay bays in Broadway, Pixmore Way and Norton Way South.

9.25. The 2008 surveys showed that all of the on-street parking in the town centre was characterised by high turnover and high occupancy, although no streets were operating at capacity. Neville Road was well used for short-stay parking (90% less than two hours). The majority of observed durations in the long-stay bays were over four hours on the surveyed weekday, although the profile of durations was shorter in the weekend surveys.

Interview surveys

9.26. The profile of town centre respondents includes a high proportion (14%) who stated that the purpose of their visit was for business/work, and 25% of visitors who stated that their purpose was leisure or social rather than retail. In terms of mode share, 46% had arrived by car, 17% by bus or train, 32% on foot, and a higher proportion by bicycle than the other towns (5%). The catchment of town centre users is large enough to include a significant proportion of visitors from outside North Herts, notably around 10% from Bedfordshire.

9.27. The profile of visits is longer than other town centres, with 48% of respondents expecting to spend over 2 hours in the town centre. In terms of frequency, 33% of respondents stated that visited daily and 32% said 2-3 times a week. Overall 53% of respondents stated that they were satisfied or very satisfied with parking provision in Letchworth. However, 76% stated that an increase in parking spaces would be essential or beneficial. Respondents in Letchworth were also more likely than in Hitchin to favour other improvements as essential or beneficial, namely 63% for improved security, 48% for signage improvements and around one third in favour of changes in payment methods.

9.28. In terms of attitudes towards tariff changes, 24% stated that it was reasonable to charge more to park nearer to the town centre, while only 20% stated that it was reasonable to charge more at busier times.

9.29. **Table 21** shows a comparison of key responses from car users in the 2008 and 2016 town centre surveys to observe trends over time. There has been a marked increase in the proportion of people stating that short-stay parking is adequate, and a corresponding reduction for long-stay parking. There is also a general reduction in the proportion stating that improvements are essential or beneficial. Attitudes to changes in parking tariffs remain very similar to 2008.

TABLE 21 LETCHWORTH – KEY ATTITUDES IN 2008 AND 2016

<table>
<tr><th colspan="2">Attitudinal questions</th><th>2008</th><th>2016</th></tr>
<tr><td colspan="2">Do you feel there is enough short-stay parking (for shoppers and visitors) in the town? Yes</td><td>34%</td><td>45%</td></tr>
<tr><td colspan="2">Do you feel there is enough long-stay parking (for town centre workers) in the town? Yes</td><td>47%</td><td>37%</td></tr>
<tr><td rowspan="4">% stating that improvements seen as essential or beneficial</td><td>More parking spaces in areas of high demand</td><td>94%</td><td>76%</td></tr>
<tr><td>Improved personal security</td><td rowspan="2">88%</td><td>63%</td></tr>
<tr><td>Improved safety in car parks</td><td>53%</td></tr>
<tr><td>Pay-on-exit or pay-on-foot</td><td>64%</td><td>33%</td></tr>
<tr><td rowspan="5">% stating that tariff changes would be reasonable or very reasonable</td><td>Charge more closest to town centres</td><td>23%</td><td>24%</td></tr>
<tr><td>Charge for parking on-street in town centre locations</td><td>27%</td><td>27%</td></tr>
<tr><td>Increase parking charges in line with inflation</td><td>30%</td><td>16%</td></tr>
<tr><td>Charge for parking in the evening</td><td rowspan="2">4.5%</td><td>4%</td></tr>
<tr><td>Charge for parking on Sundays</td><td>12%</td></tr>
</table>

9.30. A detailed summary of the interview survey findings can be found in **Appendix H**.

Stakeholder comments

9.31. The stakeholder workshop identified a number of issues specifically in relation to Letchworth Garden City. The perceived unattractiveness of the Garden Square multi-storey car park was mentioned several times, as was the need for improved signage.

9.32. As with the other towns, the issues of commuters and shoppers parking on residential streets, and the use of car parks by residents, were mentioned. Some areas of Letchworth were also identified as suffering from indiscriminate parking leading to safety concerns. The governance arrangements in Letchworth are also more complex than the other towns.

Assessment summary

Policy considerations (with particular reference to charging)

9.33. The Letchworth and Baldock UTP proposes standardising parking charges for railway stations and town centres.

9.34. Given its accessibility by public transport general polices related to encouraging mode shift away from the private car, and applying parking policies to assist in achieving this, may be more applicable to Letchworth than to the smaller centres.

9.35. Town centre strength/performance

9.36. The town centre is under-performing, with high vacancy rates (the highest of the North Hertfordshire towns).

9.37. The town has a lower proportion of evening economy uses than either Baldock or Hitchin, although it does have the cinema/theatre.

9.38. A significant increase in retail floorspace in the centre is projected up to 2031. Significant growth in population is also planned for the town, while projected growth in employment up to 2031 is only around 5%.

Benchmarking

9.39. The cost of short-stay parking is lower in Letchworth than in Hitchin and in the larger competing centres. Short-stay parking charges in the NHDC car parks are higher than in Bishop's Stortford, which also offers half an hour free car parking. However, charges in the private car parks are considerably lower than Bishop's Stortford.

9.40. Charges for long-stay parking are generally comparable to other centres, although higher than in Bishop's Stortford.

Parking supply and utilisation

9.41. There are 10 car parks in Letchworth, with a total off-street parking capacity of 1,496 spaces.

9.42. Five of these car parks are operated by NHDC. Three are for short-stay use (182 spaces) and one is for short-stay and long-stay (71 spaces). The Garden Square car park provides 114 spaces for short-stay and 244 for long-stay.

9.43. The five privately operated car parks (which include the two station car parks) have a total of 885 spaces. Three are short-stay and one (42 spaces) can also be used for long-stay. The station car parks provide for short and long-stay parking while the other three (794 spaces) are short-stay.

9.44. Thus, NHDC is the minority supplier for short-stay parking but does control the majority parking that is available for long-stay use.

9.45. On-street parking with maximum stay of one hour is provided along the main shopping streets. In previous surveys this has been observed to be fully utilised.

9.46. The overall occupancy level of short-stay car parks was observed to peak at around 60% on the weekday and 45% on the Saturday. The corresponding occupancy levels for the long-stay parking were 65% and 20% (noting that this includes a significant element of short-stays in long-stay car parks).

9.47. Most car parks had significant levels of spare capacity throughout the survey periods, the exceptions being Eastcheap during the weekday and Saturday daytimes, the station car parks on the weekday, and the Town Hall in the weekday evening. The latter was also close to capacity during the daytime on Sunday while Hillshot was also well used in the weekday evening.

User views

9.48. Over 50% of users interviewed were satisfied overall with parking facilities in the town centre, with only around 25% expressing dissatisfaction. . The majority of users who expressed a view also thought there was enough short-stay and long-stay parking, although the minority thinking that more parking was required was higher for long-stay than short-stay.

9.49. However nearly 80% of car users responding also thought that more parking in areas of high demand was either essential (around 45%) or beneficial (around 30%). A significant minority of around 20% thought it would be detrimental,

9.50. All options presented for varying or extending parking charges were viewed as being unreasonable or very unreasonable. The least popular options were charging on Sundays or in the evening.

9.51. The most frequent response to a reduction in the cost of parking was that it would not change existing use although 40% responding did say they would visit the centre either more frequently or for longer.

9.52. The most frequent response to an increase in the cost of parking was also that it would not change existing use although around 25% did say they would go elsewhere (higher than in Hitchin but lower than in Baldock).

Stakeholder views

9.53. The stakeholder workshop identified a number issues related specifically to Letchworth. The most prominent issue that could potentially be addressed, at least partially, through charging policy was the under-use of the Garden Square multi-storey car park. However, factors other than price impact on the use of this car park.

Charging Options

9.54. There appears to be no case for across-the board increases or decreases in parking charges. However, increasing the cost of parking in the more popular car parks may be considered, including to increase use of the Garden Square multi-storey.

9.55. There may be a case for extending the charging hours in the evening in the Town Hall car park in Letchworth to balance demand between the short-stay car parks. The implications of this policy will be examined Phase 2 along with similar considerations in Hitchin.

10. Royston

Town Centre Assessment

Key characteristics of the town
• A town established on the junction of two historic routes – Ermine Street and Icknield Way • The operation of the town centre is heavily constrained by the major roads and a railway routes passing directly through it, with Melbourn Street and Baldock Street in particular creating barriers to movement within the town centre itself • A well-established town centre initiative – Royston First - with a Town Manager and a Business Improvement District (BID) established in 2009
Key factors for consideration
• Not a major location for comparison retail in the district • Retail vacancy rates are high • Along with Letchworth Garden City, the town has a lower proportion of evening economy uses (A3 – A5) than either Baldock or Hitchin

Anticipated increases in town centre floorspace 2016 – 31

10.1. The retail and town centre background paper to the emerging Local Plan 2011 – 31 (September 2016) envisages a growth in total floorspace of 7100m^2 over that period.

TABLE 22 ROYSTON – PROJECTED TOWN CENTRE FLOORSPACE GROWTH 2016 – 2031 IN 5 YEAR TRANCHES

	2016 - 2021	2021 - 2026	2026 - 2031
Convenience	1800	400	300
Comparison	1000	1300	1300
Food and Drink	400	300	300
Total	3200	2000	1900

10.2. The floorspace growth identified will increase the available retail floorspace in Royston by 13.8%; the figure is 18.6% of the total additional floorspace anticipated within the district.

Anticipated housing and growth levels 2016 - 31

10.3. From now until 2031 (the end of the Local Plan period) Royston can anticipate the following housing growth (Source: IDP).

TABLE 23 GROWTH IN ROYSTON (DWELLING NOS) BY TYPE/5-YEAR TRANCHE

	To 2021	2022 – 26	2027 - 2031	Total by type
Urban Capacity Sites (development within town)	46	122	209	377
Urban extensions	130	369	120	619
Windfalls/unspecified broad location	37	65	145	247
Total by 5-year tranche	213	556	474	**1243**

10.4. Housing growth is Royston is significant, with population expected to increase by 19% when compared to the 2011 census figure. This is a similar figure to Letchworth and Hitchin, but much less significant proportionately when compared to Baldock

10.5. Royston is also expected to receive a significant proportion of the district's employment growth – just over a third.

TABLE 24 EMPLOYMENT GROWTH IN ROYSTON IN TERMS OF AREA (HECTARES) WITH NO. OF JOBS IN BRACKETS OVER 5-YEAR TRANCHES

To 2021	2022 - 26	2027 - 2031	Total by type
3.6 (583)	3.6 (583)	3.6 (583)	10.9(1750)

note: figures do not precisely add up due to rounding

Retail vacancy rates

10.6. In 2014/15 (Source Town Centre AMR and other environmental changes) the town had 3924m^2 of vacant floorspace, equating to 13.8% of the total floorspace.

Major retail development opportunities

10.7. There is an extant permission for a Waitrose shop but this is on the edge of the town and as such would not add to Royston's vitality and viability. In the long term the main retail development opportunity is associated with:

- The Town Hall site: 4000m^2

Summary of parking supply

10.8. In terms of off-street parking, all car parks are operated by NHDC and have total capacity of 507 parking spaces. The locations of these car parks are presented in **Figure 10**. There are two long-stay car parks on offer which allowed a maximum stay of 24 hours, and 5 short-stay car parks. All NHDC operated car parking allowing free parking after 3pm and Market Place and Angel Pavement car parks allowing 1 hour free parking. All other NHDC car parks allow one hour parking costing £0.50 and the Town Hall car park offering the cheapest all day parking costing £3.20. There are no private car parks in Royston.

10.9. **Table 25** below provides information in regards to Royston car parking supply.

10.10. Royston Station is located to the north of Royston Town Centre and is a privately operated car park, that provides 341 car parking spaces with no disabled parking spaces. Royston Station Car Park's daily rate and annual rate is the same as Hitchin Station car park, costing £7.20 for 24 hours and £1,085 annually.

10.11. In terms of on-street parking supply, using 2007 parking data, Royston Town Centre provides just under 300 legal on-street car parking spaces. High Street and King Street are the main retail areas in Royston, and provide on-street parking along the narrow roads. High Street and King Street provide free parking for up to 20 minutes between 8am- 6pm Monday to Saturday. Market Hill is also a popular on-street parking destination which provides pay and display parking between 8am-6pm Monday to Saturday. George Street and Fish Hill offer free parking for up to one hour between 8:30am-6:30pm Monday to Saturday.

TABLE 25 ROYSTON TOWN CENTRE PARKING SUPPLY

Royston Town Centre Car Parks		Total Parking Spaces	Disabled Parking Spaces	Charges Apply	Changes (£)	Signed as Long or Short-stay?	Maximum Stay
NHDC Operated	Town Hall	232	6	8am-3pm Monday to Saturday	Up to 1 hour: 50p Up to 2 hours: 90p Up to 3 hours: £1.50 Over 3 hours: £3.20 After 3pm: Free	Long-stay	24 Hours
	Princes Mews east	28	2	8am-3pm Monday to Saturday	Up to 1 hour: 50p Up to 2 hours: £1.20 Up to 3 hours: £4.70 Over 3 hours: £7.00 After 3pm: Free	Short-stay	24 Hours
	Princes Mews west	61	6	8am-3pm Monday to Saturday	Up to 1 hour: 50p Up to 2 hours: £1.20 Up to 3 hours: £4.70 Over 3 hours: £7.00 After 3pm: Free	Short-stay	24 Hours

	The Warren	114	1	8am-3pm Monday to Saturday	Up to 1 hour: 50p Up to 2 hours: £1.20 Up to 3 hours: £1.70 Over 3 hours: £3.60 After 3pm: Free	Long-stay	24 Hours
	Angel Pavement	22	3	Charges apply Monday to Saturday, 8am to 3pm (when open)	Up to 1 hour: Free - ticket must be displayed Up to 2 hours: 50p Up to 3 hours: £3.50 Over 3 hours: £7.00 After 3pm: Free	Short-stay	24 Hours
	Priory Gardens	10	2	Charges apply 8am-3pm Monday to Saturday	Up to 1 hour: 50p Up to 2 hours: £1.00 Up to 3 hours: £3.00 Over 3 hours: £7.00 After 3pm: Free	Short-stay	24 Hours
	Market Place	40	0	Charges apply Monday to Saturday, 8am to 3pm (when open)	Up to 1 hour: 50p Up to 2 hours: £1.20 Up to 3 hours: £3.50 Over 3 hours: £7.00 After 3pm: Free	Short-stay	24 Hours
Outside town centre	Royston Station	341	0	24 hours Monday - Sunday	Daily Rate - £7.20 Weekly Rate - £32.00 Monthly Rate - £124.00 £330.00 Annual Rate - £1,085.00	Long-stay	No Information

FIGURE 10 ROYSTON TOWN CENTRE CAR PARKS

Parking demand

10.12. Data on parking demand in NHDC car parks is available from the transactions data analysed (see **Appendix I**). In addition, surveys of off-street parking demand were commissioned to better understand patterns of demand at different times of the week. On-street parking surveys were also commissioned in the area around Fish Hill and Market Hill. A summary of the parking survey data can be found in **Appendix G**.

Off-street parking

10.13. The overall occupancy level of short-stay car parks was observed to peak at 81% on the Tuesday surveyed, exceeding 100% on the Saturday, and peaking at 95% on the Sunday surveyed. The corresponding occupancy level for the long-stay parking was just over 50% on the weekdays surveyed (noting that this includes a significant element of short-stays in long-stay car parks). On the Saturday surveyed, the long-stay parking occupancy reached 85%.

10.14. A summary of the off-street parking survey results can be found in **Appendix G**. Royston operates a 'free after three' policy, supported financially by the BID Royston First.

10.15. The busiest car parks are located around Market Hill and Fish Hill (Angel Place, Market Place and Priory Gardens). Together with a small number of on-street Pay-and-Display bays, they provide a total of 77 parking spaces. The weekday and weekend surveys show a similar profile. Parking occupancy in this area of the town centre reaches full capacity in the late morning, and then peaks for a second time after 3pm.

10.16. A different pattern can be observed in the Princes Mews car parks. Occupancy levels were observed to peak at around 60% on the weekdays surveyed. The free parking after 3pm appears to have produced a shift in the times of visits with very low usage in the morning. However, the Princes Mews car parks, which serve the Morrisons supermarket, reach full occupation in peak shopping hours on Saturdays and Sundays.

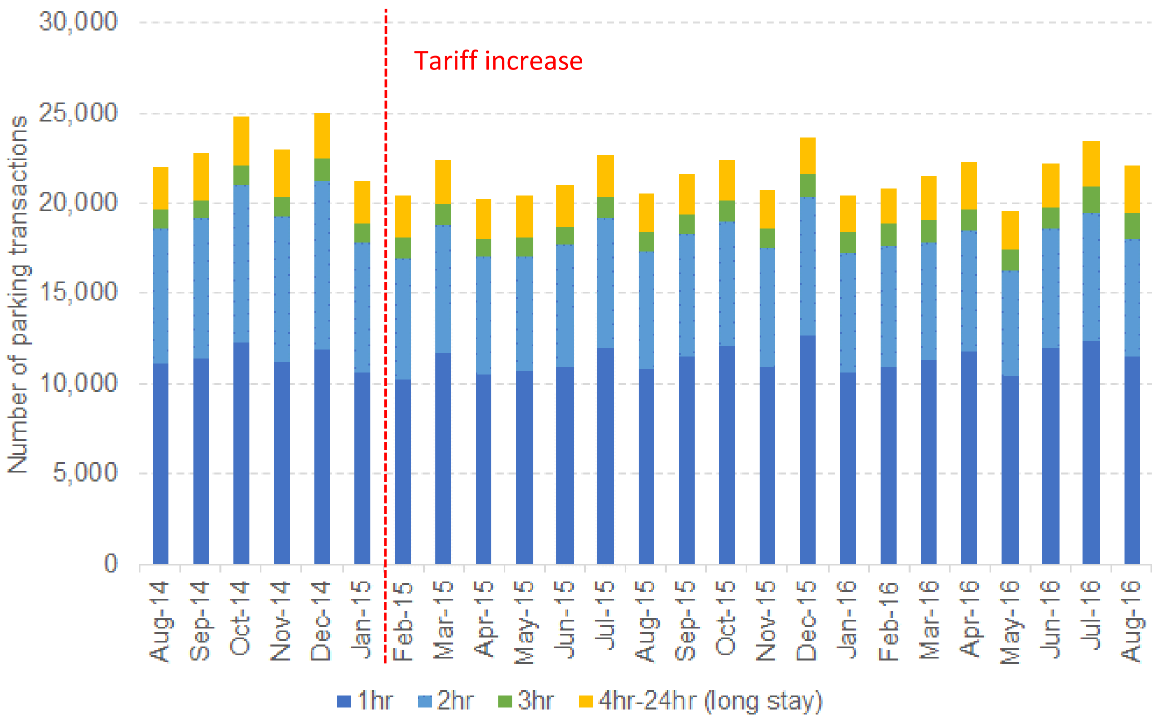
10.17. Both of the short-term parking areas have strong usage after working hours and into the evening. This may be a combination of demand for supermarket retail and the evening economy.

10.18. The two long-stay car parks – Town Hall and the Warren – are both used for a mixture of all-day employee parking and some short duration visits. The Warren is located near to the market area and serves an important role on market days. During market opening hours, Market Place and Angel Pavement car parks are closed to general use and occupancy in the Warren jumps from around 40 on a normal weekday to over 80. On the Saturday surveyed, it reached full occupation.

10.19. The Town Hall car park is located slightly further from the main retail area and has significant spare capacity at all times.

10.20. **Figure 11** shows the trend in the number of sales by duration in all of the car parks in Royston. Demand for off-street parking fell slightly in the period after the January 2015 tariff increase (see **Appendix I**).

FIGURE 11 ROYSTON – NUMBER OF SALES BY DURATION



On-street parking

10.21. In addition to the Pay-and-Display offer in Market Hill and Fish Hill, there are a total of 22 visitor spaces and 5 dedicated disabled parking bays. The on-street parking surveys (see **Appendix G**) show that the visitor and disabled bays are also well-utilised throughout the day with usage peaking mid-morning and after work hours. Frequent illegal parking on single and double yellows is observed in this area, and is higher during the market when a proportion of the short-stay parking capacity is unavailable for use.

Interview surveys

10.22. The profile of town centre respondents includes a relatively small proportion of town centre residents (13%) and a large proportion (30%) who stated that they either worked in the town or were visiting for business/work. In terms of mode share, 52% had arrived by car, only 9% by bus or train, and 37% on foot. The catchment of town centre users includes a significant proportion (24%) of visitors from other parts of North Herts and Stevenage.

10.23. The profile of visits is reasonably short, with 70% of respondents expecting to spend less than 2 hours in the town centre. In terms of frequency, 37% of respondents stated that visited daily and 32% said 2-3 times a week. Overall 40% of respondents stated that they were satisfied or very satisfied with parking provision in Royston, and a smaller proportion (37%) stated the opposite. Only 21% of respondent's state that there is enough short-stay parking in the town, and 79% believe that an increase in parking spaces would be essential or beneficial. Respondents in Royston were also most likely to favour other improvements as essential or beneficial, namely 67% for improved security, 56% for improved safety and 53% for signage improvements.

10.24. In terms of attitudes towards tariff changes, a majority of 58% stated that it was reasonable to charge more to park nearer to the town centre. In terms of charging periods, 19% stated that it was reasonable to charge for parking in the evening but only 9% found it reasonable to charge on Sundays.

10.25. **Table 26** shows a comparison of key responses from car users in the 2008 and 2016 town centre surveys to observe trends over time. There has been a sharp drop in the proportion of car users stating that there is enough parking, in particular short-stay parking. In parallel, there has been a sharp increase in acceptance of the principle of differential pricing depending on proximity to the town centre.

TABLE 26 ROYSTON – KEY ATTITUDES IN 2008 AND 2012

Attitudinal questions		2008	2016
Do you feel there is enough short-stay parking (for shoppers and visitors) in the town? Yes		53%	**21%**
Do you feel there is enough long-stay parking (for town centre workers) in the town? Yes		59%	**33%**
% stating that improvements seen as essential or beneficial	More parking spaces in areas of high demand	81%	**79%**
	Improved personal security	72%	**67%**
	Improved safety in car parks		**56%**
	Pay-on-exit or pay-on-foot	45%	**33%**
% stating that tariff changes would be reasonable or very reasonable	Charge more closest to town centres	24%	**58%**
	Charge for parking on-street in town centre locations	21%	**35%**
	Increase parking charges in line with inflation	22%	**23%**
	Charge for parking in the evening	9%	**19%**
	Charge for parking on Sundays		**9%**

10.26. A detailed summary of the interview survey findings can be found in **Appendix H**.

Stakeholder comments

10.27. The stakeholder workshop identified a number of issues specifically in relation to Royston. Pressure from commuter parking near the station was mentioned several times. Governance issues between NHDC and the BID, which has been very active on the parking front, were also highlighted.

10.28. Issues common with other town centres include the cost of long-stay parking for low income employees, residents' use of car parks, and pressure from shoppers on market days. The lack of employee parking does not only affect the town centre but also the industrial area of the town.

Assessment summary

Policy considerations (with particular reference to charging)

10.29. The Infrastructure Delivery Plan 2011-2031 prepared by Hertfordshire County Council identifies that public car parking in Royston should be maintained and free car parking after 3pm needs to be retained to encourage footfall in the town centre.

10.30. Royston Urban Transport Plan identifies he following parking issues are directly related, or could be indirectly related, to charging policy:

- There is no discount available for season parking tickets, it is the same rate as casual parking.
- Royston town centre is all controlled. People park in residential areas to avoid paying, which upsets the residents.
- Some people do not carry cash, which causes a problem when paying for parking.
- Car parking is being utilised by local workers rather than visitors to the town.
- Free town centre street parking compromises the public realm.

10.31. The UTP proposes a number of measures to resolve the existing and future parking issues in Royston, of which the following concern charging:

- Adopt adjustments to parking charges and greater price differentiation between short and long-stay parking
- Introduce charges for on-street parking with a cashless payment option

Town centre strength/performance

10.32. The retail vacancy rate in the town centre is high, indicating that the centre may be underperforming.

10.33. The town has a lower proportion of evening economy uses than either Baldock or Hitchin.

10.34. A significant increase in retail floorspace in the centre is projected up to 2031. Significant growth in housing and population is also planned for the town, while it is also expected to receive around a third of the planned growth in employment in the district.

Benchmarking

10.35. The cost of short-stay off-street parking is generally lower in Royston than in the other centres considered in the benchmarking. In addition two car parks offer free parking for stays up to one hour. All parking is free after 3pm. However, Buntingford, a comparable centre, offers more extensive periods of free parking up to three hours on weekdays and all day Saturday.

10.36. The cost of long-stay parking is comparable or lower than in most centres, although it is significantly more expensive than in Baldock and Buntingford.

Parking supply and utilisation

10.37. There are seven public car parks in Royston, all operated by NHDC and with a total capacity of 507 spaces. Five are short-stay car parks with a total capacity of 161 spaces. The two long-stay car parks have a total capacity of 346 spaces. The distinction between short- and long-stay parking is based on pricing rather than maximum stays.

10.38. There is on-street parking along High Street, which allows free parking for a maximum of 20 minutes, as well as on-street parking on Fish Hill which allows free parking for a maximum of 1 hour.

10.39. The on-street and off-street parking spaces around Market Hill and Fish Hill are operating on capacity during the week and on Saturday, both in the morning and after 3pm when the ‘free after three’ policy is in operation. The short-stay car parks in Princes Mews are less popular during the week with an occupancy level peaking at around 60, although there are heavily used at the weekend during peak shopping times.

10.40. Occupancy in the two long-stay car parks is just over 50% during the week, although the spare capacity in the Warren is used on market days, in particular on Saturday, to compensate for the loss of the Market Place and Angel Pavement car parks.

User views

10.41. While 40% of users interviewed were satisfied overall with parking facilities in the town centre, a significant proportion (37%) expressed dissatisfaction. Only a small proportion of users who expressed a view considered that there was enough short-stay or long-stay parking (21% and 33% respectively). Almost 80% of car users stated that more parking in areas of high demand was either essential or beneficial.

10.42. There is strong support for physical improvements to car parks in Royston, with a majority stating that improvements to security, safety and signage would be essential or beneficial.

10.43. A majority of car users (58%) viewed the principle of differential pricing for parking nearer to the town centre as reasonable. All other options presented for varying or extending parking charges were viewed as being unreasonable or very unreasonable. There is greater support (19%) for charging in the evening than on Sunday (9%).

10.44. Asked about their response to a reduction in the cost of parking, 43% of respondents stated that it would not change their existing use and 45% stated that they would visit the centre either longer or more frequently. The most frequent response to an increase in the cost of parking was to go elsewhere (26%), while 21% stated that it would not change existing use and 17% said that they would make less frequent visits (the highest of the town centres).

Stakeholder views

10.45. The stakeholder workshop identified a number of issues specifically in relation to Royston. These included: the cost of long-stay parking for low income employees, residents' use of car parks, and pressure from shoppers on market days.

Charging Options

10.46. Parking is relatively inexpensive in Royston, particularly when the periods of free parking are taken into account. There is no evidence regarding what the impact of the introduction of free parking after 3pm has been. However, the analysis of ticket sales suggests that the introduction of free parking for one hour at Angel Pavement may have led to visitors staying for a shorter time rather than increasing visitation.

10.47. The tariff structures in Royston are quite complex, with charges almost varying car park by car park. The rationale for the variations is not always obvious. For example, the parking tariffs differ between Angel Pavement and Market Place, although they are immediately adjacent to one another and not physically separated. It is proposed that all pay-and-display spaces around the market are priced consistently to avoid confusion.

10.48. Furthermore, the available data indicates that utilisation rates range from the very high utilisation rates of the short-stay parking around the market place to only around 50% in the long-stay car parks. Measures to balance out demand between the different parking areas should therefore be pursued.

10.49. Firstly, additional short-stay capacity around the market can be freed up by introducing a maximum stay of three hours.

10.50. Secondly, differential pricing should be introduced to encourage medium stay users to park elsewhere. Both of the long-stay car parks have spare capacity to take some of this demand, although the Warren plays an important role in providing short-stay parking on market days. Differential pricing should focus on the Town Hall, which already offers a discounted two-hour price. Princes Mews is also operating well below capacity on weekdays but its short-stay capacity is required at the weekend.

10.51. Further extensions of free parking (to more car parks or for longer periods) are not recommended. The ‘free after three’ policy is financed through a block payment from the BID and has resulted in high occupancy in the car parks around the market place through the afternoon. Given that this area is operating at capacity, if this policy is to be continued, the free parking after 3pm should be limited to a maximum stay of one hour. In Princes Mews it appears that the ‘free after three’ policy has simply shifted the low level of weekday demand to a different time of the day, and that it has virtually no impact on the long-stay car parks.

11. ASSESSMENT OF OPTION IMPACTS

Methodology for estimating demand and revenue impacts

11.1. **Appendix I** of this report sets how the transaction data from previous tariff changes, notably the January 2015 changes, have been analysed to estimate demand elasticity. The sensitivity of car park users to price changes has been assessed separately for long-stay and short-stay parking. It is observed that long-stay users are generally more price sensitive since they are typically regular users who are willing to walk further.

11.2. The annual number of car park transactions and revenue in 2015/16 represent the most recent year of data available from September 2015 to August 2016. For the purpose of the elasticity analysis and tariff option assessment, all prices were converted to 2016 prices using the GDP deflator (CPI-based) taken from the DfT's TAG data book (July 2016).

11.3. However in this chapter, all prices are expressed in nominal prices[6].

11.4. Note that all parking revenue estimates presented are approximate, and while based on data on existing revenue and predictions of future changes due to estimated elasticity from historical data, there is a range of potential revenue outcomes around these estimates. Factors such as general or local economic growth and changes in land use may affect estimates as well.

11.5. There is an increase shown in revenue in some car parks below despite there being no tariff changes proposed. This is due to the fact there was a price increase during the 2015/16 period shown (e.g. The Twitchell in Baldock). In these cases, the elasticity calculation pivots off a weighted average tariff for the 2015/16 year.

Baldock

11.6. This report does not recommend that any changes are made to the tariff structure in the NHDC-operated Twitchell car park in the short term. Demand and revenue are expected to remain stable.

