

Appendix 4 - Consultation Responses

Response 1 - Resident

I object to the proposed charge for the additional option of 2 hours' parking, which I wholeheartedly support. There is no consistency to a charge of £3.00 for 2 hours parking when 30 minutes costs £0.50 and 1 hour costs £1.00. In my opinion the charge for 2 hours parking should be no more than £2.00, and would be more appealing if it was marginally discounted to £1.75 or £1.50. A discounted/reduced charge for 2 hours, that represents better value pro rata than 30 minutes or 1 hour parking, is surely going to encourage shoppers and visitors to pay for 2 hours.

Response 2 - Resident

I believe you are consulting over the recent implementation of On-street parking metering etc. in Hereford City Centre. Can I point out that in St Owen Street, Hereford there is a very busy Doctors' Surgery, an Optician's practice, other clinical areas [eg foot clinic, etc] and a dispensing pharmacy: all in close proximity and without any 'short stay' or 'drop-off' parking facility at all available. This makes life very difficult for patients and their carers, those collecting prescriptions, or those whose appointments with the health services are unexpectedly delayed or prolonged. Many of these are elderly, or mobility-restricted, or simply unwell; the Gaol Street Car Park is not 'nearby' for these people, and spaces – at any price – are limited. The Parking Voucher scheme is a good idea in principle, but is of limited use as it applies to spaces some distance from these premises.

I confess I don't have an ideal solution either, though perhaps extending the scope of the voucher scheme [perhaps for one hour instead of two] to spaces in St Owen Street itself and perhaps a few in the Gaol St Car Park, would help; and allocating a few spaces for 'drop-off/pickup only' in these areas?

Though not strictly within the context of the consultation, you may like to suggest to the Local Authority that to reinstate the Parking Disc system for the over-65s – but priced realistically this time rather than not even covering its administrative cost – would be readily welcomed, and may halt the expected rush to obtain blue Disabled Motorist discs which could scupper any future scheme they decide on?

Response 3 - Resident

Thank you for your letter outlining the proposed changes to parking in Hereford and the rationale behind these. The recently implemented scheme was long over due and has transformed Castle Street to a peaceful, non-polluted traffic free area which the residents all enjoy. I understand that the main antagonists to this scheme have been shoppers and local businesses that have, I believe anecdotally, noticed a drop off in trade. I would like to object to the proposed changes on the following grounds:

1. Our parking zone is to be renamed Hereford Zone 2. I believe that adopting the term "Zone 2" would make it easier to add streets to our zone should the council at some point wish to do so.
2. The council has not taken on board the residents suggestion that they should retain the size of the present permit holder bays available to us. It is especially a pity that the council have removed the residents parking bays outside St Ethelbert's Hospital. Surely, that is just where resident's bays could be needed. I believe the removal of those bays was at the specific request of the Castle House hotel who want their customers to park there.
3. The resident's suggestion that the term "permit holders only" should be dropped and – as applies elsewhere in residential areas in Hereford – the term "resident permit holders only" should be used has not appeared in the amendment. Is this to that the council intend at some point to give businesses in our zone access to parking permits?

4. Another glaring omission is the failure to include the right of residents who display parking permits to park in the pay for parking bays. This may be stated elsewhere but it is not included in the posted proposals.
5. I believe that the proposed changes will once again change Castle Street into a car park with all the associated drawbacks that that brings. To be able to park on one's own street should be achievable without hindering local business with the availability of inner city car parks, many of which are cheaper to park in than the proposed tariffs for on-street parking.
6. Finally the parking meters are unsightly, particularly in a conservation area

I hope this will form some part of the argument to maintain the current situation which the residents have fought so hard, for so many years to achieve in a diplomatic, open and transparent fashion following due public consultation.

Response 4 - Business

In regard to the parking charges being rolled out around Hereford, as a business owner in St Owen Street may I make my suggestion. A few 20 or 30 minute parking bays in St Owen St for the public, would ease the pressure being put on small businesses like mine. These can be enforced by regular check from traffic wardens and would enable customer to use businesses like mine as well as chemists and other shops. Then maybe £2.50 for two hours in line with car park costs. I look forward to your response.

Response 5 - Business

The below points are in response to the consultation period 2nd amendment to the parking charges in Hereford city centre:

- **Make Hereford an attractive place to visit:** Efforts should be made to encourage footfall in Hereford. Any level of discouragement will reduce those wishing to come to Hereford to visit and shop. This will reduce:
 - The amount of visitors / shoppers coming to Hereford,
 - The revenue raised by Hereford Council through parking,
 - The amount of customers visiting local businesses,
- **Charges:** The charging scale isn't linear and increases between 1 and 2 hrs. Increasing charges upwards of 1 hr will act as a disincentive for those who intend to visit Hereford for the short/medium term.
- **Enable short visit:** For those tasks which are short in duration (e.g. dropping off keys at estate agent, pick up a take away coffee), parking should be free for a short period. This period could be up to 30mins, but should aim to encourage very short duration tasks / visits to Hereford.

It should be noted that since the failed implementation of parking measures, it has taken circa 6 months to re-consult with amendments to the original order. With this timescale in mind, Hereford council make every effort to ensure that the measures implemented are successful. This comment is not intended to extend the timescales to implement changes, but an approach should be taken to test the final set of measures prior to final implementation. I would also advise Hereford council to have a speedy back out plan if the measures that are implemented are deemed to have failed.

Can you please acknowledge receipt of this response?

Response 6 - Business

The below points are in response to the consultation period 2nd amendment to the parking charges in Hereford city centre:

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Response 7 - Resident

I have observed signs indicating new changes to parking in Castle St.

I walk with 2 sticks, wear surgical boots & have a blue badge. On your last alterations to castle st. I found you'd designated large spaces as permit parking. This had the effect of excluding me & leaving many empty spaces all day (I checked the situation many times). I often use the castle to meet going & disabled friends as it's so user friendly but your last change spoiled this.

Thus I write to object to the order if it has the effect of perpetuating this skewed

and possibly discriminatory situation. The solution is

simple - permitted parkers should include blue badge

holders. From my observation this would be possible and

from my knowledge of parking rules, very easy to achieve

Response 8 - Resident

I would like to submit an objection to the proposed changes to the parking restrictions on Castle Street.

I find it extraordinary that after years of consultation and discussion and finally putting a parking scheme in place the council has taken a back step and u-turned on a decision less than six months after the scheme was introduced.

I OBJECT to the removal of resident only parking from Ferrers Street to St Davids Hall. This stretch of road holds 6 parking bays and it is fully residential with two flats and two houses, there are 5 permit holders already using this space. This has the option to increase as all the dwelling are currently single occupancy except one. This also consists of two elderly residents that rely on parking their car out the front of their house. This stretch of parking is opposite the school by the side of the sports hall on one side and St Davids Hall on the other which are both used consistently in the evening and at weekends, even now with resident parking there is a very high proportion of people parking here without permits.

I OBJECT to the change in name the parking from Castle Street, Cantaloupe Street and St. Ethelbert Street Resident Parking to Zone 2, as this leaves us open for areas to be added to Zone 2 and a larger catchment being introduced to these already contested parking spaces. I would be interested to know the reason for the proposed name change to the parking zone.

I understand that the council have met with the so called relevant stake holders who all feel they have a claim on Castle Street. This is totally disproportional to the people who live on Castle Street. We have no one protecting and support us the residents. You need to protect the residents so we can park on our street at any time of the day, removing the resident parking from the stretch from Ferrers Street to St Davids hall is unrealistic as this is always full with residents cars.

The homes around the train station and hospital are totally protected with full resident parking and they are not as central as we are on Castle Street. We have to contend with a cathedral, (forget about trying to park on a Sunday), a nursery, infant, junior and senior school, a six form college, an autherdontist, a doctors surgery and a hotel. Why would you think it a good idea to remove residents bays?

