

Car Parking Consultation 2020 – Key stakeholder summary of feedback with response

Grouped comments

Response ID	Count	Objection, support, comment or request	Amend	Officer response
Proposed Parking Tariffs				
2, 4, 12, 16, 19, 21, 25, 29, 34, 35, 36, 46	12	COUNTYWIDE – Charges too high / are a deterrent / should remain as current or reduced	No	This does not address the issue that the proposal seeks to address with simplifying charges, introducing concessions, and protecting, and future proofing, a council revenue stream.
12 / 26 / 32 / 46 / 3, 34, 42	7	COUNTYWIDE – Free for 10min / 15 min / 1 hour / 3 hours / “a period”.	No	As outlined, free parking is not sustainable financially or environmentally, free parking by nature leads to an oversubscription of parking spaces as users have no incentive to find alternates.
46 / 11, 12, 27, 31, 44	6	COUNTYWIDE - Free parking after 3pm / 6pm (to include Hereford)	No	As outlined, free parking is not sustainable financially or environmentally, free parking by nature leads to an oversubscription of parking spaces as users have no incentive to find alternates.
11, 27, 31, 35, 44	5	HEREFORD - Free parking on Sundays	No	As outlined, free parking is not sustainable financially or environmentally, free parking by nature leads to an oversubscription of parking spaces as users have no incentive to find alternates.
11, 26, 27, 31	4	HEREFORD – Charges for on street pay and display are too high	No	Good management of parking under Department for Transport guidance determines that charges for parking in on street locations should be greater than, or equal to, central off street car parks. Visitors that arrive by car should be encouraged to park in outer central areas, rather than search for cheaper spaces in smaller side streets which have very limited capacity.
48, 50	2	COUNTYWIDE – Consider timing / deferring any price increase	No	This does not address the issue that the proposal seeks to address with simplifying charges, and protecting a council revenue stream at this time.
38, 40	2	LEOMINSTER – Support all day charge at Etnam Street	N/A	Support for this change to the tariff is noted.
38, 45	2	LEOMINSTER – Support hourly rate at Broad Street / Dishley Street	N/A	Support for this change to the tariff is noted.
28, 47	2	ROSS – Object to increase in charge at Edde Cross Street and Kings Acre car parks (from £1.50 to £3.00).	Yes	Benchmarking suggests that comparable town centre long stay parking is a £3.00 per day. The proposal has been reduced to £2.50
28, 47	2	ROSS – Object to loss of 30 minute tariff at The Maltings car park	Yes	The 30 minute tariff has been retained, with increase in charge being applied to longer stays at this location.
Parking Concessions				
7, 38, 40, 41, 47	5	MARKET TOWNS - Supports free parking on Sundays	N/A	Support for this concession is noted.

40, 45	2	COUNTYWIDE – Xmas free parking day all day rather than after 10am	No	Christmas arrangements will be decided annually.
11, 27	2	COUNTYWIDE – Support Christmas free parking	N/A	Support for this concession is noted.
3, 4	2	LEDBURY – Active Wednesdays not important	Yes	Lack of support for this type of concession is noted, and is similar elsewhere. Withdrawn.
3, 4	2	LEDBURY – Free evenings not important / should apply in daytime too	No	It is noted that this may not satisfy everyone.
48, 49	2	LEDBURY – Prefer discount parking on Tuesday (market day)	Yes	Lack of support for this concession is noted, and is similar elsewhere. Withdrawn.
4, 49	2	LEDBURY – Already free Sundays so not important	No	It is noted that Ledbury currently has free parking on a Sunday.
General comments				
22, 26, 37, 38, 40, 44, 45, 48, 49	9	COUNTYWIDE - Supports principle simplification of charges / banding car parks	N/A	Support for the principle is noted.
7, 11, 21, 22, 26, 32, 45, 50	8	COUNTYWIDE – Good communication / information package / clarity on income	Yes	Any changes will be subject to a comprehensive communications plan in order to make clear the intentions, benefits and changes to the wider public.
22, 28, 30, 35, 36, 40, 47, 48	8	COUNTYWIDE – Acknowledgement of income / increases are required from parking / charges are fair	N/A	Income from charging for parking supports other vital work that the council undertaken such as concessionary travel and highways maintenance.
6, 22, 30, 31, 44, 45, 46	7	COUNTYWIDE - Supports principle of higher hourly rates than outer central locations	N/A	Support for the principle is noted.
3, 16, 18, 26, 42, 44, 49	7	COUNTYWIDE - Band names / colours are vague / not clear Work and Stay Eat and Visit Stop to Shop	Yes	Amend to: Zone 1 – Central Zone 2 – Visiting Zone 3 – Work and Stay Existing 'Park and Choose' to also be promoted alongside.
4, 16, 34, 42	4	COUNTYWIDE – Residents are reliant on private car in county	No	It is acknowledged that Herefordshire is a rural and sparsely populated county and because of this there is a higher than average dependency on private car use and it is important, therefore, that we maintain an adequate supply of parking spaces. However, not everyone in the county is dependent on private car use. In urban areas and market towns where some journeys by car are short and there are reasonable alternatives, we encourage the use of active travel and public transport to reduce congestion, carbon emissions and improve health. In rural areas where car dependency is higher and alternatives are not so freely available, we support and subsidise the rural bus network and community transport schemes and, importantly, these services are supported by income from parking.
2, 38, 49	3	COUNTYWIDE – Object to same tariff in all locations / more local flexibility	Yes	Tariffs will apply in each locality so that local flexibility is maintained, whilst also using the same car park banding across the county.