TABLE 27 BALDOCK REVENUE ESTIMATE (£, NOMINAL PRICES NET OF VAT)

Car park	Revenue (2015/16)	Est. revenue (2017/18)
The Twitchell	8,401	9,065

11.7. Phase 2 of this study will consider the wider strategy for significant planned growth in the town. The Twitchell is currently the only long-stay facility in the town centre. Yet if an alternative long-stay facility were to be provided in or around the town centre, it could be

[6] Nominal prices, sometimes called current prices, measure the pound value of a service or product at the time it was produced. Real prices are adjusted for general price level changes over time, i.e., inflation or deflation

converted to a short-stay car park with a tariff structure to encourage turnover. Alternatively, if the Twitchell is to remain the only long-stay facility in Baldock town centre, the best use of the limited number of spaces will need to be agreed. For example, NHDC could prioritise season ticket use for town centre employees meeting certain criteria such as Blue Badge holders, car sharing or low emission vehicle users, or those living in parts of the district poorly served by public transport.

Hitchin

11.8. This report recommends changes to the tariff structure in Hitchin to manage demand by increasing turnover at peak times, while encouraging visitors to stay longer at less busy times and in the under-utilised Lairage multi-storey car park.

11.9. **Table 28** presents the proposed tariff structure.

TABLE 28 PROPOSED TARIFFS IN HITCHIN 2017-18 (£)

Car parks	Time period	1hr	2hr	3hr	4hr	>3hr	>4hr
Short-stay (St Mary's Square, Portmill Lane East and West, Biggin Lane, Christchurch)	Weekday before 3pm	1.20	2.20	3.50	5.00	-	-
	Weekday 3-6pm	1.20	1.20	1.20	-	-	-
	Saturday	1.20	2.20	3.50	5.00	-	-
Lairage multi-storey	Weekday before 3pm	1.00	1.00	2.00	2.00	-	4.20
	Weekday 3-6pm	1.00	1.00	1.10	-	-	-
	Saturday	1.00	1.00	2.00	2.00	-	4.20
Long-stay (Bancroft East & West, Woodside)	Weekday before 3pm	1.00	2.00	2.50	-	4.70	-
	Weekday 3-6pm	1.00	1.20	1.20	-	-	-
	Saturday	1.00	2.00	2.50	-	4.70	-

11.10. This tariff structure is expected to lead to an increase in overall revenue in Hitchin (**Table 29**).

TABLE 29 HITCHIN REVENUE ESTIMATE (£, NOMINAL PRICES NET OF VAT)

Car park	Revenue (2015/16)	Est. revenue (2017/18)
St Marys Square, Portmill Lane East and West	600,415	658,156
Biggin Lane	47,927	51,886
Christchurch	52,176	57,531
Lairage multi-storey	114,614	115,263
Bancroft[7]	109,247	108,309
Woodside	125,818	126,236
Total	**1,050,196**	**1,117,379**

Knebworth

11.11. This report does not recommend that any changes are made to the tariff structure in the NHDC-operated St Martin's Road car park in the short term. Demand and revenue are expected to remain stable.

TABLE 30 3BALDOCK REVENUE ESTIMATE (£, NOMINAL PRICES NET OF VAT)

Car park	Revenue (2015/16)	Est. revenue (2017/18)
St Martin's Road	12,734	12,735

Letchworth

11.12. This report concludes that there is a case for aligning short-stay parking charges in the town centre to manage demand and supply. However, the car parks with higher utilisation rates are not NHDC-operated. And while there is heavy utilisation of the cheaper short-stay capacity, reducing short-stay parking charges in the multi-storey car park would not necessarily benefit the town centre as a whole. This is because the less expensive heritage foundation car parks are still better located, and the likely outcome would simply be a drop in revenue.

[7] The fall in revenue in Bancroft is due to price capping in long stay after 3.

TABLE 31 LETCHWORTH REVENUE ESTIMATE (£, NOMINAL PRICES NET OF VAT)

Car park	Revenue (2015/16)	Est. revenue (2017/18)
MSC L1-L3 (short)	61,620	62,589
Town Hall	112,939	114,578
Hillshot	43,379	44,207
MSC L4-L9 (long)	36,040	36,871
Norton Common[1]	2,744	9,146
Total	**256,723**	**267,391**

[1] The 2015/16 data only includes three months of charging. The 2017/18 annual estimate uses a monthly-to-annual multiplier of 10 to reflect expected seasonality.

11.13. There is significant spare parking capacity in Letchworth as a whole. Phase 2 will explore longer term strategies to improve the utilisation of the NHDC parking assets.

Royston

11.14. This report recommends changes to the tariff structure in Royston to prioritise short-stay parking around the market, and to create a better balance of demand between the different car parks in the town.

11.15. **Table 32** presents the proposed tariff structure. In order to align with the proposed tariff structure in Hitchin, all Royston tariffs after 3pm are capped at £1.20 (including Saturday for the sake of consistency).

TABLE 32 PROPOSED TARIFFS IN ROYSTON 2017-18 (£)

Car parks	Time period	1hr	2hr	3hr	>3hr
Angel Pavement / Market Place / Priory Gardens	Weekday / Saturday before 3pm	0.50	1.20	3.50	-
	Weekday / Saturday 3-6pm	0.50	1.20	1.20	-
Princes Mews East and West	Weekday / Saturday before 3pm	0.50	1.20	4.70	7.00
	Weekday / Saturday 3-6pm	0.50	1.20	1.20	-
The Warren	Weekday / Saturday before 3pm	0.50	1.00	1.70	3.60
	Weekday / Saturday 3-6pm	0.50	1.00	1.20	-
Town Hall	Weekday / Saturday before 3pm	0.50	0.50	1.00	3.20
	Weekday / Saturday 3-6pm	0.50	0.50	1.00	-

11.16. This tariff structure is expected to lead to a small increase in revenue (in nominal prices) in Royston (**Table 33**). The introduction of a maximum three-hour stay in the short-stay car parks is an important measure to free up space for short-stay users in the busiest car parks, yet the loss of a small number of high price sales does lead to a significant loss of revenue. It is assumed that this demand will switch to the remaining car parks, in some of which the tariffs are lower (70% to the Warren, 20% to the Town Hall and 10% to Princes Mews).

TABLE 33 ROYSTON REVENUE ESTIMATE (£, NOMINAL PRICES NET OF VAT)

Car park	Revenue (2015/16)	Est. revenue (2017/18)
Priory Gardens	9,897	10,326
Princes Mews East and West	24,566	32,001
The Warren	53,716	53,738
Town Hall	74,842	72,708
Total	**163,020**	**168,774**

11.17. The ‘free after 3’ policy is currently financed by a block payment from the BID. If this arrangement were to continue, it is recommended that such a policy should only be continued on the basis of the 1st hour free to maximise turnover of the limited short-stay capacity. The revenue impact of a ‘1st hour free after 3’ policy is estimated at a decrease of £10,000 per annum.

12. Conclusions and Recommendations

12.1. This report presents an overview of the parking situation in Baldock, Hitchin, Knebworth, Letchworth Garden City and Royston. An objective framework examines the relevant transport policy documents, the current situation in terms of town centre performance, benchmarking against competing town centres, a baseline analysis of current parking provision and usage, and the views of stakeholders and users. On the basis of this framework, short term options for changes to the parking tariff structure in the four towns and Knebworth have been assessed.

12.2. The recommendation of this report are set out below.

Tariff recommendations

Recommendation 1 – Maintain tariff bands at the current level in Baldock and Knebworth in the short-term

12.3. There is no case for tariff changes in 2017/18 in Baldock and Knebworth. Increases in line with inflation may be considered in subsequent years.

Recommendation 2 – Improve car park utilisation by increasing the differential between more and less popular car parks within Hitchin, Letchworth Garden City and Royston

12.4. In order to manage demand between the car parks in Hitchin, all price bands in the more popular short-stay car parks should be increased to create a greater price differential to the less well-utilised car parks.

12.5. The same principle can be applied in Royston where there is a stark difference between the three most popular car parks around the market place and the remaining short and long-stay facilities.

12.6. The same principle is valid in Letchworth Garden City, although the total car park utilisation in the town is lower. In the short-term NHDC has can only achieve these aims through coordination with external parties because the most popular car parks are not within NHDC control.

Recommendation 3 – Offer off-peak incentives for users to stay for longer in Hitchin town centre

12.7. While the performance of Hitchin town centre remains strong, a reduction in parking duration of short-stay users has been observed. Incentives should be offered at less busy times to encourage town centres to spend more than one hour in the town centre. The Lairage remains under-utilised and it is proposed that a £1 for two hours and £2 for four hours tariff structure is used to attract medium stay demand into the multi-storey. There is also spare capacity in the short-stay car parks in the afternoon, and it is therefore recommended that a ‘cheaper after three’ offer is introduced with up to three hours for the price of one to encourage visitors to spend longer in the town centre.

Recommendation 4 – Encourage a higher turnover in the most popular short-stay car parks in Royston

12.8. The three car parks around the market place are very popular and are operating at capacity for much of the day. Before considering a price increase to manage demand, space for short-stay parking can be freed up by introducing a maximum stay of three hours. Likewise, if the 'free after 3' policy is taken forward, it should also be applied with a maximum stay of one hour in short-stay car parks. Furthermore, a discounted two-hour parking tariff in the Town Hall car park can be used to draw visitors staying longer to this side of the town centre.

Recommendation 5 – Introduce a trial of Sunday parking charges in all car parks in Hitchin town centre

12.9. The popular town centre car parks in Hitchin are operating at or near capacity on Sundays, and benchmarking shows that competing town centres charge for parking on Sundays. A flat charge could therefore be introduced on Sunday. Phase 2 of the study will examine the practical considerations about trialling the Sunday charge, the operational consequences in terms of staffing and enforcement, as well as the mitigation measures on surrounding streets. The trial should be monitored closely to ensure that any displacement to local residential streets can be managed.

Recommendation 6 – Investigate a trial of evening parking charges in Biggin Lane in Hitchin and the Town Hall car park in Letchworth

12.10. Hitchin and Letchworth both have car parks that are operating at or above capacity in the evening due to their location. The Town Hall car park in Letchworth is popular in the evening due its proximity to a number of restaurants and the theatre, while in Hitchin the Biggin Lane car park is located nearest to the area with the most restaurants.

12.11. In order to better manage demand in these car parks, it is proposed that consideration be given to extend the charging at Biggin Lane in Hitchin and the Town Hall car park in Letchworth on a trial basis from 1800 to 2000. Phase 2 of the study will examine the practical considerations about trialling selective evening charges, the operational consequences in terms of staffing and enforcement, as well as the mitigation measures on surrounding streets. It is recommended that the trials are evaluated to assess user behaviour, and any displacement effects.

Tariff-related issues for Phase 2 of the review

12.12. Phase 2 of the parking strategy review will look at wider and longer term parking issues. A number of tariff-related issues have been identified in this report that will be further addressed in the second phase of this study.

12.13. The issue of the affordability of long-stay parking for town centre employees has been repeatedly stressed by stakeholders. The house prices in Hitchin, for example, mean that most of the lower income service employees in the town centre are in-commuters.

12.14. Baldock will experience very significant growth in the coming years. While the Twitchell car park currently provides a useful long-stay facility in the town centre, its future role will need to be re-evaluated in light of a wider strategy for the town centre.

12.15. The overall picture in Letchworth highlights that off-street parking supply is in excess of current levels of demand. The NHDC-operated multi-storey car park is a key asset in the town centre but is characterised by poor utilisation.

APPENDIX A:
STAKEHOLDER WORKSHOP – SUMMARY OF ISSUES RAISED

Technical Note

NHDC parking study – workshop 14th October 2016

PROJECT NO. 16-023-01

INTRODUCTION

Markides Associates and CIVIX are undertaking a review of North Hertforshire District Council (NHDC) Parking Strategy. As part of the first phase of this study, a workshop was held in Letchworth Council Chambers on Friday 14th October. A breakfast workshop (0800-1000) was selected to enable local business owners to attend.

The workshop attendees are listed in table 1. From the consultant team, the workshop was attended by Andreas Markides, Rob Goldup, Martin Wedderburn, Gemma Elias (Markides Associates) and Rob Shipway (CIVIX). The workshop was moderated by Andreas Markides and Martin Wedderburn.

TABLE 1 WORKSHOP ATTENDEES

Organisation	Name	Email
North Hertfordshire District Council	Councillor Julian Cunningham	Julian.Cunningham@north-herts.gov.uk
	Ian Fullstone	Ian.Fullstone@north-herts.gov.uk
	Vaughan Watson	Vaughan.Watson@north-herts.gov.uk
	Leon Carver	Leon.Carver@north-herts.gov.uk
	Naima Ahsan	Naima.Ihsan@north-herts.gov.uk
Letchworth Garden City	David Ames	David.ames@letchworth.com
	Matthew Foulis	Matthew.foulis@letchworth.com
Love Letchworth	Tom Hardy	bid@loveletchworth.com
Hitchin Herts	Keith Hoskins	Keith.hoskinsa@hitchinherts.com
	Steve Hunt	rangers@hitchinherts.com
Royston First	Geraint Burnell	info@roystonfirst.com
Royston Town Council	Susan Thornton Bjork	town.clerk@roystontowncouncil.gov.uk
Hertfordshire County Council	Daniel Tancock	Daniel.tancock@hertfordshire.gov.uk
	Gary Henning	Gary.Henning@Hertfordshire.gov.uk

A number of further stakeholders were invited but did not attend the workshop:

• Baldock Town centre manager	tcm@baldocktown.co.uk
• Guy McCallan	guy.mccallan@herts.pnn.gov.uk
• Caron Kendall	Caron.Kendall@fsb.org.uk
• Pam Charman	pam.charman@kuaconsulting.com
• Karl McCormack	Karl.McCormack@GTRailway.com
• Herts Chamber of Commerce	enquiries@hertschamber.com

Workshop format

The workshop was framed around three questions:

- What are the key parking issues for residents of the towns?
- What are the key parking issues for employees (people working in the towns) and commuters (predominantly by rail)?
- What are the key parking issues for the town centre shoppers and visitors?

In this way the workshop participants were encouraged to respond from the perspective of different users of the towns in turn.

Summary of issues raised

The detailed comments received are presented in Appendix A. The following matrix in **Table 2** summarises the topics raised in general terms and in relation to the individual towns.

TABLE 2 ISSUES MATRIX

Topics raised	General	Baldock	Hitchin	Knebworth	Letchworth	Royston
Lack of alternatives to the car (poor public transport and cycle facilities)	5x					
Pressure from commuter and long stay parking spreads into residential streets, many challenges and few incentives to increase parking supply, people willing to walk increasing distances to park for free, pressure for CPZs	5x	1x	1x	2x	1x	3x
Town centre parking costs are high for low income employees	3x		1x			1x
Commuters faced with high cost of station parking and lack thereof	4x					1x
Attractiveness of multi-storey car parks – use discouraged by opening hours, poor quality, personal security			2x		4x	
New developments – low parking standards and use of town centre car parks for residents and hotels	2x		2x		1x	1x
Land use impacts – large employers and leisure facilities moving to out-of-town locations with more parking	2x					
Need for better signage	1x		1x		2x	
Highway safety issues – indiscriminate parking	1x				1x	
Consolidation of commercial waste services	1x					
Pay on exit or pay on foot to encourage longer stays	1x		1x			
Issues with CPZs – are they achieving objectives?		1x				
Objection to any pedestrian safety measures if they reduce on-street parking			1x			
Discourage through traffic – weight limits?			1x			
Sunday charge to subsidise targeted weekday reductions			1x			
On-street conflict between Blue Badge short-term parking and loading activity			1x			
Lack of enforcement especially on Sundays – pavement parking			1x			
Pressure from shoppers parking on-street around town centres				1x	1x	
Governance issues with multiple agencies					1x	2x
Parking shortage in industrial area						1x
Residents parking on market days						1x

Several of these issues were further discussed in the workshop:

- Royston Town Centre Manager – requests received for free parking
- Hitchin TCM – why charge the same on all days/at all times?
- Herts CC – conflict between free parking and sustainability objectives
- Letchworth BID Manager – consider 1 hour free parking, signage issues and consider pay-on-foot as part of a parking initiative
- Cost of rail station parking – reduce long stay charges in NHDC car parks to provide competition with station car parks
- Royston – capacity is not an issue as there are unused spaces. Reduce LS charges to increase. Season tickets do not offer much of a discount if only used for 5 days a week.
- Letchworth – business permits are available but capacity is an issue
- Hitchin – resistance to evening charges
- Letchworth –free parking is provided on Saturdays, but little used even though it is only 400m from the centre
- CPZs – create tensions with residents who consider it unfair that they should have to pay for a permit

NEXT STEPS

The next steps will involve further engagement with key stakeholders during phase 2 of the project. The consultant teams have been invited to take part in a walkaround of Hitchin, Letchworth and Royston with local representatives.

One further workshop will be held in phase 2. This will focus on solutions to some of the key issues identified.

APPENDIX – WORKSHOP OUTPUTS

FIGURE 1 GENERAL ISSUES

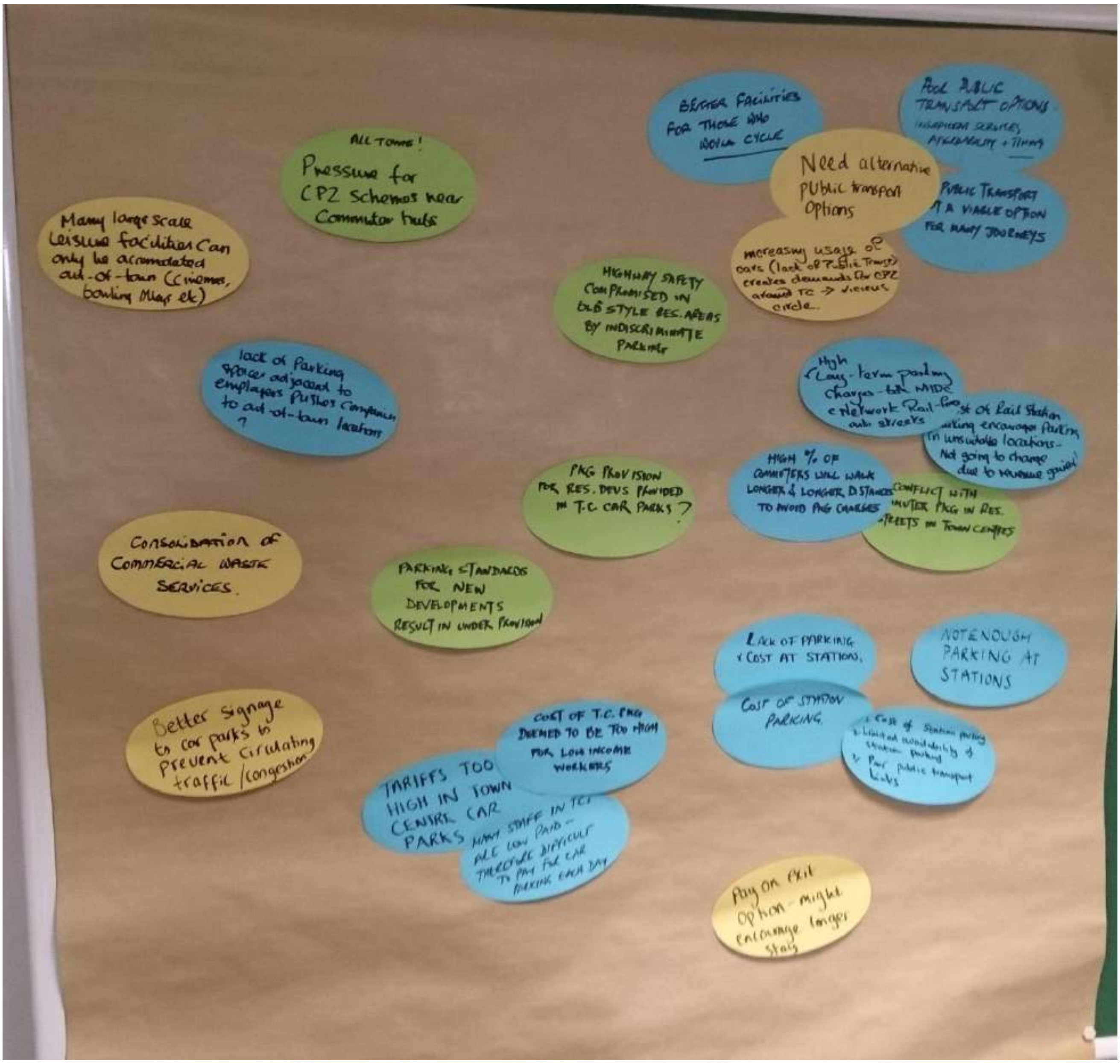


FIGURE 2 BALDOCK ISSUES

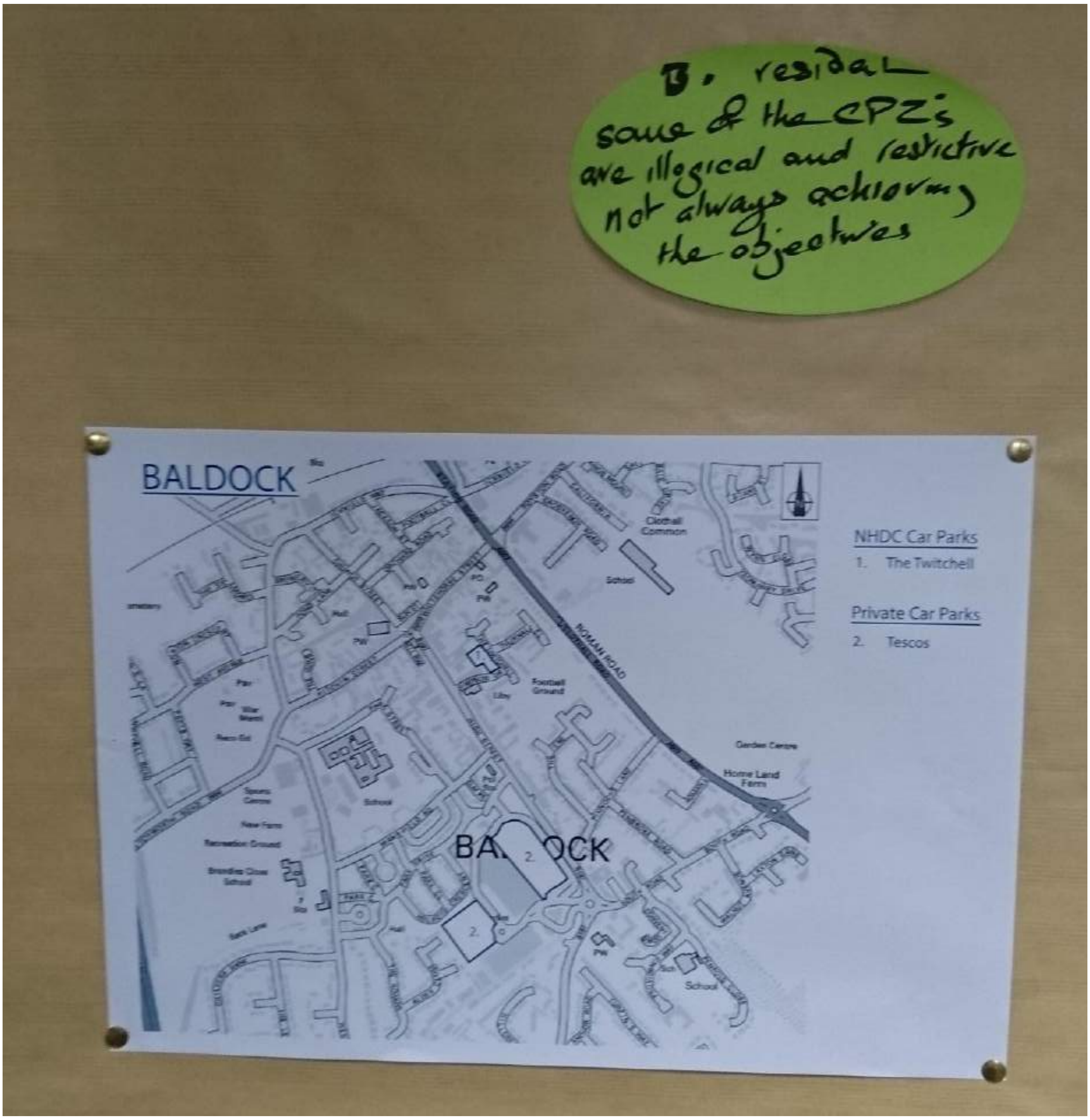


FIGURE 3 HITCHIN ISSUES

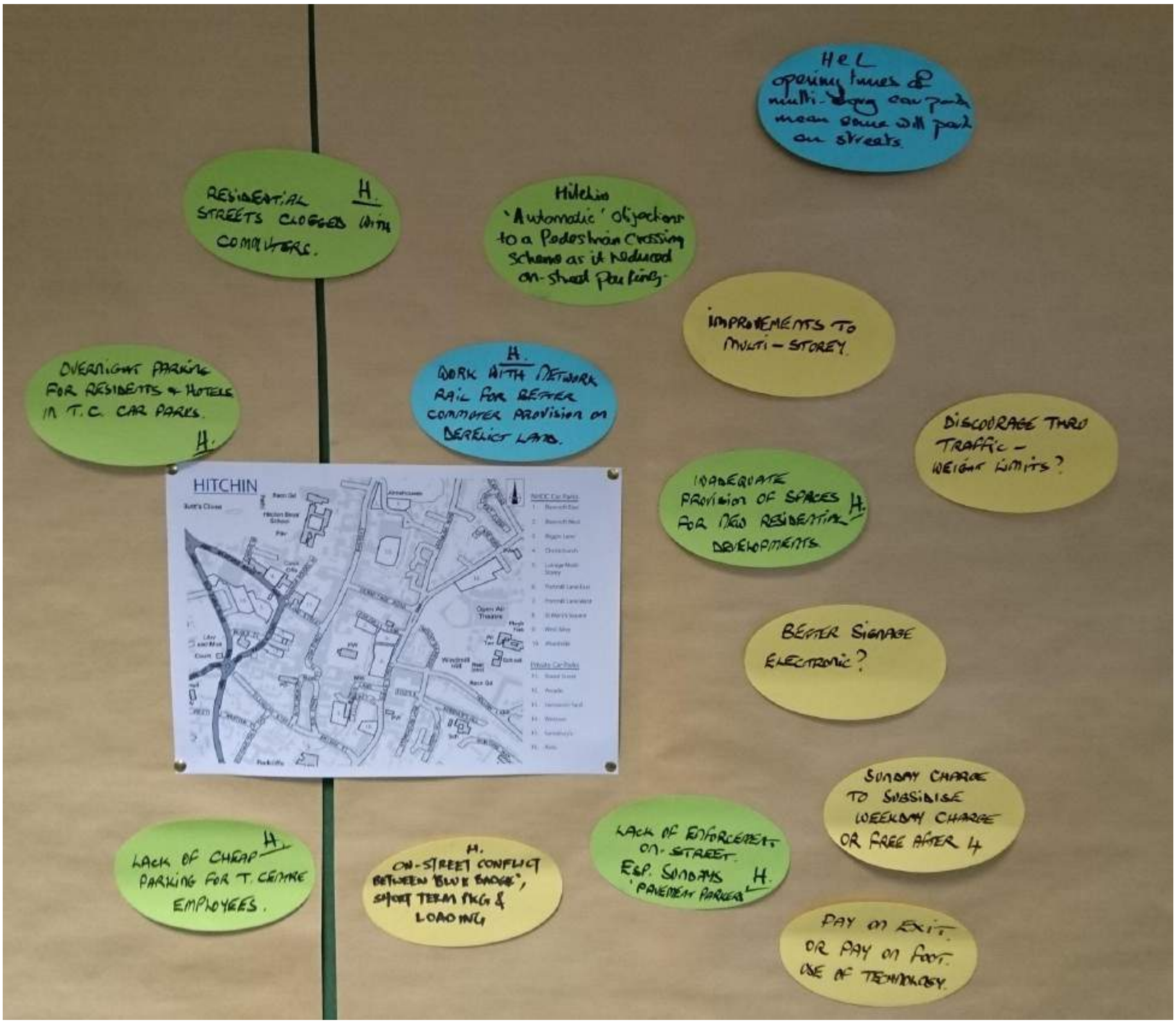
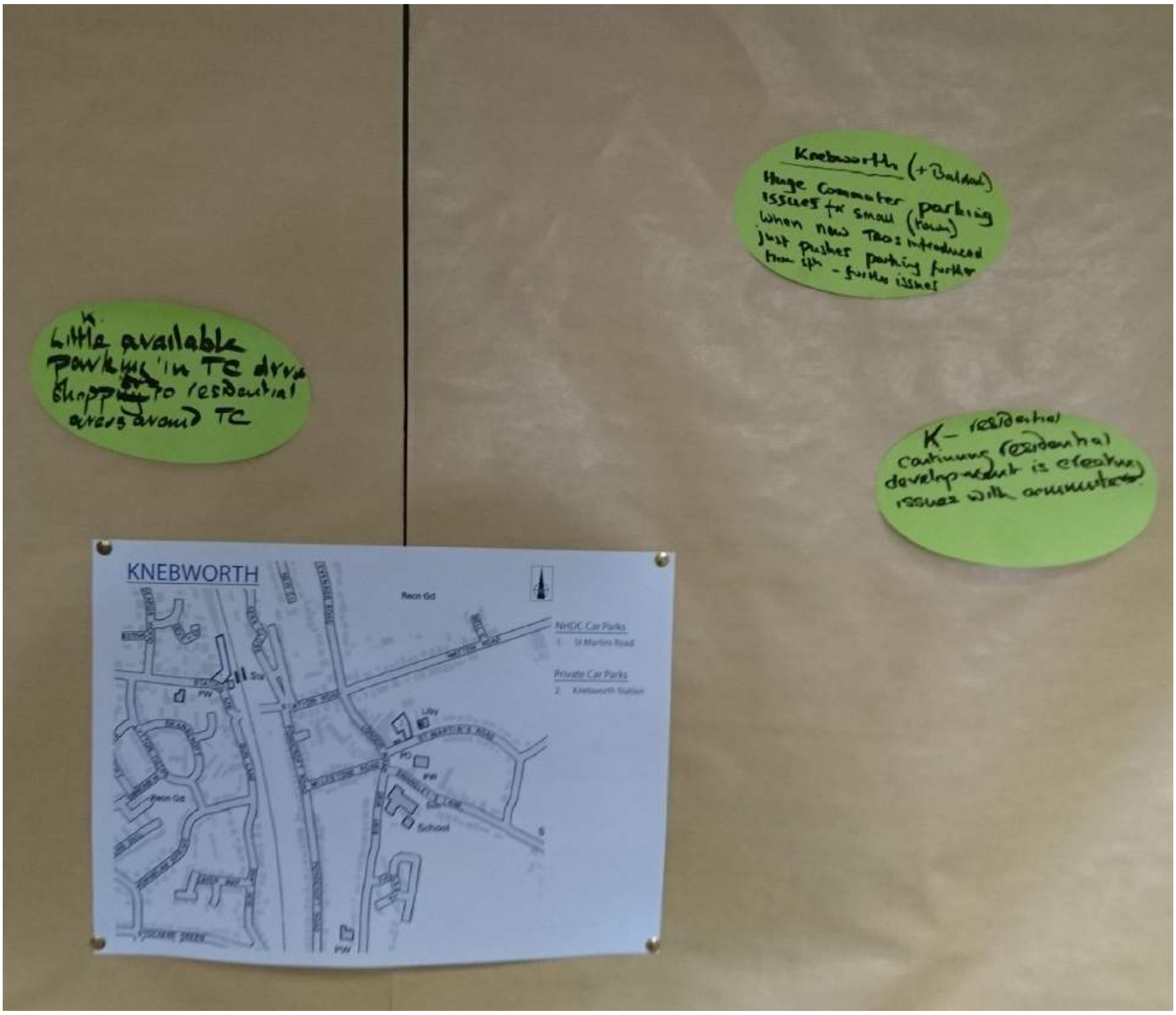