We are looking at an increase in residents over the next two years with Sareham House Surgery becoming residential and houses being renovated on Castle Street with more people moving in. You need to be thinking long term. The older population move on and a lot of the sing occupancy will increase, more residents more cars.

As a council you have built on every other large parking area in Hereford over the last three years and made no alternative arrangements which has created problems in the city. You really need to consider the long term answer to Herefords parking problem. We are the residents of this city, we spend our money in this city every day, we pay our council tax and we are angry that you feel Castle Street is a car parking alternative to proper city parking provisions.

Response 9 – Business (Boot & Shoe Repairs)

The new on street parking charges and time limits are having a major impact on my business , for example in the past customers could pull up at the side of the road to drop off their shoes and other items for repair but now they just go elsewhere like the supermarkets etc where they get free parking. My key cutting business has fallen by approx 23% since these charges have been implemented, again due to the fact customers now have to pay to have a single key cut.

What I would like to propose is one or two parking bays where people could park free for maybe 10 or 15 minutes to allow them to drop off their goods, or even pop to the chemist etc.

Response 10 - Resident

MY LETTER CONCERNS BROAD STREET PARKS
ANY DISABLED BADGE OWNERS CAN STOP IN
ANY OF THE PARKS. THE FIRST ONES 4 HOURS STAY
BUT ON THE DISABLED PARKS 3 HOURS.
AS THEY CAN STOP ON ANY OF THEM IT
WOULD MAKE MORE SENSE TO HAVE HAD THE
DISABLED PARKS WHERE THE DISABLED
WOULD DRIVE STRAIGHT INTO AND BE NEARER
TO THE TOWN, AND HAVE THERE 3 HOURS LEAVING
MORE SPACES AT THE CATHEDRAL END FOR
THE NON DISABLED.
I AM A CAR DRIVER BUT I LIVE NEAR
ENOUGH TO WALK, BUT PASSING ALONG THIS
ROAD DAILY THE MISTAKE STANDS OUT WELL.

Response 11 - Resident

I object to the changes to the parking scheme on Castle Street, especially as it has only been in place for a few months. I particularly object to Residents Parking being removed from the stretch of Castle Street from St Davids Hall to the corner of Ferrers Street. These bays are always full and the houses on this part of the road are not only fully residential but are flanked by two publicly used sports halls and a school. It's hard to park in these spaces at the best of times and it is especially important as there is a very elderly lady that parks her car outside of her house on this part of the street as she cannot walk very far. It also means that residents who live at the Cathedral end of Castle street will have to park half even further down the street to use a residents parking bay. It would appear that this scheme is biased in favour of business's in the area, with the proposal of a whole stretch of residents parking being changed to pay and display at the other end of the street for the sole convenience of the Castle House Hotel. It seems to be enough of a concession to increase time limits with pay and display parking on the street, thus increasing pollution, noise and the chances of accidents on the street as shoppers race for the next available space, without making the situation any worse for the residents by reducing the amount of residents parking spaces.

I also object to changing the name of the residents parking zones. This means that in the future any number of permits can be sold by Hereford Council for use in these bays. At the moment they are only sold to residents of particular named streets upon proof of residency and as a result are strictly controlled. If the criteria changes and the bays are described by numbered zones then any number of residents and businesses from all over the city could qualify to park in already overcrowded street.

Castle Street is one of the most historically significant and beautiful streets in the city, and a real asset to its tourism as I'm sure the many hundreds of visitors to see the poppies at the cathedral would agree, so it seems a real shame to turn it into a carpark once again.

Response 12 - Business

I have no objection to the changes proposed in items 1,2,3 and 5 of the notice as they are broadly what traders in the Independent Quarter, particularly Church Street, asked for. The prices for parking seem high and those could perhaps be reconsidered (£2 for 2 hours seems far more reasonable than £3 especially as you can park for 2 hours in Abergavenny for £1 and for free in some other local authority areas) but overall the changes to allow parking for 2 hours are welcome as is the discretionary ability to waive parking charges for special occasions..

For me, some clarification is needed regarding the number of resident only parking spaces allocated and whether this is a reduction or an increase in these numbers. If it were more than currently available that would be counter-productive as it would make less space available for general charged for parking. This is particularly true as residents can use their permits anywhere along the street to park for free and regularly the current number of reserved spaces remain empty while permit holders take up space elsewhere.

Parking around the Independent Quarter is hugely important for local independent traders as there are no public car parks close by and therefore visitors are filtered towards other areas of town by virtue of parking away from us. Allowing the greater amount of time and ensuring Castle Street has a reasonable balance of residents provision is crucial

Response 13 - Resident

I object to the latest April 2018 proposed changes to on street parking arrangements in Castle Street.

On 6 November 2017 the Council introduced new parking arrangements for Castle, St Ethelbert and Cantilupe Streets Residents Parking Zone. These were the result of several years of study, traffic surveys, consultation with residents and others, the design involvement of a council selected city parking expert from London and full public consultation. This scheme recognised that offering 2 hours free parking in our Residents Parking zone had led over several years to an unacceptable increase in traffic volumes and the associated pollution, noise, nuisance and danger for all. As the council's parking expert ruled, offering more than 30 minutes parking so close to the city centre was entirely inappropriate, especially in what is essentially a residential area with just a very small number of businesses. The expert also decreed that given the difficulties residents had in parking their own vehicles, there should be bays for permit-holders-only parking available to all residents in the zone but located only in Castle Street. The bay's were to run from Ferrers Street to St Ethelbert Street on the north side and from the Castle House hotel to the Cathedral Junior School on the south side.

Given all the above, it is extraordinary that within 4 weeks of the introduction of the new scheme, and long before it had a chance to settle and for drivers to adjust their habits, the council should at the behest of traders in the city seek to overturn most aspects of the new arrangements. Yet there was seemingly little concrete evidence that the few available parking spaces in Castle Street had any bearing on the reported downturn in footfall in the city. Changed parking arrangements in other streets, a cold winter and a general reduction in visits to shops nationally caused by Internet shopping and tightening economic circumstances could alone have caused the reported change.

I therefore object to the following aspects of the proposals:

1. The reduction in parking bays available to permit holders in Castle Street, especially so given the coming increases in resident numbers.
2. I object to the council treating our residential parking zone as if it were a commercial district in the city and accordingly failing to give residents, tourists, schoolchildren and staff the protected environment they should undoubtedly have.

3. I object to the council's failure to have a coherent policy for the control of traffic volumes and improvement of air quality in the city - such a policy being increasingly relevant in cities in modern Britain.

4. I object to the council's knee jerk policy making process regarding on street parking in our zone which makes a mockery of previous processes and decisions.

5. I object to the return to 2 hour parking on our streets which will once again make our streets a very busy public car park which residents will have to live with. Thirty minutes should be the limit for non permit holders.

6. I object to our specific parking zone being renamed zone 2. This could be a means of allowing other streets to be incorporated more easily and therefore put extra pressure on our already stretched facility.

Response 14 - Business

I welcome the proposal to extend the parking time to 2 hours on all of the proposed streets as I believe this will encourage people to spend more time shopping and eating in our city centre, rather than just rushing in and out. It feels appropriately pitched to deter those who might want to abuse the parking time whilst benefiting the majority who want to come and shop, eat and run errands.

I do not agree with the £3 charge however. This feels excessive and gives the impression you are giving with one hand and taking away with the other. It smacks of greed. I would recommend this charge is kept in line with the 30 min and 1 hour charge and be priced at £2 for 2 hours.

My observations of the utilisation of the meters on St Owen Street is that they are not in high demand. There are often lots of empty spaces so the meters cannot be making the expected money. I would suggest it is more sensible to price the 2 hour period at a rate that will encourage rather than deter shoppers and visitors. It would be better to have a lot of £2 payments than very few £3 payments.

