

Environment Scrutiny Review of On-Street Parking – Action Plan

Appendix 1

Recommendation 3a	The review group recommends the Executive commission detailed research into the use of car parks within Hereford City			
Cabinet's Response	Accepted.			
Action	Owner	When	Target	Progress
Detailed assessment of parking supply and demand and forecasts currently in progress.	TM	Report is due to be completed later in 2009	Study completed and forecast supply and demand included.	The Hereford City Centre Parking Review is complete and published on the Council website. The Review findings are being used to inform the review of the Hereford Transport Strategy and the Countywide Car Parking Strategy.
Recommendation 3b	Using the data collected in 3a the review group recommends that the Head of Planning and Transportation Services ensures a detailed parking strategy is developed in the Hereford Area Plan.			
Cabinet's Response	Accepted. However, a Countywide Parking Strategy already exists within the Council's current Local Transport Plan. This will be revised through the development of the next LTP.			
Action	Owner	When	Target	Progress
Review the Countywide Car Parking Strategy set out in the current LTP for inclusion in the 3 rd LTP.	TM	March 2011	Revised Car Parking Strategy set out in the LTP.	The Countywide Parking Strategy is currently being reviewed as part of LTP3 development. The review of this strategy will inform the development of the Hereford Area Plan which is due to be adopted in July 2013.
Recommendation 3c	The review group further recommends that all future provision of parking should be developed within a traffic reduction framework for town centres. Parking should be seen as an opportunity for increasing the accessibility of the City and our Market Towns. It is essential to develop this mindset before future planning takes place.			
Cabinet's Response	Accepted. This is consistent with the approach already outlined in the Council's current Local Transport Plan and Unitary Development Plan. This will be taken into account when developing the next LTP and Local Development Framework.			
Action	Owner	When	Target	Progress
Review the Countywide Car Parking Strategy set out in the current LTP for inclusion in the 3 rd LTP to ensure it take account of the twin aims of traffic	TM	March 2011	Revised Car Parking Strategy set out in the LTP.	The aim of reducing traffic whilst maintaining the viability of Hereford as a key service centre for the community is at the heart of existing strategy. It will remain a key focus as we review the Hereford Transport Strategy and the Countywide Car Parking Strategy. The Hereford City Centre Parking Review has provided a useful analysis of the current and likely future pressures on publicly available

reduction and accessibility.				parking supply and this will inform the two strategies.
Recommendation 4a	The Review Group recommends that a new residents' parking scheme as outlined in 4.13 above is introduced for all existing schemes to eliminate the issuing of a visitors' permit that can be used on any vehicle.			
Cabinet's Response	Do not accept. The current system allows for the issue of two permits per dwelling (at one standard price) one of which available for use upon any vehicle associated with the resident. It is considered that the recommended higher rate for the second permit together with the issue of 'scratch cards' would add to administration costs. The petition submitted from residents of St James and Bartonsham area of Hereford suggests there may not be wide public support for changes to the existing schemes. If this recommendation were to be accepted, this would require changes to existing Traffic Regulation Orders. This would divert resources away from higher priority traffic schemes aimed at addressing safety and speed concerns. Consideration will be given to providing greater clarity over enforcement and misuse of visitor permits. This will also take into account potential removal of permits where misuse has been proven.			
Action	Owner	When	Target	Progress
Review enforcement processes for use of visitor permits and possible sanctions in response to misuse.	HNM	December 2009	Approach is reviewed and clarified.	The approach to enforcement of the use of visitors permits and the sanctions for misuse have been reviewed. They are fit for purpose and do not need to be changed. It remains that if a permit is being misused and there is as a consequence a contravention of the relevant TRO then a PCN will be issued. All suspected misuse is reported to the Parking Team (Alison Cook) who will consider an appropriate course of action to. Withdrawal of the permit is an available sanction where misuse can be proved. This 'sanction' is shown on the 'Terms and Conditions' sent out with all permits.
Recommendation 4b	It is recommended that the introduction of the new residents' parking scheme should be accompanied by clear promotional material explaining why the changes are deemed necessary and highlighting the increased flexibility the new scheme provides for two car households and emphasizing that residents do not have a "right" to park outside their house.			
Cabinet's Response	Whilst recommendation 4a is not accepted, it is accepted that the introduction of any new schemes should be accompanied by clear publicity and information for residents that are affected.			
Action	Owner	When	Target	Progress
No action				
Recommendation 4c	The Review Group recommends that tradesmen be permitted to purchase visitors' scratch cards directly from the council whilst working on properties within a residential parking area. Proof of the property owner's residency and the nature of the work should be required.			
Cabinet's Response	Do not accept. Administrations difficulties with the issue and control of scratch cards. Builders' vehicles can be accommodated within licensed hoardings when waiting restrictions are suspended. The petition submitted from			