2, 18	2	MARKET TOWNS – Too complex for Market Towns / Town Councils should recommend any changes	No	Town Councils have been consulted as part of this process and their feedback is included within this report. The intention of this proposal is to simplify the existing range for charges on offer in all the market town car parks.
Comments out of scope				
22, 26, 34, 35, 36	5	COUNTYWIDE – Need for wider strategy linked to travel, active transport		The council recognises the important role that the supply and cost of car parking has on wider transport objectives including helping manage demand for car use, encouraging the use of active modes and improving health and the role that parking can play in supporting local economies. Details of how parking is considered within wider transport strategy are set out in the Local Transport Plan (2016-2031).
11, 36, 38, 40,	4	COUNTYWIDE – New improved car park signage is required		New signage for all car parks is planned alongside this proposal to clearly advertise the charges, and provide visitors maps.
28, 45	2	COUNTYWIDE – Linear (minute by minute) charges		The proposal outlines an hourly charging rate across the county. Any local deviation will undermine the principle of simplifying the charges.
26, 44	2	HEREFORD - Request for pay on exit		Use of cashless parking provision is the direction of travel as this seeks to add benefits of 'top up' parking, whilst maintain low costs and environmental impact.
40, 45	2	COUNTYWIDE – Promotion of the use of pay by phone cashless parking		Cashless parking is available on all council car parks. In October 2020 the fee for using this service has been lowered from 36p to 16p per transaction. Further work in this area will be undertaken.
11, 19	2	COUNTYWIDE – Benchmarking against other areas		Benchmarking has already been completed against comparable local centres, comparing like-for-like (by distance) car parks.
47, 48	2	MARKET TOWNS – Welcome discussion transferring car parks to Town Council		The expression of interest in this matter has been passed to the relevant service area within the council. Car park asset transfers would be considers on a case by case basis, taking into account the countywide car parking strategy.
16, 38	2	COUNTYWIDE – Resident parking in council car parks		This can be considered as part of further initiatives for using the car parks.
40, 49	2	COUNTYWIDE – Income from parking to be spent locally		The revenue surplus (i.e. revenue generated through car parking charges, after the cost of running car parks has been covered) raised from parking income is spent on supporting local services in the county including public transport, concessionary travel, community transport and highway maintenance.