I also support the proposal to allow discretionary suspension of charges. I am optimistic that this has been included as a positive and open-minded step towards allowing flexibility for incentivising more visitors to come to our city during key events and seasons.

I am disappointed to see there is no provision for a free 15 minute period. I know this provision is available in cities such as Bristol where the meter produces a ticket for the free period (30 mins in this case) and then one for the paid part of the stay, and it is a system that helps both businesses and customers to run their errands, whilst maximising churn and reducing the risk of the meters becoming a deterrent.

If this is technically not possible with the specification of meters we have in Hereford, could consideration be made for a permit for business owners on impacted streets? As a partner of a shop on St Owen Street, I and my business partners are currently having to pay whenever we have to do stock deliveries, collections and customer deliveries. Our shop is not positioned close enough to the loading bays for us to make use of them. Some assistance for businesses would be a great step forwards.

I would also like to see the meters on St Owen Street be fixed to allow card payments at the earliest possibility. They have been in place for over 5 months without this intended facility, so this is a poor show. The meter nearest our shop even had electrical works done, supposedly to fix the problem, causing the street to be dug up and associated disruption, yet this still hasn't been resolved. The hassle factor of having to have cash, and the frustration factor of poorly performing machines is a deterrent and Ringo is an expensive alternative.

I look forward to seeing the outcome of this consultation and sincerely hope my views will be taken into account.

Response 15 - Business

I hereby want to express my frustration in regards to the proposed parking scheme in Hereford. As a independent business owner we rely on customers getting into Hereford centre. The whole local economy depends on this and it appears that Hereford council is actively sabotaging this by making it very hard and a frustrating experience for visitors to get into the centre. There should be free on street parking facilities or other schemes to enable free parking/park and ride etc.

Response 16 - Business

With reference to the on street parking within Hereford City Centre we would like to say that the extension of 2 hours particularly in Castle Street is to recommended but we feel that £3.00 is to expensive. Inner city parking is not in our opinion a luxury, a lot of elderly and less mobile need this to be able to get to the shops especially the pharmacies and doctors.

As we do not have a decent large car park at this end of the town we have to rely on the on street parking, in comparison to the Old Market for instance which is adjacent to Merton Meadow which is a long term car park that has only has a slightly higher fee.

There seems to be a higher footfall on Sundays as the on street parking is generally free so is this an indication that the parking should be kept to a reasonable level of charge through the week.

Please be aware there is more to Hereford than just the Old Market and there is an historical part of the town that visitors would like to see. In Church Street we are all independent business trying to compete with the decline of high street and the marking meters have not help this much loved street.

Response 17 - Resident

I am submitting my objection to the proposed parking regulations, ref above, and request that a solution is devised to provide free parking for Hereford Cathedral School parents for pick up and drop off times on the streets around the school namely Castle Street, St Ethelbert Street and Cantilupe Street.

This solution could be in the form of permits issued to school then distributed to parents, or exclusion periods for specific given times eg 8am to 9am and 3pm to 4pm.

I do not feel it is fair to make parents pay for parking when they take their children to school.

Response 18 - Resident

I am submitting my objection to the above proposed parking regulations and request that a solution is provided to ensure free parking for Hereford Cathedral School parents for both pick up and drop off times on the streets around the school, namely Castle Street, St Ethelbert Street and Cantilupe Street.

This solution could be in the form of permits issued to the school and distributed to parents, or exclusion periods for parents at specific given times, for example 08.30 -08.45 and 15.30 -15.45.

It is utterly appalling that the Council are proposing to make parents pay twice a day to drop their children off at school and pick them up. The Council are saving a huge amount of money in not having to pay to educate our children, or provide school dinners or sports facilities. We are paying for our childrens' education, and it is entirely unfair to penalise parents who are saving the Council large sums of money, by forcing parents to pay for parking to drop off and collect their children from school. I cannot think of another school in the county where parents have to pay for parking in order to drop off and collect children from school. These proposals are a disgrace and entirely inappropriate. I strongly object to them.

Response 19 - Resident

As requested in writing appeal against new charges. I drop my kids at school on castle street. The loss of the 30mins spaces will have a big impact on school drop offs. Have you any plans to help with this as it is a twice a Day phenomenon that will have large cost implications.

Response 20 - Business

Further to the meeting in West Street yesterday evening can we add our voice to the request that the first fifteen minutes would have a time issued but to be free. This has been the one point taken up by so many customers, apart from the general objection to on street charges. We do point out that it was inevitable and besides the proposal of £3.00 for two hours, quite comparable with surrounding towns. However to increase revenue why not look at those measures put in place to discourage parking over the years the widened pavement, the loss of many bays to little used loading, the yellow lining of perfectly usable streets. The city is a destination and and shared space quality would add to its attractiveness, there are many quiet areas and to give the centre some liveliness must help. A major decision would be to keep open Widemarsh Street, as the survey that was taken proved, that 98 per cent of businesses were in favour. The opening of the inner relief road gives the opportunity to create a city centre that welcomes all and makes access logical and obvious.

Response 21 - Resident

I am submitting my objection to the proposed parking regulations, ref above, and request that a solution is devised to provide free parking for Hereford Cathedral School parents for pick up and drop off times on the streets around the school namely Castle Street, St Ethelbert Street and Cantilupe Street.

This solution could be in the form of permits issued to school then distributed to parents, or exclusion periods for specific given times eg 8am to 9am and 3pm to 4pm.

I do not feel it is fair to make parents pay for parking when they take their children to school.

Response 22 - Resident

I wish to lodge the following objections in respect of the above order:-

1. £3 is an unjustifiably high charge for 2 hours parking. Since the Council has acknowledged that the existing 1 hour maximum stay is having a detrimental effect on local businesses (by discouraging shoppers from coming into the city centre), and is therefore proposing to extend the maximum stay in order to encourage more members of the public to come into the city centre and patronise local shops and cafes, there is no justification for charging a premium rate for a longer stay. Existing Council car parks in the vicinity of Castle Street charge £2.60 for 2 hours parking. Since the Council charges £1 for 1 hour on-street parking currently, the maximum charge for 2 hours on-street parking should be £2 if the Council is genuinely trying to increase foot fall within the city centre by making it more attractive to park for a longer period.
2. The discontinuation of any short term free parking on Castle Street, St Ethelbert Street and Cantilupe Street is unreasonable given the vicinity of these streets to Hereford Cathedral School. There is limited school bus availability with the result that most parents (including myself) have no choice but to drive their children to school in the morning and collect them by car at the end of the school day. Children in the Pre-Prep department need to be escorted to the entrance at the rear of the school so it is not an option to stop on Castle Street and allow these children to make their own way into school - parents need the ability to park nearby and safely escort their children into school. The School is an important part of the City Centre's character and adds to the City's reputation. The Council should be doing all that it can to support the viability of the School, not disenchanting parents from enrolling (or continuing to enrol) their children at the school due to the lack of sensible free short-term parking provision.

Response 23 - Resident

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This solution could be in the form of permits issued to school then distributed to parents, or exclusion periods for specific given times. for example 08.30 -08.45 and 15.30 -15.45 . But please discuss with the school as different years may have different time requirements. For example on certain days there are clubs that finish at 16.15 so again this could be an allowance. The main allowance is that parents should be allowed a 15 min window regardless of timings to drop of and collect their children without any need for parking charges.

I do not feel it is fair to make parents pay twice and on some days and occasions more than this to take their children to school. We should have the same rights as other parents to take their children to school without be penalized to do so.