	residents of St James and Bartonsham area of Hereford suggests there may not be wide public support for changes to the existing schemes. If this recommendation were to be accepted, this would require changes to existing Traffic Regulation Orders. This would divert resources away from higher priority traffic schemes aimed at addressing safety and speed concerns. However, it is acknowledged that the approach to enforcing tradesmen's parked vehicles needs to be clarified and made transparent to avoid confusion and possible misuse.			
Action	Owner	When	Target	Progress
Clarify approach to enforcing tradesmen's parking in controlled parking areas	HNM	December 2009	Written procedure produced.	The issue of tradesmen parking in a residents parking area is problematic. In the absence of a specific scheme to accommodate this, the instruction/procedure for all CEO's is to revert to the TRO and to the terms and conditions of the residents parking scheme. The approach therefore is that a visitor's permit may be displayed on a tradesman's vehicle if the tradesman is working in the address to which the permit has been issued. Any exemption to this, beyond stopping for as long as is necessary to drop off or pick up a passenger, or to load or unload, can only be upon the direction or with the permission of a CEO in uniform or a police officer in uniform. For substantial works a hoarding can be licensed, or a temporary TRO can be made to suspend parking restrictions. This has been added to the FAQ page for Residents Parking Schemes on the website, and to the 'Terms and Conditions' that accompany all permits when sent out. This is transparent and gives clarity, but I fear it will not satisfy tradesmen who think they should be allowed to park outside a premise whilst working in it, irrespective of whether the need to park is essential as opposed to convenient.
Recommendation 4d	Other essential peripatetic service providers will normally be able to deliver their service within the currently available free on-street parking time restrictions.			
Cabinet's Response	Accepted, current schemes already allow for this provision.			
Action	Owner	When	Target	Progress
No action				
Recommendation 4e	It is recommended that the boundaries of proposed new schemes should be defined by officers using their experience. Individual roads within a proposed scheme should not be allowed to opt out of the whole scheme.			
Cabinet's Response	Accepted in principal. However, the Cabinet Member will continue to take into account representations received from residents when considering the introduction of new Residents Parking Schemes.			
Action	Owner	When	Target	Progress
Assessments undertaken with consideration of requests	HNM	Ongoing		
Recommendation 4f	The Review Group recommends that the residents' schemes in East Street and Castle Street be amalgamated. In future, where small schemes exist for particular or historic reasons and, in the opinion of officers they would be			

	usefully amalgamated, then this should be taken as a management decision and will not require a majority vote of residents.			
Cabinet's Response	This is a specific ward matter and will be referred to Amey, the Council's service delivery partner, for consideration in accordance with the Council's policies and protocols for Traffic Regulation Orders. Whilst professional judgement is a key part of this work, any changes to Traffic Regulation Orders will be made in consultation with and approval of the Cabinet Member and when necessary will be subject to public consultation.			
Action	Owner	When	Target	Progress
Undertake review	HNM	In line with Traffic Regulation Order protocol and ranking list.	Start October 2012	East Street/Castle Street review of residents parking is currently positioned at no. 69 (out of 70) with a projected start date of August 2012.
Recommendation 4g	The Review Group recommends the introduction of resident only parking bays in roads within the historic core of the medieval city where residents' schemes exist and specific problems are encountered with a high volume of short stay parking for shopping. The number of spaces provided should only be a proportion of the number of permits issued to the street and should not be collocated with individual addresses. In future it may become necessary to provide resident only bays on edge of town centre roads also.			
Cabinet's Response	Accept. Current policies allow for the provision of residents only bays when appropriate.			
Action	Owner	When	Target	Progress
Note comment and review as necessary.	HNM	Ongoing		
Recommendation 4h	Where community group premises exist within a residents' parking zone which does not have access to off-street parking, the Review Group requests that the Parking Team work with the group to enable them to purchase a supply of daily scratch cards at a discount for events/matches set in advance. The parking team will need to ensure the necessary checks are in place to prevent misuse of these permits.			
Cabinet's Response	Do not accept. The issue of 'scratch cards' would add to administration and enforcement costs. Variations to existing Traffic Regulation Orders would be necessary.			
Action	Owner	When	Target	Progress
No action				
Recommendation 4i	The Review Group recommends the Head of Highways undertake an immediate review of deficiencies in the signing and lining of restricted parking areas within the county. Where deficiencies are found that a programme of works is instigated to rectify them. Further, that a prioritised system of fault reporting be set up in conjunction with the Civil Enforcement Teams to ensure effective future maintenance.			
Cabinet's Response	Noted. It is recognised that good signing practice supports safe enforcement of Traffic Regulation Orders. Existing Highway Inspections include a review of signing and lining together with the reporting of missing signs by the Civil			