FIGURE 4 KNEBWORTH ISSUES



MARKIDES ASSOCIATES

FIGURE 5 LETCHWORTH ISSUES

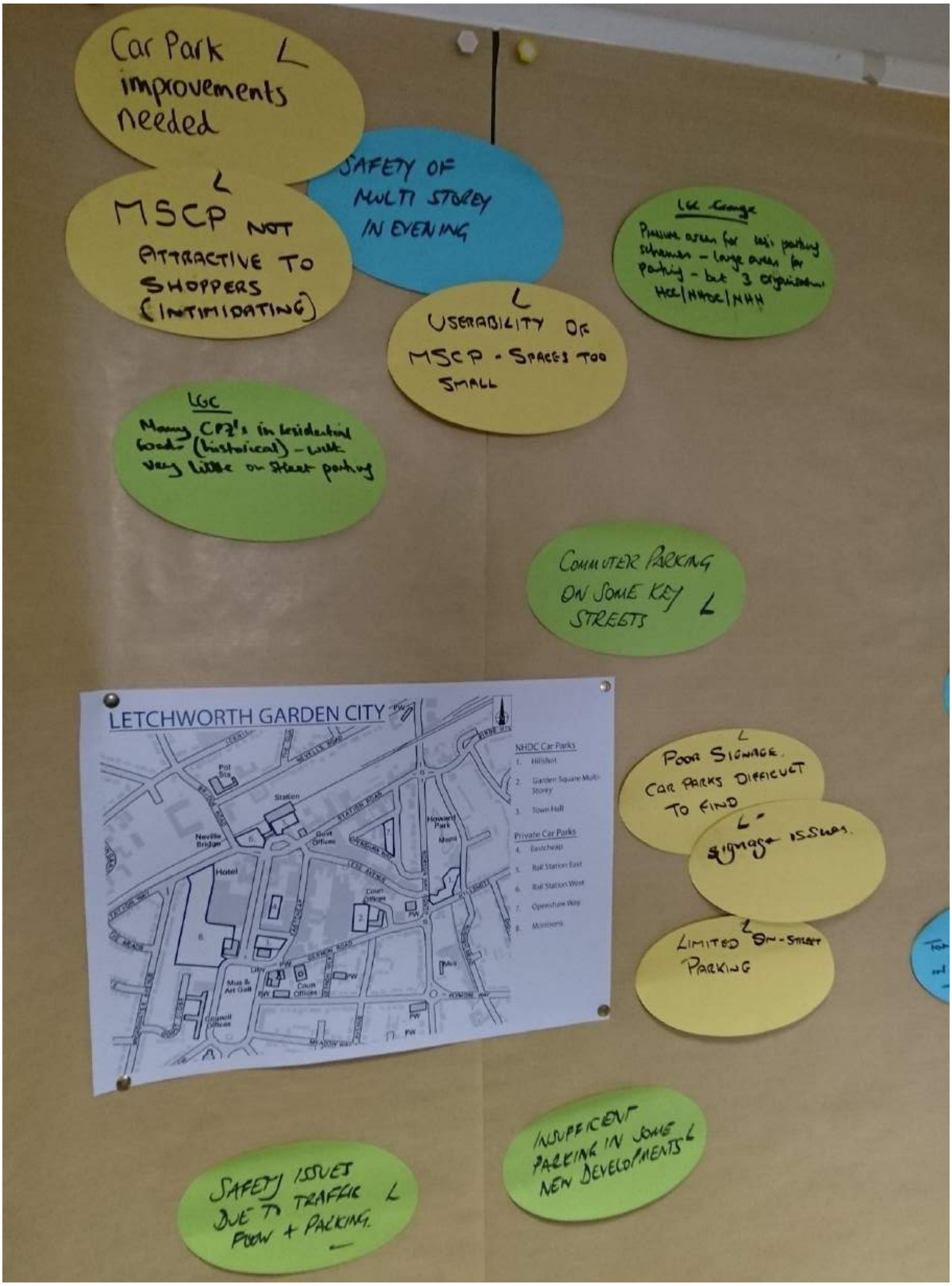
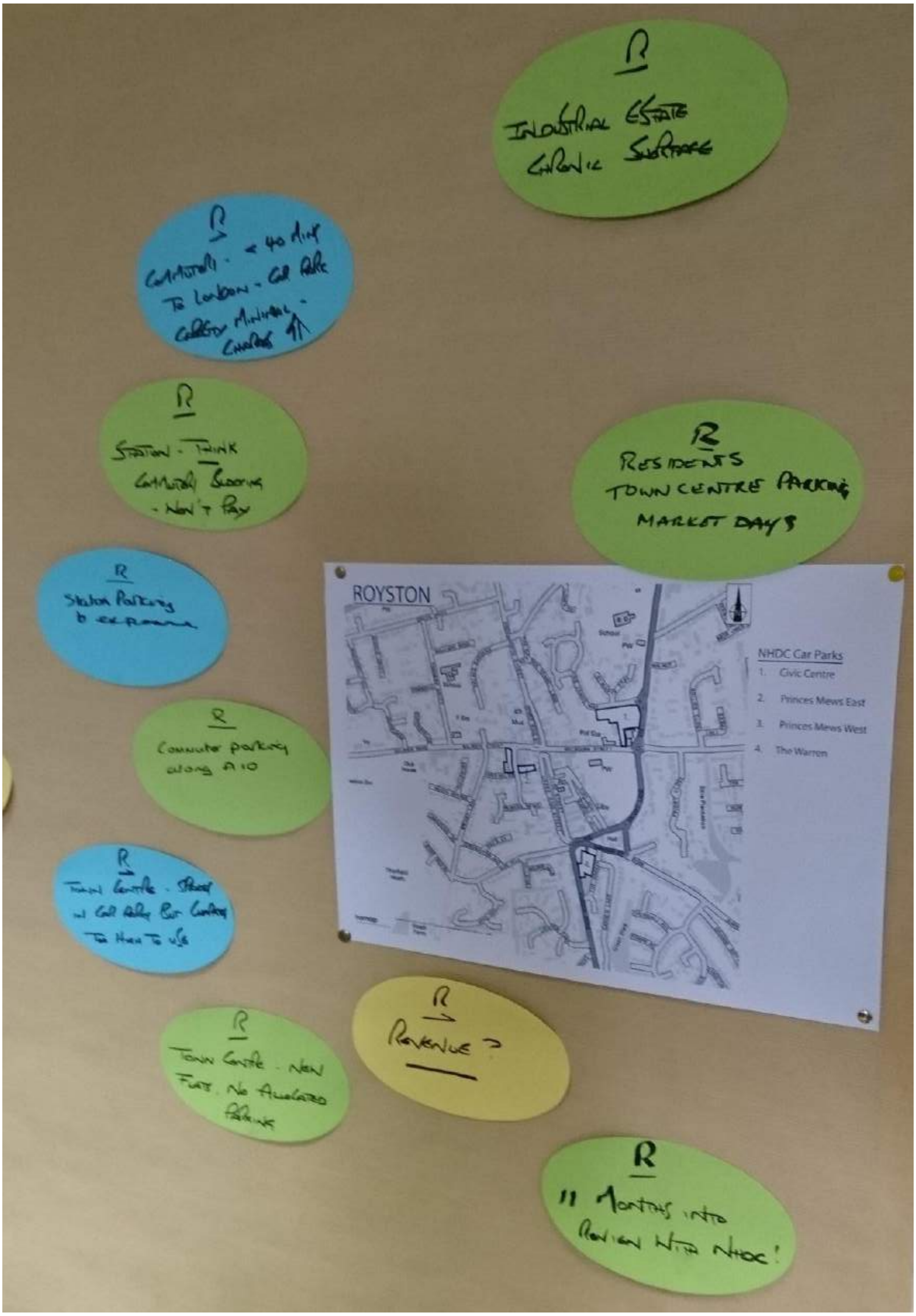


FIGURE 6 ROYSTON ISSUES



APPENDIX B:
PARKING INVENTORY

Baldock Town Centre Off-Street Parking Inventory

Off-Street Parking		Car Parking Spaces					Opening Hours		Charges			Restrictions / Regulation		Other Regulations		Payment Options					Access					Security		
		Total Spaces	Disabled Spaces	Motorcycle Bays	Family Bays	Electric Charging Spaces	Days	Hours	Charges Apply?	Charges (£)	No Charge Days?	Signed as Long/ Medium/ Short Stay?	Maximum Stay	Vehicle Type Restrictions	Overnight Parking Ban?	Payment System/s	Credit / debit Card Accepted?	Cash Accepted?	Mobile Payment Accepted?	Season Tickets Available?	Entrance Road/s	No. of Entrances	Exit Road/s	No. of Exits	Shared Entrance / Exit Access Road	Park Mark Car Park?	CCTV Installed?	Lighting installed?
NHDC Operated	1. The Twitchell	38	3	1	0	2	Monday to Sunday	24 Hours	8am - 6pm Monday to Saturday	Up to 3 hrs: £1.00 Over 3hours: £1.50	Sundays and bank holidays	Long Stay	10 hours	None	No	Pay and Display	Yes (No minimum Charge)	Yes (Change not given)	No	No	The Twitchell	1	The Twitchell	1	-	No	No	Yes
Privately Owned	2. Tesco Car Park	691	16	0	24	0	Monday to Sunday	24 Hours	None	None	Monday to Sunday	Unsigned	-	None	-	None	-	-	-	-	London Rd / High Street / South Rd Roundabout	1	London Rd / High Street / South Rd Roundabout	1	-	No	Yes	Yes

Royston Town Centre Off-Street Parking Inventory

Off-Street Parking		Car Parking Spaces					Opening Hours			Charges			Restrictions / Regulation		Other Regulations		Payment Options					Access						Security		
		Total Spaces	Disabled Spaces	Motorcycle Bays	Electric Charging Spaces	Family Parking Bay	Days	Hours	Closed Days?	Charges Apply?	Charges (£)	No Charge Days?	Signed as Long/ Medium/ Short Stay?	Maximum Stay	Vehicle Type Restrictions	Overnight Parking Ban?	Payment System/s	Credit/debit Card Accepted?	Cash Accepted?	Mobile Payments Available?	Season Tickets Available?	Entrance Road/s	No. of Entrances	Exit Road/s	No. of Exits	Shared Entrance / Exit Access Road	No. of shared Entrances / Exits	Park Mark Car Park?	CCTV Installed?	Lighting installed?
NHDC Operated	1. Civic Centre	232	6	0	2	0	Monday to Sunday	24 hours	None	8am-3pm Monday to Saturday	Up to 1 hour: 50p Up to 2 hours: 90p Up to 3 hours: £1.50 Over 3 hours: £3.20 After 3pm: Free	Sundays and bank holidays	Long Stay	24 Hours	None	None	Pay and Display and Mobile Payments	Yes (minimum charge of £1.50 applies)	Yes (change not given)	Yes (RingGo location number 8115)	Yes	-	-	-	-	King James Way	1	No	Yes	Yes
	2. Princes Mews east	28	2	0	0	1	Monday to Sunday	24 hours	None	8am-3pm Monday to Saturday	Up to 1 hour: 50p Up to 2 hours: £1.20 Up to 3 hours: £4.70 Over 3 hours: £7.00 After 3pm: Free	Sundays and bank holidays	Short Stay	24 Hours	None	None	Pay and Display and Mobile Payments	Yes (minimum charge of £1.50 applies)	Yes (change not given)	Yes (RingGo location number 8117)	No	-	-	-	-	Princes Mews east	1	No	No	Yes
	3. Princes Mews west	61	6	0	0	3	Monday to Sunday	24 hours	None	8am-3pm Monday to Saturday	Up to 1 hour: 50p Up to 2 hours: £1.20 Up to 3 hours: £4.70 Over 3 hours: £7.00 After 3pm: Free	Sundays and bank holidays	Short Stay	24 Hours	None	None	Pay and Display and Mobile Payments	Yes (minimum charge of £1.50 applies)	Yes (change not given)	Yes (RingGo location number 8117)	No	-	-	-	-	Princes Mews east	2	No	No	Yes
	4. The Warren	114	1	1	0	0	Monday to Sunday	24 hours	None	8am-3pm Monday to Saturday	Up to 1 hour: 50p Up to 2 hours: £1.20 Up to 3 hours: £1.70 Over 3 hours: £3.60 After 3pm: Free	Sundays and bank holidays	Long Stay	24 Hours	None	None	Pay and Display and Mobile Payments	Yes (minimum charge of £1.50 applies)	Yes (change not given)	Yes (RingGo location number 8116)	Yes	The Warren	1	The Warren	1	-	-	No	?	Yes
	5. Angel Pavement	22	3	0	0	0	Monday, Tuesday, Thursday, Friday and Sunday	24 hours	Wednesday and Saturday (Market Days)	Charges apply Monday to Saturday, 8am to 3pm (when open)	Up to 1 hour: Free - ticket must be displayed Up to 2 hours: 50p Up to 3 hours: £3.50 Over 3 hours: £7.00 After 3pm: Free	Sundays and bank holidays	Short Stay	24 Hours	None	None	Pay and Display and Mobile Payments	No	Yes (change not given)	Yes (RingGo location number 8113)	No	-	-	-	-	Market Hill	1	No	No	Yes
	6. Priory Gardens	10	2	0	0	0	Monday to Sunday	24 hours	None	Charges apply 8am-3pm Monday to Saturday	Up to 1 hour: 50p Up to 2 hours: £1.00 Up to 3 hours: £3.00 Over 3 hours: £7.00 After 3pm: Free	Sundays and bank holidays	Short Stay	24 Hours	None	None	Pay and Display and Mobile Payments	No	Yes (change not given)	Yes (RingGo location number 8112)	No	-	-	-	-	Fish Hill	1	No	No	Yes
	7. Market Place	40	0	0	0	0	Monday, Tuesday, Thursday, Friday and Sunday	24 hours	Wednesday and Saturday (Market Days)	Charges apply Monday to Saturday, 8am to 3pm (when open)	Up to 1 hour: Free - ticket must be displayed Up to 2 hours: 50p Up to 3 hours: £3.50 Over 3 hours: £7.00 After 3pm: Free	Sundays and bank holidays	Short Stay	24 Hours	None	None	Pay and Display	No	Yes (change not given)	-	No	-	-	-	-	Market Hill	1	No	Yes	Yes

Letchworth Garden City Town Centre Off-Street Parking Inventory

Off-Street Parking		Car Parking Spaces					Opening Hours			Charges			Restrictions / Regulation		Other Regulations		Payment Options					Access						Security		
		Total Spaces	Disabled Spaces	Motorcycle Bays	Electric Charging Spaces	Family Spaces	Days	Hours	Closed Days?	Charges Apply?	Charges (£)	No Charge Days?	Signed as Long/ Medium/ Short Stay?	Maximum Stay	Vehicle Type Restrictions	Overnight Parking Ban?	Payment System/s	Credit/debit Card Accepted?	Cash Accepted?	Mobile Payments Available?	Season Tickets Available?	Entrance Road/s	No. of Entrances	Exit Road/s	No. of Exits	Shared Entrance / Exit Access Road	No. of shared Entrances / Exits	Park Mark Car Park?	CCTV Installed?	Lighting installed?
NHDC Operated	1. Hillshott	71	4	0	0	0	Monday to Sunday	24 hours	None	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £2.50 Over 3 hours: £4.70	Sundays and bank holidays	Long Stay	24 hours	None	No	- Pay and Display - Moible Payments	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	Yes (RingGo location number 8102)	Yes	Hillshot	1	Rushby Mead	1	-	-	No	Yes	Yes
	2. Garden Square Multi-Storey	114 short stay (levels 1-3), 244 long stay (levels 4-9)	6	1	2	0	Monday to Friday 6am-10pm Saturday 7am-7pm Sunday 9am-6pm Bank holidays 9am-6pm		None	8am-6pm Monday to Saturday	Up to 1 hour: 60p Up to 2 hours: £1.20 Up to 3 hours: £2.30 Up to 4 hours: £4.20 (levels 1-3 only) Over 3 hours: £4.70 (levels 4-9 only)	Sundays and bank holidays	Short stay cark park on levels 1-3. Long stay car park on levels 4-9.	4 hours on levels 1-3. 24 hours on levels 4-9	Height Restriction 2.3m	No - But vehicles cannot be accessed when car park is closed	- Pay and Display - Moible Payments	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	Yes (RingGo location numbers 8103 levels 1-3 or 8114 levels 4-9)	Yes on levels 4-9 only	Rowland Way	2	Rowland Way	2	-	-	No	?	Yes
	3. Town Hall	98	2	1	0	0	Monday to Sunday	24 hours	None	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £2.50 Over 3 hours: £4.70	Sundays and bank holidays	Short Stay	4 Hours	None	No	- Pay and Display - Moible Payments	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	Yes (RingGo location number 8110)	No	Eastcheap	1	Broadway	1	-	-	No	Yes	Yes
	4. North Common Bowling Club	30	0	0	0	0	Monday to Sunday	6.30am until 10pm	None	6.30am to 5.30pm Monday to Saturday	Up to 2 hours: Free - ticket must be displayed Up to 4 hours: £1.50 Up to 5 hours: £4.50	Sundays and bank holidays	Short Stay	5 Hours	None	No	- Pay and Display - Moible Payments	No	Yes (Change not given)	Yes (RingGo location number 18119)	No	-	-	-	-	Icknield Way	1	No	No	Yes
	5. North Common Swimming Pool	54	4	0	0	0	Monday to Sunday	6.30am until 10pm	None	6.30am to 5.30pm Monday to Saturday	Up to 2 hours: Free - ticket must be displayed Up to 4 hours: £1.50 Up to 5 hours: £4.50	Sundays and bank holidays	Short Stay	5 Hours	None	No	- Pay and Display - Moible Payments	No	Yes (Change not given)	Yes (RingGo location number 18120)	No					Icknield Way	1	No	No	No
Privately Owned	5. Eastcheap	31	1	0	0	0	Monday to Sunday	No information	None	8am-4pm Monday to Saturday	Up to 1 hour: £0.20 Up to 2 hours: £0.50 Up to 3 hours: £2.00	Sundays	-	3 hours	None	Yes	- Pay and Display - Moible Payments	Yes Via Phone	Yes (Change not given)	Yes (Paybyphone, Location 88835)	No	-	-	-	-	Broadway	1	No	No	Yes
	6. Rail Station east	62	2	0	0	0	Monday to Sunday	24 hours	None	24 hours Monday to Sunday	Up to 1 hour: £1.00 Up to 3 hours: £2.50 Up to 12 hours: £5.00 Up to 24 hrs: £6.20 Weekend and Bank Holiday - 24 Hours: £2.00	None	-	No information	No Buses, No HGV's, 2.4m width, 2.3m height	No	- Pay and Display - Moible Payments	Yes	Yes	Yes (APCOA Connect, Location 2075)	No	-	-	-	-	Station Place	1	Yes	Yes	Yes
	7. Rail Station west	29	1	0	0	0	Monday to Sunday	24 hours	None	24 hours Monday to Sunday	Up to 1 hour: £1.00 Up to 3 hours: £2.50 Up to 12 hours: £5.00 Up to 24 hrs: £6.20 Weekend and Bank Holiday - 24 Hours: £2.00	None	-	No information	No Buses, No HGV's, 2.4m width, 2.3m height	No	- Pay and Display - Moible Payments	Yes	Yes	Yes (APCOA Connect, Location 2075)	No	-	-	-	-	Station Place	1	Yes	Yes	Yes
	8. Openshaw Way	93	5	0	0	0	Monday to Sunday	No information	None	8am-8pm Monday to Saturday	Up to 1 hour: £0.20 Up to 2 hours: £0.50 Up to 3 hours: £2.00	Sundays	-	3 hours	None	Yes	- Pay and Display - Moible Payments	Yes Via Phone	Yes (Change not given)	Yes (Paybyphone, Location 88836)	No	-	-	-	-	Openshaw Way	1	No	No	Yes
	9. Morrisons	670	26	0	0	11	Monday to Sunday	Monday: 7am-10pm Tuesday: 7am-10pm Wednesday: 7am-10pm Thursday: 7am-10pm Friday: 7am-10pm Saturday: 7am-10pm Sunday: 10am-4pm	None	8am-6:30pm Monday to Saturday	Up to 3 hours: £1.00	Sunday and bank holidays	-	3 hours	For basement parking - 2M height restriction	No Information	-	-	-	-	No	-	-	-	-	Station Way and Broad Way	2	No	Yes	Yes

Knebworth Centre Off-Street Parking Inventory

Off-Street Parking		Car Parking Spaces					Opening Hours			Charges			Restrictions / Regulation		Other Regulations		Payment Options					Access						Security		
		Total Spaces	Disabled Spaces	Motorcycle Bays	Electric Charging Spaces	Family Spaces	Days	Hours	Closed Days?	Charges Apply?	Charges (£)	No Charge Days?	Signed as Long/ Medium/ Short Stay?	Maximum Stay	Vehicle Type Restrictions	Overnight Parking Ban?	Payment System/s	Credit/debit Card Accepted?	Cash Accepted?	Mobile Payments Available?	Season Tickets Available?	Entrance Road/s	No. of Entrances	Exit Road/s	No. of Exits	Shared Entrance / Exit Access Road	No. of shared Entrances / Exits	Park Mark Car Park?	CCTV Installed?	Lighting installed?
NHDC Operated	1. St Martins Road	30	2	0	0	0	Monday to Sunday	24 hours	None	9.15am to 6pm Monday to Saturday	Up to 30 mins: 20p Up to 1 hour: 50p Up to 2 hours: £1.20 Up to 3 hours: £2.00 Up to 4 hours: £4.00	Sundays and bank holidays	Short Stay	4 hours	None	No	- Pay and Display	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	No	No	-	-	-	-	St Martins Road	1	No	No	Yes
Privtely Operated	2. Knebworth Station	78	0	0	0	0	Monday to Sunday	24 hours	None	24 hours Monday - Sunday	**Peak Charges -** Daily: £5.30 Weekly: £24.20 Monthly: £96.60 Quarterly: £261.50 Annually: £835 Premier: £945 **Off-Peak Charges -** Daily (After 10am): £3.30 Evening after 17:00: £2.50 Weekends and Bank Holidays: £2.50	None	Long Stay	No Inofrmation	None	No	- Pay and Display - Pre-pay Online - Mobile Payments	Yes	Yes	Yes	Yes	Station Approach	1	Station Approach	1	-	-	Yes	Yes	Yes

Hitchin Town Centre Off-Street Parking Inventory

Off-Street Parking		Car Parking Spaces							Opening Hours		
		Total Spaces	Disabled Spaces	Motorcycle Bays	Electric Charging Spaces	Family Parking Bays	HGV	Coach	Days	Hours	Closed Days?
NHDC Operated	1. Bancroft east	88	0	0	0	0	0	0	Monday to Sunday	24 hours	None
	2. Bancroft west	37	3	0	0	0	0	0	Monday to Sunday	24 hours	None
	3. Biggin Lane	74	2	1	0	0	0	0	Monday to Thursday and Sunday	24 hours	Fridays and Saturdays (Market)
	4. Christchurch	29	0	0	0	0	0	0	Monday to Sunday	24 hours	None
	5. Lairage Multi-Storey	306	11	0	2	0	0	0	Monday to Sunday	7am - 7pm	Bank Holidays
	6. Portmill Lane east	81	2	1	0	0	0	0	Monday to Sunday	24 hours	None
	7. Portmill Lane west	71	5	1	0	0	0	0	Monday to Sunday	24 hours	None
	8. St Mary's Square	133	6	0	0	0	0	0	Monday to Sunday	24 hours	None
	9. West Alley	10	10	0	0	0	0	0	Monday to Sunday	24 hours	None
	10. Woodside	205	0	0	2	0	7	1	Monday to Sunday	24 hours	None
	Hitchin Swim Centre	92	4	1	0	0	0	0	Monday to Sunday	24 hours	None
	Nightingale Road	20	0	0	0	0	0	0	Monday to Sunday	24 hours	None
Privately Owned	11. Brand Street	63	3	0	0	2	0	0	Monday to Saturday	7am - 7pm	Sunday
	12. Arcade	53	0	0	0	0	0	0	Monday to Sunday	8am-8pm	None
	13. Jacksons's Yard	42	0	0	0	0	0	0	Monday to Saturday	8am - 6pm	None
	14. Waitrose	258	11	0	4	14	0	0	Monday to Sunday	Monday: 8am-8pm Tuesday: 8am-8pm Wednesday: 8am-8pm Thursday: 8am-8pm Friday: 8am-9pm Saturday: 8am-8pm Sunday: 8am-4pm	None
	15. Sainsbury's	212	6	0	0	7	0	0	Monday to Sunday	Monday: 8am-8pm Tuesday: 8am-8pm Wednesday: 8am-8pm Thursday: 8am-9pm Friday: 8am-9pm Saturday: 8am-8pm Sunday: 8am-5pm	None
	16. Asda	76	3	0	0	3	0	0	Monday to Sunday	Monday: 7am-11pm Tuesday: 7am-11pm Wednesday: 7am-11pm Thursday: 7am-11pm Friday: 7am-11pm Saturday: 7am-11pm Sunday: 10am-4pm	None

Off-Street Parking	Charges			Restrictions / Regulation		Other Regulations	
	Charges Apply	Charges (£)	No Charge Days?	Signed as Long/ Medium/ Short Stay?	Maximum Stay	Vehicle Type Restrictions	Overnight Parking Ban?
1. Bancroft east	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £2.50 over 3 hours: £4.70	Sundays and bank holidays	Long Stay	24 hours	None	No
2. Bancroft west	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £2.50 over 3 hours: £4.70	Sundays and bank holidays	Long Stay	24 hours	None	No
3. Biggin Lane	8am-6pm Monday to Thursday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £3.00 Up to 4 hours: £4.50	Sundays and bank holidays	Short Stay	4 hours	None	No information
4. Christchurch	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £3.00 Up to 4 hours: £4.50	Sundays and bank holidays	Short Stay	4 hours	None	No information
5. Lairage Multi-Storey	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £1.00 Up to 3 hours: £2.00 over 3 hours: £4.20	Sundays	Long Stay	24 hours	Height Restriction 2M	Vehicles cannot be accessed when car park is closed
6. Portmill Lane east	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £3.00 Up to 4 hours: £4.50	Sundays and bank holidays	Short Stay	4 hours	None	No
7. Portmill Lane west	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £3.00 Up to 4 hours: £4.50	Sundays and bank holidays	Short Stay	4 hours	None	No
8. St Mary's Square	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £3.00 Up to 4 hours: £4.50	Sundays and bank holidays	Short Stay	4 hours	None	No
9. West Alley	None - No charge when valid blue badge displayed	None	Monday to Sunday	Short Stay	3 hours. No return within 1 hour.	Disabled Parking Only	No
10. Woodside	8am-6pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £2:00 Up to 3 hours: £2.50 over 3 hours: £4.70	Sundays and bank holidays	Long Stay	24 hours	None	No (7 spaces HGV overnight parking only)
Hitchin Swim Centre	8am-6pm Monday to Saturday	Up to 3 hours: £1.00 Up to 4 hours: £2.00 Up to 6 hours: £3.00 Up to 8 hours: £4.00 Up to 10 hours: £5.00	Sundays and bank holidays	Long Stay	24 hours	None	No
Nightingale Road	-	Free of charge	-	Not Signed	3 Hours	None	No
11. Brand Street	7am to 7pm Monday to Saturday	Up to 1 hour: £0.50 Up to 2 hours: £1:00 Up to 3 hours: £2.00 3 to 12 hours: £3.00	None	Unsigned	12 Hours	No lorries, no HGVs, Buses/coaches or caravans	Yes
12. Arcade	8am-8pm Monday to Saturday	Up to 1 hour: £1.00 Up to 2 hours: £1:50 Up to 3 hours: £2.00 Up to 4 hours: £5.00 Up to 6 Hours: £8.00 All Day: £10.00 Sunday and Banks Holidays: £3.00 all day	None	-	12 Hours	None	No
13. Jacksons's Yard	8am - 6pm Monday to Sunday	Up to 1 hour: £1.00 Up to 2 hours: £2.00 Up to 3 hours: £3.00 Up to 4 hours: £4.00 Up to 6 Hours: £8.00 All Day: £10.00	None	-	10 hours	None	Yes
14. Waitrose	Opening Hours - Monday to Sunday	2 hours free for customers Over 2 hours (per hour): £5	None	-	No information given	None	Yes
15. Sainsbury's	8am-6pm Monday to Saturday	30 minutes: Free Up to 1 hour: £1.00 Up to 2 hours: £2.00	Sundays and bank holidays	-	2 hours	None	Yes
16. Asda	Opening Hours - Monday to Sunday	1 hour free	None	-	1 hour	None	Yes