Response 24 - Business

As a retail business in Widemarsh street, having experienced the effects of the changes in on street parking at the end of 2017, we welcome the majority of the revisions proposed in the latest consultation. In particular the lack of 2 hour parking has had a more detrimental effect than envisaged, and so the proposal to move to increase the limit to 2 hour parking is very welcome. Similarly the proposal to allow longer duration paid parking in Castle street is very welcome. The importance of this area for people shopping in town has become very apparent over the last few months, something we had not previously appreciated.

Whilst supporting these 2 parts of the new proposals, as a business we would also still like to also see either the first 15 minutes free parking across the entire area, or a small number of parking bays that are reserved for 15 minutes free parking. The importance of consumers being able to pop in and pick up should not be underestimated, especially in a world where 'click and collect' is becoming the shopping method of choice for many customers. City centre businesses will be hugely disadvantaged if the parking restriction discourage pop in visits.

On a separate note to the on street parking, but closely related, we would also like to see Maylords carpark returned to pay on exit. This car park is geographically vital for the city centre, and for it's payment method to be out of sync with national best practise for shopping car parks is difficult to understand.

Response 25 - Resident

Car parking facilities are a lifeline to the economy of our town centre, supporting independent shops, businesses and stores alike. A car park close to the city centre is lacking and frustrating to shoppers and tourists who go elsewhere where it is easier to park, Ledbury Leominster Ludlow Ross and even Cheltenham are cheaper than £3 for 2 hours. A blanket charge of £3 for 2 hrs on street parking is too high and will only aggravate an already struggling high street.

Response 26 - Business

I am writing from Taylor's Pharmacy based in the centre of St Owen street, the first property located within The Mews area. We are a busy pharmacy and would like to appeal against the impending parking charges. I am aware they are here and probably here to stay however i would like to express my issues with it.

I have reviewed your letter from 23rd April and have some comments i wish to add.

Firstly i was advised that a 15 minute free window would be allowed or at least considered however i do not see this listed within the letter other than the section that states it has not been included. This would solve a lot of problems as i do not see why it should be out (pharmacy) problem

to now deliver patients medication as they do not wish to pay for parking. The delivery is free of charge and averages at £10,200 per annum and this has now increased by at least 20% since the charges began in November. It has been proposed to extend the loading period for area in St Peter's square which I believe should be extended all the way up to St Owen Street as we too need extended time for deliveries here and currently the only area available to our delivery drivers are the double yellow lines outside the shop.

I'm aware that the charges have been implemented as the council would prefer people to not park near the town centre however I believe this is very unfair as the new development is located next to two large car parking facilities and to overcome this you will consider extending the car parking here in St Owen's Street to 2 hours but yet for an exorbitant amount of £3.00 when one hour is just £1.00 which is triple the amount.

I do believe, in particular to our shop, that disabled parking should be freely available and easy to access. We currently don't have any located near by however with ourselves there are 5 health professional sites all within 50 yards of each other all of which would benefit from this.

Thank you very much for taking the time to read my email and consider the options which myself and others have expressed.

Response 27 - Resident

- I object to the 'permit holders only' spaces outside St Ethelbert's Hospital (Alms Houses) being removed in favour of paid parking spaces. By virtue of the elderly single ladies who live in the alms houses their need for parking as close as possible to their homes is very important. I can only assume the Council hold the needs of the hotel's guests in greater esteem than the needs of the elderly single ladies – we have been told unofficially that the hotel has put pressure on the council to have the permit only restriction removed from this section. On a personal level I also object to the removal of the said spaces because they are also the closest to our home in St Ethelbert Street, both my husband and I are pensioners and feel it is important to have easy access to our cars, particularly in the dark winter evenings.
- I object to the severe reduction in the number of 'permit holders only' places in Castle Street in general. Since the introduction of 'temporary permits' issued by the local businesses, we have often struggled to find a designated space, so we end up occupying spaces which are designed for short stay visitors. I do not object to losing the spaces from Ferrer Street down to the Cathedral Close or from Quay Street to the Cathedral Close. I do however wonder if the proposed provision will be sufficient for residents who move into Sarum House (St Ethelbert Street) when it ceases to be a surgery in 2 years and will almost certainly become residential accommodation.
- I sincerely hope you will consider the listed building and conservation area status plus the currently pleasant vista of our streets and not blight them with inappropriately placed ugly parking meters.
- Please also consider extending the period of 'permit holder only' places to a Sunday; this seems to be the main day for shopping now and we are back to not being able to park anywhere near our homes if we dare to leave our Saturday overnight space!

Response 28 - Resident

We are very disappointed to hear that you are now going to charge for parking in Castle Street Hereford. The cost of £3 for 2 hours is too much to pay.

We support like many others the small independent shops in Church Street and East Street. We admire them enormously. They are all quality shops, and a delight to visit.

We visit the Cathedral often and park in Castle Street.

We hope you will consider seriously whether there is a need for this charge. Surely there is room for Permit Holders only and decent limited parking.

Response 29 – Business

We would like to respond to the proposals to change the on street parking charges in Hereford City Centre on behalf our 2 businesses:

Chave and Jackson Pharmacy and Perfumery, 6/7 Broad Street, Hereford

Chandos Pharmacy and Mobility Store, 46 St Owen Street, Hereford

Firstly, the opening of the new development on the site of the old cattle market had a disastrous effect on our business with turnover dropping 25-30% immediately. After we had made a massive investment in refurbishing our business in Broad Street this was extremely upsetting as we had created a retail environment which would not look out of place in an upmarket area of central London. The footfall in Broad Street, King Street, Church street and surroundings, an area of the city centre populated by a high number of independent businesses, dropped significantly. Oswins is shortly relocating to Widemarsh Street and the Sony Centre closed. To add salt to the wounds the Council then decided to introduce on street car parking charges.

This area of the city and indeed St Owen Street has a mix of businesses that many people use to 'pop into town' for a specific purpose, in our case pick up a prescription. Now they have to pay to do this with an alternative option of using a pharmacy in one of the supermarkets which do not charge to park. It is for this reason that I oppose on street parking as a whole.

The proposals to increase the maximum parking time to 2 hours will be advantageous. Since the introduction of charges we have noticed that customers are less likely to browse our selection of perfumery and cosmetics in the Broad Street branch or the mobility aids in the Chandos branch. Also they are turning down additional, government backed, pharmacy services like Medicine Use Reviews because of the time constraints. They are constantly looking at their watches to make sure they don't exceed their paid parking period which is currently only one hour. I feel that an option to pay a small 'over stay' fee if people are issued a penalty notice (if the over stay fee is paid within 30 minutes of the contravention) would be beneficial.

Another option that I would like to see introduced is an initial 15 minute free period. This would allow customers/shoppers who have just one thing to do e.g. pick up a prescription, a sandwich, a bunch of flowers to nip in and out quickly. Unfortunately the increase of the maximum parking time to 2 hours may reduce the availability of spaces for this type of customer as the turnover of spaces may reduce because of the longer maximum parking time.

I hope these comments are of some use.

Response 30 – Business/Parent

I am writing with regard to the above proposed parking amendment both as a resident of Cantilupe Street (no 7) and a business owner of a retail shop in East Street (Hat Trick and Foot Note).

1. Cantilupe Street.

I have lived in the street for over 30 years and parking for residents without a driveway (of which there are 4) has always been problematic as there has been no specific area for permit holders so we are forced to 'fight' for an available space. This also applies to visitors using a visitor pass for all the houses in the street. In view of Castle Street and St Ethelbert Street being granted, I believe, space for 16 vehicles, I strongly feel (along with the other residents and our local Councillor, Len Tawn) that the small area on the left hand side as you enter the street from St Owen street which is currently 30 minutes and has space for 4 to 5 cars, should be made resident permit holders only. Cantilupe Street will be under greater pressure once the parking meters are installed as it will be the only area of free parking, particularly by Cathedral School parents and patients visiting the 3

surgeries and 2 chemists in the vicinity. I feel this would be fair as Cantilupe Street is to be classed as zone 2 also and should be treated in the same way as Castle Street.