Isolated Comments

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Proposed Parking Tariffs			
27	HEREFORD – charges in centre £2 for 1.5 hours, £3 for 2 hours, £4 for 3 hours, £5 for 4 hours and over £7	No	This proposed tariff would not lend itself to simplification of the parking charges where hourly rates apply, feedback from the consultation indicates support for this standardisation.
49	LEDBURY - Tariff suggestions (multiple proposed, preferred one below) St Katherine's – 1 hour - £1.25 2 hours – £2.50 3 hours - £3.75 all day £5.00 Lawnside – 1 hour - £1.00 2 hours – £1.50 3 hours - £2.50 4 hours - £3.50 all day £4.00 Bye Street – 1 hour – 50p 2 hours – £1.50 3 hours - £2.50 Bridge Street – All day – £1.50	Yes	Most of these proposals have been included within the proposals, where the simplification of charges consistency allows. Other feedback from the consultation indicates support for standardisation of charges.
40	LEOMINSTER – Free 1 hour parking at Central Area car park	No	As outlined, free parking is not sustainable financially or environmentally, free parking by nature leads to an oversubscription of parking spaces as users have no incentive to find alternates.
38	LEOMINSTER – Charge period to end at 5pm	No	In order to maintain the principle of simplified charges the charging periods should be aligned in the market towns.
45	LEOMINSTER – some allocated short stay at Broad Street car park	No	Short stay parking will be introduced on Broad Street car park, which is considered to be a sufficient step forward at this stage as this allows flexibility to use the car park. A further review may be warranted if this system encounters issues.
	LEOMINSTER – Etnam Street – 70p for 1 hour,	Yes	Most of these proposals have been included within the proposals, where the simplification of charges consistency allows.

	£1.60 for 2 hours, £2.40 for 3 hours, £3.00 all day (raise 2 hours to £2.70 or Central Area 1 hour to £1.10 to cover income).		Other feedback from the consultation indicates support for standardisation of charges.
3	LEDBURY – St Katherines Max stay 4 hours	No	Whilst it is acknowledged that longer term parking should be focused elsewhere some provision is being retained at St Katherines, the demand for this type of car park use is managed through the tariffs.
28	ROSS – Support hourly rate at Edde Cross / Kings Acre, Free Sunday at Wilton Road and Corn Exchange, Crossfields Red Meadow	N/A	Support for this change to the tariff is noted.
Parking Concessions			
25	COUNTYWIDE - Free parking for 2 months	No	As outlined, free parking is not sustainable financially or environmentally, free parking by nature leads to an oversubscription of parking spaces as users have no incentive to find alternates.
48	COUNTYWIDE – Changes should be deferred until summer 2021	No	This does not address the issue that the proposal seeks to address at this time with simplifying charges, introducing concessions, and protecting a council revenue stream.
41	KINGTON – Objection to hours of charges change from 9am-3pm to 8am-6pm	No	This proposed tariff would not lend itself to simplification of the parking charges where 8am – 6pm rates apply in Market Towns, feedback from the consultation indicates support for this standardisation. In order to maintain consistency and simplicity of the charges countywide the charges in all larger market towns were proposed to be standardised. This will enable to the public to better understand the charges and ensure that drivers are aware of where they should drive to for their type of visit.
7	KINGTON – Free Parking day once a week or month, Free Sunday would be better on Saturday	No	As outlined, free parking is not sustainable financially or environmentally
7	KINGTON – Xmas free parking better on normal shopping day rather than Saturday	Yes	Christmas concessions can be flexible and decided consulting Town Councils annually.
35	HEREFORD – Sunday free from 6pm unimportant as shops are shut	N/A	Lack of support for this concession is noted. This type of concession will be withdrawn.
26	HEREFORD – Concessions required ah-hoc	No	Parking charges are approved by way of a legal notice, in order to vary these charges a statutory process must be followed in addition to the council's internal governance process. Ad-hoc / flexible type concessions are therefore limited.
4	LEDBURY – Free Saturdays	No	As outlined in the cover letter to this proposal free parking is not sustainable financially or environmentally, free parking by nature leads to an oversubscription of parking spaces as users have no incentive to find alternates.
49	LEDBURY – Christmas concessions better in January	N/A	Christmas concessions can be flexible and decided in agreement with Town Councils.

