

Appendix B

Changes to RPZ Criteria			East Herts Formal Review of Recommendation, Decision, and Practical Application	
1	<p>Use additional metrics in the review of new RPZs, such as:</p> <ul style="list-style-type: none"> · Impact of vehicle emissions on air quality. Prioritise Air Quality Management Areas. · Number of schools in the area · Number of accidents in the area or emergency services concerns · Proximity to transport hubs and cycling infrastructure · Proximity to town centres/shopping hubs and public car parks · Parking displacement from nearby RPZs 	<p>The incorporation of these metrics and others ensures East Herts takes a holistic approach to reviewing the need for new RPZs. It allows the Council to consider its wider and more long-term objectives, including those centred around the environment, health, and safety, while also addressing parking pressure and congestion concerns.</p>	<p>Short-term</p>	<p>Agreed. These factors will be considered when new RPZ six monthly reviews are undertaken</p>
		<p>Aim: Sustainability, Community Well-being</p>		
2	<p>Remove the following sentence in the Guidance: <i>The kerb space occupied by non-residents should be greater than 40% at times when parking problems caused by non-residents occur (survey required).</i></p>	<p>This change allows the Council to consider a wider range of factors contributing to parking issues, such as residents owning multiple vehicles, which can exacerbate congestion. By focusing on the broader impacts of parking demand rather than narrowly defined thresholds, the Council can implement more effective solutions that discourage excessive vehicle ownership. A map of areas with high rates of multiple car ownership is in Section 4 below.</p>	<p>Short-term</p>	<p>Agreed. Report prepared for Council requesting changes to Operational Guidance in regard to reducing the current 40% threshold to 10%. Overview & Scrutiny Committee (16.09.2025) were supportive of this recommendation</p>
		<p>Aim: Sustainability, Community Well-being</p>		
3	<p>Create digital map of existing RPZs</p>	<p>This will help support the upcoming government requirement for digital traffic orders by mid-2025 and can help East Herts better identify areas for extended or new RPZs.</p>	<p>Short-term</p>	<p>Not agreed. East Herts has no staff resource or suitable mapping system to complete</p>
		<p>Aim: Community well-being</p>		
Changes to Engagement Process				
4	<p>Review requirements for participation levels, with a recommendation to reduce the current response rate requirement. At present, the guidance requires that 51% of households must respond during the engagement process.</p>	<p>The current 51% threshold may delay action on critical issues like congestion, safety, and air pollution, especially in cases where residents are affected but less likely to participate in engagement. While the Council strives to engage all households and businesses in a proposed RPZ area, response rates often skew toward certain groups, leaving some voices underrepresented. Lowering the response requirement ensures that valuable projects can move forward while balancing resident input with broader community and environmental objectives. As an example, the London Borough of Barking and Dagenham apply a 33% response rate requirement.</p>	<p>Short-term</p>	<p>Not agreed in the context of retaining the current majority threshold for decision making in the interests of equitable outcome and democratic mandate</p>
		<p>Aim: Community well-being, sustainability</p>		
	<p>Consider removing or reducing the requirement that a majority be in favour of the scheme and take a broader approach that East Herts will consider criteria such as congestion, safety, air pollution along with resident and District Councillor feedback.</p>	<p>Removing the requirement for a majority of respondents to support a controlled parking scheme and adopting a broader approach would give the Council more flexibility in decision-making while ensuring a more holistic evaluation of community needs.</p>		<p>Not agreed in the context of retaining the current majority threshold for decision making in the interests of equitable outcome and democratic mandate</p>