Off-Street Parking	Payment Options					Access						Security		
	Payment System/s	Credit/debit Card Accepted?	Cash Accepted?	Mobile Payment Accepted?	Season Tickets Available?	Entrance Road/s	No. of Entrances	Exit Road/s	No. of Exits	Shared Entrance / Exit Access Road	No. of shared Entrances / Exits	Park Mark Car Park?	CCTV Installed?	Lighting installed?
1. Bancroft east	- Pay and Disply - Moible Payments	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	Yes (RingGo location number 8110)	Yes	-	-	-	-	Bancroft	1	No	Yes	Yes
2. Bancroft west	- Pay and Disply - Moible Payments	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	Yes (RingGo location number 8110)	Yes	-	-	-	-	Bancroft	1	No	No?	Yes
3. Biggin Lane	- Pay and Disply - Moible Payments	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	Yes (RingGo location number 8105)	No	-	-	-	-	Biggin Lane	1	No	Yes	Yes
4. Christchurch	- Pay and Disply - Moible Payments	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	Yes (RingGo location number 8104)	No					Bedford Road	1	No	No?	Yes
5. Lairage Multi-Storey	- Pay and Disply - Moible Payments	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	Yes (RingGo location number 8108)	Yes	Old Oak / Crabbes Close	1	1	Bedford Road	-	-	No	?	Yes
6. Portmill Lane east	- Pay and Disply - Moible Payments	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	Yes (RingGo location number 8107)	No	-	-	-	-	Portmill Lane	1	No	Yes	Yes
7. Portmill Lane west	- Pay and Display - Moible Payments	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	Yes (RingGo location number 18118)	No	-	-	-	-	Portmill Lane	1	No	Yes	Yes
8. St Mary's Square	- Pay and Display - Moible Payments	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	Yes (RingGo location number 8106)	No	-	-	-	-	Queen Street	1	No	Yes	Yes
9. West Alley	None	-	-	-	No	-	-	-	-	West Alley	1	No	No	No
10. Woodside	- Pay and Disply - Moible Payments	Yes (minimum charge of £2.00 applies)	Yes (Change not given)	Yes (RingGo location number 8109)	Yes	Walsworth Road	1	Walsworth Road	1	-	-	No	Yes	Yes
Hitchin Swim Centre	Pay and Display	Yes (Minimum charge of £1.50 applies)	Yes (Change not given)	-	No	-	-	-	-	Fish Ponds Road	1	No	No	Yes
Nightingale Road	-	-	-	-	-	-	-	-	-	Nightingale Road	1	No	No	No
11. Brand Street	Pay and Display	No	Yes	No	No	-	-	-	-	Grammar School Walk	1	No	No	Yes
12. Arcade	Pay and Display	No	Yes (Change not given)	No	No	-	-	-	-	Paynes Park	1	No	Yes	Yes
13. Jacksons's Yard	Pay guard	No	Yes	No	No	-	-	-	-	Paynes Park	1	No	No	No
14. Waitrose	Pay in store	Yes	Yes	No	No	Old Park Road	1	Old Park road	1	-	-	No	No	Yes
15. Sainsbury's	Pay and Display and in store refund	No	Yes	No	No	-	-	-	-	Whibush Road and Bancroft	2	No	No	Yes
16. Asda	None	-	-	-	-	-	-	-	-	Queen Street	1	No	No	Yes

APPENDIX C:
BALDOCK PARKING SURVEY DATA

Off-street parking surveys

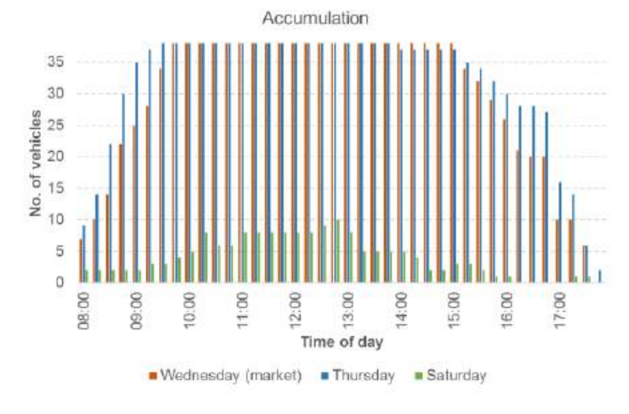
Figure 1 shows the location of car parks in Baldock town centre. There is a single car park operated by NHDC, and a large Tesco supermarket. These car parks were surveyed using ANPR at the following times:

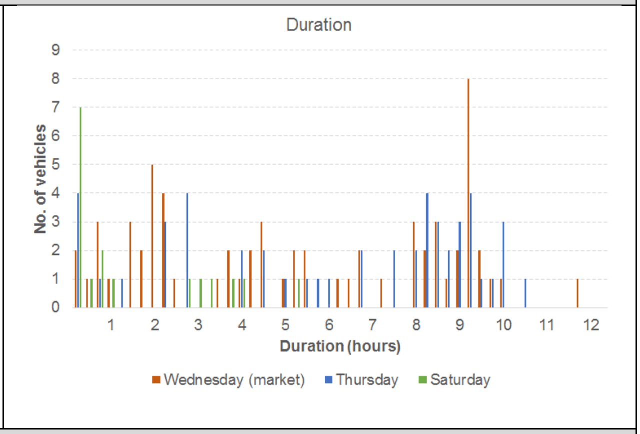
- Wednesday 28th September 2016 (market day) - 08:00-18:00
- Thursday 29th September 2016 - 08:00-18:00
- Saturday 1st October 2016 – 08:00-18:00

Figure 12 shows the summary graphs of car park accumulation and duration of stay by survey day. The vertical axis in the accumulation graphs denotes the capacity of the car parks.

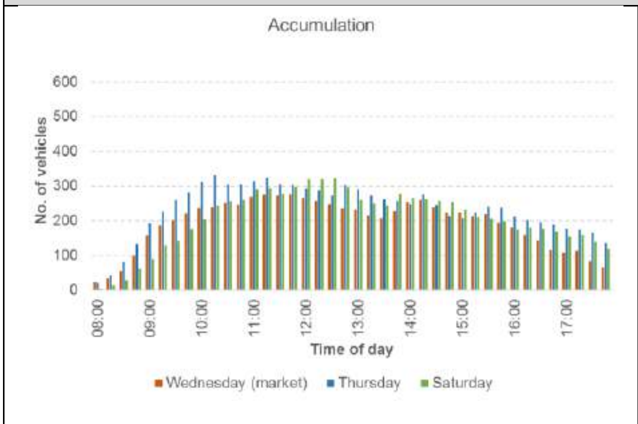
FIGURE 12 BALDOCK – CAR PARK ACCUMULATION AND DURATION OF STAY

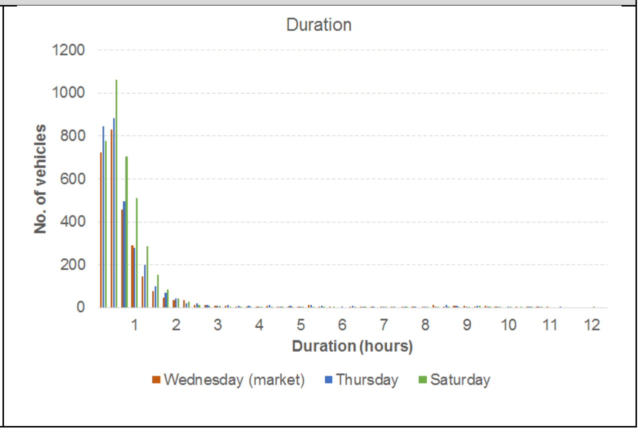
Site 01 – The Twitchell





Site 02 – Tesco



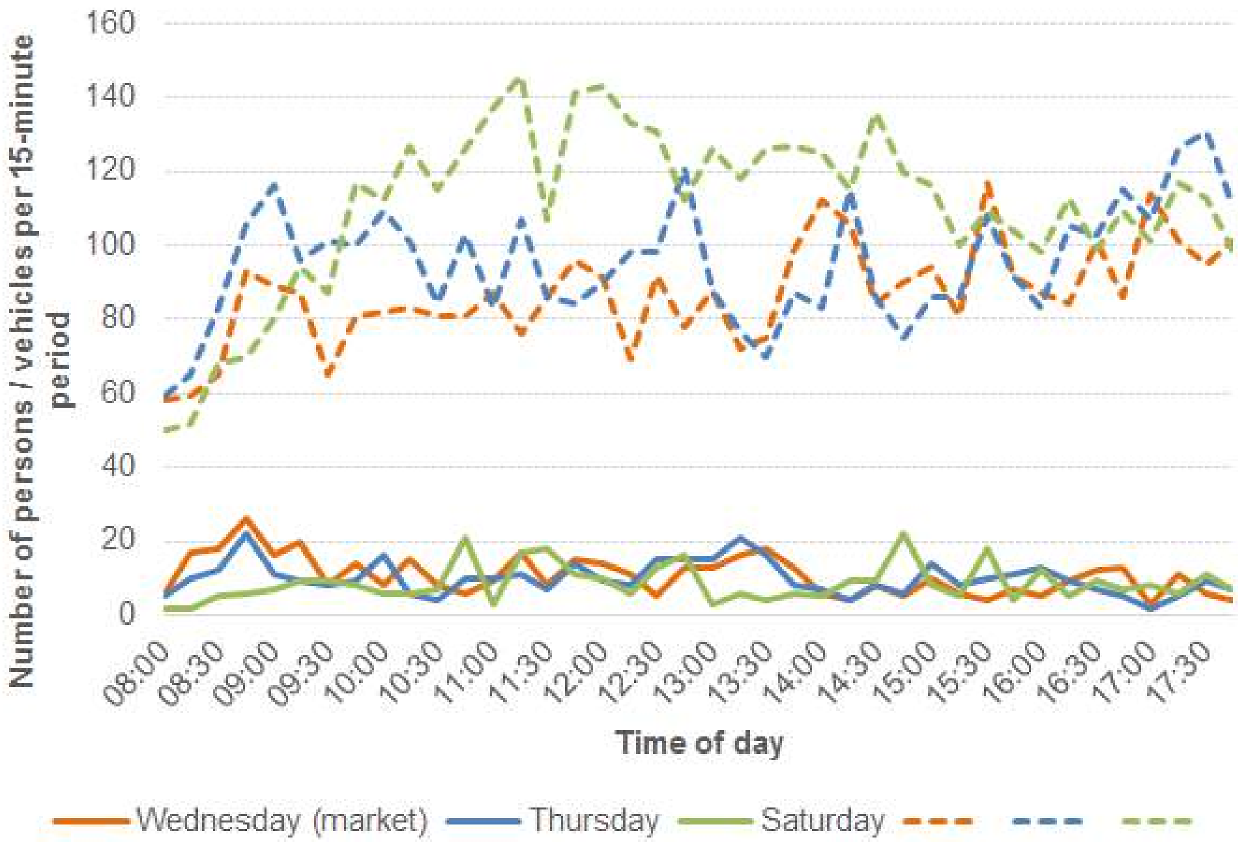


Pedestrian counts between the Tesco car park and town centre

Pedestrian flows were counted on the walking link between the Tesco car park and the town centre. These counts were carried out at the same times as the car park surveys.

Figure 13 shows the profile of the pedestrian counts from the Tesco car park towards the town centre, and the profile of overall car park entries. On a typical the total number of pedestrian movements equals around 12% of the total number of vehicles entering the car park. The peak pedestrian movement on weekdays occurs just before 09:00 and at lunchtime.

FIGURE 13 BALDOCK TESCO CAR PARK ENTRIES AND PEDESTRIAN COUNTS FROM THE TESCO CAR PARK TOWARDS THE TOWN CENTRE



On-street parking surveys

On-street parking surveys were carried out in the town centre in the High Street, Hitchin Street, Church Street, Sun Street and Whitehorse Street. **Figure 14** shows the lengths of road to be surveyed. Beat surveys were carried out along both sides of these roads and recorded both legal and illegal activity. The lengths of road shown include bays restricted to 1 hour or 2 hours parking and some with dual use for residents parking. These counts were carried out at the same times as the car park surveys.

FIGURE 14 BALDOCK TOWN CENTRE ON-STREET PARKING SURVEYS

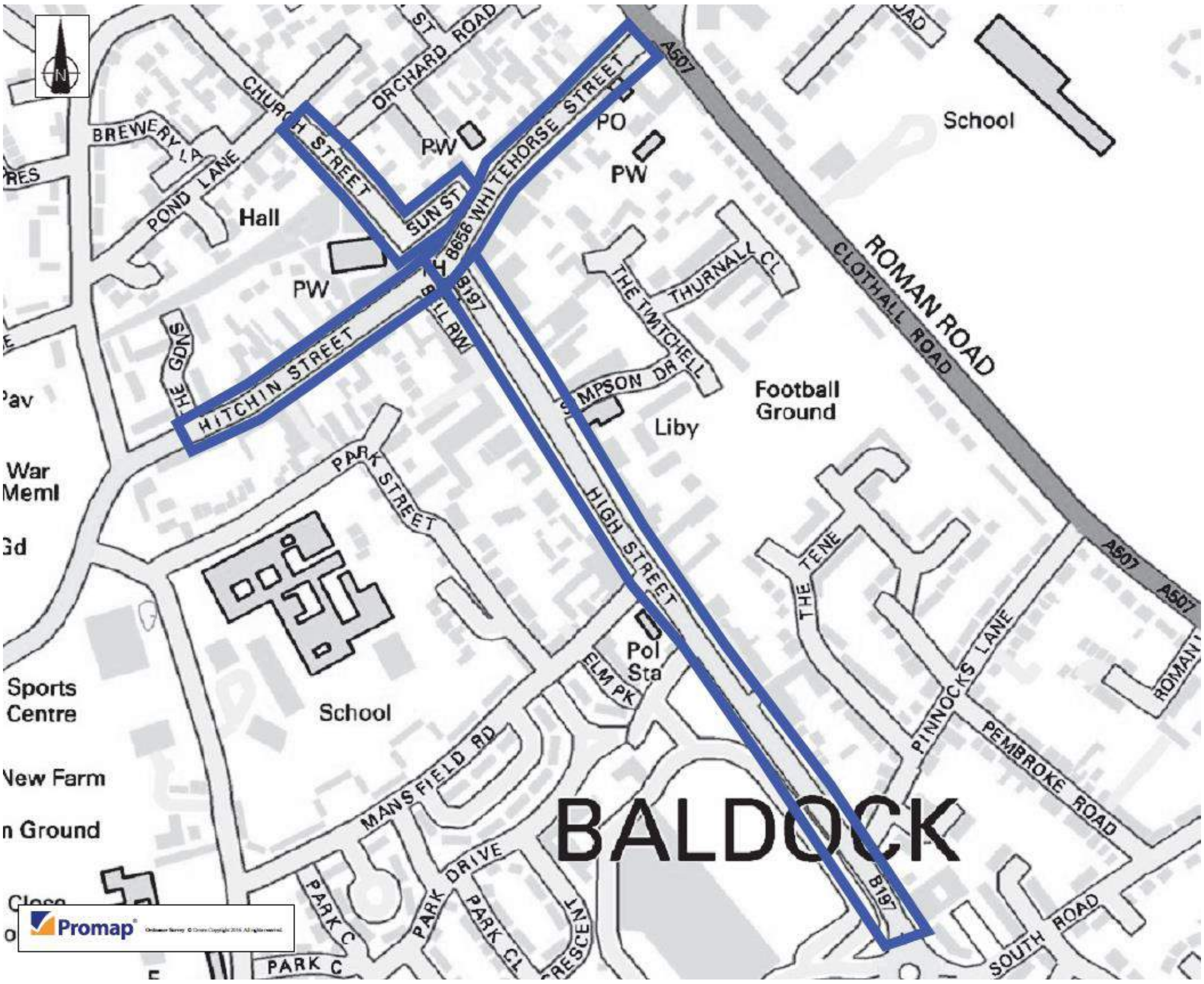


Table 34 shows a summary of the capacity by restriction and the maximum parking stress levels observed on each day.

TABLE 34 ON-STREET PARKING SUMMARY

Street	Day	Capacity (number of spaces) and maximum parking stress (%)							Max illegally parked
		No Restrictions	Visitor Bays	Shared User	Permits	Disabled Bays	Taxi Bays	Loading Bays	
High Street	Spaces	22	144	10	6	6	4	4	-
	Wednesday (market)	45%	94%	60%	50%	33%	0%	100%	4
	Thursday	50%	81%	50%	83%	83%	0%	100%	4
	Saturday	41%	74%	50%	100%	50%	0%	100%	1
Hitchin Street	Spaces	-	11	2	-	-	-	-	-
	Wednesday (market)	-	109%	150%	-	-	-	-	2
	Thursday	-	155%	150%	-	-	-	-	3
	Saturday	-	108%	50%	-	-	-	-	2
Church Street / Sun Street	Spaces	-	6	11	13	-	-	1	-
	Wednesday (market)	-	83%	45%	77%	-	-	100%	1
	Thursday	-	100%	100%	46%	-	-	100%	1
	Saturday	-	100%	136%	69%	-	-	100%	1
Whitehorse Street	Spaces	-	23	7	-	3	-	1	-
	Wednesday (market)	-	109%	57%	-	100%	-	100%	0
	Thursday	-	96%	71%	-	67%	-	0%	0
	Saturday	-	113%	71%	-	100%	-	200%	1

APPENDIX D:
HITCHIN PARKING SURVEY DATA

Off-street parking surveys

Figure 4 shows the location of car parks in Hitchin town centre. These car parks were surveyed using ANPR at the following times:

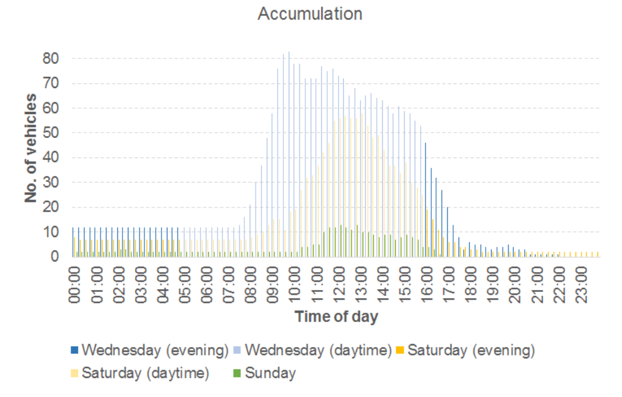
- Wednesday 5th October 2016 – overnight 01:00-05:00 and evening 16:00-24:00
- Saturday 8th October 2016 – evening 16:00-24:00
- Sunday 9th October – overnight 01:00-05:00 and daytime 08:00-18:00

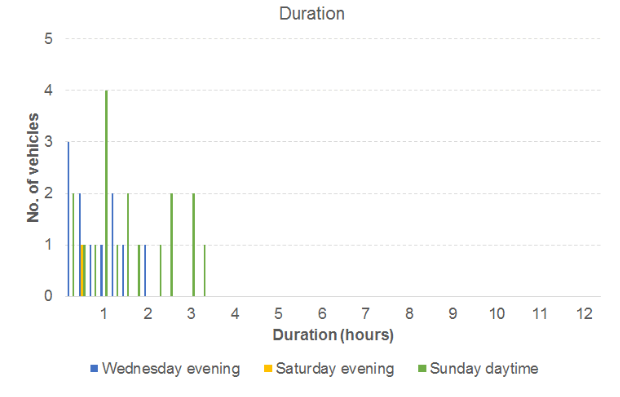
A sample of car park transactions data from June 2016 has been used to validate the daytime accumulation profile for the NHDC-operated car parks.

Figure 15 shows the summary graphs of car park accumulation and duration of stay by survey day. The vertical axis in the accumulation graphs denotes the capacity of the car parks.