	Enforcement Officers. Repairs and replacements are undertaken as budgets allow.			
Action	Owner	When	Target	Progress
No action	HNM			
Recommendation 4j	The Review Group recommends the Head of Highways instigate a review of the restricted waiting times within the historic core of Hereford city with the aim of reducing these down to more appropriate times to promote a higher turnover.			
Cabinet's Response	Accept. Item will be placed upon Traffic Regulation Order ranking lists, and considered within terms of car parking policy			
Action	Owner	When	Target	Progress
Revise Traffic Regulation Order ranking list and review in accord with final position.	HNM	Ranking January 2010	As determined by ranking process	A review of loading/parking bays in Hereford is positioned at no 63, projected date for start of June 2012, however the review should also be tied to policy changes within Local Transport Plan.
Recommendation 4k	The Review Group recommends that the Head of Highways introduce a county-wide relaxation of the restrictions applied to commercial loading bays in town centres to facilitate their use for un/loading by locally owned small businesses that use their private vehicles for business support. Alternatively, that a county-wide scheme of private vehicle registration be instigated for these businesses to enable them to use the commercial loading bays, whichever method is most effective and least costly.			
Cabinet's Response	Amendments to existing individual Traffic Regulation Orders would be required and therefore a blanket countywide relaxation would not be appropriate. However, the principle is accepted and has been implemented in some recent orders. When changes are undertaken this approach will be adopted where appropriate.			
Action	Owner	When	Target	Progress
New and revised loading bays to allow use of private vehicles for business support	HNM	Ongoing		Relaxation of restrictions on loading bays to allow for non goods vehicles to use them has been implemented within changes introduced in Ross on Wye which provided a maximum time limit of 15 minutes for non goods and 60 minutes for goods.
Recommendation 5a	The review group cannot recommend the introduction of on-street parking charges at the current time. Future introduction of on-street parking charges should be detailed in the parking strategy to encourage modal shift to more sustainable modes of transport.			
Cabinet's Response	Accept. Comment noted.			
Action	Owner	When	Target	Progress
The review of car parking strategy will consider the role of on-street parking as part of the wider	TM	March 2011	Revised Car Parking Strategy set out in the	The Committee's findings regarding the introduction of on street parking charges provide a useful steer in terms of the likely public acceptability of the introduction of on street parking charges. The strategy will take a view on the role of on street charges but it is likely that the control of on street

strategy.			LTP.	parking in terms of ensuring reasonable access to the city centre whilst encouraging high levels of turnover will be best achieved through time limitation as currently exists. Consideration will be given to the extension of 30 minute maximum waiting times to other locations in and adjacent to the central area.
Recommendation 5b	The review group recommends that should community-led plans be forthcoming regarding the re-design and regeneration of individual streets within the city centre, then consideration should be given to funding these up front and then recouping costs by the introduction of charges within the streets that have benefited.			
Cabinet's Response	Comment noted. Should specific schemes come forward the Cabinet Member will consider proposals on a case by case basis.			
Action	Owner	When	Target	Progress
No action				No such schemes have come forward.
Recommendation 5c	The review group recommends that all future income from parking of any sort be ring fenced to provide a regular investment budget for strategic environmental improvements that promote sustainable travel options within the geographical location that the income is earned. Outcomes from this investment strategy should be promoted at point of payment for parking services.			
Cabinet's Response	Do not accept. Income from car parking currently forms a substantial element of the base budget for the Sustainable Communities Directorate. It would not be financially sustainable to re-allocate this money to strategic environmental improvements.			
Action	Owner	When	Target	Progress
No action.				
Recommendation 6a	The review group recommends that increased on-street parking controls in the form of charges should only be introduced when viable sustainable alternative options for city boundary parking are already in place. It is at this point that charges could be used to promote the sustainable alternatives and promote congestion reduction.			
Cabinet's Response	Accepted. It is agreed that significant changes to the cost of parking need to be clearly linked to wider transport strategy and importantly will need to be closely linked to alternative provision. This is set out in the current strategy.			
Action	Owner	When	Target	Progress
Note comment and take into account in review of LTP.	TM	March 2011	Revised Car Parking Strategy set out in the LTP.	This recommendation will be taken forward in the revised Countywide Car Parking Strategy.
Recommendation 6b	The review group recommends that a targeted campaign of school travel plan implementation and monitoring be carried out within areas considered to be experiencing high levels of congestion, notably Hereford city.			
Cabinet's Response	Accepted. The Council already has an active campaign of promoting and monitoring school travel plans. Targeting takes into account 'value for money' indicators such as density of catchment, road safety history and current modal split at a school. It is worth noting that school travel plans are not compulsory and hence promotion needs to be			

