



**WATFORD
BOROUGH
COUNCIL**

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Enquiries to: Tom Hayward
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Scheme Reference: AS/Zone NA
Date: Monday 11 October 2021

Dear Sir/Madam,

Re: **CALLOWLAND ZONE NA PERMIT PARKING AREA - REVIEW OF OPERATIONAL HOURS**

You are receiving this letter as a resident/business within Zone NA. Watford Borough Council implemented the Callowland (Zone NA) Permit Parking Area in January 2021 following an 18-month consultation process with residents and businesses. The findings of this consultation clearly showed that, although there was a majority in favour of the council's proposals, some residents did not agree with the proposed operational hours of the zone. We therefore committed to reviewing the hours six months after it came fully into operation, which we have now done

The council undertook parking surveys in early September - after the school summer holidays when parking patterns are more likely to be in line with those experienced throughout the year - to understand the current demand and occupancy levels within the zone. The surveys suggest that overnight occupancy levels are high at 95% on average throughout the zone, which can predominantly be attributed to residents. The surveys also indicate that the current operational hours of Mon-Sat 8am-10am and 7pm-10pm appear to be working in reducing commuter parking, with average occupancy levels dropping from 95% overnight to 70% throughout the day. Occupancy levels naturally then begin to rise to their overnight averages across the zone from 5pm. Taking this into account, as well as a number of requests from residents to extend the hours of the zone, we have decided to undertake further engagement with residents to understand the following:

- A. Whether you are content with the current Zone NA operational hours of Mon-Sat between 8am-10pm and 7pm-10pm
and, if not:
- B. Whether you would support an extension to the operational hours of Zone NA to Mon-Sat between 8am-10pm and **5pm-10pm**

We understand some residents may wish to have further, more restrictive hours than those being proposed. However the parking survey results do not suggest there would be any benefit to extending the operational hours much beyond the existing ones, as the zone appears to be working as intended in significantly reducing occupancy levels during the day. The proposed extension to bring the evening hours forward from 7 pm to 5 pm may provide a small additional benefit to residents looking to park between 5-7pm whilst continuing to address local business concerns about customer parking availability. The proposed extension of the evening hours would mean residents should be able to park more easily when they return home from work in the evenings, whilst still allowing visitor parking during core trading hours of the local businesses. Parking restrictions on St Albans Road will remain unaffected by these proposals.

Should the majority of respondents decide they wish to extend the zone operational hours by two hours then the council will offer additional visiting hours to residents of Zone NA, increasing from the current allocation of



275 hours per annum to **395 hours per annum**. All other terms and conditions in relation to permit eligibility, pricing, application process etc will remain the same as it is currently.

A questionnaire has been attached to this letter and I would be grateful if you would fill out and return the completed questionnaire in the stamped addressed envelope provided

The council will decide whether to initiate the Traffic Regulation Order Process in order to extend the hours of Zone NA based upon the feedback received specifically to questions 5 + 6 on the attached questionnaire. Any additional comments written on any of the returns will not be considered towards the results of this consultation. **The deadline for responses is noon on Sunday 7 November 2021.** Further information, including Frequently Asked Questions, is available at: www.watford.gov.uk/Callowland-Parking

Thank you for taking the time to read this letter and for your participation in the consultation process.

Yours faithfully,

Andy Smith
Head of Transport & Infrastructure
Watford Borough Council