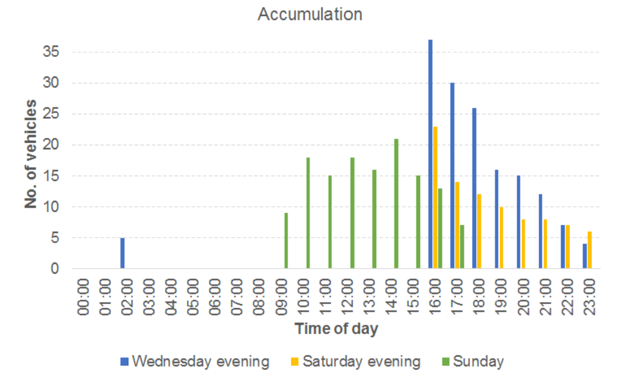
FIGURE 15 HITCHIN – CAR PARK ACCUMULATION AND DURATION OF STAY

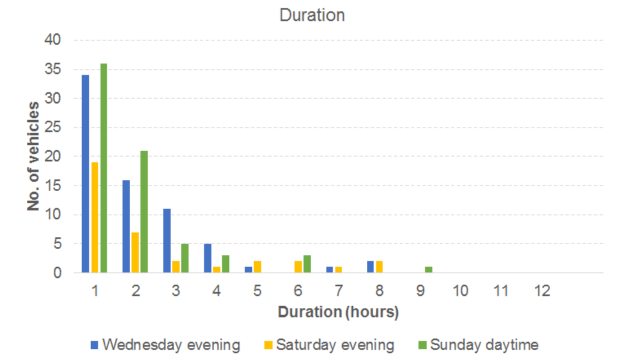
Bancroft East



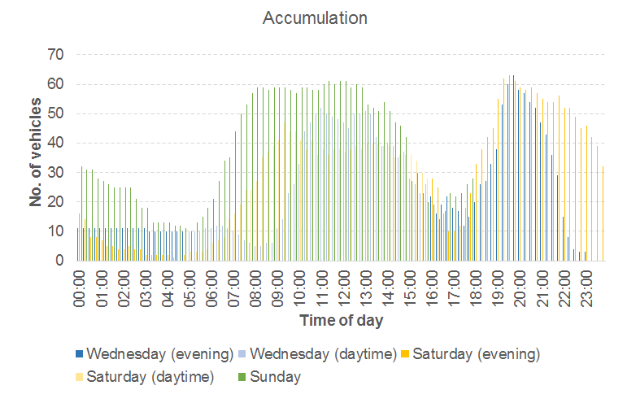


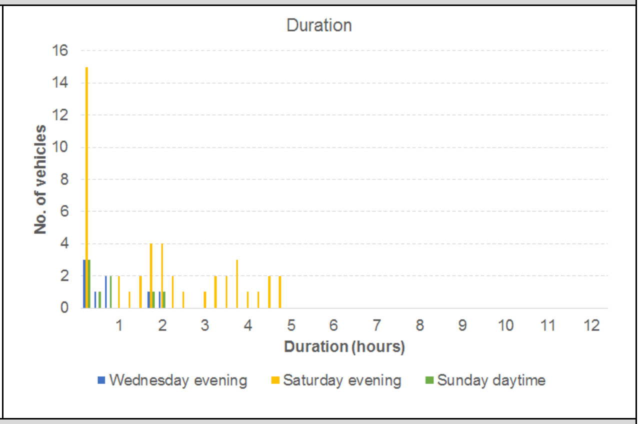
Bancroft West



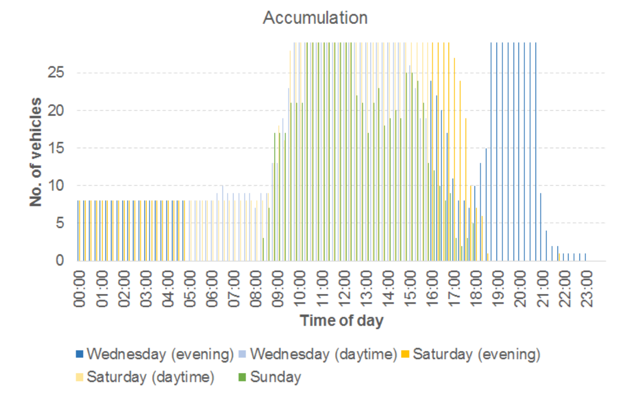


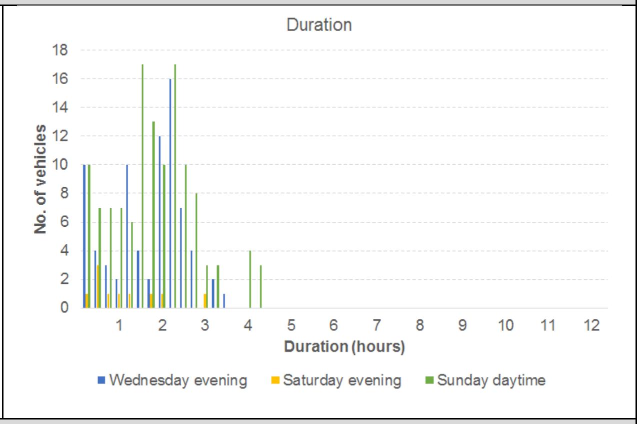
Biggin Lane



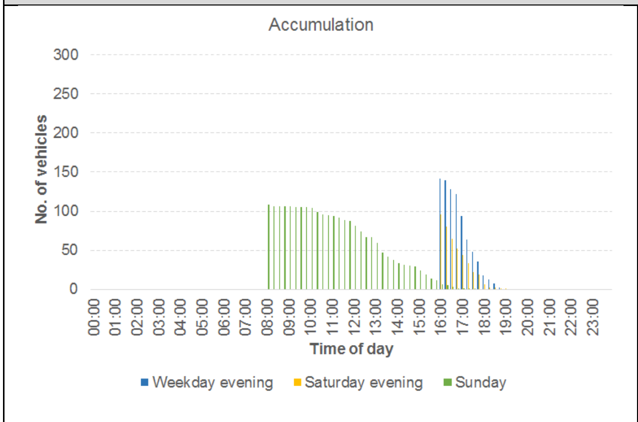


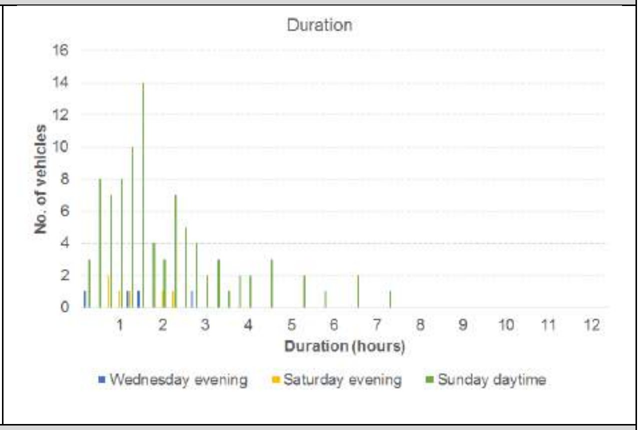
Christchurch



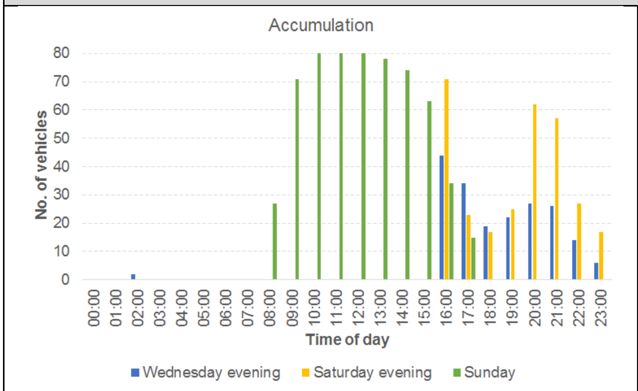


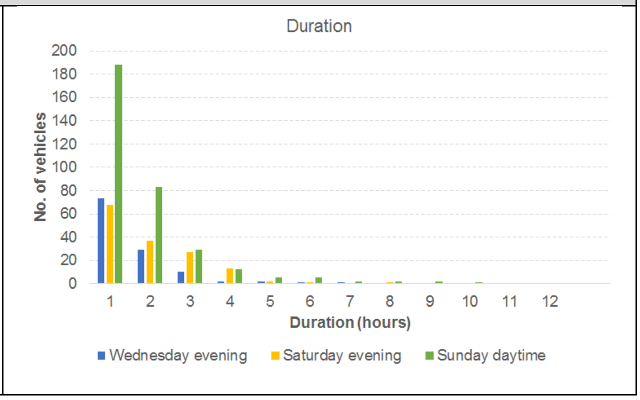
Lairage multi-storey



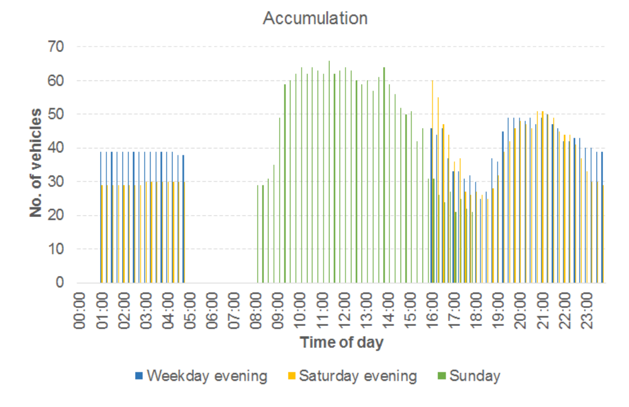


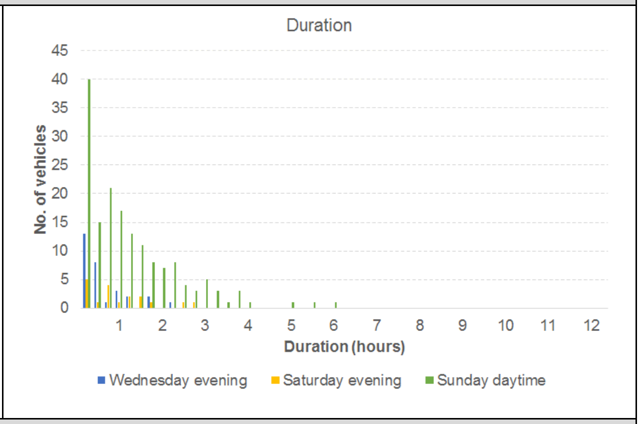
Portmill Lane East



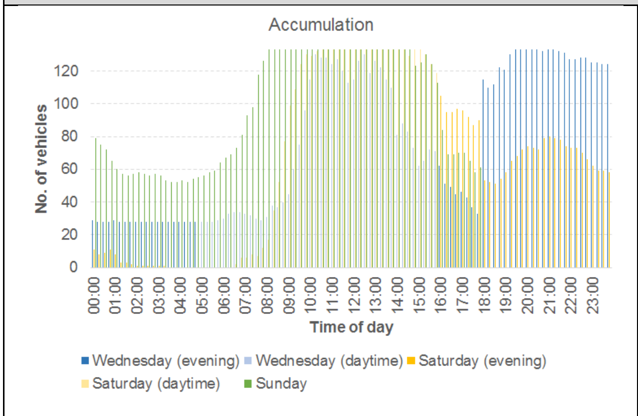


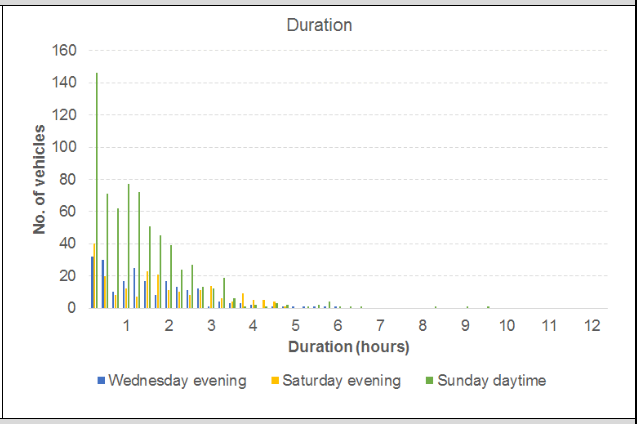
Portmill Lane West



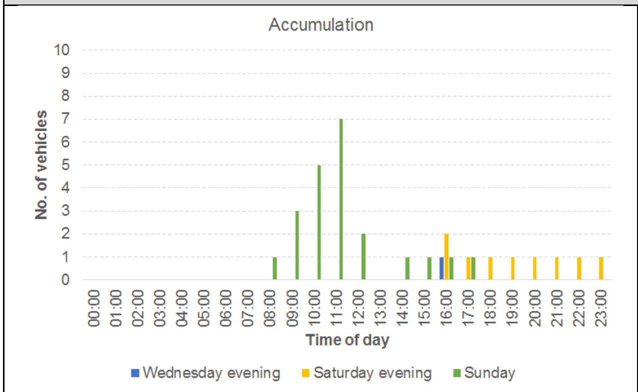


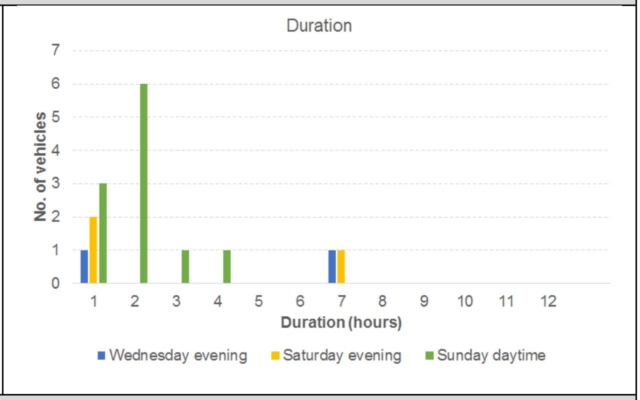
St Mary's Square



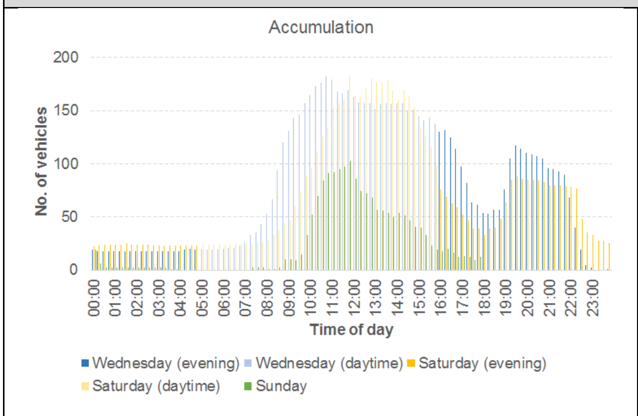


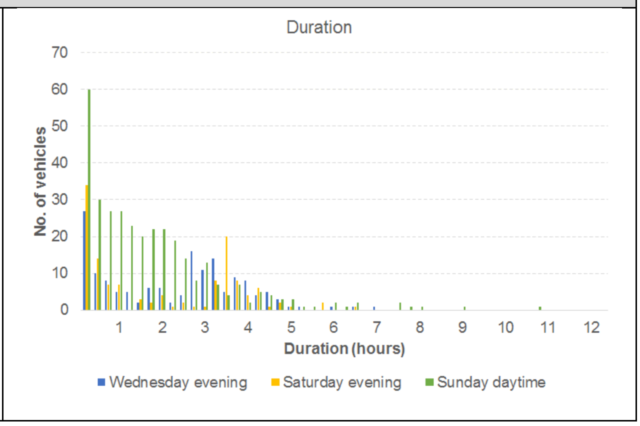
West Alley



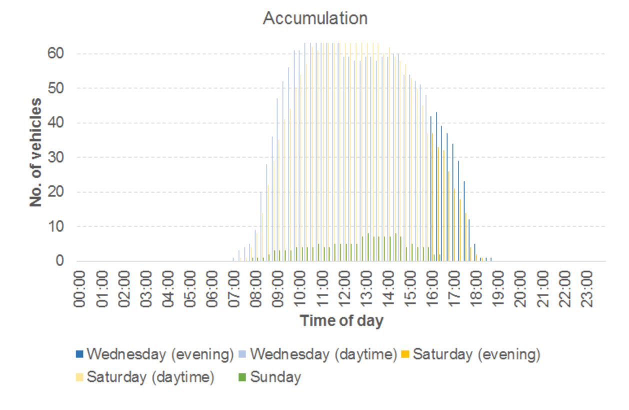


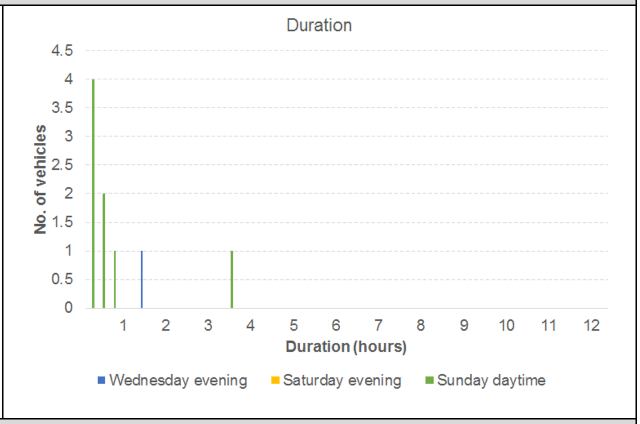
Woodside



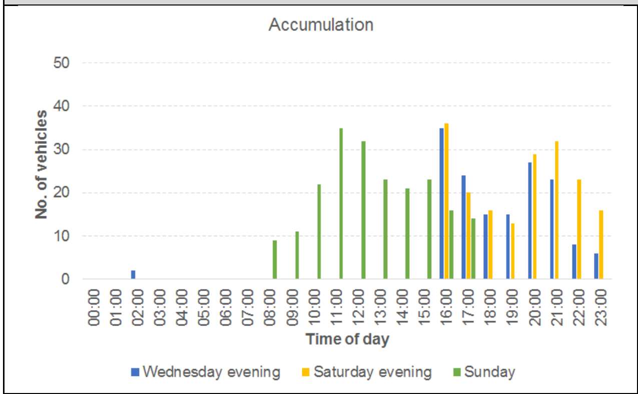


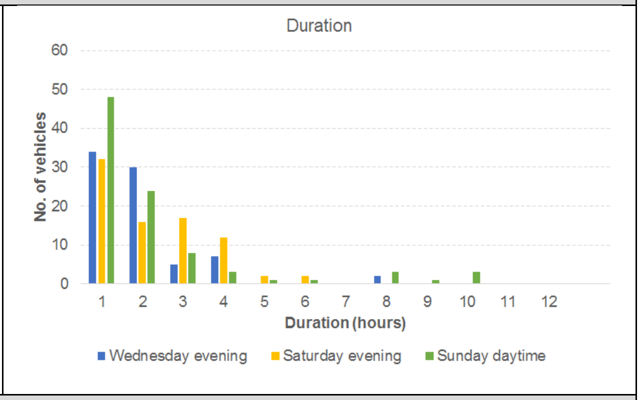
Brand Street



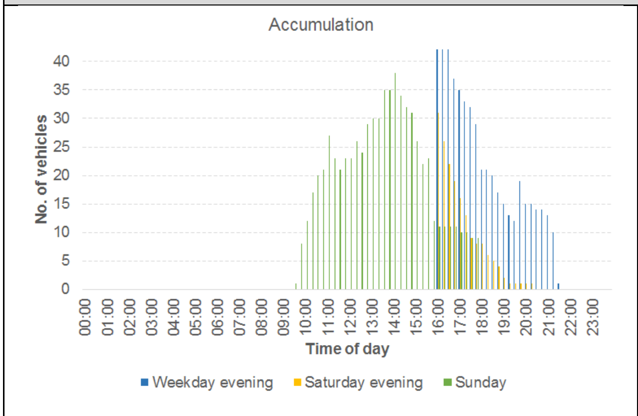


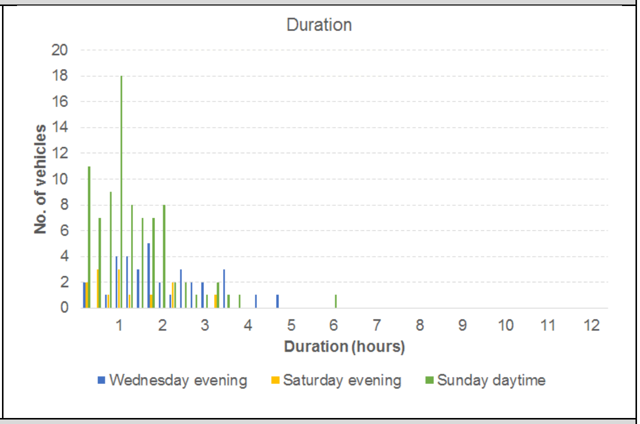
Arcade



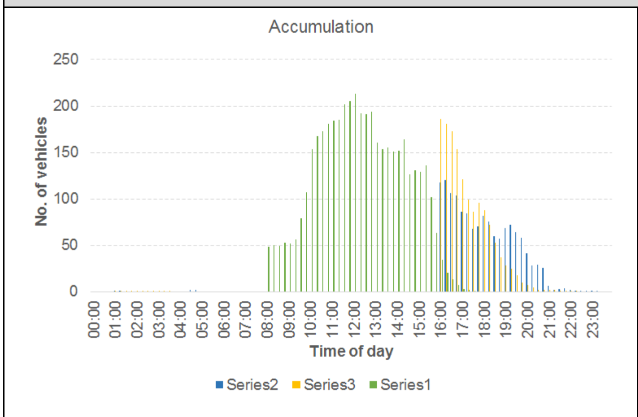


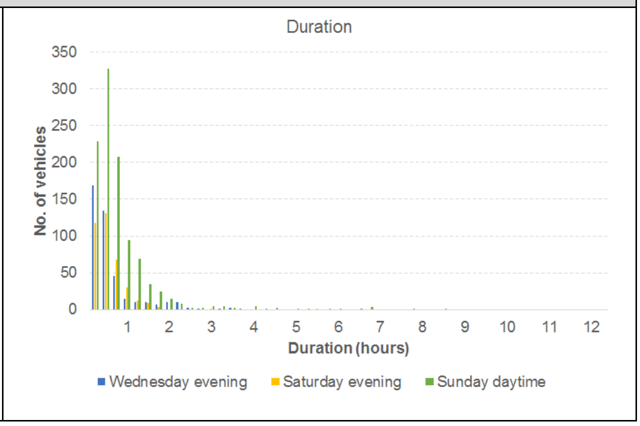
Jackson’s Yard



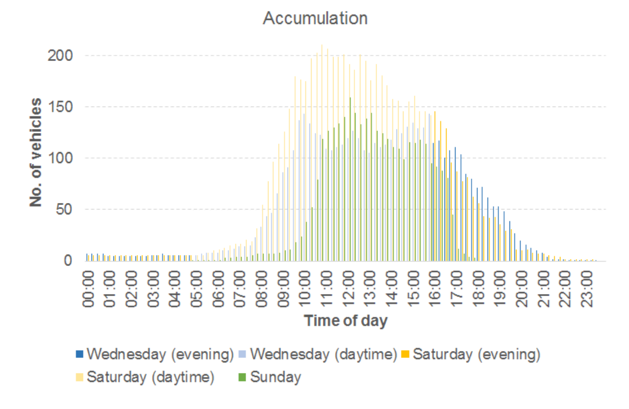


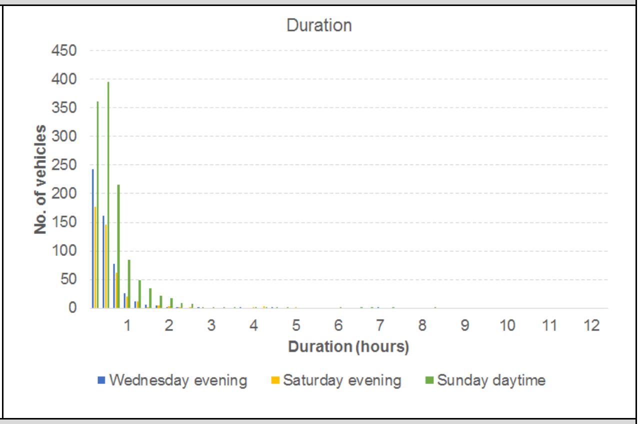
Waitrose



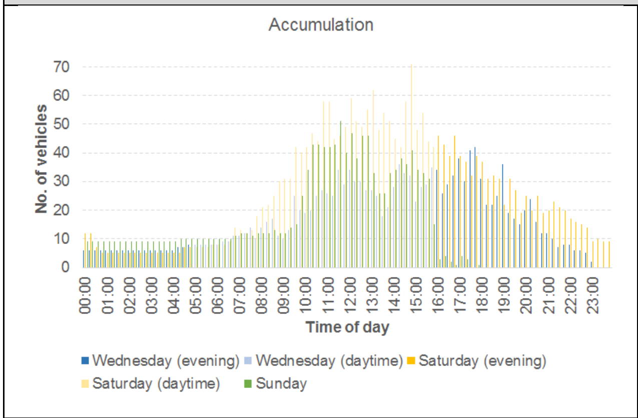


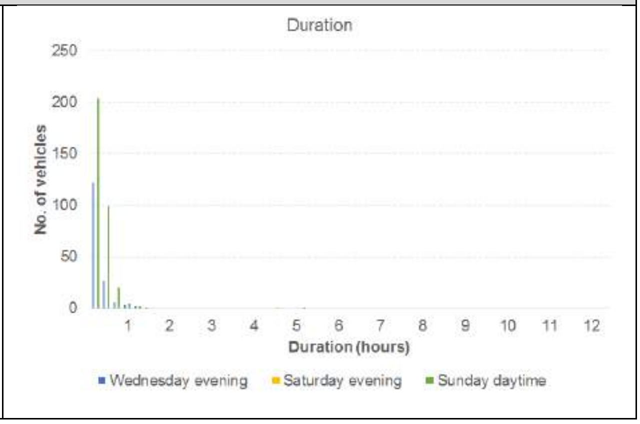
Sainsburys





Asda





On-street parking surveys

Figure 16 shows the lengths of road to be surveyed. Beat surveys were carried out along both sides of these roads and recorded both legal and illegal activity. These counts were carried out at the same times as the car park surveys.

In the survey area encompassing Hollow Lane, Mount Garrison and St Andrews Place there are a total of 6 unrestricted spaces, 49 visitor spaces, 38 permit spaces and 38 shared use bays. There are a total of 13 permit space and 7 visitor spaces in the survey area encompassing Tilehouse Street, Wratton Road East and Old Charlton Road.

FIGURE 16 HITCHIN ON-STREET PARKING SURVEY AREAS

Table 35 shows a summary of the capacity by restriction and the maximum parking stress levels observed on each day.

TABLE 35 HITCHIN ON-STREET PARKING SUMMARY

Street	Day	Capacity (number of spaces) and maximum parking stress (%)					Max illegally parked
		No Restrictions	Visitor Bays	Shared User	Permits	Disabled Bays	
Mount Garrison	Spaces	-	-	-	24	-	-
	Overnight	-	-	-	63%	-	0
	Wednesday	-	-	-	104%	-	1
	Saturday	-	-	-	96%	-	0
Hollow Lane	Spaces	6	49	38	-	-	-
	Overnight	0%	57%	68%	-	-	0
	Wednesday	0%	84%	76%	-	-	0
	Saturday	0%	98%	95%	-	-	0
St Andrews Place	Spaces	-	-	-	14	-	-
	Overnight	-	-	-	79%	-	0
	Wednesday	-	-	-	71%	-	0
	Saturday	-	-	-	100%	-	1
Tllehouse Street	Spaces	-	2	-	13	1	-
	Overnight	-	50%	-	92%	100%	2
	Wednesday	-	50%	-	85%	100%	4
	Saturday	-	50%	-	92%	100%	4
Wratton Road East	Spaces	-	-	-	9	-	-
	Overnight	-	-	-	89%	-	4
	Wednesday	-	-	-	67%	-	0
	Saturday	-	-	-	78%	-	0
Old Charlton Road	Spaces	-	5	-	10	-	-
	Overnight	-	40%	-	80%	-	0
	Wednesday	-	100%	-	80%	-	1
	Saturday	-	100%	-	90%	-	7

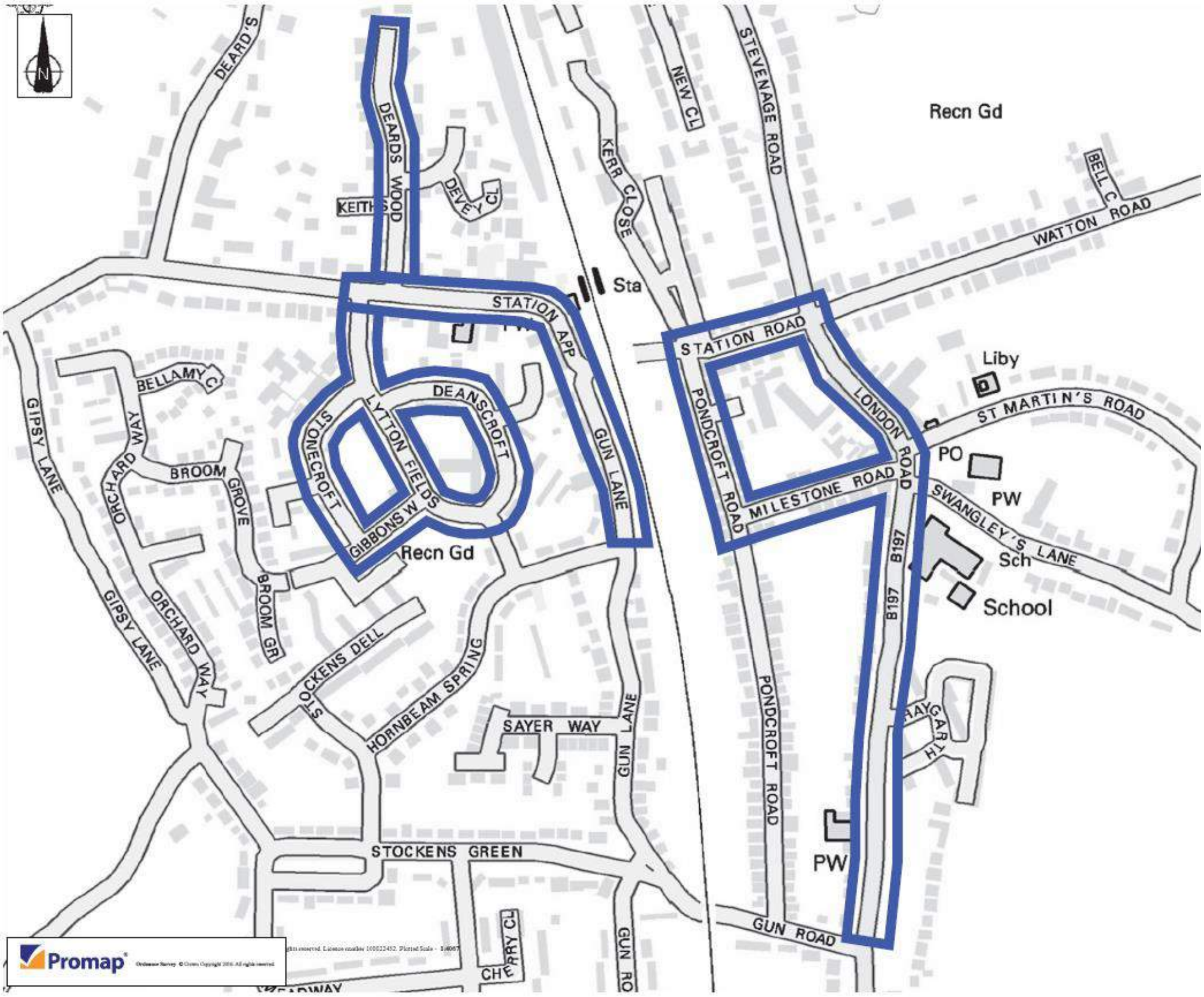
APPENDIX E:
KNEBWORTH PARKING SURVEY DATA

On-street parking surveys

Figure 17 shows the lengths of road surveyed. Beat surveys were carried out along both sides of these roads and recorded both legal and illegal activity. These counts were carried out at hourly intervals on Thursday 16th October 2016.

There are 37 visitor bays located in and around the retail centre of Knebworth in Station Road / London Road / Milestone Road / Pondcroft Road, which allows up to one hour parking between 8am-6pm Monday to Saturday, as well as 83 unrestricted parking spaces. The whole of Milestone Road and Pondcroft Road are defined as CPZs, along with a small number of eligible properties on London Road and Station Road. The visitor bays are full or close to full for the whole weekday, with some illegal parking on single yellow line sections observed in the middle of the day. Demand for parking in the unrestricted bays peaks is almost full at 06:00 in the morning and remains so for the whole day, before reaching a peak in the evening. This suggests that residents make up a large proportion of the parked cars in this area.

FIGURE 17 KNEBWORTH ON-STREET PARKING SURVEY AREAS



The streets approaching Knebworth station – Gun Lane, Station Approach and Park Lane – contain only 18 unrestricted spaces. The majority of the kerb length is made up of single and double yellow line restrictions. There were 14 vehicles parked in this area in the first best survey (06:00), significant parking stress through day and peaking at 18:00.

Deards Wood and Lytton Fields are examples of residential streets with unrestricted parking in short walking distance of the station. The parking beat daily profile suggests that a significant proportion of vehicles (possibly in excess of 50%) in these streets are commuters, although neither street reached parking stress levels above 90% on the day surveyed.

TABLE 36 KNEBWORTH ON-STREET PARKING SUMMARY

Street	Day	Capacity (number of spaces) and maximum parking stress (%)			Max illegally parked
		No Restrictions	Visitor Bays	Disabled Bays	
Station Road / London Road / Milestone Road / Pondcroft Road	**Spaces**	83	37	1	-
	Thursday	110%	100%	0%	7
Park Lane / Station Approach / Gun Lane	**Spaces**	18	-	-	-
	Thursday	128%	-	-	4
Deards Wood	**Spaces**	35	-	-	-
	Thursday	49%	-	-	0
Lytton Fields	**Spaces**	117	13	-	-
	Thursday	89%	62%	-	0

APPENDIX F:
LETCHWORTH PARKING SURVEY DATA

Off-street parking surveys

Figure 8 shows the location of car parks in Letchworth town centre. There are three car parking areas operated by NHDC, including one multi-storey car park. There are also six car parks which are in private ownership. These car parks were surveyed using ANPR or hourly beat surveys at the following times:

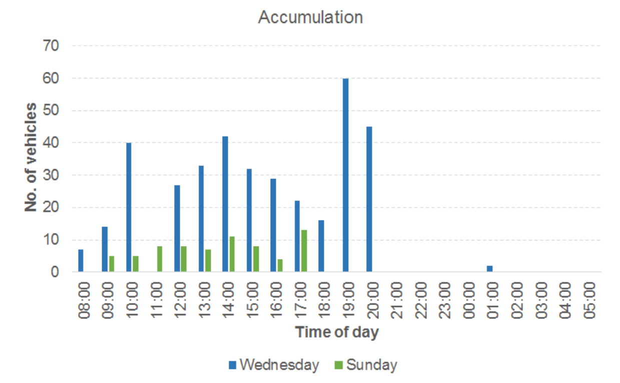
- Wednesday 28th September 2016 - 08:00-22:00
- Wednesday 28th September 2016 – overnight 01:00-05:00
- Sunday 2nd October 2016 – 08:00-18:00

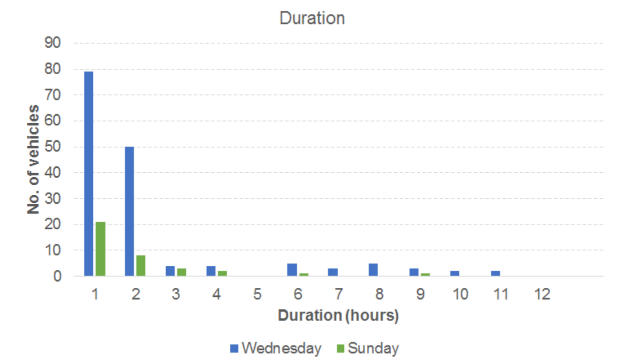
Figure 18 shows the summary graphs of car park accumulation and duration of stay by survey day. The vertical axis in the accumulation graphs denotes the capacity of the car parks.

The 2016 car park accumulation figures can be compared to the previous Thursday and Saturday surveys undertaken in 2008. However, it should be noted that these previous surveys were undertaken during the Christmas shopping period (4th and 6th December 2008).