	based around consensus and encouragement. In a large rural county many of the demands placed on our school travel plan programme relate to difficulties of accessing remote rural schools and hence there is a real need to manage limited budgets with skill to achieve both reduced car use and improved, safer access.			
Action	Owner	When	Target	Progress
Deliver school travel initiatives as part of the Local Transport Plan programme	TM	Ongoing	To deliver the LTP target for reducing car use on the journey to school.	A separate report on the progress on implementing School Travel Plans was made to Committee 7 June 2010.
Recommendation 6c	The review group recommends that the Head of Planning and Transportation Services draws up an action plan to redress the balance of total public to private non-residential parking supply in Hereford. This could form part of the Hereford Area Action Plan (see 7).			
Cabinet's Response	Accepted. The Unitary Development Plan (UDP) already includes a policy which provides a presumption in favour of the development of current private non-residential parking areas within the City Centre. It is also worth noting that the Edgar Street Grid proposals provide an opportunity to shift this balance further through the planned redevelopment of the area.			
Action	Owner	When	Target	Progress
This policy issue will be thoroughly reviewed as part of the development of the Hereford Plan.	PT	Hereford Area Plan Adoption July 2013	Ensure land use planning policies support parking strategy and promote sustainable transport options.	The Countywide Parking Strategy will clarify the significance of privately available parking and the need to reduce/control such parking in future. A key element of this will be to extend current planning policies which seek to encourage the planned development of such spaces.
Recommendation 7a	The review group recommends that the Head of Planning and Transportation Services instigates the development of a comprehensive parking strategy as part of the Hereford Area Plan.			
Cabinet's Response	Accepted. As per response to 3b.			
Action	Owner	When	Target	Progress
See 3b				
Recommendation 7b	The review group cannot make recommendations to change on-street parking strategy in isolation of off-street parking provision. To do so would be counterproductive and would not form an integrated approach.			
Cabinet's Response	Accepted.			
Action	Owner	When	Target	Progress
No action required.				
Recommendation 7c	The review group recommends that the routes connecting medium stay car parks (edge of centre) be examined for potential environmental improvements to ensure that these are perceived as safe and pleasant to use.			
Cabinet's Response	Accept. Clearly, it is important to improve key pedestrian access corridors in Hereford's central area and this is an			

	important element of the LTP strategy. In addition, the Council has secured additional resources and improvements through private development and will be seeking to secure significant pedestrian improvements as part of the ESG development.			
Action	Owners	When	Target	Progress
To continue to implement the LTP strategy and improve key pedestrian routes in Hereford's central area. Current scheme being progressed is comprehensive improvement of Widemarsh Street. Seek to secure significant improvements for pedestrian access through the ESG development.	HNM – Widemarsh Street	2010	Scheme completed to a high standard providing significant improvements for pedestrians, particularly those coming from Garrick House parking location.	The Widemarsh Street scheme is due for completion by November 2010, in time for the Christmas shopping period.
	ESG	Ongoing	Better linkages between the city centre and car parks, public transport and employment sites as a result of well planned ESG development.	Planning approval has been granted for the link road and off site improvements are progressing to enable the regeneration project to progress.
	TM – LTP review	2011	Revised proposals for supporting pedestrian access in the central area.	The review of the Hereford Transport Strategy is ongoing.
Recommendation 8a	The Review Group recommends that the Head of Highways investigates the development and implementation of a mobile phone cashless payment system for all of the county's car parks as outlined above. At the outset, this system needs to be developed to ensure it has the capacity for automatically rewarding sustainable behaviour and applying penalties for unsustainable use of the transport network. Further, when on-street charges are introduced in the future, the Review Group recommends that this system has the ability to provide all registered users with one free parking period per week, ameliorating the effects of charging and ensuring access to services is maintained.			
Cabinet's Response	Accept. The Council recognise technical developments with regards to payment for parking and support measures to simplify and thus encourage use of car parks.			
Action	Owner	When	Target	Progress
Investigate improved methods of car park payment to encourage use.	HNM	October 2009	January 2010	A project to introduce pay on foot parking in Maylord Orchards is underway for delivery this financial year. Detailed discussions are currently underway with Maylord Orchards regarding the implementation of the works
Recommendation 9a	The review group recommends that the current moratorium on new cycle parking facilities in High Town, Hereford, be lifted and further sites for additional parking be investigated and introduced.			
Cabinet's Response	Accepted. The Council's LTP firmly supports the provision of cycle parking as a key component of the overall cycle network. There is already a substantial amount of cycle parking provided within the Hereford central area and at key			

	locations such as the library, Council buildings and key access points on the edge of pedestrianised areas.			
Action	Owner	When	Target	Progress
Review cycle parking requests and consider locations for inclusion in future programme of works.	TM/HNM	Review group requested to supply list of additional sites by end November 2009.	Include appropriate sites in LTP delivery programme for 2010/11.	No additional sites have been suggested by the Review Group.