

Appendix 3 Consultation Responses

Response 1 – Hereford Open Door (Local charity)

I am a volunteer and trustee of the local charity, Hereford Open Door, providing breakfasts and other services to homeless people in Hereford. We operate from St Peter's Church House on Mondays, Thursdays and Fridays but use the loading bay on other days to bring in food, tents, sleeping bags, etc.

I filled in a questionnaire a year or so ago after I fell foul of the existing loading bay restrictions.

The proposed plans are a good compromise between the needs of taxi drivers, couriers, delivery vans and ourselves. From our point of view, it would be useful to have the loading bay hours from 7.45 am to 6 pm (or 5.45 pm) because we do sometimes need to unload food items before 8 am (we are open from 8 am to 10 am on Mondays, Thursdays and Fridays). However, I do understand this might affect other users.

Implicit in your description of the relocating and extending of the loading bay outside St Peter's Church is that the loading bay is operative on all seven days of the week between the hours of 8 am and 6 pm. Am I correct in this interpretation?

Response 2 – DRM (Statutory Consultee)

My only concern here is that it is common practice for Yeoman's buses to park up prior to the entrance to the bus shelters, therefore there should be no parking in the diagonal area marked on your map, or this could restrict our ability to drive onto stand 3.

Response 3 – Business

I am writing as a local business with in the city centre.

I own the Venue, Kerry, Commercial & Wellington.

It frustrates me and I assume many other businesses with regard to:

1. Loading bays not allowing cars to deliver goods to local business. Often I have to pop to the wholesaler or bank for stock and frequently get parking tickets. Could each business not get 1 permit for a car to get the same allowance as a commercial vehicle. I would happily pay.
2. Frequently I have work being performed at my venues. Often jobs cannot be planned in what kit or equipment is needed. Parking on a loading bay can often be the only option. I appreciate you operate a dispensation service. I used this yesterday. I had to go to a computer, fill in a form, pay £10.00, drive round to the town hall all so a vehicle could park for two hours as our air conditioning was being regassed. Again this could be issued one per business at a cost?

Response 4 – 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.

Response 5 – St Peter’s Church

I am writing to you with regard to the public consultation of the proposed changes to the taxi rank and loading restrictions outside St Peter's Church. Firstly, I attach a document that our Church Warden prepared for our church regarding the same matter back in 2013, it shows what has been agreed in the past. With the current proposed changes, there are a couple of things we would want to enable us to continue to provide care for the most needy members of our society, as well as our public role as the civic church and providing weddings and funerals.

1. If the taxi rank is extended forward then please can we have permission to place parking cones in this area enabling wedding and funeral cars to pull up outside the church. We do not have many wedding and funerals currently so this would not cause a big disruption to the taxi rank.

2. As you can see from the attached document it was agreed that the 'blips' were removed to enable blue badge holders to park outside of the church on a Sunday. We do have people attend the church with very limited mobility and so there is a need to park close to the entrance. As the taxi rank is being extended and there is a less demand anyway for taxi's on a Sunday, could the two loading bays outside the church be designated for church use only on a Sunday. This would enable parking for our blue badge holders.

If we are able to get agreement on the two matters above then we would have no objections to the changes as proposed. If you would like to discuss this further or have any questions please email me back or contact me on 01432 273676.

Attached document - excerpt below

Loading/Unloading and Parking Outside St. Peter’s

We have now been able to further clarify the use of the Loading Bay and loading, unloading and parking outside St. Peter’s, particularly at weekends. The following follows consultation with the Council.

As regards the Loading/Unloading Bay :-

- 1. During the week, the normal rules apply as indicated. It is available for any vehicle for the purposes of loading and unloading only and it must be moved when loading/unloading is finished.***
- 2. At weekends, the Bay is a Taxi Bay and should not be used at any time by other vehicles.***

As regards the double yellow lines:-

Whilst the double yellow lines outside the church, in front of and behind the Taxi and Loading/Unloading Bays (as far as the dropped kerb in front of Church House) prohibit waiting at any time, there are two exceptions.

- 1. Waiting is permitted for the purposes of loading and unloading. Whilst there are 'blips' (yellow stripes) accompanying the yellow lines at this location (which mean that even loading/unloading is not allowed) we are advised by that these should not be there and it has been requested that they are removed.***
- 2. Until they are removed, enforcement officers have been instructed to ignore the blips. This means that in respect of these double yellow lines, an enforcement officer will continuously observe a vehicle for a minimum of 5 minutes to see if any loading or unloading is taking place. If no evidence is seen during this observational period a penalty charge will be issued.***
- 3. The holder of a Blue Badge may park on double yellow lines for up to three hours (except at other locations where there is a ban on loading or unloading, as indicated by 'blips'), and providing there is no obstruction to traffic.***

This effectively means that Church users can stop on the double yellow lines outside the Church at any time for the purposes of loading and unloading only. This is in addition to being able to use the Loading Bay during the week. Vehicles, must however, be moved immediately after loading/unloading or a penalty will be incurred!

It does also mean that our Blue Badge Holders can also park outside the Church.

I hope this is clear, but if any members of the congregation experience any difficulties with this, please let me know.

Response 6 – Hereford BID

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.

In summary, we are very pleased at the overall changes made and feel this will help local businesses with additional custom. Specifically, we believe the following:

- The taxi rank extension to allow 2 extra taxis by St Peter's Church will benefit both the night and day time economy
- The change from Goods Vehicle Loading to Any Vehicle Loading outside Tanners will make a huge difference to this business and the others around it. They have consistently suffered from customers fearing a ticket when making collections which drives custom to other competitors who may be a supermarket or out of town store.

Tanners Wine Merchants felt this would truly benefit their store and cements the business's future to that location. One thing we did note was the No Return within two hours here. This might have an impact when those businesses in St Owen Street pick up deliveries to go out and need to return sooner. Would a no return of one hour be possible?