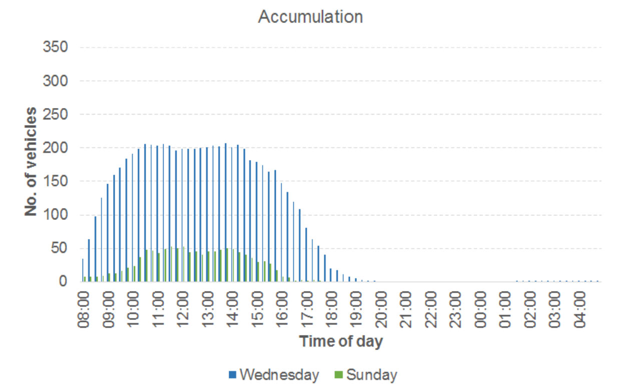
FIGURE 18 LETCHWORTH – CAR PARK ACCUMULATION AND DURATION OF STAY

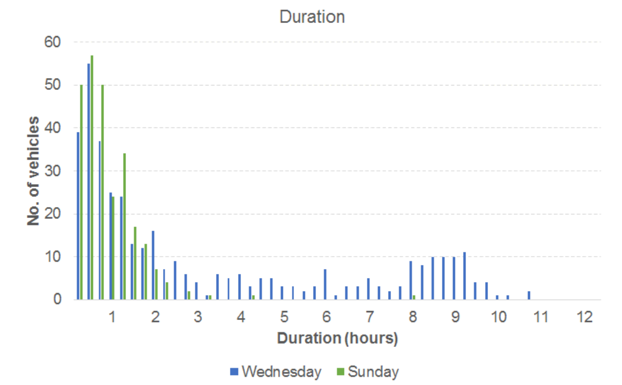
Site 01 – Hillshot



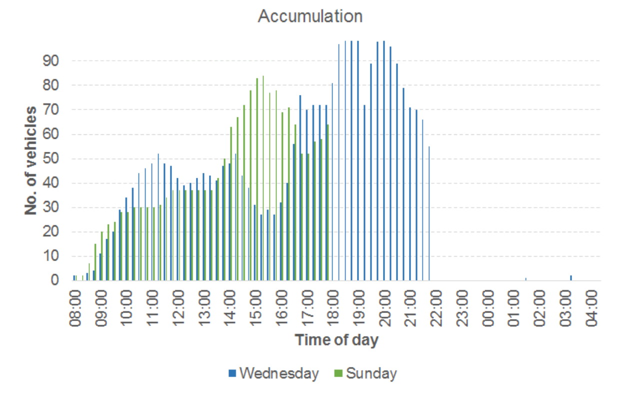


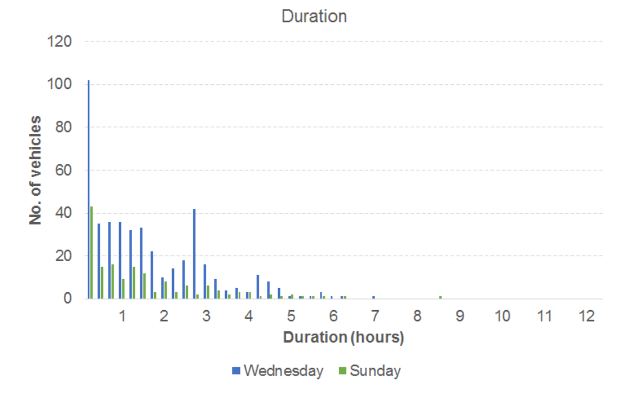
Site 02 – Garden Square MSC



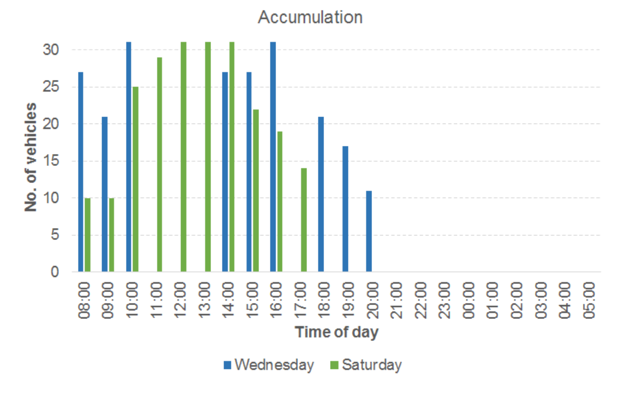


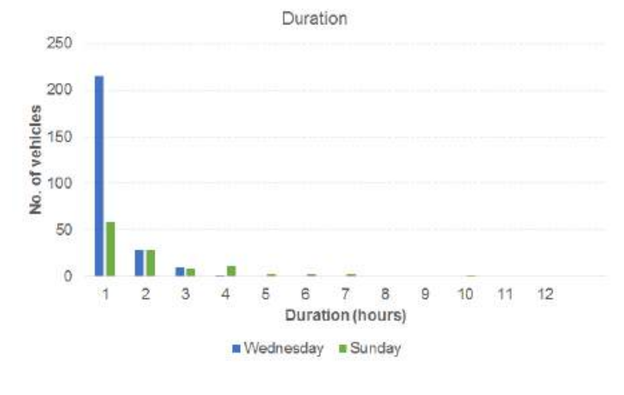
Site 03 – Town Hall



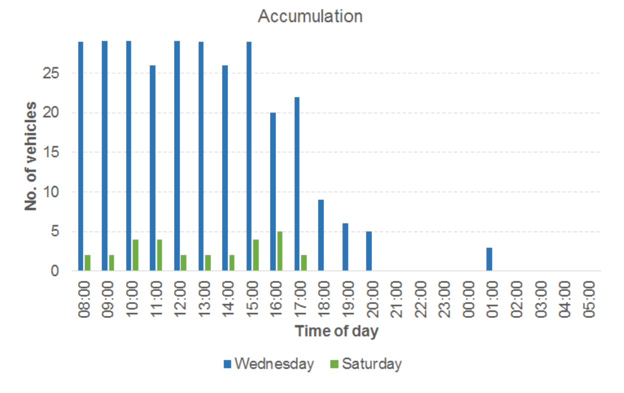


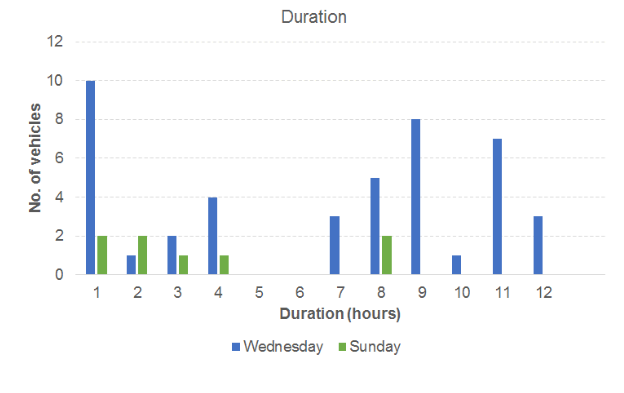
Site 04 – Eastcheap



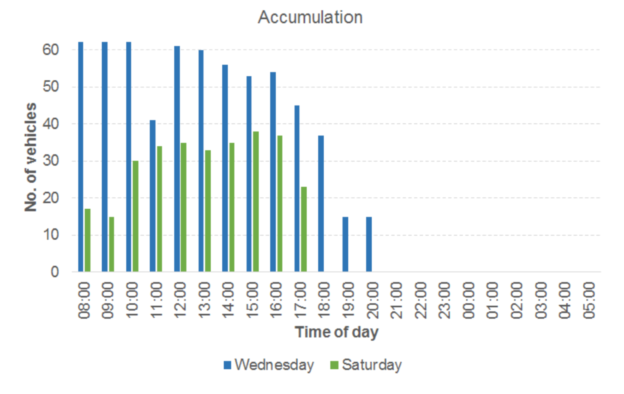


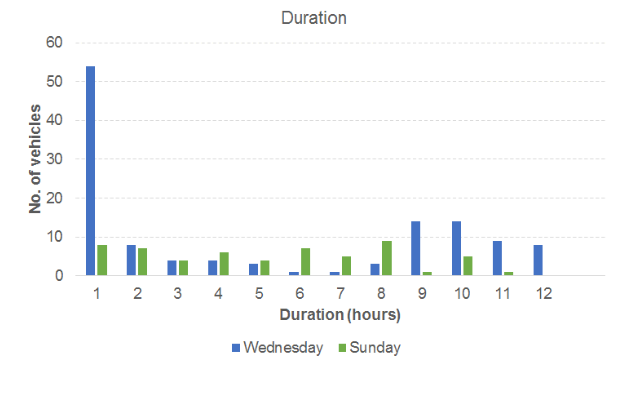
Site 05 – Rail station east



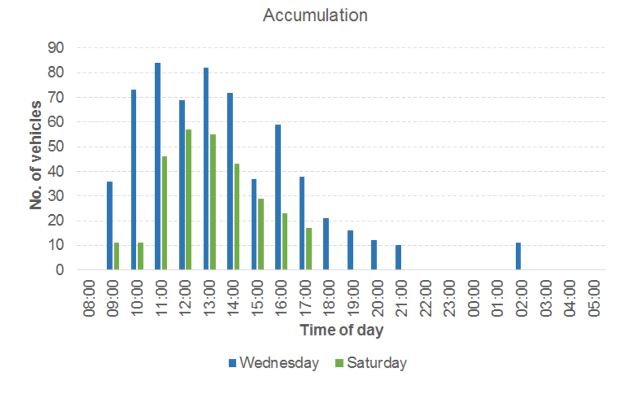


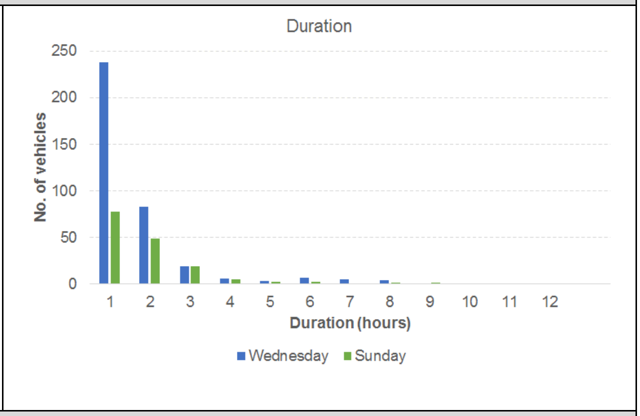
Site 06 – Rail station west



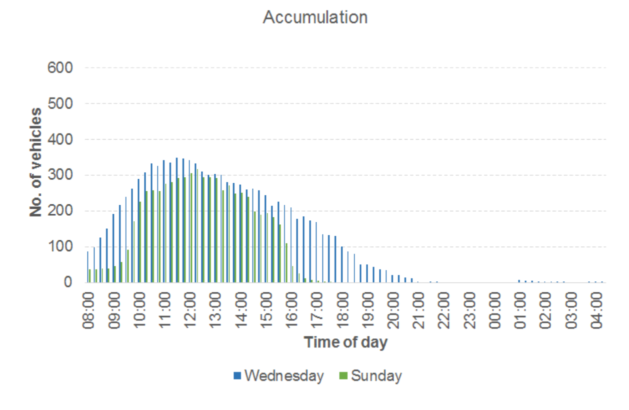


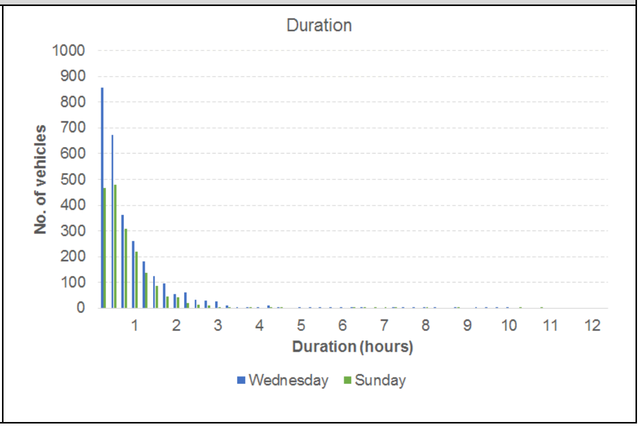
Site 07 – Openshaw Way





Site 08 – Morrisons





APPENDIX G:
ROYSTON PARKING SURVEY DATA

Off-street parking surveys

Figure 10 shows the location of car parks in Royston town centre. There are five smaller car parks operated by NHDC and two larger long-stay car parks. The long-stay car parks and the two short-stay car parks at Princes Mews were surveyed using ANPR or hourly beat surveys at the following times:

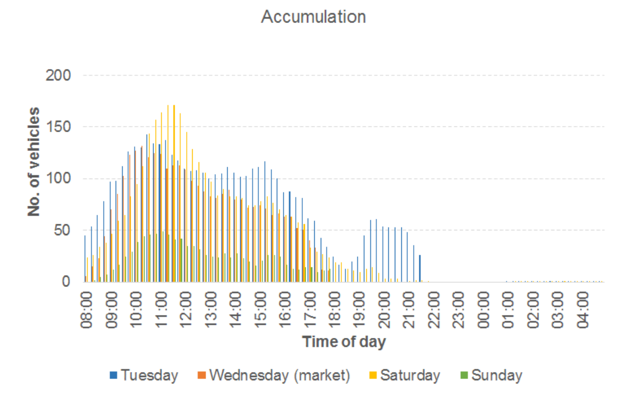
- Tuesday 4th October 2016 - 08:00-22:00
- Wednesday 5th October 2016 – overnight beat 01:00-05:00
- Wednesday 5th October 2016 – market day 08:00-18:00
- Saturday 3rd December 2016 - 08:00-22:00
- Sunday 4th & 18th December 2016 – overnight beat 01:00-05:00
- Sunday 4th & 18th December 2016 - 08:00-22:00

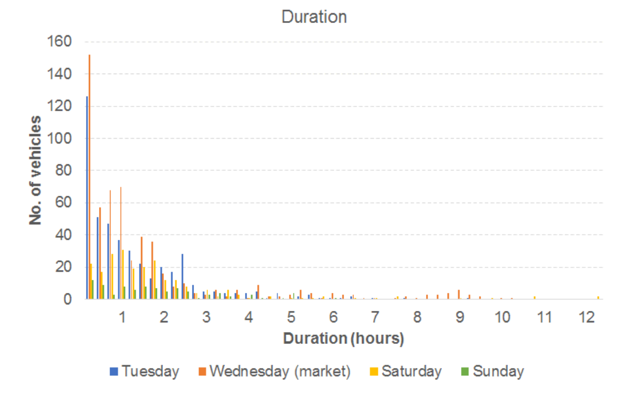
The Angel Pavement, Market Place and Priory Gardens car parks were incorporated within the on-street parking surveys of Market Hill and Fish Hill. The survey inventory identified a total of 77 Pay-and-Display spaces in this area. The Angel Pavement and Market Place car parks are closed during market days, although some parking was observed, which likely includes market traders' vehicles.

Figure 19 below shows the summary graphs of car park accumulation and duration of stay by survey day. The vertical axis in the accumulation graphs denotes the capacity of the car parks.

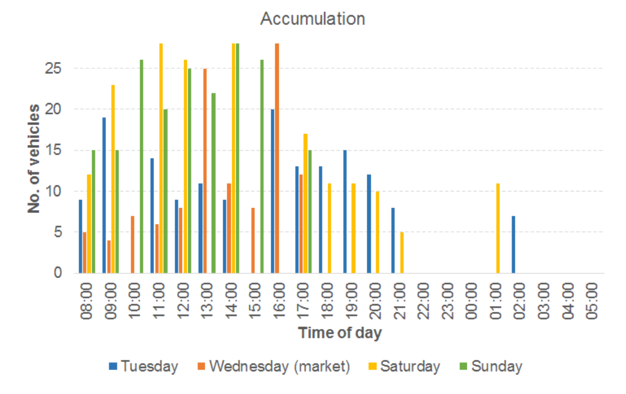
FIGURE 19 ROYSTON – CAR PARK ACCUMULATION AND DURATION OF STAY

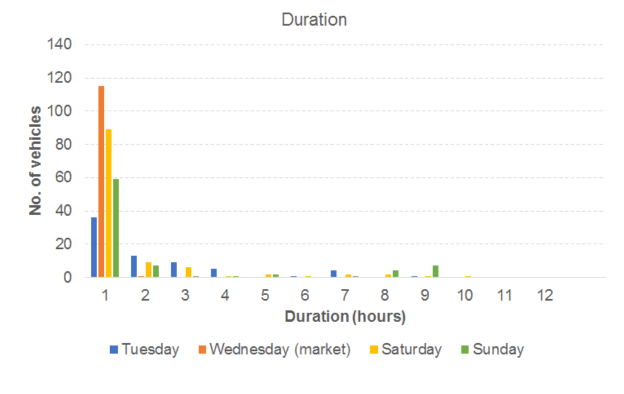
Site 01 – Town Hall



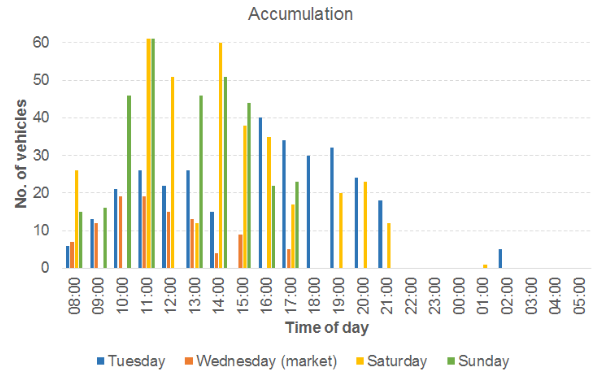


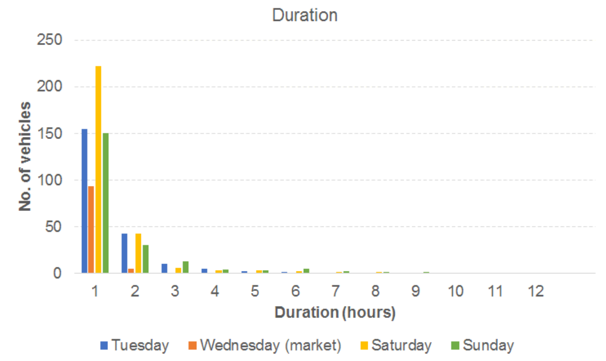
Site 02 – Princes Mews East



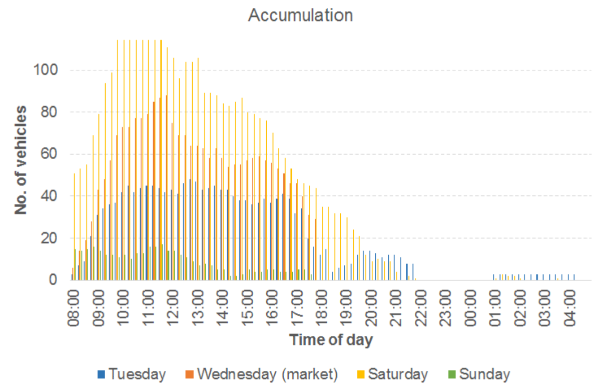


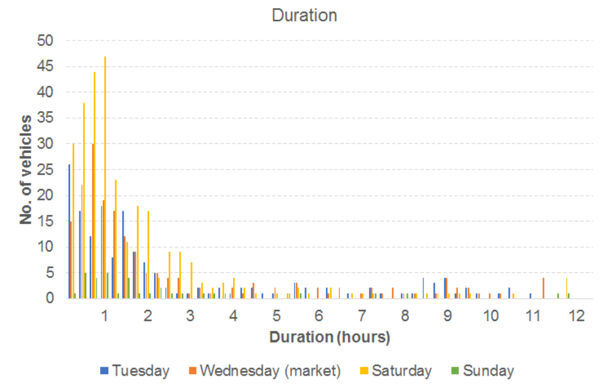
Site 03 – Princes Mews West



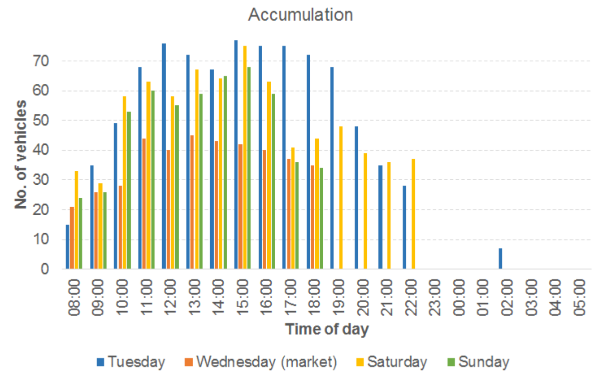


Site 04 – The Warren[8]





Angel Pavement / Market Place / Priory Gardens (combined)



No duration data available since data collected within the on-street parking beats.

[8] Large volumes of vehicles pick up and drop off activity were captured by the ANPR. Stays of less than 1 minute are removed from the duration graph.

On-street parking survey

Figure 20 shows the lengths of road to be surveyed. Beat surveys were carried out along both sides of these roads and recorded both legal and illegal activity. These counts were carried out at the same times as the car park surveys.

FIGURE 20 ROYSTON ON-STREET PARKING SURVEY AREAS

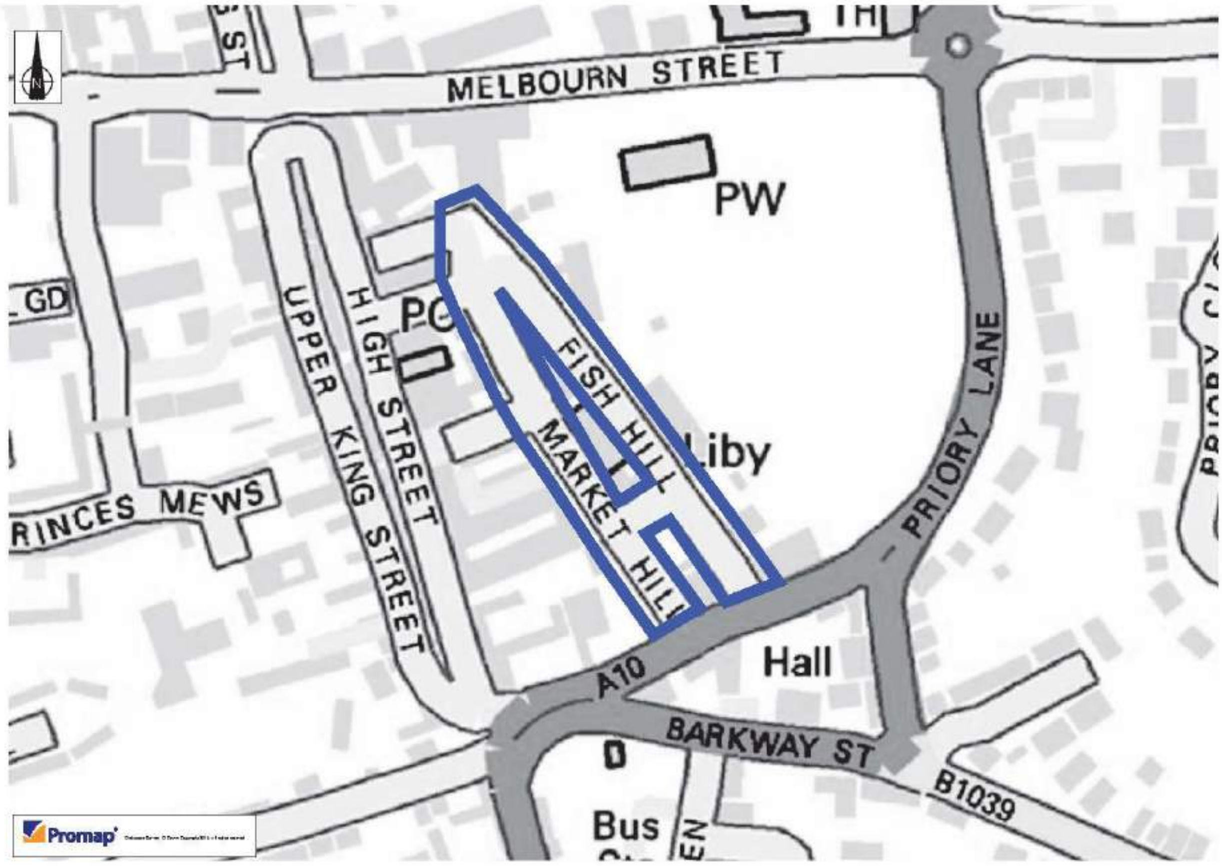


Table 37 shows a summary of the capacity by restriction and the maximum parking stress levels observed on each day. The visitor and disabled bays are well-utilised throughout the day with usage peaking mid-morning and after work hours. Frequent illegal parking on single and double yellows is observed in this area, and is higher during the market when a proportion of the short-stay parking capacity is unavailable for use.

TABLE 37 ROYSTON ON-STREET PARKING SUMMARY

Street	Day	Capacity (number of spaces) and maximum parking stress (%)			Max illegally parked
		Visitor Bays	Disabled Bays	*Pay and Display (included in off-street)*	
Market Hill / Fish Hill	**Spaces**	22	5	77	-
	Tuesday	109%	100%	100%	5
	Tues-Wed (overnight)	36%	0%	9%	0
	Wednesday (market)	91%	60%	58%	11
	Saturday	100%	40%	97%	7
	Sunday	100%	40%	88%	3

APPENDIX H:
TOWN CENTRE USER INTERVIEW SURVEYS

Introduction

Interview surveys were conducted to understand who is using each of the town centres, their mode of arrival and choice of parking, their perception of current parking provision, and attitude to potential changes in parking provision and tariffs. Some of the questions were phrased to allow a direct comparison with previous parking survey responses.

Due to the very local nature of the retail offer in Knebworth, interviews were only collected on a single weekday and a very low response rate was achieved. The Knebworth survey results are not shown in the following summary of the findings.

Multiple survey shifts were conducted in the remaining town centres to achieve a reliable sample for analysis. **Table 38** shows the number of valid responses in each of the town centres.

TABLE 38 VALID RESPONSES IN EACH TOWN CENTRE

Town centre	Total valid responses (Q1 to Q7)	Car users only (Q8 to Q17)
Baldock	150	63
Hitchin	215	99
Letchworth	107	49
Royston	82	43

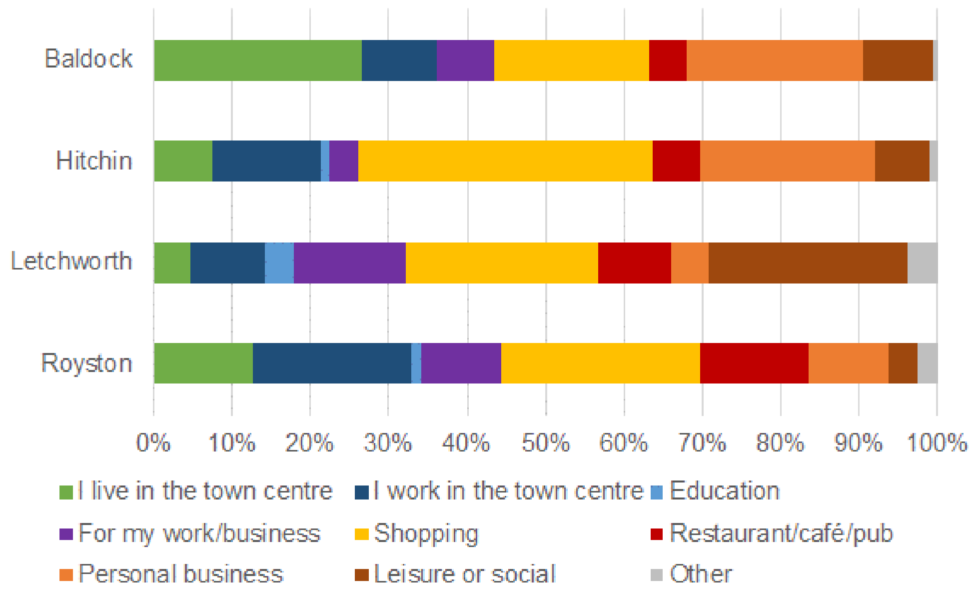
Profile of town centre users

Purpose of your visit

Respondents were asked about the purpose of their visit to the town centre. A number of respondents provided multiple responses with various combinations of shopping and personal business, restaurants or leisure activities. For ease of presentation these responses have been coded as shopping.

The proportion of users who either live or work in the town centre ranges from 14% in Letchworth to 37% and 33% in Baldock and Royston respectively.

FIGURE 21 Q1. WHAT IS THE PURPOSE OF YOUR VISIT TO [INSERT NAME] TOWN CENTRE TODAY?

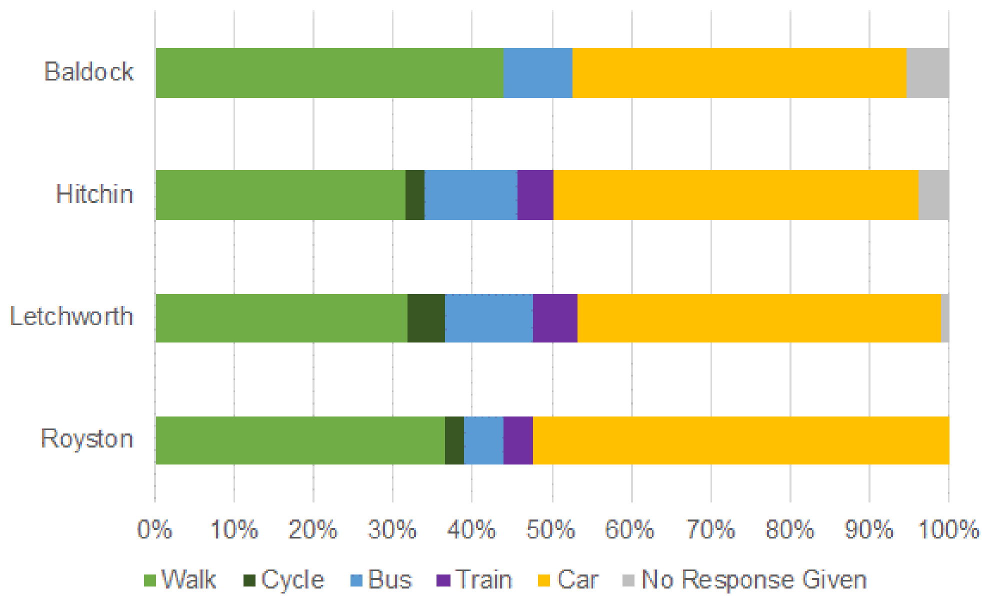


The town centres residents were further asked if they had a car parked in the town centre. The majority in all of the town centres stated that they did not. Of the remaining town centre residents with a car, nearly all stated that they had private off-street parking or residents permit parking.

Mode of arrival

Respondents were asked about their mode arrival in the town centre. The proportion of respondents arriving by car ranged from 42% in Baldock to 52% in Royston.

FIGURE 22 Q7. HOW DID YOU TRAVEL TO THE TOWN CENTRE TODAY?



Respondents were asked from where they travelled to reach the town centre, and the responses have been grouped into geographic categories to illustrate the types of catchment of each town centre. Note that the non-response rate for Baldock is very high, making the comparison of findings difficult.

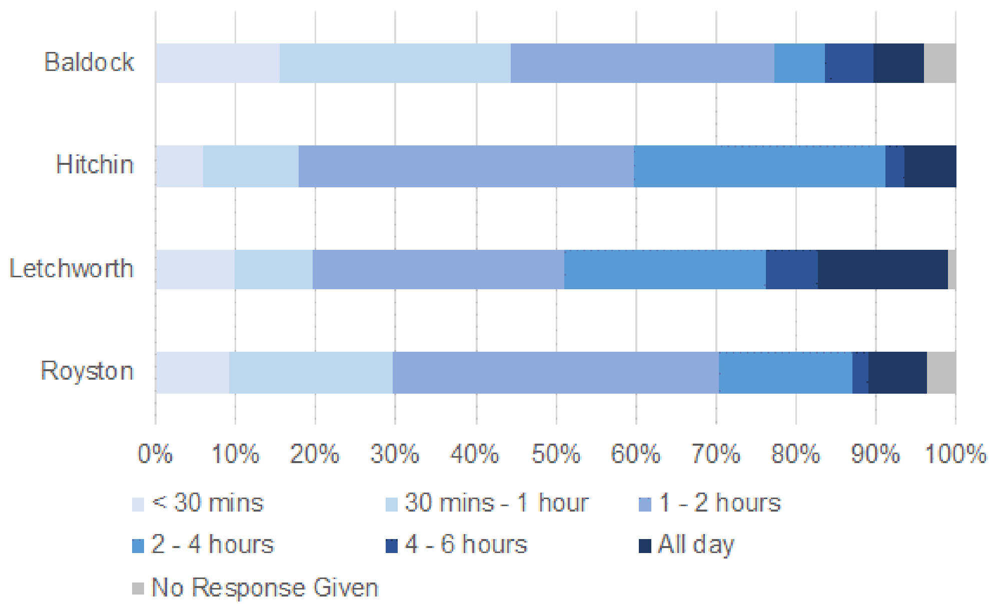
TABLE 39 Q4. FROM WHERE DID YOU TRAVEL INTO THE TOWN CENTRE?

Trip origin	Baldock	Hitchin	Letchworth	Royston
Within town	42.7%	56.1%	48.8%	56.1%
Stevenage	3.3%	2.8%	7.0%	2.4%
Other NHDC	18.0%	17.8%	14.0%	22.0%
Other Hertfordshire	1.3%	4.7%	2.3%	-
Luton	-	1.9%	5.1%	-
Other Bedfordshire	2.0%	7.5%	6.5%	-
London	-	1.9%	0.5%	-
Other	4.7%	3.7%	9.8%	9.8%
No Response Given	28.0%	3.7%	6.0%	9.8%

Length of stay in town centre

Respondents were asked how long they intended to stay in the town centre. The proportion of town centre visitors stating that they intended to stay for more than two hours was highest in Letchworth.

FIGURE 23 Q3. HOW LONG DO YOU INTEND TO STAY IN THE TOWN CENTRE?

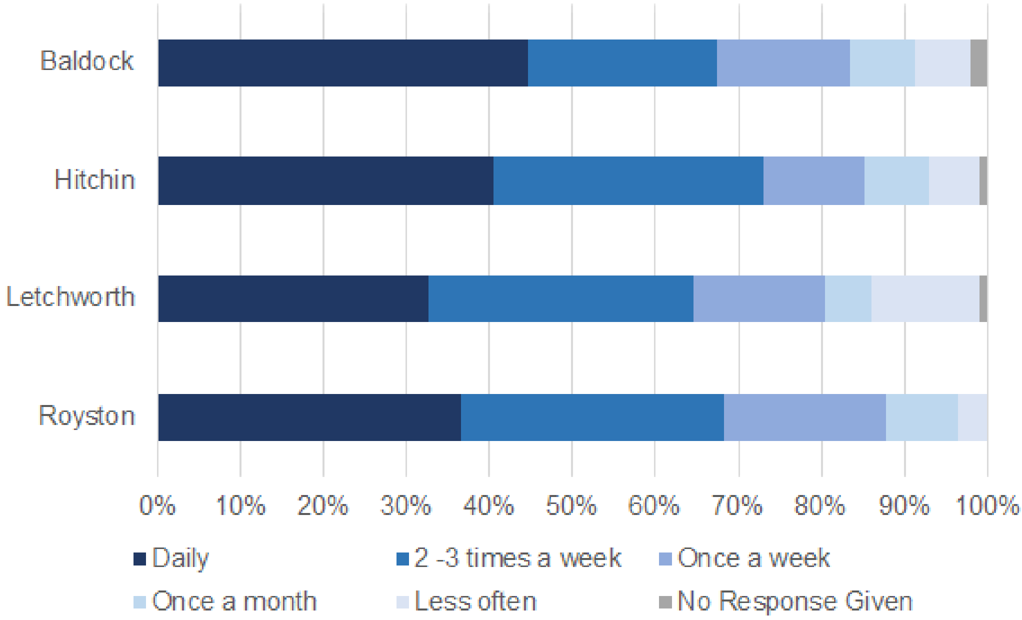


Excluding respondents living or working in the town centre

Frequency of visit

Respondents were asked how frequently they visited the town centre. In all of the town centres, around two thirds of respondents stated that they visited at least 2-3 times per week.