2. Parking Meters

Although I feel (and it has been proved nationally) that meters deter shoppers, I am very aware that the Council are determined to install them. I feel very strongly however that the charge levied should not be higher than the car parks in the vicinity (which are between £2.20 and £2.60 for 2 hours). We cannot try and force customers into the car parks nearby because they are already overcrowded and if customers only want to shop or visit the cathedral or surgeries for a short time they want to park somewhere convenient and also older shoppers often have mobility issues. I also feel that there should be a 15 minute 'free period' for parents accompanying young children into the school and people collecting prescriptions. This could easily be administered as wardens regularly check for drivers exceeding their 30 minute periods at present. It also operates in other towns such as Ludlow.

I believe charges should be

30 minutes 50p

1 hour £1.00

2 hours £2.50 maximum (ideally £2 as car parks should be for those who want or need over 2 hours)

Response 31 - Resident

I am submitting my objection to the proposed parking regulations and request that a solution is devised to provide free parking for Hereford Cathedral School parents for pick up and drop off times on the streets around the school namely Castle Street, St Ethelbert Street and Cantilupe Street.

This solution could be in the form of permits issued to school then distributed to parents, or exclusion periods for specific given times. for example 08.30 -08.45 and 15.30 -15.45 . But please discuss with the school as different years may have different time requirements. For example on certain days there are clubs that finish at 16.15 so again this could be an allowance. The main allowance is that parents should be allowed a 15 min window regardless of timings to drop of and collect their children without any need for parking charges.

I do not feel it is fair to make parents pay twice and on some days and occasions more than this to take their children to school. We should have the same rights as other parents to take their children to school without be penalized to do so.

Response 32 - Business

As a business owner and resident of Hereford I am writing to object to the proposal.

1. The "concession" to 2 hour parking does not solve the problem that has been set namely to restrict vehicular access to the city centre in a flawed attempt to cut atmospheric pollution. The real cause of excess pollution's STATIC traffic trying to pass through the environs surrounding the city.
2. The proposed price of the 2 hour "concession" is outrageous and one of the most expensive on-street parking schemes outside London and wholly inappropriate for a market town (with city status) such as Hereford. At the very least it should be NO MORE THAN DOUBLE that for 1 hour.
3. The proposed change to the scheme does not include the ability to have an options for short term drop off for say, 15minutes. At the public meeting which preceded the discussion that led to the offer of a repeated consultation organised by Councillor Barry Durkin, this was the No 1 suggestion by the group of city traders, business owners and residents. As it stands customers, patients client and business owners having LEGITIMATE business servicing their premises are denied the ability to stop and drop off goods or people. This is prejudicial to the efficient running of their businesses. It is also highly discriminatory towards the elderly who may not be "officially" blue badge disabled.

The absence of this aspect within the proposal leads directly to the conclusion that the Council has no interest in a successfully thriving town centre.

4. Not include within this proposal is the frequently canvassed and always rejected contraflow cycle scheme the decision of which remains a mystery to traders. The upheaval caused by the parking charges is but nothing compared to this unsafe nonsense.

Response 33 – Association (HerefordBID)



Delivering Hereford City Life

Thursday 26th April 2018

Dear Sirs,

Having consulted with our BID levy payers, shopping centre managers, Board members, and Council Officers on the amendments to the existing on street parking arrangements, we write to make a formal response to the consultation as set out below.

Overall, we welcome the proposed amendments and appreciate that the views of city centre businesses have generally been considered and acted upon, specifically:

- The change of available parking time on the pay and display streets from 30 minutes to up to 2 hours is most welcome and allows adequate time for customers to enjoy a range of shops that are currently suffering from 'parking meter anxiety'
- By having a consistent approach of 'up to 2 hours pay and display' across those areas specified will minimise confusion of Hereford's parking and positively promotes the city as a destination of choice
- The addition of Pay and Display up to 2 hours in Castle Street is a significant change for the good and allays many concerns made (particularly by Church Street and surrounding areas) that their vital lifeline of customers has a credible parking option
- The reduction in exclusive residential parking spaces in Castle Street to allow greater mixed parking, makes better use of the space available, and provides greater opportunities for visitors to be able to find a space
- The special dispensation to remove charges or restrictions pending an appropriate request would be a welcome boost for events in the City and further details around this would be helpful

You may be aware that we arranged three duplicated drop-in car parking sessions to offer businesses an opportunity to talk to us on their thoughts, and combined with comments made via business visits, we wish to make the following points:

- Pharmacies and other short visit businesses have expressed strong concerns that the inability to park and collect prescriptions, sandwiches etc. has caused significant problems including lost trade, with customers going to the supermarket (as an example) instead. This seems to have particularly impacted the elderly who worry about receiving a penalty (by rushing in and out) and where they do pay, in some cases, cannot physically move fast enough from the pay and display machine to the shop and back.

- Tailors in St Owen Street described a situation with an elderly gentleman who has limited contact with anyone and can hardly move – the stress of parking and collecting his prescription has become too much and instead he now has it delivered. This reduces his contact time with anyone and prevents the pharmacy keeping an eye on him. He is one of many in similar circumstances that are supported in this 'invisible' way. As a City we need to be aware of this and support vulnerable individuals.
- A significant number of customers have asked for delivery as a result of not being able to park and collect – this means they no longer come into town to shop. This increases costs (for the pharmacies). It also results in the same amount of pollution from the delivery van which is contrary to one of the objectives of on street parking in reducing pollution.
- A local sandwich shop in St Owen Street has seen a reduction of 25% per week or 30 customers a day who no longer stop for take-away food. They are close to shutting down.
- An optometrist reported reduced business/ anxious clients who rush in to collect purchases which does not help trade

With the above in mind we believe a critical element that is missing within the proposal is to allow a grace period of 15 minutes; this has been successfully done in other towns and cities*. Having spoken to Shrewsbury and Inverness BID, and also observed that Perth (amongst many others) offer this, we ask if this important addition may be included. In conducting our research, we noted that some schemes asked for the motorist to input their registration into the meter whilst others simply issued on request the ticket (with parking wardens monitoring usage).

Yours sincerely



Alison Rogers

Chair of the Hereford Business Improvement District

*

<http://shropshire.gov.uk/news/2013/05/free-parking-grace-period-to-be-introduced-by-council/>

<https://www.inverness-courier.co.uk/News/City-centre-set-to-trial-free-15-minute-parking-12092017.htm>

<https://www.pressreader.com/uk/the-press-and-journal-inverness/20170912/281479276576646>

Response 34 – Association (Castle Street and District Residents Association)

My comments on the proposed changes to parking arrangements in Castle and St Ethelbert St are as follows.

The present parking scheme was introduced on 6 Nov 2017. Its aim was to resolve residents concerns that their streets had become very busy public car parks bringing far too much noise, disturbance, pollution and hazard to a residential area containing a large junior and senior school. The scheme also sought to make it easier for residents to park by providing permit holder only parking bays.

That scheme was the result of several years of consideration of the issues and full public consultation. It has been given no chance to bed in and for drivers to adjust their habits. It is much too soon to be considering further radical changes.

The latest 2018 proposals seek to reverse most aspects of the 2017 parking arrangements. In doing so, the needs of residents are being ignored. Not one single suggestion for the alteration of the new arrangements made by residents during the initial consultation process was adopted in the new proposals. The new scheme, as the council states in its reason for the proposals, is entirely designed to meet the concerns of traders. And the council is simply hoping that the introduction of pay for parking will sufficiently control traffic volumes in our residential streets. Cross your fingers and hope is not a recognised planning strategy.!