5	As part of this, consider changing the standard engagement surveys used by the Council to utilise more open text questions to gather feedback rather than referendum-type questions on a proposed RPZ.	<p>Considering criteria such as safety, parking pressure, and air pollution, in combination with feedback allows the Council to address pressing issues that may have more long-term benefits. This approach prioritises road safety, eases congestion, and reduces environmental impacts, ultimately creating healthier, safer, and more accessible neighbourhoods for all.</p> <p>Modifying the survey format to reflect this approach will allow the Council to gather more detailed and comprehensive feedback on the concerns or questions residents may have with the introduction of an RPZ.</p> <p>Aim: Sustainability</p>	Medium-term	<p>Agreed. East Herts Parking Service will review the standard questions, and consider adding more open text questions to the questionnaire, working collaboratively with East Herts Communications Department</p>
Changes to Permit Fees				
6	Implement RPZ permit pricing that reflects vehicle emissions, offering lower fees for low-emission and electric vehicles to promote environmental sustainability.	<p>This aligns with one of the actions in the updated Parking Strategy as well as overarching objectives to encourage a transition to more sustainable vehicles.</p> <p>This action is likely to receive limited support. To manage this risk, it should be considered as a more long-term recommendation. It could be implemented first as a pilot, for example with Resident Permits only, and expanded to other permit types and car parks depending on the outcomes of the pilot. In addition, it is advisable to undergo a thorough engagement process that effectively communicates the action within the context of EHDC's ambitious climate and environmental goals.</p> <p>Other authorities with similar structures include Enfield Town Council and St Albans District Council.</p> <p>Aim: Sustainability</p>	Long-term	<p>Agreed. This will be carefully reviewed as an option when any new RPZs are implemented. There are practical considerations to be assessed by East Herts in terms of back office Permit IT system capability, to link permit and visitor voucher costs to exhaust emissions, and relevant interface with DVLA. There may be additional costs</p>
7	Introduce higher fees for the third permit. East Herts currently has the same price for the 2 nd and 3 rd permit.	<p>A higher fee for a third permit can discourage multiple car ownership and help maintain parking availability for all households in an area. Other local authorities have higher fees for third permits, including Stevenage, Braintree, Hertsmere, and St Albans. A third permit in St Albans is 81% higher than a second one on average. In some areas, a third vehicle is not permitted at all, including North Herts, Watford Borough, and Three Rivers County Council. More details on fees are in Section 4 below.</p> <p>Aim: Sustainability</p>	Long-term	<p>Not agreed: East Herts standard operating model is for a maximum of two permits. In one RPZ there is a maximum of one permit in operation. To offer three permits would be counter productive to East Herts aims of reducing reliance on cars and encouraging more sustainable forms of travel</p>
Changes to Terms and Conditions				
8	Introduce a £10 admin fee for refunding or replacing a permit	<p>An admin fee would help cover the cost to the Council for processing the refund or replacement. This ensures that administrative resources are not diverted from other essential services and promotes responsible use of permits by encouraging residents to take greater care with them.</p> <p>Other local authorities with an admin fee include Watford and Stevenage.</p> <p>Aim: Economic Prosperity</p>	Short-term	<p>Not agreed. Very low incidence of such issues arising. Customers self serve in respect of renewing and replacement of permits. The permit system operates on a virtual basis</p>
9	Remove limit on the number of visitor parking hours available for purchase. Current guidance states the quantity of visitor hours will be approximately 20% of the annual operating hours of RPZ.	<p>Removing limits on visitor parking accommodates the diverse needs of residents, such as those who rely on frequent visits from caregivers, contractors, or service providers, and helps to foster social connection.</p> <p>Aim: Community well-being</p>	Short-term	<p>Not agreed. The current model has worked well since 2005 with very few complaints in this respect</p>

10	Increase the price of visitor vouchers to better align with benchmarked local authorities.	Increasing the price of visitor vouchers helps to ensure fairness and that the price reflects the true value of the parking service. It encourages responsible use of the available parking, which can reduce congestion and encourage visitors to opt for alternative transport options, such as walking, cycling or public transportation. Please see the Benchmarking section below for visitor voucher prices across different local authorities.	Medium-term	<p>Not agreed. The cost of visitor vouchers is considered appropriate with price increases applied annually in line with inflation. East Herts residents receive good value in the context of other local authorities. The overall costs of operating RPZs is funded by residents through the sale of permits and vouchers, in accordance with the council's full cost recovery policy</p>
Aim: Sustainability				
Changes to Monitoring Process				
11	Update monitoring language to include parking surveys as part of the six-month review to monitor parking displacement and potential need to expand RPZ area.	A more robust monitoring process that includes parking surveys can help ensure that a new RPZ is having the intended impact on managing parking stress in the area. It can also help identify if there is parking displacement as a result of the RPZ, allowing the Council to review the need to expand or modify the scheme.	Medium-term	<p>Agreed. This will be implemented when new RPZ reviews are undertaken</p>
Aim: Community well-being				
Changes to Implementation				
12	Ensure RPZs are equipped with adequate EV charging facilities.	In alignment with East Herts updated Parking Strategy and broader climate goals, this recommendation can help encourage and support a transition to electric vehicles by expanding the EV charging network.	Medium/ Long term	<p>Agreed. This will be reviewed with East Herts Sustainability Department colleagues. East Herts is currently working with Herts County Council to deliver a programme installing on street EV infrastructure. RPZs will form part of that assessment</p>
Aim: Sustainability				