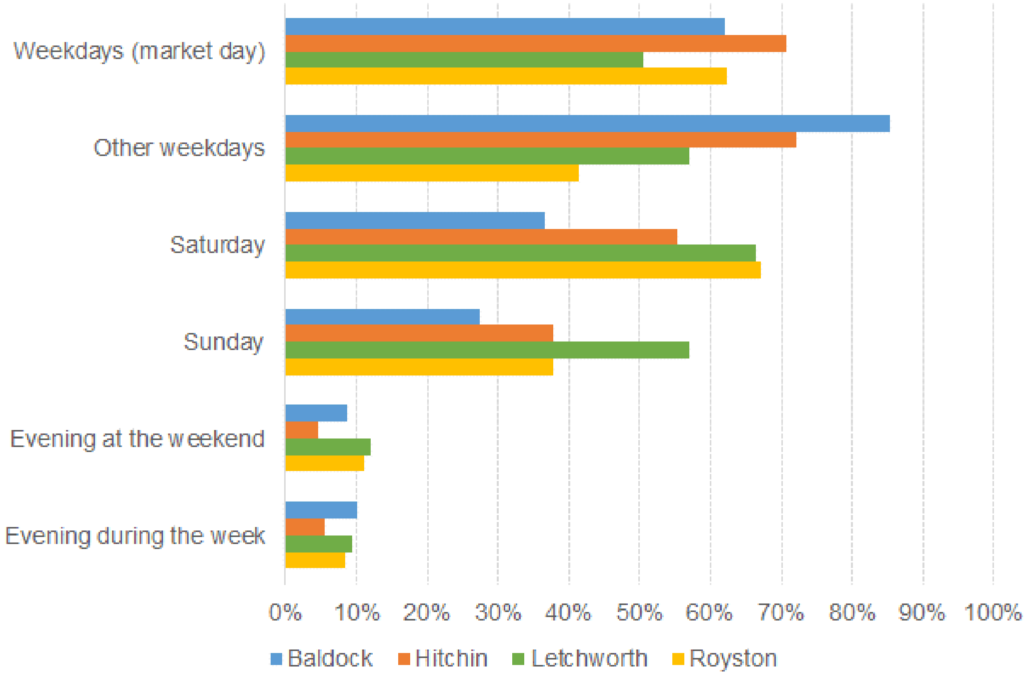
FIGURE 24 Q5. ON AVERAGE, HOW OFTEN DO YOU VISIT THE TOWN CENTRE?



Respondents were also asked at what times of the week they visit (**Figure 25**). It is interesting to observe that stated use of Letchworth is highest at the weekend, whereas more respondents in Hitchin state that they use the town during the week.

Stated evening use among respondents is low in all of the town centres. Letchworth has the highest proportion of respondents stating that they also use the town in evening at 12% at the weekend.

FIGURE 25 Q6. AT WHAT TIMES OF THE WEEK DO YOU VISIT THE TOWN CENTRE?



Location of parking

Respondents were asked to state where they had parked in the town centre. The results (**Table 40**) broadly reflect the spread of car park usage in the four towns.

Respondents were also asked how much they paid to park and the results reflect the tariff structures and charging time periods in place.

TABLE 40 RESPONDENTS' STATED PARKING LOCATION

Town	Location	Number of respondents
Baldock	High Street	23
	Tesco	21
	The Twitchell	2
	Drop-off	4
	Other	7
Hitchin	On-street	12
	Waitrose	10
	Bancroft	9
	Jacksons Yard	8
	Arcade	8
	Sainsburys	7
	Biggin Lane	7

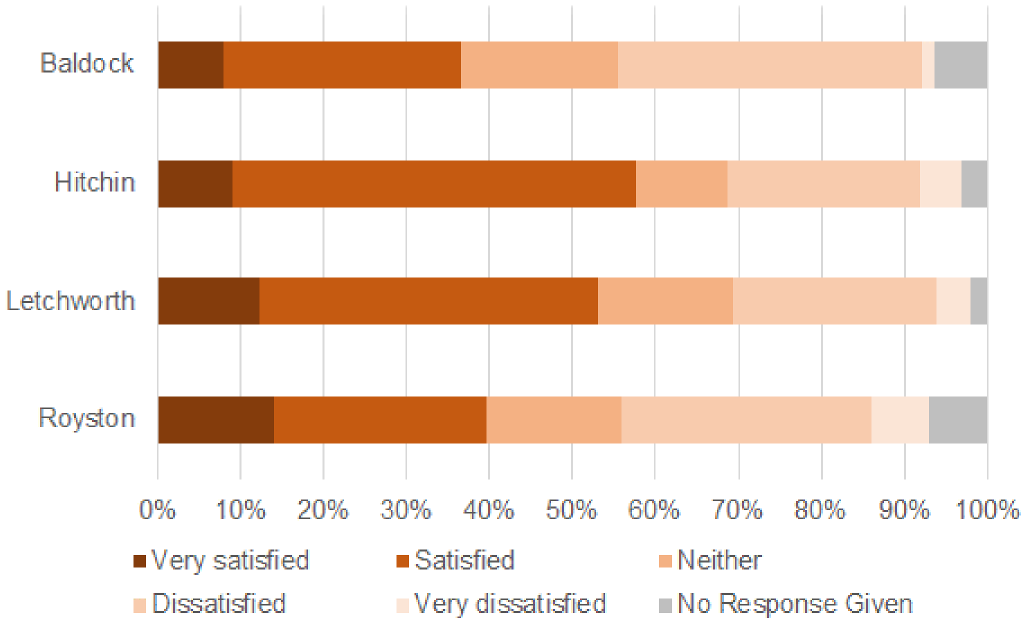
	Portmill	5
	Christchurch	5
	St Mary's Square	5
	MSC Lairage	3
	Brand Street	2
	Asda	2
	West Alley	2
	Woodside	2
	Drop-off	1
	Other	5
	No Response Given	6
Letchworth	On-street	10
	Openshaw	9
	Morrisons	6
	Multi-storey car park	4
	Hillshot	3
	Rail station	2
	Eastcheap	1
	Drop-off	1
	Other	3
	No response given	10
Royston	Princes Mews	12
	Town Hall	9
	On-street	5
	Priory Gardens	4
	The Warren	2
	Market Place	1
	Other	1
	No response given	9

Perception of current parking

Overall satisfaction

Respondents were asked about their overall satisfaction with parking facilities in the town. In Hitchin and Letchworth the majority of respondents stated that they were very satisfied or satisfied with parking facilities. In Baldock, a higher proportion of respondents stated that they were dissatisfied with parking facilities.

FIGURE 26 Q10. HOW SATISFIED ARE YOU WITH PARKING FACILITIES IN THE TOWN?



Availability of short-stay and long-stay parking

Respondents were asked whether there was enough parking in the respective town centres.

In Baldock and Hitchin, over 50% of respondents stated that there was enough short-stay parking (**Figure 27**). A total of 63% of respondents in Royston thought there was a lack of short-stay parking, and only 21% felt there was enough (with the remainder responding 'don't know' or not giving a response).

The proportion of users stating that there is adequate long-stay parking ranges from only 24% in Baldock to 58% in Hitchin. The overall proportion of people stating 'don't know' is higher for long-stay parking.

FIGURE 27 Q11. DO YOU FEEL THERE IS ENOUGH SHORT-STAY PARKING (FOR SHOPPERS AND VISITORS) IN THE TOWN?

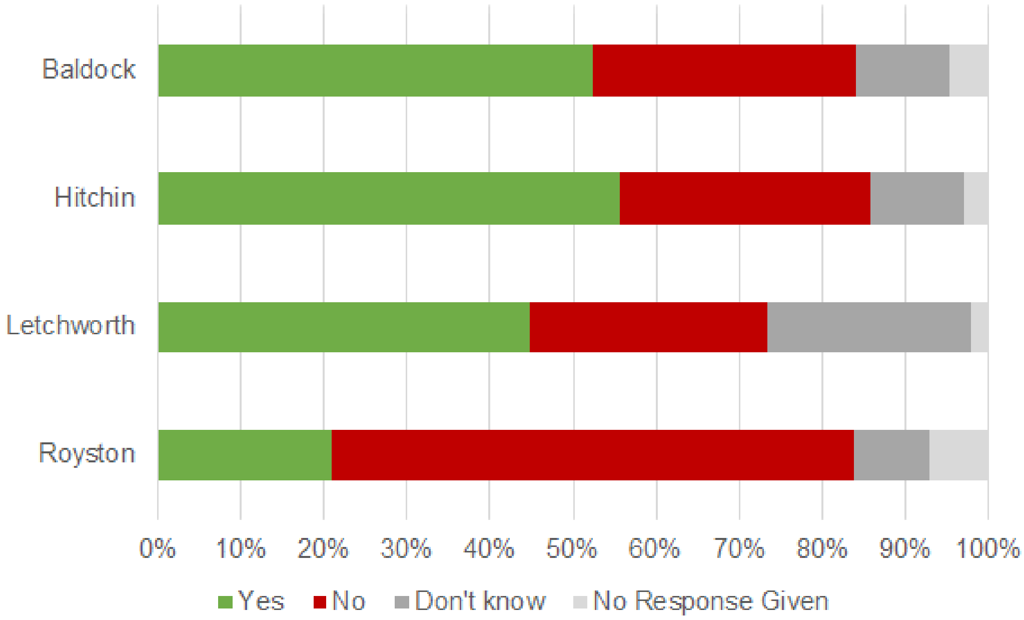
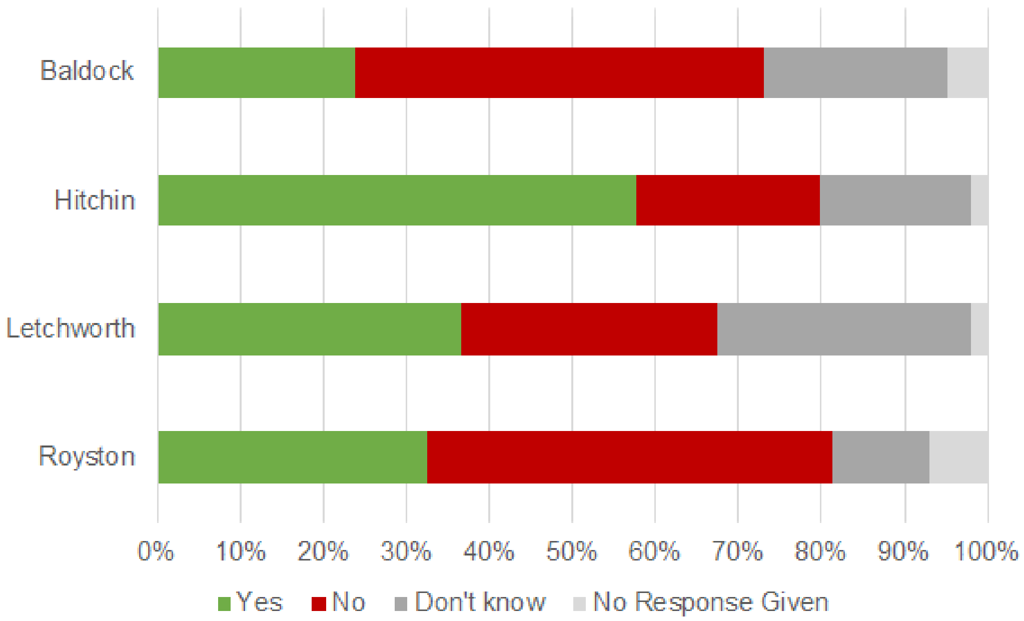


FIGURE 28 Q12. DO YOU FEEL THERE IS ENOUGH LONG-STAY PARKING (FOR TOWN CENTRE WORKERS) IN THE TOWN?



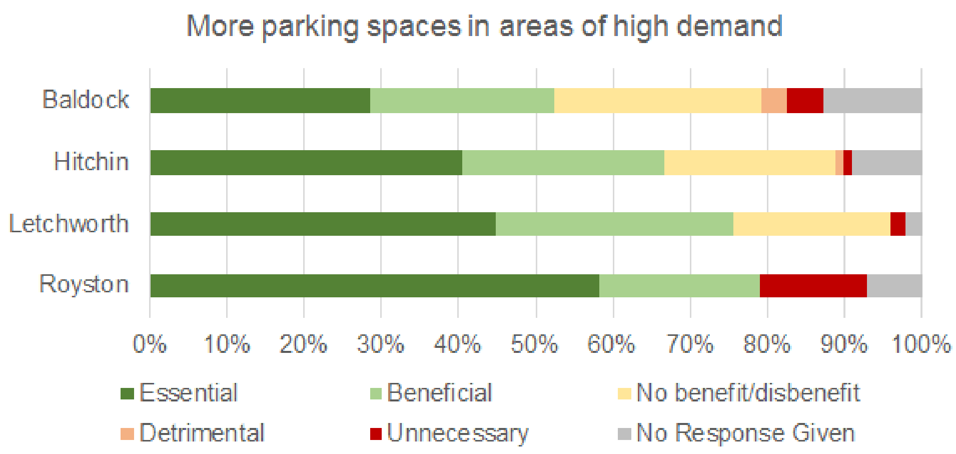
Attitudes towards parking improvements

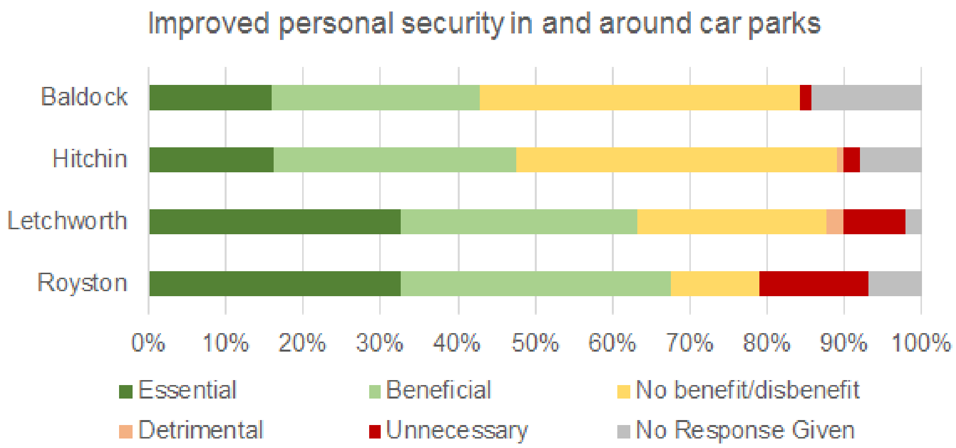
Respondents were asked to state their attitudes towards specific parking improvements (**Figure 29**). Over 79% of respondents in Royston stated that more parking in areas of high demand was essential or beneficial. A majority were also in favour of improvements to security, safety and signage. The responses in the other towns showed a similar pattern of attitudes to these improvements, but with larger proportions giving a neutral response.

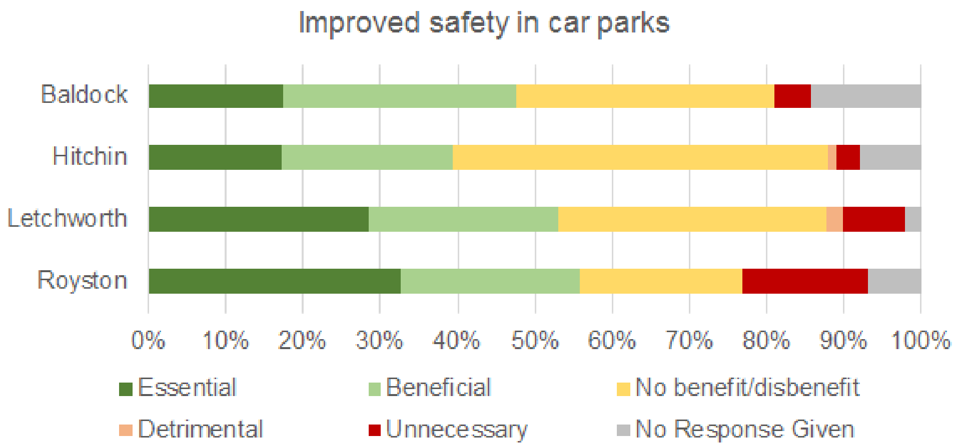
When asked about pay-on-exit and new payment technologies, the lowest support is observed in Baldock (less than 10% support in both case). Between 20-35% of respondents in the other three towns are favourable, with similar proportions either neutral or stating that these changes are unnecessary.

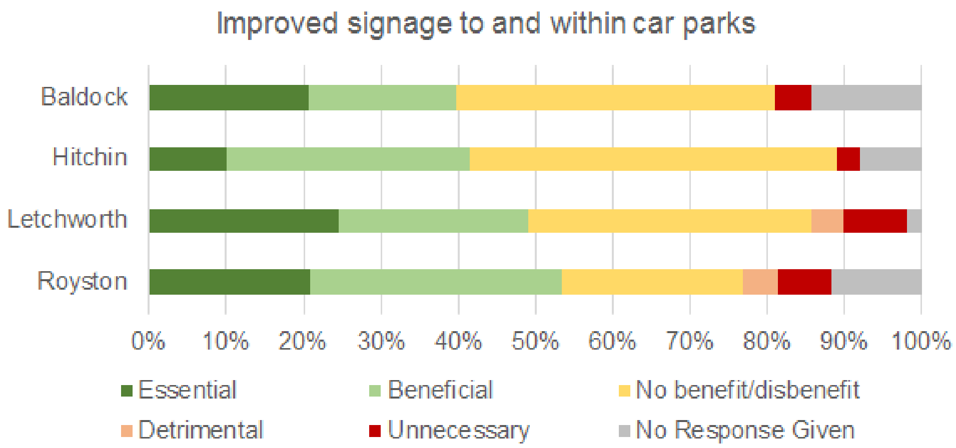
FIGURE 29 Q13. USER ATTITUDES TOWARDS PARKING IMPROVEMENTS

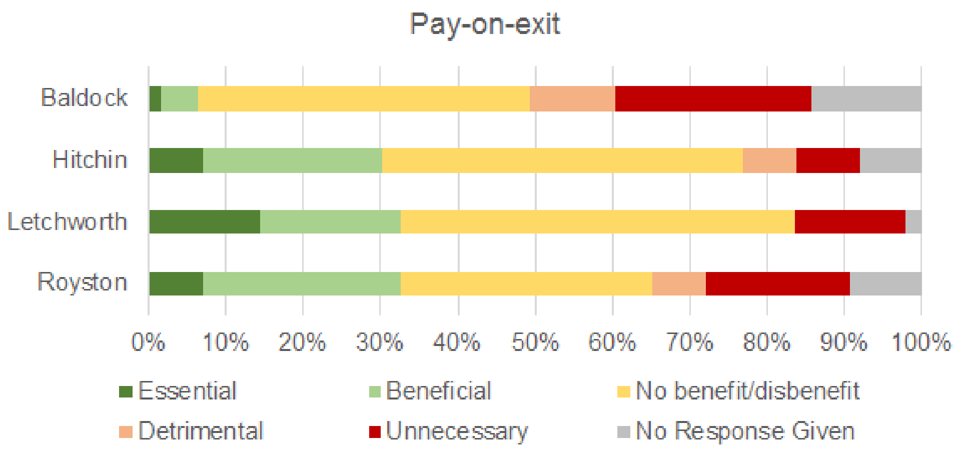
The Council regularly reviews options for improving how car parking is provided and managed in town centres. How valuable do you feel the following measures would be?

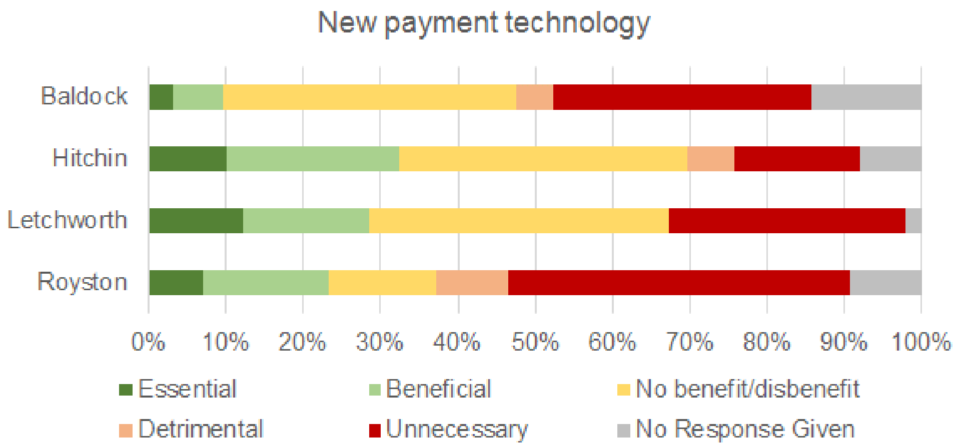





Improved safety in car parks
Baldock
Hitchin
Letchworth
Royston
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Essential
Beneficial
No benefit/disbenefit
Detrimental
Unnecessary
No Response Given


Improved signage to and within car parks
Baldock
Hitchin
Letchworth
Royston
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Essential
Beneficial
No benefit/disbenefit
Detrimental
Unnecessary
No Response Given


Pay-on-exit
Baldock
Hitchin
Letchworth
Royston
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%
Essential
Beneficial
No benefit/disbenefit
Detrimental
Unnecessary
No Response Given



Users were also asked "Are there any other measures you feel would be valuable?". The largest number of responses are calls for cheaper parking, in some cases specifying either free short-stay parking or lower prices for employee parking in town centres.

Attitudes towards tariff options

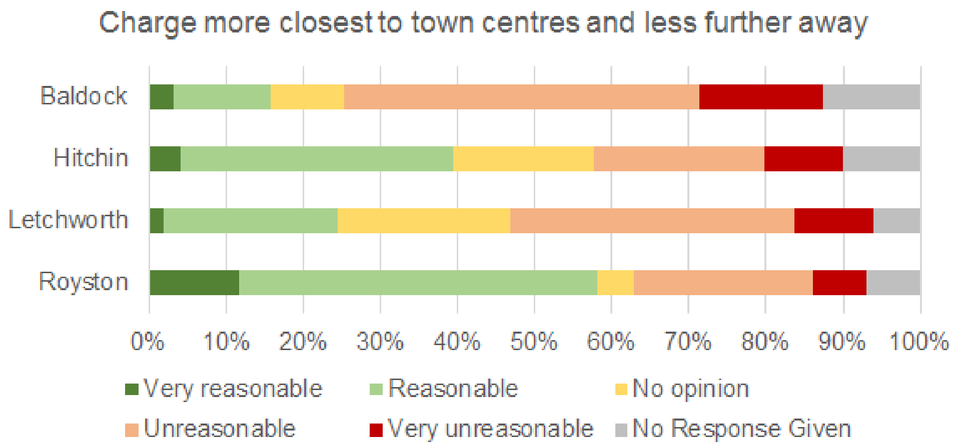
Respondents were asked about their attitudes towards tariff changes. Overall respondents tended to state that tariff increases were unreasonable. For example, increases in line with inflation were judged unreasonable or very unreasonable by a larger proportion of respondents than those who stated this would be reasonable or very reasonable.

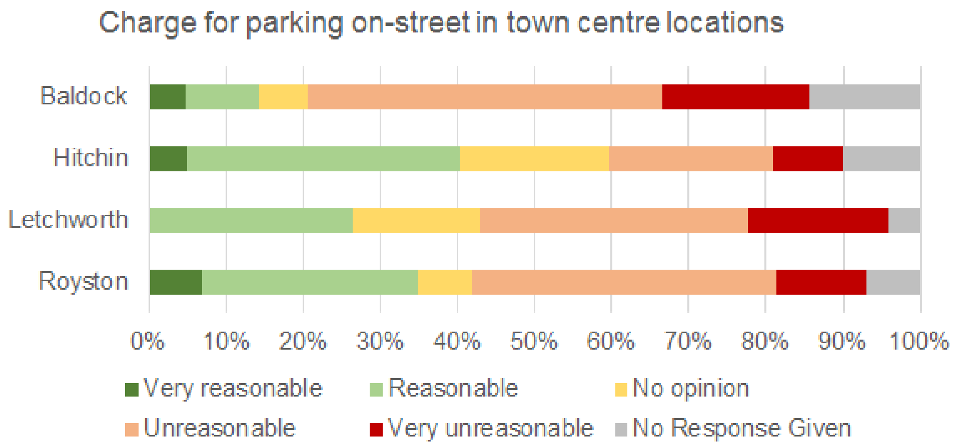
The principle of varying charges by proximity to the town centre is supported by a larger proportion than rejected in Royston and Hitchin. In Hitchin, this even stretches to net support for on-street parking charges in the town centre.

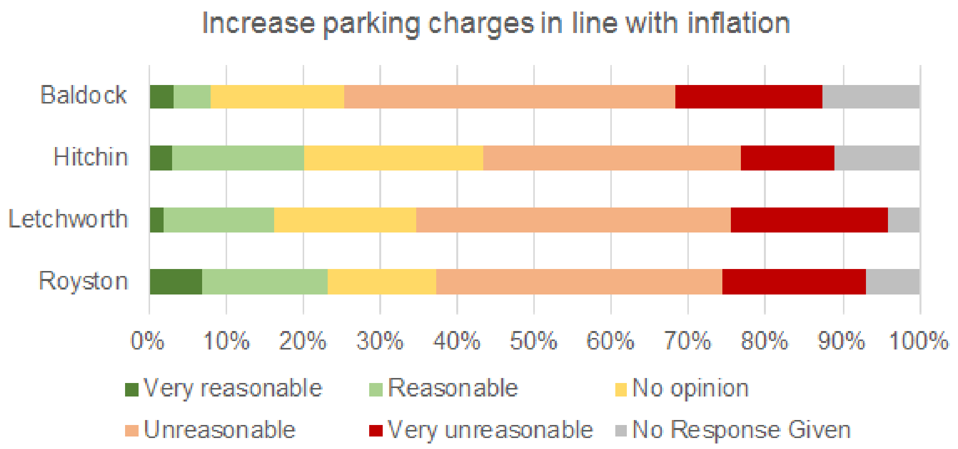
The principle of varying charges by time of day is opposed to a much greater extent than variation by proximity to the town centre. In all towns except there was a very clear majority who found this principle unreasonable or very unreasonable. When asked specifically about charging for parking in the (currently uncharged) evening or Sunday periods, there is a clear majority who state that they do not find this reasonable.

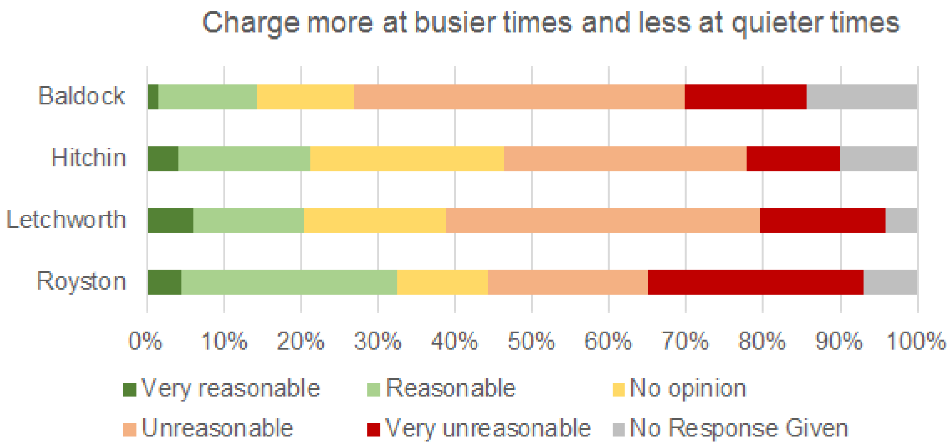
FIGURE 30 Q15. USER ATTITUDES TOWARDS TARIFF OPTIONS

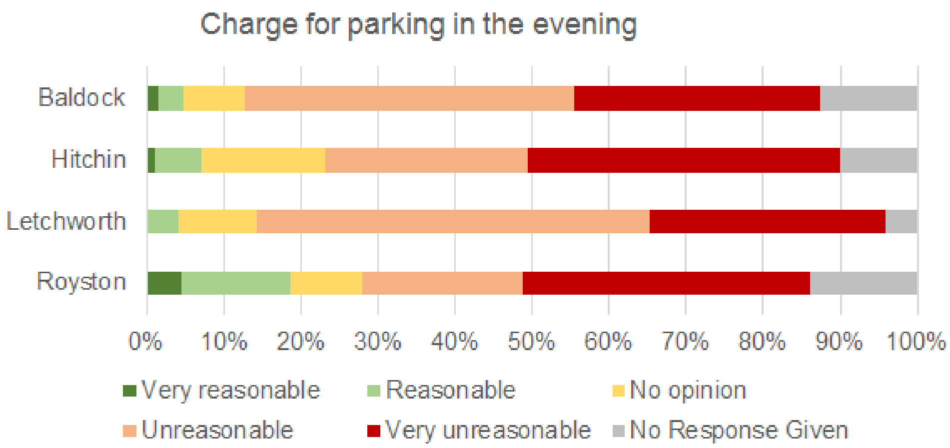
The Council regularly reviews its policy on charges for parking in town centres. Please state how reasonable you find the following suggestions?