To correct this imbalance and to recognise the difference between these residential streets (containing a school) and the city centre commercial streets I suggest the following for Castle and St Ethelbert Streets:

1. A maximum stay of 45 minutes for parking. There is after all plenty of nearby parking on other streets and car parks and only 35 or so public parking spaces on our streets. In practice what real difference do these make to shops?
2. Regular air pollution surveys by the council to monitor traffic pollution - especially important given the presence of the school and the known serious consequences of traffic pollution on health, notably children's health. We also have residents who suffer respiratory problems they say were brought on by traffic pollution.
3. A review over the year after the introduction of any changes on their impact on footfall volumes in shops.
4. A similar ongoing review of the traffic volumes in Castle and St Ethelbert Streets to monitor the degree of nuisance to residents.
5. Keep the current residents parking zone name. The council's reason for changing to Zone 2 is entirely spurious. It is : "to clarify the permits which are valid for use and to avoid potential confusion". The term Zone 2 means absolutely nothing to anyone but a traffic warden. The term "Castle, Cantilupe and St Ethelbert Streets Residents Parking Zone" is completely clear to all. I request this proposal be binned immediately.
6. To avoid the present confusion for people parking in Castle Street I suggest the permit holder only bays be renamed (as elsewhere in Hereford) "Resident permit holders only" and that the bays be marked in a different colour from the normal bays. Currently, far too many motorists are innocently parking in the wrong bays.
7. I emphasise the importance of keeping residents right to park in any bay in the parking zone, be they permit holder only or a pay for bays.

8. I object to the large reduction in permit holder only bays and ask that the current number of bays be retained. We have new residents joining our zone and there is a need to plan beyond this week or month.

9. If and when parking meters are introduced I ask they be positioned with full consultation with the residents association and that they are not positioned near or in front of any residential property.

9. I further suggest that the council develop a coherent plan for the future of the city which addresses traffic volumes, parking strategy, park and ride, high density car parks, pollution, creation of a traffic free pleasant environment etc. Otherwise we will continue to suffer from short term disconnected actions such as these latest parking proposals.

Response 35 - Resident

I live at [REDACTED] and would like to add my support to the objections made by John Kennedy, Chairman Castle Street and District Residents Association in his email sent out to you today.

I ask the Council to take serious account of the long term future of the city in addressing the traffic volume and its impact on the health of the city residents when making a decision.

The interest of residents parking should be a priority and I urge you not to introduce a system which is going to make it harder for people who live in the street to be able to find a parking space.

The removal of Castle Street as a free 2 hour parking zone was inevitably going to cause initial objections from those who had been in the habit of using it as a convenient car park, and time has not been allowed to give the new arrangement time to settle. As John Kennedy points out there are plenty of parking spaces within the city where visitors can park. To blame the habits of shoppers to the removal of 2 hour parking in Castle Street is a misrepresentation which ignores the growing impact nationally upon high street shops of online shopping and other factors.

Response 36 – Association (Hereford Cathedral School)



Mr Rob Pizii MA BSc
Bursar

01432 363544
bursarpa@herefordcs.com

4th April 2018

FREEPOST RTHL-BBZH-JATH,
Balfour Beatty Living Places,
Unit 3,
Thorn Business Park,
Rotherwas Industrial Estate Hereford,
HR2 6JT

Dear Mr Hadley,

PARKING CONSULTATION - HEREFORD CITY CENTRE (AMENDMENT 2) ORDER 2018

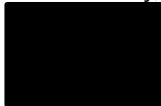
Thank you for consulting with Hereford Cathedral School and Hereford Cathedral Junior School regarding the proposed changes to Hereford City centre parking. I am pleased to inform you that the School supports the general thrust of the proposed changes to the parking arrangements in Castle Street by allowing visitors to stay for longer than 30 minutes on a pay and display basis.

We do, however, have one major concern regarding the ability of our parents to drop off or pick up and the start and end of the school day. Our pupils are aged from three years and up, and to ensure the safety of the children we require all nursery and primary aged pupils to be formally handed over and collected from a teacher at each end of the school day. The School sincerely hopes that the Council would be able to grant a suitable period of 'grace' to enable parents to safely drop off and collect their children. Ideally the first 30 minutes would be free, but at least 10 to 15 minutes should be granted for very short stay parking.

We anticipate that the introduction of charges and enforcement for these very short periods would have a detrimental impact on the School as it would potentially put parents off sending their children here. That would clearly have a direct knock on to employment and spending in the local economy. The other consequence would be to displace parents to the already congested side streets of the area with the adverse impact on local residents.

I hope that you will give this request due consideration.

Yours sincerely,



R Pizii

Hereford Cathedral School, Old Deanery, The Cathedral Close, Hereford HR1 2NG
Registered in Cardiff No 2081261 (Limited by Guarantee) | Registered Charity No 518889

HEREFORDCS.COM

Response 37 - Business

I am writing in response to the On Street Parking Proposal dated 5th April 2018.

I am happy with the proposal to extend the parking time to 2 hours on all of the proposed streets as this allows people time to dwell and subsequently shop in our city.

I do not agree with the £3 charge however. This is excessive and frankly greedy. £2 is far more acceptable and will bring people close to the small businesses who are working hard to encourage trade.

I have a business on St Owen Street and notice that there are often lots of empty spaces. The meters cannot be making the expected money. I would suggest it is more sensible to price the 2 hour period at a rate that will encourage rather than deter shoppers and visitors. Saturday afternoons are deathly quiet on this street yet Sunday is mobbed with people enjoying free parking.

Please implement a free 15 minute period as is available in cities such as Bristol where the meter produces a ticket for the free period (30 mins in this case) and then one for the paid part of the stay, this would help both businesses and customers to run their errands and also reducing the risk of the meters becoming a deterrent.

I and my business partners are currently having to pay whenever we have to do stock deliveries, collections and customer deliveries. Our shop is not positioned close enough to the loading bays for us to make use of them. Some assistance for businesses would be a great step forwards. Perhaps a short stay permit?

Please do fix the meters on St Owen Street to allow card payments as a matter of urgency. They have been in place for over 5 months without this facility, which is inconvenient for people. The meter nearest our shop even had electrical works done, supposedly to fix the problem, causing the street to be dug up and associated disruption, yet this still hasn't been resolved. The hassle factor of having to have cash, and the frustration factor of poorly performing machines is a deterrent and Ringo is an expensive alternative.

Response 38 - Resident

I refer to the current consultation exercise, and request that the resident permit holder-only parking bays in Castle Street, currently available for our exclusive use during the daytime from Monday to Saturday only, are also designated for use only by resident permit holders on Sundays.

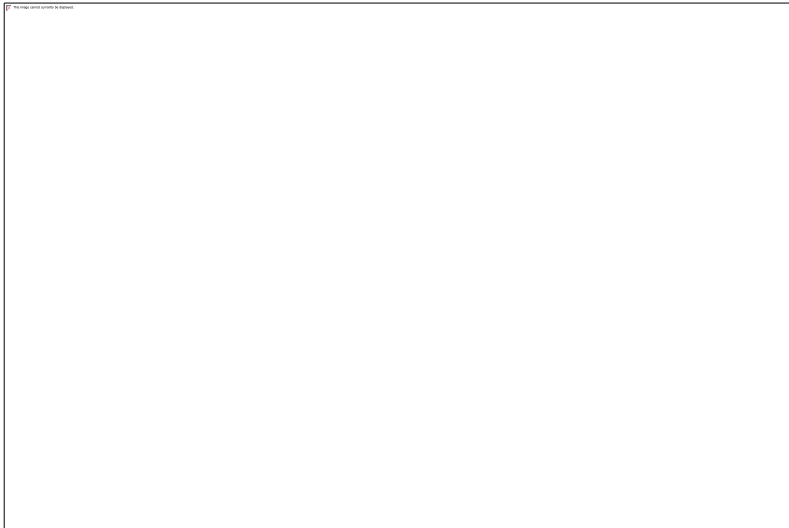
Neither the changes to on-street parking restrictions made in late 2017, nor the further amendments now proposed, take into account that Castle Street and St Ethelbert Street are now busier on Sundays than on any other day of the week.