16	LEOMINSTER – Free parking on Etnam and Dishley street car parks	No	As outlined, free parking is not sustainable financially or environmentally, free parking by nature leads to an oversubscription of parking spaces as users have no incentive to find alternates.
General comments			
6	BROMYARD – not included	N/A	Herefordshire Council do not operate any car parks in Bromyard.
32	COUNTYWIDE – Residents prefer using council car parks than private ones	N/A	It is noted that some residents prefer to use council car park to private ones, however the pricing is just a commercial activity to compete with other car parks, charges provide a mechanism to control vehicle movements.
22	COUNTYWIDE – Joined up thinking with business and respect current infrastructure	N/A	Business groups have been consulted has part of this proposal and will continue to be engaged over any future strategy changes.
35	COUNTYWIDE – Lower charges at selected times	No	Charges are variable times would seek to further complicate existing charges and therefore are not being considered.
49	LEDBURY - Suggested band names Stay all day Work 'n' play Pop 'n' shop Work 'n' stay	Yes	In order to maintain consistency and simplicity of the charges countywide the charges in all larger market towns were proposed to be standardised. This will enable to the public to better understand the charges and ensure that drivers are aware of where they should drive to for their type of visit. Amend to: Zone 1 – Central Zone 2 – Visiting Zone 3 – Work and Stay Existing 'Park and Choose' to be promoted alongside.
48	MARKET TOWNS – Consult Market Towns Forum	No	All Market Town Councils have been consulted separately as part of this consultation. It is important that they are able to share their own independent views.
44	HEREFORD – Introduce charges for disabled badge holders	No	It is not the intention to introduce parking charges for disabled badge holders at this stage. Further work would need to be undertaken in this area should this progress.
26	HEREFORD – review after implementation	N/A	Charges for parking are continually monitored and reviewed.
Comments out of scope			
18	COUNTYWIDE – parking charges are not linked to sustainable travel, dwell time will be affected, drivers make impulse decisions		Parking charges and availability of parking plays an important role in managing congestion and is a key factor in determining people's choice of mode for a journey, particularly for short distance trips. Parking charges aim to strike a balance between getting people to think about their choice of mode, and whether they can undertake it more sustainably, whilst enabling people who have no alternative to car use to continue to access services.
19	COUNTYWIDE – Pre-booked parking spaces, with discounts for visitor attractions		Pre-booked parking spaces are not possible without taking the space out of the general supply. Local companies / organisation are able to advertise on the reverse of council pay and display ticket should they choose to do so.
45	COUNTYWIDE – Private business spaces in car parks (hired spaces)		Private hired spaces would remove general parking availability from the public and reserve it for specific users. Whilst there may be spare capacity at times, we need to consider the impact once the car park become busier at

			times of year, or where there are events. This suggested can be reviewed separately.
19	COUNTYWIDE – Requirement for Caravan and Camper parking		Allocated car parks for caravan and campers are in each locality where users may parking across multiple spaces and pay the correct car tariff, this was introduced in 2020.
44	HEREFORD – Limit on street parking to 30 or 60 minutes		These proposals do not seek to amend previously agreed time limits following the extensive consultation on Hereford Pay and Display street parking
44	HEREFORD - Relocate disabled parking provision from Maylords to side streets		It is not the intention to change the provision for disabled badge holders at this stage. Further work would need to be undertaken in this area should this progress.
27	HEREFORD – Increase disabled provision at Maylords		Further disability parking spaces at Maylords were created recently in 2019.
36	HEREFORD – People avoid due to congestion		Comment noted. In relation to our proposals for parking they take into account the use of pricing to deter car use for shorter distance travel where drivers are likely to have alternatives such as walking and cycling. As such, the setting of parking along with other measures charges can assist with the council's efforts to reduce congestion in Hereford.
	LEDBURY – St Katherines spaces too small,		Remodelling of St Katherines car park may be considered in the future as part of improvement works if approved.
45	LEOMINSTER – Increase disabled provision at Central Area, charge increase for lorries parking		A review of spaces for disabled badge holders can be undertaken separately at this location. Charges for lorries to increase.
45	LEOMINSTER – On street parking review - TRO changes required to Etnam Street to time limit, Corn Square free parking and Broad Street disabled badge parking		Street parking is subject to review following the Public Realm TRO process. Disabled badge holders may park in any on street parking place for free without time limit under national legislation which provides the exemption.
45	LEOMINSTER – Enforcement staff to issue fines for littering		Civil Enforcement Officers issue Penalty Charge Notices for civil offences. A littering offence is a criminal offence (environmental crime) in which a fixed penalty is issued. The council's Community Protection team handle littering offences.