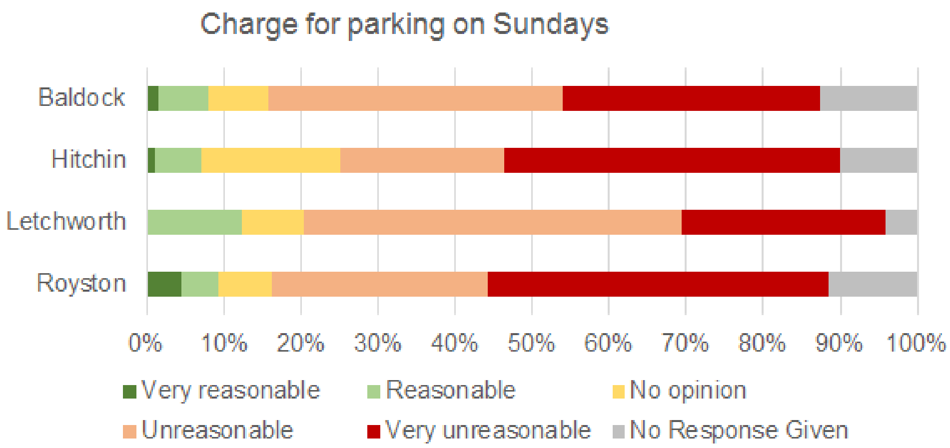








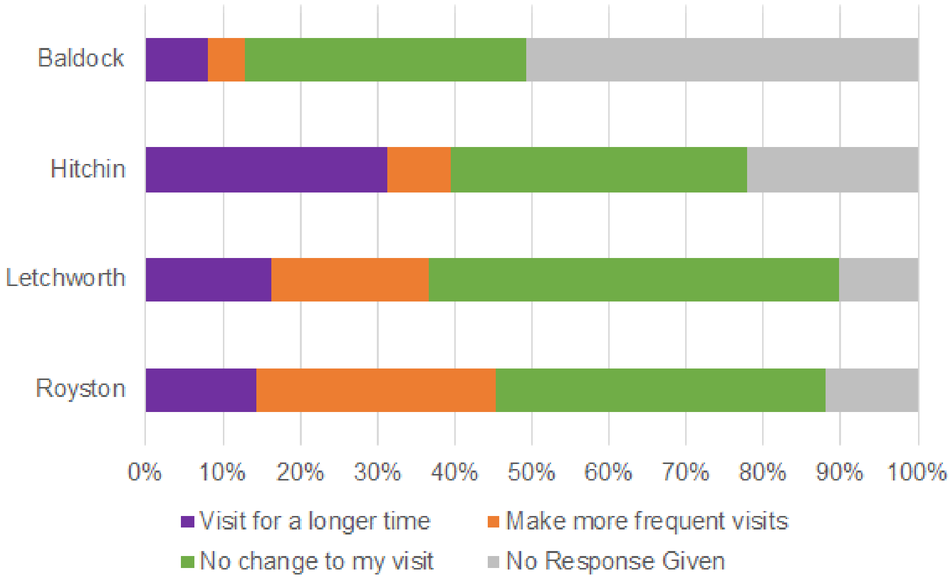




Potential user response to tariff changes

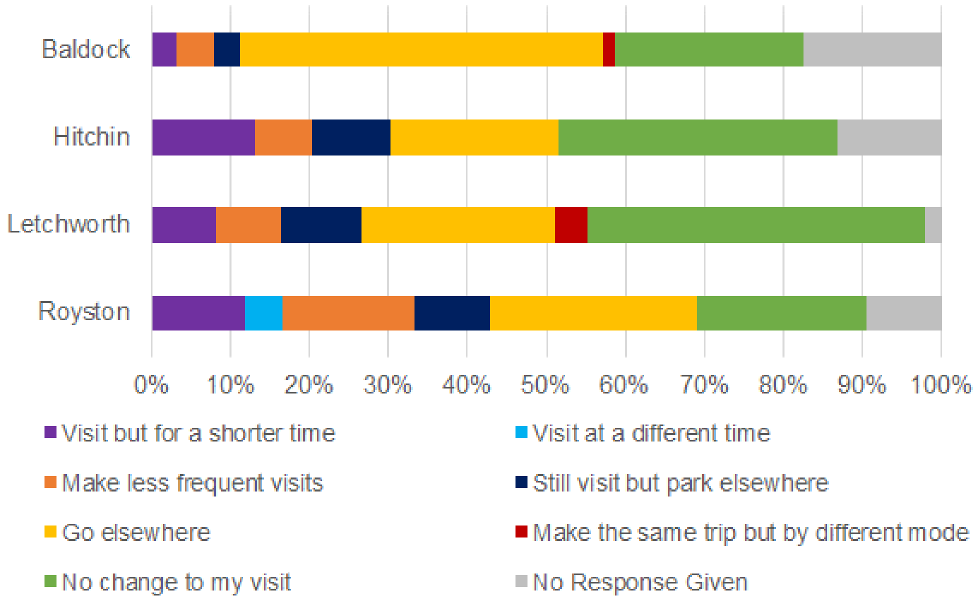
Car users were asked how they would react to a decrease in parking charges. In Hitchin, Letchworth and Royston, around 40% of users stated that they would either visit for a longer time or more frequently. In Baldock the response rate was low since most users had not paid to park there, and less than 15% of users said that this would affect their behaviour.

FIGURE 31 Q16. IF YOU HAD BEEN ABLE TO PAY £1 LESS TO PARK ON YOUR VISIT TODAY WOULD YOU BE LIKELY TO?



Subsequently, car users were asked how they would react to an increase in parking charges. The majority of respondents in all of the town centres said this would affect their behaviour. The most common change in behaviour stated by respondents was that they would go elsewhere, especially in Baldock where many did not pay to park. Hitchin, Letchworth and Royston respondents are more likely to state that they would alter the duration of their visit in response to changes in tariff, or to alter the frequency of their visits. Across these three towns, there are around 10% of users stated that they would visit and park elsewhere, while only tiny proportion stated that they would change their mode of travel.

FIGURE 32 Q17. IF YOU HAD TO PAY £1 MORE TO PARK ON YOUR VISIT TODAY WOULD YOU BE LIKELY TO?



At the end of the questionnaire, all respondents were asked if they had any other comments on parking or improvements they would like to see. As well as general comments on the availability and price of parking, the responses highlighted several local issues.

TABLE 41 DO YOU HAVE ANY OTHER COMMENTS ON PARKING AND IMPROVEMENTS YOU WOULD LIKE TO SEE?

Theme		Baldock	Hitchin	Letchworth GC	Royston	Total
General positive statements		25	22	2	1	49
Price of parking	General calls for cheaper parking	4	17	2	7	29
	Free short-stay parking	5	3	1	-	9
	Should charge for on-street parking	2	-	-	-	2
	Charges should be standardised	-	-	2	-	2
Amount of parking	General calls for more parking	4	16	2	4	24
	More commuter parking	3	1	-	-	4
	Residents unable to park	3	1	-	-	4
	Difficulty for workers to park	2	1	-	-	3
	Short-stay provision ok	2	-	1	-	3
	More disabled parking	2	11	-	1	13
	Lessen on-street restrictions	5	3	-	-	8
	Issues on market days	3	-	-	-	3
Other transport-related	Public transport comments	3	1	1	-	5
	Cycle infrastructure comments	-	6	1	-	7
	Issues with volume or speed of traffic	2	7	-	-	9
	Comments about street lighting	-	1	-	2	3

Other parking issues	Quality issues with multi-storey	-	2	-	-	2
	Enforcement-related issues	-	4	1	-	5
	Angle of on-street bays	12	-	-	-	12
	Improve signage	-	2	2	-	4
	Improve real-time information	-	2	-	-	2
	Pay on exit	-	1	-	-	1

APPENDIX I:
ANALYSIS OF CAR PARK SALES DATA

Data preparation

Raw transaction data from the NHDC-operated car parks was downloaded directly from the Parkfolio management system for the period covering 1st August 2014 to 31st August 2016. This data was imported into an MS Access database where it could be aggregated into outputs for this study.

The data includes the following information:

- Date and time stamp of transaction – lookup tables for day type and months have been added to the MS Access database
- Duration of paid parking – lookup tables for parking price bands have been added to the MS Access database
- Location – each transaction is allocated to the payment terminal, the car park and the town in which it is located
- Amount of the transaction in £s

The transaction data has been aggregated into the following outputs:

- Number of transactions and sum of revenue by duration by car park by month
- Number of transactions and sum of revenue by day of the week by car park by month (normalised to average per month)
- Number of transactions by time of the day and day of the week by month

Measuring elasticity

Previous changes in the tariff structure were implemented during the period for which data is available, notably the changes introduced in January 2015. The short term user response to previous changes in tariffs can be examined to estimate how users may be expected to future changes in tariffs.

In order to measure this response it is necessary time periods before and after the change that are 'neutral' (i.e. not affected by holidays etc) and leaving a sufficient time after the change for 'bedding in' of the impacts. For the tariff changes in January 2015, a comparison of the period from September to November in 2014 with the equivalent period in 2015 meets this criterion.

For the purpose of a like-for-like comparison, the 2014 tariffs are converted to 2015 prices using the DfT's GDP deflator, which includes the effects of inflation and GDP growth to represent the perceived value of monetary inputs in different years.

Demand elasticity is a measure of the change in demand for a good or service in response to a change in its price. The elasticity ratio gives the percentage change in quantity demanded in response to a percentage change in price.

Changes in the tariff structure can also lead to **switching between price bands**. These impacts can be expressed using the change in the proportion of sales by price band before and after the change. Typically, these impacts are calculated separately for short-stay and long-stay car parks. Yet in the case of the NHDC car parks, the significant proportion of short-stay use in long-stay car parks means that these effects should observed across all car parks in each town.

Revenue elasticity is a measure of the change in revenue derived from a good or services in response to a change in its price. The elasticity ratio gives the percentage change in revenue predicted in response to a percentage change in price.

Baldock

In January 2015, the 3hr tariff at the Twitchell car park in Baldock was increased from 50p to £1, and the long-stay tariff from £1 to £1.50. Long-stay demand is clearly more elastic, and there may simply be willing to walk further from the ample parking available in Tesco adjacent to the town centre. Short-stay parking demand is comparably inelastic.

TABLE 42 BALDOCK – ESTIMATED DEMAND AND REVENUE ELASTICITY

Price band	Shift in price bands		Demand elasticity	Revenue elasticity
	Sep-Nov 2014	Sep-Nov 2015		
Up to 3 hours	20%	23%	-0.03	0.45
Over 3 hours	80%	77%	-0.37	-0.02
Total (weighted)			**-0.29**	**0.08**
Total (demand weighting using 2014 price bands)			**-0.28**	**-**

The long-stay and short-stay demand elasticities are estimated at -0.37 and -0.03 respectively.

Hitchin

In January 2015, the short-stay tariff bands were increased from £1.20 to £2 (2 hours), from £2.50 to £3 (3 hours) and from £4 to £4.50 (4 hours). A flat 1 hour band was maintained across all long-stay and short-stay car parks. At Woodside and Bancroft, the long-stay tariff band (4 hours or more) was increased from £3.50 to £4.70, and the 2 and 3 hour bands harmonised at £2 and £2.50 respectively. To stimulate greater use of the Lairage multi-storey car park, a special tariff structure was introduced with £1 for up to 2 hours, £2 for 3 hours and a reduced rate of £4.20 for long-stay parking.

The period analysed is characterised by strong growth in parking transactions overall, resulting in a positive demand elasticity since overall demand increased after the prices were increased. Yet clear patterns can be determined from looking at the individual price bands.

Long-stay parking is by far the most elastic with a demand elasticity ratio of -0.94. By contrast, demand for 3- and 4-hour parking remained reasonably strong, with some shifting of longer stay parking to these bands.

While the headline result for the 2-hour price band appears relatively inelastic, this masks two effects. At the majority of car parks the result of maintaining the £1 for the first hour policy was significant switching from 2-hour to 1-hour parking (demand elasticities around -0.10 to -0.30). Conversely, the special 2-hour offer at the Lairage produced a switch from 1-hour parking and additional demand.

The largest shift overall was the increase in 1-hour parking, resulting in the high positive elasticity for this price band.

TABLE 43 HITCHIN – ESTIMATED DEMAND AND REVENUE ELASTICITY

Price band	Shift in price bands		Demand elasticity	Revenue elasticity
	Sep-Nov 2014	Sep-Nov 2015		
1 hr	36%	40%	22.74	27.37
2 hr	38%	36%	-0.02	0.44
3 hr	15%	15%	0.09	1.14
4 hr (short-stay)	2%	2%	1.03	1.91
4-24 hr (long-stay)	8%	6%	-0.94	-0.33
Total (weighted)			**0.14**	**0.76**
Total (demand weighting using 2014 price bands)			**0.11**	**-**

The long-stay demand elasticity is estimated at -0.94. The positive short-stay demand elasticity estimate results from the increase in demand experienced between 2014 and 2015. Looking forward, while it would appear that short demand is relatively inelastic, continued growth in town centre visits will depend on a range of external factors. For the purpose of estimating responses to price changes, a short-stay demand elasticity of -0.10 is therefore is assumed, and a greater -0.35 short term elasticity for the new introduction of new charging structures (e.g. evening or Sunday charging).

Knebworth

In January 2015, the only tariff change in the St Martin's Road car park was an increase in the 2-hour price band from £1 to £1.20. The remaining tariffs did not change (£0.20 for 30 minutes, £0.50 for 1 hour, £2 for 3 hours and £4 for 4 hours). The result was a shift to the adjacent price bands, resulting in high elasticities for individual time bands. In practice, however, the overall demand elasticity was inelastic.

TABLE 44 KNEBWORTH – ESTIMATED DEMAND AND REVENUE ELASTICITY

Price band	Shift in price bands		Demand elasticity	Revenue elasticity
	Sep-Nov 2014	Sep-Nov 2015		
30 minutes	58%	57%	0.96	0.86
1 hr	21%	25%	-14.73	-33.39
2 hr	15%	11%	-1.69	-0.69
3 hr	4%	5%	-3.63	-21.07
4 hr	1%	3%	-99.87	-128.26
Total (weighted)			**-0.01**	**2.38**
Total (demand weighting using 2014 price bands)			**0.00**	**-**

The short-stay demand elasticity is estimated at 0.00.

Letchworth

In January 2015, the short-stay tariff bands in the multi-storey car park and Hillshot were increased from 50p to 60p (1 hour), from £1 to £1.20 (2 hours), and from £1.50/£2 to £2.30 (3 hours). In the Town Hall car park, the 1 hour band was maintained at £1, the 2-hour band increased from £1.50 to £1.70, and the 3-hour band from £2.50 to £3. The 4-hour band was raised to £4.20 and £4.70 in the multi-storey and the Town Hall car parks respectively. The long-stay price band was increased from £3.50 to £4.70 in both the Hillshot and multi-storey car parks.

The number of parking transactions in the NHDC-operated car parks fell in this period, with the greatest reductions in the 2-hour price band and long-stay parking.

Long-stay parking appears to be elastic with a demand elasticity ratio of -0.65.

The highest short-stay elasticity was observed for the 2-hour price band, which appears to be partially a result of price band switching. Yet the number of transactions in all of the price bands fell, which points to comparatively elastic short-stay demand. This may reflect the availability of alternative short-stay parking opportunities nearby.

TABLE 45 LETCHWORTH - ESTIMATED DEMAND AND REVENUE ELASTICITY

Price band	Shift in price bands		Demand elasticity	Revenue elasticity
	Sep-Nov 2014	Sep-Nov 2015		
1 hr	44%	47%	-0.41	2.16
2 hr	36%	33%	-1.03	0.03
3 hr	10%	11%	-0.07	0.95
4 hr (short-stay)	2%	2%	-0.39	0.53
4-24 hr (long-stay)	8%	7%	-0.65	0.03
Total (weighted)			**-0.60**	**0.47**
Total (demand weighting using 2014 price bands)			**-0.35**	-
Total (demand weighting using 2014 price bands, short-stay only)			**-0.62**	-

The long-stay and short-stay demand elasticities are estimated at -0.65 and -0.62 respectively.

Royston

In January 2015, there were selective tariff band changes in Royston. These changes vary between car parks and are summarised in **Table 46**.

TABLE 46 ROYSTON – JANUARY 2015 TARIFF BAND CHANGES

Car park	1 hour		2 hours		3 hours		> 3 hours	
	2014	**2015**	**2014**	**2015**	**2014**	**2015**	**2014**	**2015**
Angel pavement	50p	50p	50p	£1	£3	£3.50	£6	£7
Market Place	50p	50p	£1	£1.20	£3	£3.50	£6	£7
Princes Mews	50p	50p	£1	£1.20	£4	£4.70	£6	£7
Priory Gardens	50p	50p	£1	£1	£3	£3.50	£6	£7
Town Hall	50p	50p	£1	90p	£1.50	£1.50	£2.50	£3.20
The Warren	50p	50p	£1	£1.20	£1.50	£1.70	£2.50	£3.60

The 1-hour price band was maintained at 50p throughout. The other short-stay tariff bands were selectively increased, with a particularly high 3-hour band in Princes Mews to increase car park turnover.

The long-stay tariffs at the two long-stay car parks – Town Hall and the Warren - were increased from £2.50 to £3.20 and £3.60 respectively. Yet the short-stay tariff bands at these car parks were changed only slightly to offer 3-hour parking at a lower price than the short-stay car parks.

The number of parking transactions in the car parks fell in this period, with the greatest reductions in the 2-hour price band and long-stay parking.

Long-stay parking appears to be relatively elastic with a demand elasticity ratio of -0.52.

At the majority of car parks the result of maintaining the 50p for the first hour policy was significant switching from 2-hour to 1-hour parking (2-hour demand elasticities ranging from around -0.2 to -1.1). Demand for 3-hr parking appears to be relatively inelastic, although this appears to include some switching of long-stay parking to the 3-hour tariff band.

TABLE 47 ROYSTON - ESTIMATED DEMAND AND REVENUE ELASTICITY

Price band	Shift in price bands		Demand elasticity	Revenue elasticity
	Sep-Nov 2014	Sep-Nov 2015		
1 hr	49%	53%	0.89	-4.55
2 hr	35%	31%	-1.04	-0.19
3 hr	4%	5%	0.61	1.89
4-24 hr (long-stay)	11%	10%	-0.52	0.03
Total (weighted)			**-0.68**	**0.17**
Total (demand weighting using 2014 price bands)			**-0.20**	**-**
Total (demand weighting using 2014 price bands, short-stay only)			**-0.52**	**-**

The long-stay and short-stay demand elasticities are estimated at -0.52 and -0.52 respectively.

In March 2016, the first hour of parking in Angel Pavement became free. Since users still need to display a ticket, the impact on demand can be monitored through the transactions data. A comparison of the months June-July-August 2015 with the equivalent months in 2016 indicates that there has been a 55% decrease in 2-hour transactions, with an equivalent increase in 1-hour transactions. There is no evidence of a net increase in demand for short-stay demand at this car park.

APPENDIX J:
BENCHMARKING

	Car Parking Spaces	Opening Hours			Charges			Restrictions / Regulation	
	Total Spaces	Days	Hours	Closed Days?	Charges Apply?	Charges (£)	No Charge Days?	Signed as Long/ Medium/ Short Stay?	Maximum Stay
St Albans									
The Maltings Shopping Centre	800	Monday to Sunday	07:00-24:00	None	7am - 12am Monday to Sunday	1 hour £1.40 2 hours £2.40 3 hours £3.20 6 hours £5.50 Over 6 hours £11.00 Sundays and Bank holidays £1.00 all day	None	Short Stay	No information
Christopher Place	180	Monday to Sunday	06:00-24:00	None	06:00-24:00 Monday to Sunday	Up to 1 hour £2.00 Up to 2 hours £3.00 Up to 3 hours £4.00 Up to 6 hours £8.00 Up to 24 hours £21.00 Sundays and Bank Holidays park all day for only £1.00	None	Long Stay	24 hours
Bricket Road North	27	Monday to Sunday	24 hours	None	07:30am and 18:30pm Monday to Sunday	2 hours £2.90 2 to 24 hours £5.10 Night rate 1830-0730 Free Sunday £1.00 1 week pass £30.70 Premier season ticket £1,150.00	Bank holidays	Long Stay	24 hours
Drovers Way	351	Monday to Sunday	24 hours	None	07:30am and 18:30pm Monday to Sunday	30 minutes £0.60 1 hour £1.20 1 to 2 hours £2.70 2 to 3 hours £3.10 3 to 4 hours £4.10 4 to 6 hours £5.10 6 to 24 hours £10.20 Night rate 1830-0730 Free 1 week pass £30.70 Sunday £1.00 Bank holiday Free Premier season ticket £1,150.00	Bank holidays	Long Stay	24 hours
Luton									
Vicarage Street	218	Monday to Sunday	24 hours	None	Monday to Friday 8:00am - 6:00pm	Monday to Friday: Up to 1 hour £1.00 Up to 2 hours £1.50 Up to 3 hours £2.00 Up to 4 hours £2.40 Up to 5 hours £3.50 Up to 10 hours £7.00 Sundays and Bank Holidays park all day for only £1.00 Saturday: 10 hours -£2.40	None	Long Stay	7 days
The Mall	1620	Monday to Sunday	6:00am - 10:00pm	None	Monday to Sunday 6:00am-10:00pm	0-2 hours £1.50 2-3 hours £2.00 3-4 hours £3.00 4-5 hours £4.00 Over 5 hours £8.00 Thursday after 5pm FREE for late night shopping Sundays and Bank Holidays Up to 3 Hours - £1, Over 3 Hours - normal tariff applies	None	Not Signed	No Information
Hitchin Road	85	Monday to Sunday	24 hours	None	Monday to Sunday 8:00am - 6:00pm	2 Hours - £1.00 4 Hours - £1.60 10 Hours - £4.80 1 Week - £20.00 1 Day Monday to Friday, 8:00am - 6:00pm - £4.80	None	Long Stay	7 days
Flowers Way	170	Monday to Sunday	24 hours	None	Monday - Sunday all day	1 Hour - £1.00 2 Hours - £2.00 3 Hours - £3.00 4 Hours - £4.00 8 Hours - £7.00 12 Hours - £8.00	None	Not Signed	12 hours
Bute Street	595	Monday to Sunday	24 hours	None	Monday - Sunday 8:00am - 6:00pm	Monday - Friday 1 hour - 90p 2 hours - £1.30 3 hours - £1.80 4 hours - £2.70 5 hours - £3.80 Saturday - 10 hours - £2.40 Sunday and Bank holiday - 10 hours - £1.20	None	Short Stay	5 Hours

	Car Parking Spaces	Opening Hours			Charges			Restrictions / Regulation	
	Total Spaces	Days	Hours	Closed Days?	Charges Apply?	Charges (£)	No Charge Days?	Signed as Long/ Medium/ Short Stay?	Maximum Stay
Bishop Stortford									
Jackson Square	708	Monday to Sunday	6:30am - 12:00pm	None	6:30am - 6:30pm Monday - Saturday	1 hour - 80p 2 hours - £1.50 3 hours - £2.20 4 hours - £2.90 5 hours - £3.60	Sundays and Bank Holidays	Short Stay	5 hours
The Causeway	214	Monday to Sunday	24 hours	None	7:30am - 6:30pm Monday - Saturday	**07:30 - 16:00** First half hour - FREE 90 minutes - £0.80 3 hours - £2.00 5 hours - £3.60 **16:00 - 18:30** First half hour - FREE Over half hour - £1.00	Sundays and Bank Holidays	Short Stay	5 hours
Apton Road	86	Monday to Sunday	24 hours	None	7:30am - 6:30pm Monday - Saturday	**07:30 - 16:00** First half hour - FREE 90 minutes - £0.80 3 hours - £2.00 5 hours - £3.60 All day - £4.40 **16:00 - 18:30** First half hour - FREE Over half hour - £1.00	Sundays and Bank Holidays	Short and Long Stay	No infomration
Elm road	47	Monday to Sunday	24 hours	None	7:30am - 6:30pm Monday - Saturday	**From 07:30 to 16:00** First half hour - FREE 5 hours - £2.00 All day - £3.00 **From 16:00 to 18:30** First half hour - FREE Over half hour £1.00	Sundays and Bank Holidays	Long Stay	No infomration
Welwyn Garden City									
Hunters Bridge	368	Monday to Sunday	24 hours	None	24 hours - Monday to Sunday	Mon-Sat 0-2hrs £1.50 2-3hrs £2.50 3-4hrs £3.50 Daily charge £5.00 All day Sunday £1.00 Daily charge starts at midnight	None	Short Stay	24 hours
Campus East Lower	342	Monday to Sunday	24 hours	None	24 hours - Monday to Sunday	daily charges - Mon-Fri Before 11am £5.00 After 11am £3.00 Saturday £3.00 All day Sunday £1.00	None	Long stay	24 hours
Campus West	310	Monday to Sunday	Mon-Sat, 5am-7pm Sun 10am-5.30pm	None	Mon-Sat, 5am-7pm Sun 10am-5.30pm	Mon-Sat 0-20mins free 0-2hrs £1.50 2-3hrs £2.50 3-4hrs £3.50 5hrs+ £5.00 Sunday 0-20mins free All day £1.00	None	Short Stay	24 hours
Stevenage									
Marshgate (C), Westgate Multi-storey (E) and The Forum (K)	Marshgate - 156 Westgate Multi-Storey - 380 The Forum - 326	Monday to Sunday	24 hours	None	24 hours - Monday to Sunday	Monday to Saturday 7am - 7pm Up to 1 hour £1.60 Up to 2 hours £2.10 Up to 3 hours £3.00 Up to 5 hours £3.00 Over 5 hours £7.00 Monday to Saturday 7pm - 7am, Sundays and all other times £1.70	None	Short Stay	24 hours
St George's Way Multi-storey (B)	1023	Monday to Sunday	24 hours	None	24 hours - Monday to Sunday	Monday to Saturday 6am - 7pm Up to 1 hour £1.60 Up to 2 hours £2.10 Up to 3 hours £3.00 Up to 5 hours £3.00 Over 5 hours £4.20 Monday to Saturday 7pm - 6am, all day Sunday £1.70	None	Short Stay	24 hours
Southgate (A)	211	Monday to Sunday	24 hours	None	24 hours - Monday to Sunday	Monday to Saturday 6am - 7pm (Incl) £4.20 Monday to Saturday 7pm - 6am £1.70 Sunday £1.70	None	Long Stay	24 hours
Swingate (F), Swingate East (J), Daneshill (G), Danesgate (H), Leisure Centre (P)	Swingate - 95 spaces Swingate East - 89 Spaces Daneshill - 74 spaces Danesgate - 76 spaces Leisure Centre - 90 spaces	Monday to Sunday	24 hours	None	24 hours - Monday to Sunday	Monday to Friday before 6am to 8.30am £7.00 Monday to Friday 8.30am - 6pm £4.20 Saturday 6am - 6pm £4.20 Monday to Friday 6pm - 6am £1.70 Sunday - all day £1.70	None	Long Stay	24 hours

	Car Parking Spaces	Opening Hours			Charges			Restrictions / Regulation	
	Total Spaces	Days	Hours	Closed Days?	Charges Apply?	Charges (£)	No Charge Days?	Signed as Long/ Medium/ Short Stay?	Maximum Stay
Buntingford									
Bowling Green Lane Pay and Display Car Park	104	Monday to Sunday	24 hours	None	Car park tariffs: Monday - Friday 09:00 - 15:00 (free parking on Saturday and Sunday)	**Short stay** 1hr £0.00 2hrs £0.00 3hrs £0.00 **Long stay** All day £2.00	free parking on Saturday and Sunday	Short and Long Stay	No Information
Biggleswade									
Biggleswade A1 Shopping Park	871	Monday to Sunday	24 hours	None	No Charges apply	No Charges apply	All	Not Signed	No maximum stay restrictions
Sawbridgeworth									
Bell Street Car Park	96	Monday to Sunday	24 hours	None	Car park tariffs: Monday - Friday 07:30 - 18:30 (free parking on Saturday and Sunday)	1 hour £0.00 (free) NB a ticket MUST still be taken from the ticket machine and be displayed 2 hours £0.50 3 hours £1.00 4 hours £1.50 5 hours £2.00 All day £3.50	free parking on Saturday and Sunday	Not Signed	No Information

	Car Parking Spaces	Opening Hours			Charges			Restrictions / Regulation	
	Total Spaces	Days	Hours	Closed Days?	Charges Apply?	Charges (£)	No Charge Days?	Signed as Long/ Medium/ Short Stay?	Maximum Stay
Cambridge City Centre									
Grafton East Car Park and Grafton West Car Park	East - 874 West - 280	Monday to Sunday	24 hours	None	Monday to Sunday - 24 hours	**Monday to Friday 7am-5pm** Up to 1 hour - £2.10 Up to 2 hours - £3.60 Up to 3 hours - £5.60 Up to 4 hours £9.20 Up to 5 hours £17 Over 5 hours - £24 **Saturday 9am-5pm** Up to 1 hour - £2.30 Up to 2 hours - £4.40 Up to 3 hours - £6.20 Up to 4 hours £10.50 Up to 5 hours £18 Over 5 hours - £24 **Sunday 10am-5pm** Up to 1 hour - £2 Up to 2 hours - £4 Up to 3 hours - £6 Up to 4 hours £8 Up to 5 hours £10 Over 5 hours - £2 per hour **Evenings and Overnight from 5pm** Up to 1 hour - 80p Up to 2 hours - £1.60 Up to 3 hours - £2.40 Up to 4 hours £3.20 Up to 5 hours £4 Over 5 hours - 80 per hour	None	Short Stay	No information
Grand Arcade Car Park	953	Monday to Sunday	24 hours	None	Monday to Sunday - 24 hours	**Monday to Friday 7am-5pm** Up to 1 hour - £2.30 Up to 2 hours - £4.60 Up to 3 hours - £6.90 Up to 4 hours £10.20 Up to 5 hours £19.50 Over 5 hours - £25 **Saturday 9am-5pm** Up to 1 hour - £2.60 Up to 2 hours - £5.10 Up to 3 hours - £7.60 Up to 4 hours £11.70 Up to 5 hours £20.50 Over 5 hours - £26 **Sunday 10am-5pm** Up to 1 hour - £2 Up to 2 hours - £4 Up to 3 hours - £6 Up to 4 hours £8 Up to 5 hours £10 Over 5 hours - £2 per hour **Evenings and Overnight from 5pm** Up to 1 hour - £1.20 Up to 2 hours - £2.40 Up to 3 hours - £3.60 Up to 4 hours £4.80 Up to 5 hours £6 Over 5 hours - £1.20 per hour	None	Short Stay	No information
Queen Anne Terrace Car Park	570	Monday to Sunday	24 hours	None	Monday to Sunday - 24 hours	**Monday to Friday 7am-5pm** Up to 1 hour - £1.50 Up to 2 hours - £3 Up to 3 hours - £3.20 Up to 4 hours £5 Up to 5 hours £6.60 Over 6 hours - £13.30 **Saturday 9am-5pm** Up to 1 hour - £1.50 Up to 2 hours - £3 Up to 3 hours - £3.20 Up to 4 hours £5 Up to 5 hours £6.60 Over 6 hours - £13.30 **Sunday 10am-5pm** Up to 1 hour - £1.20 Up to 2 hours - £2.40 Up to 3 hours - £3.60 Up to 4 hours £4.80 Up to 5 hours £6 Over 5 hours - £1.20 per hour **Evenings and Overnight from 5pm** Up to 1 hour - £80p Up to 2 hours - £1.60 Up to 3 hours - £2.40 Up to 4 hours £3.20 Up to 5 hours £4 Over 6 hours - 80p per hour	None	Short and Long Stay	No information
Adam and Eve Car Park	40	Monday to Sunday	24 hours	None	Monday to Friday 8am-7pm Saturday 9am-7pm Sunday 10am - 5pm	**Monday to Friday 8am-5pm, Saturday 9am-7pm, Sunday 10am-5pm** Up to 20 mins - 70p Up to 40 mins - £1.40 Up to 1 hour - £2.10 Up to 1 hour 20 - £2.80 Up to 1 hour 40 - £3.50 Up to 2 hours - £4.20	Evenings	Short stay	2 hours