Below is a series of pictures taken hourly between 0915 and 1800 on Sunday 15 April. They show clearly how the current permit holder bays at the east end of the street (which it is now proposed are to be reduced in size) are largely unavailable to any residents who return to the street on a Sunday and want to park their cars. We are forced to compete for spaces with drivers who are using free parking in our streets on Sundays as an alternative to the paid public car parks.

Having different, more relaxed, street parking restrictions on Sundays is an anachronism. It dates back to the days before Sunday trading was permitted, and has no relevance to the pattern of life in general, and to shopping habits in particular, in 2018.

Sunday is now a shopping day which is often as busy as Saturday. For this reason, please designate the permit-holder only bays for use as such on every day of the week.

Sunday 15/04/18 at 09.15



Sunday 15/04/18 at 10.00



Sunday 15/04/18 at 11.00



Sunday 15/04/18 at 12.00



Sunday 15/04/18 at 13.00



Sunday 15/04/18 at 14.00



Sunday 15/04/18 at 15.00



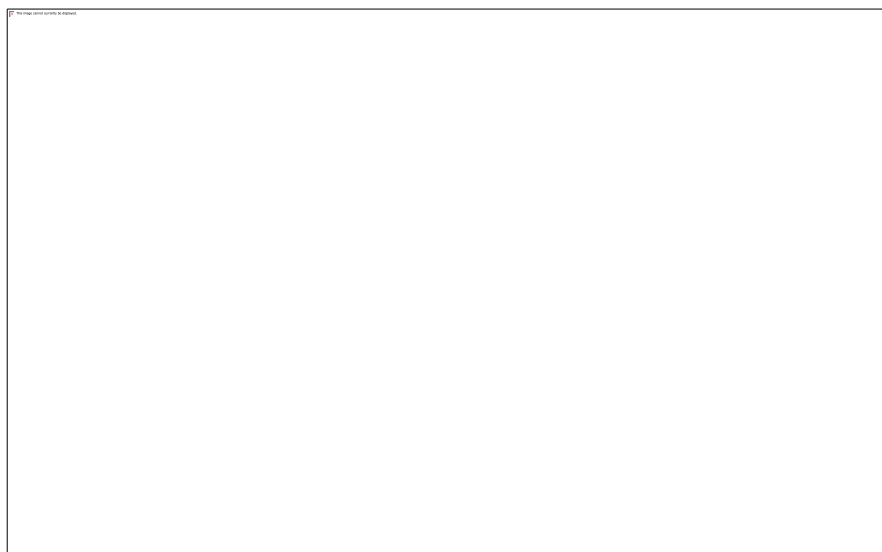
Sunday 15/04/18 at 16.00



Sunday 15/04/18 at 17.00



Sunday 15/04/18 at 18.00



Response 39 - Business

Thank you for your letter regarding the changes now proposed to the operation of the on-street parking scheme in Hereford City centre.

We wish to make a number of comments regarding the proposals. Our representation comes to you at this late stage as we wished to attend Hereford BID's informal meeting earlier this week to hear the views of others & to discuss the consultation, having been unable to attend the previous (alternative date) meetings on the 17th & 20th of April.

Having read your letter, we particularly note the paragraph which states ~

The proposals meet the Council's transportation aims to reduce traffic congestion caused by short car journeys and to encourage extended visits within the City centre.

The proposed changes will continue to support the economic vitality of Hereford and its City centre and protect parking provision for residential permit holders allowing visitors to stay longer and encourage use of nearby businesses.

To address the notice's five bullet-pointed proposals in order, in conjunction with the paragraph above:

Bullet point 1

We feel that three hours rather than two should actually be the maximum permitted stay, but that (regardless of the maximum period) the charge should be £1.00 per hour at most.

The reference to '...[encouraging] extended visits ...' does not seem to tally with the proposal to charge *more* for the second hour than for the first, for a two-hour stay.

Bullet point 2 (& 4?)

Whilst we recognise that the proposal now is to reduce the number of residential parking spaces in Castle Street, we would appreciate an explanation as to why this street is (to the best of our knowledge) the only street in the City which has protected residential parking spaces ~ i.e. ones that may not be used at *any* time by anyone other than permit holding residents even when unoccupied.

We would be pleased to know why this applies only for the residents of this particular street & not for residents of other streets?

Bullet point 3

We would welcome the proposed cessation of the parking charges applied in these streets at 6.00pm rather than the present 6.30pm.

Bullet point 4 ~ please see 'Bullet point 2 (& 4?)

Bullet point 5

We would welcome the proposed introduction of the provision for the Council, at its discretion, to be able to suspend parking charges for special events.

We hope that this would be applied to the period of the forthcoming 'Three Choirs Festival'.

We would be pleased if the following could also be taken into consideration

To return to the aforementioned paragraph in your letter ~

Firstly, regarding the assertion that the Council wishes to **reduce traffic congestion caused by short car journeys**.

For various reasons, not least being the fact that some rural areas in the County have no public transport, some people are at times obliged to drive (or be driven) into the City to pay a very short visit ~ to collect prescriptions, for example. It is completely unacceptable in our view for them to have to pay to park for what may be only a matter of minutes.

Next, the statement that the proposed changes '...will continue to support the economic vitality of Hereford and its City centre ...'

There will be no Hereford City centre shops to be supported unless the current thinking changes completely in relation to parking charges ~ numerous visitors to the Cathedral last night for an event apparently said that what puts them off from coming into Hereford regularly is the cost of parking. It certainly appears, to ourselves & to many visitors, that people are being encouraged primarily to go to the car parks by the 'Old Market' shopping centre, but that is too long a walk for some to then visit (or discover) shops here in the 'Independent Quarter'.

Some people have difficulty walking but are not eligible for a 'Blue Badge' ~ if there is no provision of free or affordable parking close to the City centre they are effectively discouraged from shopping here.

Many of those who live in this or a bordering County with whom we've spoken tell us that they used to come here regularly, but that this is their first visit (to view the 'Weeping Window' installation) since the parking regulations changed & that they don't intend to return as they can shop elsewhere either without parking charges or with nominal charges.

We hear time & again from these visitors that in their experience of travelling to other towns & Cities, those places that do not charge at all for on-street parking can afford to do that for the following reasons:

Some (although not all) of these places have Park & Ride schemes, their Councils profiting from the related charges which visitors don't mind paying because:

the charges are reasonable

1. drivers do not have to find parking spaces or have to worry about keeping an eye on the time, as with on-street parking meters
2. people are transported to where they want to go without having to either walk far or find their way around what may be unfamiliar roads

We understand that Bristol (& no doubt other places) operate a ticketed parking system in some places which allows an initial free half-hour, with charges then coming into play for longer stays. If

parking charges must be levied then this aforementioned scheme could surely be implemented here in Hereford, provided the parking charge per hour *after* that free half hour would be no more than £1.00 per hour.

In conclusion, we believe that a permanent 'Park and Ride' scheme would be the most effective long-term way in which the Council might raise funds without endangering (as at present) the livelihood of small, independent businesses.

Such a scheme would encourage extended visits & reduce road traffic congestion within the City centre.

Would you please be kind enough to let us know that you have received this email?

Response 40 - Resident

A CURATE'S EGG OF A PARKING SCHEME (but not really good, even in parts!)

I think you and your colleagues have been practising traditional planning methods by scribbling on the backs of envelopes. It is beyond me to fathom why you all rushed to rubbish the original plan, as formulated by a professional consultant, which came into force in November 2017. This scheme was given but a few weeks before the Council started dishing out free parking permits to shopkeepers in Church Street, many of which have been misused. Now it appears that anyone will be allowed to park in Castle Street and St Ethelbert Street with the aid of a pay-and-display ticket, while residents must take pot luck. Surely you must see that this is not just?

On the principle of "if it ain't broke, don't fix it", the November 1917 scheme should be given another chance -- say, for at least 12 months -- to bed in properly; there can always be a further consultation after that period, should that be deemed necessary.

Response 41 – Business

TO WHOM IT MAY CONCERN

Re: THE COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL (HEREFORD CITY CENTRE) (AMENDMENT 2) ORDER 2018

I should like to make the following comments & objections to the proposals that have been put up for consultation regarding on street parking in Hereford City Centre.

1. THE CONSULTATION DOCUMENTATION IS BARELY UNDERSTANDABLE

Unless you have a detailed knowledge of "how things work" your consultation documentation makes a mockery of the word consultation.

I run an extremely busy shop in Church Street, my aged mother was diagnosed with terminal cancer at the outset of this consultation & I myself have been ill. This is the first opportunity I have had to download the documentation to respond – god help anyone without a degree or equivalent qualification. Where is the easy to read explanation of what is being changed & why? How do you expect people to understand documents (that are going to have a dramatic impact on their DAILY lives) that have been written in legalistic terminology in a completely inaccessible way? Are you surprised you got it SO WRONG the first-time round if this is the way you run things?

It makes me lose the will to live!

2. MAIN OBJECTION

The proposals to charge £3 for 2 hours are completely discriminatory in that they are proposing a higher charge than any other car parking facility in the city centre. This has been justified by someone saying that on-street parking facilities were "premium" parking facilities. But the payment structure makes no sense at the lower end of the charges either. If this is "premium" parking why are you proposing to charge less for 30 minutes and an hour's parking than every other parking facility in the city centre and then randomly surcharge people for staying more than an hour – it is illogical.

This proposed charging system puts all the small independent businesses operating in the city centre at a massive disadvantage, compared to the larger multinationals & chain stores, who have the real "premium" parking facilities in the city centre. Their parking facilities have on-site toilet facilities, nappy changing facilities, on-site cleaning staff and a raft of "big name" stores all within a short walk so you don't have to carry your shopping very far at all. This is where the PREMIUM parking facilities are.

The on-street parking does not have any of these facilities. Indeed, you have to work quite hard to use the on-street parking – if you find a space, it is usually still quite a walk to where you want to go to, there are no facilities provided and you are limited in the time you can stay. In the past, the only thing to recommend on-street parking in Hereford was that it was FREE.

If you proceed with the charging levels you have outlined in the consultation, you are placing all the small businesses who bring vibrancy, diversity and a breadth to the consumer offer of the city at a massive disadvantage. It is not equal or fair.

A brief survey of the parking charges in the city centre show that one can park on the Old Livestock Market site (with all of the added "premium" services on-site) for £2.60 for a 2 hour stay. THIS SHOULD BE THE ABSOLUTE TOP LIMIT TO THE CHARGES BEING MADE FOR ON-STREET PARKING - £2.60 for 2 hours.

Do not proceed with something that discriminates to this extent, I believe it would be illegal & would open the council to legal challenge.

3. PARKING IN EAST STREET

There appears to be no mention of the small number of parking spaces in East Street in the proposals, nor that East Street should be included in the same Zone 2 as Castle Street, St Ethelbert Street & Cantilupe Street. I know that there are very few resident permits issued to properties in East Street, but for the few that are entitled it is again, discriminatory not to include them. Is it that the properties in East Street are not as valuable as the others & so the people in them have a quieter voice?

I believe there are about 6-8 on-street parking spaces along East Street – how are these to be designated? Will people be able to pay to park in these spaces or are they to be resident permit only spaces. I would suggest you make these both resident permit or pay to park, but a payment meter will need to be installed in the street.

IT IS IMPORTANT THAT THESE PROPOSALS MAXIMISE THE USE OF THIS VALUABLE CITY CENTRE PARKING RESOURCE.

4. WELL DONE FOR LISTENING

The following photographs show how massively underused the on-street parking in Castle Street was under the 2017 proposals. These were taken at different times of the day, but clearly show an empty street – a nonsense in the 21st century in the city centre of our county town.



PHOTO 1 Taken at 10.30am showing very few resident cars parked in the designated area for that purpose. This suggests a substantial over-provision of spaces for this purpose in Castle Street. Residents are able to access parking anywhere in the street – the allocation of resident only bays should take this into account.

PHOTO 2 Taken at 1.30pm – lunch time!! Supposedly the busiest time of the day!! Huge numbers of empty on-street parking spaces in Castle Street, bringing NO wealth, NO business & NO life into the city centre. Also showing empty residential parking.



PHOTO 3 Taken at 1.30pm again showing prime parking spaces close to the Cathedral Close completely empty. In the distance – more than enough residential parking for the few vehicles requiring it. Under-utilised resources going to waste in the centre of Hereford City.

I believe people visiting the city want an easy to understand system for parking that is fair & equitable. Your proposals to extend the parking times across the board for up to 2 hours are sensible & pragmatic. I believe the underutilised parking resource shown in the above pictures will soon diminish, but it should be at the same price as other city centre parking so as not to disadvantage anyone.

5. RESIDENT ONLY BAYS

These were first proposed about 8 years ago as a sensible way to help residents in the city centre in a Scrutiny Report presented to Council, written by me. I believe the management of on-street parking in Hereford has been grossly incompetent for decades – putting residents through an almost impossible situation of never being able to move their cars during the day, but then having the whole street to choose from at night. I hope the internal workings of the transport department have now accepted that resident only bays are essential for a vibrant city centre. When an area becomes popular for visitors, provision MUST be made for residents.

FINALLY you got this one right, even if you did go a bit over the top!

6. CANTILUPE STREET

It is unclear from the documentation what you propose for Cantilupe street. Will the on-street parking be resident only or mixed use (resident & pay for parking)? By including it in Zone 2 does that make it the same as Castle Street restrictions????

I just don't understand this bit.

Response 42 - Resident

I am submitting my objection to the proposed parking regulations and request that a solution is devised to provide free parking for Hereford Cathedral School parents for pick up and drop off times on the streets around the school namely Castle Street, St Ethelbert Street and Cantilupe Street.

This solution could be in the form of permits issued to school then distributed to parents, or exclusion periods for specific given times. for example 08.30 -08.45 and 15.30 -15.45 . But please discuss with the school as different years may have different time requirements. For example on certain days there are clubs that finish at 16.15 so again this could be an allowance. The main allowance is that parents should be allowed a 15 min window regardless of timings to drop of and collect their children without any need for parking charges.

I do not feel it is fair to make parents pay twice and on some days and occasions more than this to take their children to school. We should have the same rights as other parents to take their children to school without be penalized to do so.

Please don't assume that all people that send their kids to Hereford Cathedral School can afford to pay for parking. Some of us work really hard and make sacrifices to be able to do so and like others have to make ends meet. Ultimately we've been saving the local authority money with our kids being educated outside of the state school system, so don't penalise us.

Response 43 - Business

We wish to express our support for the proposed change to Loading bay restriction changes in St Peters square.

However there is a strong feeling amongst our customers that some provision for a short period of free parking (15 mins seems to be generally agreed as reasonable) in the street would have been a better compromise. This would be most beneficial to businesses such as the estate agents or cobblers there a quick collection or drop off is common place. We have customers that often place their order to collect later and would only need to be parked for a few minutes to do this that are now deterred by the parking charge.