

**WIDEMARSH STREET PEDESTRIANISATION EXPERIMENT -
RESPONSES FROM STAKEHOLDER CONSULTATION**

Organisation	Do you/your group support the scheme	Please explain why you support the scheme	Please explain why you oppose the scheme	Please explain if you have experienced any technical problems with the scheme. Are there any improvements you would like to see?
Abbey Cars	Yes	Safer for pedestrians		
Arctic Circle	Yes	More inviting environment for people		Access to disabled spaces at top of Broad St (opposite Barclay's) not available once Widemarsh St closed off at 10.30 am
Assn of Group Tour Operators	Yes	Past experience is that a pedestrian area is needed more than ever to provide environmental friendliness		
Castle Garage Ltd, Coach Tours	Yes	It enhances the centre of Hereford for tourists and shoppers, enabling the visits to be safer, more relaxed and less stressful, making it a more attractive tourist centre.		Parking and drop off points will be a problem which will need addressing.
Chamber of Commerce, Herefordshire & Worcestershire	No		The Chamber can see any evidence that increasing the pedestrianised area of the City Centre would attract more visitors, as wider issues such as congestion and parking problems are more significant factors. Lack of a strategic view on the impacts that the closure can affect a number of businesses, attractions and organisations. Previously disabled people could access close into City Centre by taxi to Marks & Spencer, banks. Now this person cannot access the city centre without a greater walk. Lack of provision of taxi ranks leads to increased parking in areas not serviced by the City Centre. Lack of clear evaluation process to justify the scheme. Lack of a willingness to work with the business community and listen and respond to their concerns.	Poor signage. Lack of Emergency Vehicle access. Vehicle accessing "closed" area through Bewell Street. Willingness to work together to find a solution.
CPRE	Yes	Good for pedestrians, business and the environment. Business will find that in the future it will increase trade.		
Crusader Holidays	No		The scheme prohibits coach access to the Green Dragon hotel between 10.30 and 16.30 which is too restrictive when we have our groups staying at the city's only hotel large enough to accommodate coach groups	Yes as detailed above. An exception during 10.30 - 16.30 to allow coach access needs to be made.

**WIDEMARSH STREET PEDESTRIANISATION EXPERIMENT -
RESPONSES FROM STAKEHOLDER CONSULTATION**

Organisation	Do you/your group support the scheme	Please explain why you support the scheme	Please explain why you oppose the scheme	Please explain if you have experienced any technical problems with the scheme. Are there any improvements you would like to see?
Cycle Hereford (formerly Hereford Cycle Forum)	Yes	<p>Cycle Hereford supports measure to significantly reduce traffic impacts in Hereford City Centre. There are many ways to do this, but since the Council is piloting part pedestrianisation, we believe this approach should be supported for the time being with some adaptations in order to increase access for cyclists and provide a more considered long term approach. In particular we wish to see the road user hierarchy developed by York rigorously pursued in Hereford. The hierarchy recognises that all road users benefit when the needs of the most vulnerable are given priority. Therefore schemes which favour pedestrians in principle deserve support. Our concern in this reply is to ensure that the needs of cyclists are more appropriately reflected in the development of the scheme.</p>		<p>To provide a permanent shared space with priority in descending order for pedestrians, cyclists, buses and taxis, 24 hours a day. All private vehicles to be permanently excluded with some concession to disabled vehicle access. Authorised vehicles and emergency services to have access into Widemarsh St controlled by retractable bollards which do not hinder pedestrians or cyclists. We support continuation of the restriction on loading and unloading between the hours of 10.30 am and 4.30 pm. <i>There is a long list of other issues attached</i></p>
Director Herefordshire Trade Federation	No		<p>The scheme is damaging business and continuity, especially Cathedral visits which also brings trade to the surrounding areas. The Council seems unable/unwilling to reason with the business owners/managers.</p>	<p>We regard West Street as unable/unfit to cope with all the incoming traffic to Broad Street/Cathedral/King Street and this aspect has been taken for granted as the acceptable option which it cannot be. Has an authorized traffic agency been asked to comment? If so, may we see a copy of their views/advice?</p>

**WIDEMARSH STREET PEDESTRIANISATION EXPERIMENT -
RESPONSES FROM STAKEHOLDER CONSULTATION**

Organisation	Do you/your group support the scheme	Please explain why you support the scheme	Please explain why you oppose the scheme	Please explain if you have experienced any technical problems with the scheme. Are there any improvements you would like to see?
First Group (Bus Operator)	No		The Company does not support the scheme because it results in a loss of public transport access to the City Centre area. Prior to the implementation of the experimental scheme, country services from the Country Bus Station picked up passengers in Broad Street. Because of difficulty in negotiation West Street, the nearest stops for these services will be Maylord Orchards and Bridge Street. The exit from Maylord Orchards is difficult at many times, causing delays to services. The scheme does not consider the implications for public transport - any scheme should ensure that access for public transport is improved, in furtherance of aims of promoting sustainable transport modes for environmental reasons.	I note that there are no proposals to assist access by public transport via West Street, as suggested in my response to the consultation on the experimental scheme.
Hereford & Worcester Ambulance Service	Yes	Seems to provide a safer environment for pedestrians		Although we have the code to unlock the gates we have had problems with this. Also, we have had problems in accessing the gates due to unattended vehicles parked at the gate site.
Hereford Access for All	Yes. Partly	I, myself, am in favour of the scheme, and Access members agree, on the whole. It is safer for those with mobility impairments, and there is more room on the road for pedestrians.	Some Access members are not in favour of the scheme for the following reasons - some parking spaces for the disabled have been lost (e.g. outside Barclays Bank). The bus stop in Widemarsh Street was more convenient than where it has been re-sited. Some older people miss being able to get a taxi from outside M&S	Some vehicles have been using Bewell Street as a short-cut between 10.30 am and 4.30 pm which means that pedestrians could be taken by surprise by vehicles on the road. I have some concerns about emergency vehicles being able to access the High Town/High Street area. Is there some way that the gates could be opened quickly in an emergency to let emergency vehicles through?

**WIDEMARSH STREET PEDESTRIANISATION EXPERIMENT -
RESPONSES FROM STAKEHOLDER CONSULTATION**

Organisation	Do you/your group support the scheme	Please explain why you support the scheme	Please explain why you oppose the scheme	Please explain if you have experienced any technical problems with the scheme. Are there any improvements you would like to see?
Hereford Cathedral	No		<p>It does not form part of an overall integrated scheme for Hereford City and may, if implemented without regard to proposed development elsewhere, jeopardise those developments. It does not provide vehicle access to the city centre for those with mobility difficulties. It delays (and occasionally prevents) access by emergency vehicles to Widemarsh St/Broad St and the cathedral and increases the potential risk to life and property. It does not provide adequate bus/coach access to the cathedral. West St is not suitable for coaches; the right turn from West St to Broad St is difficult to locate. Coach visits fell dramatically in 2004 when Widemarsh St was first closed and remain seriously depressed in 2005. Associated with the need to provide easy access for coaches is the need to provide suitable drop-off points, coach parks and facilities for drivers. The consultation process has been inadequate and imbalanced. Statistical samples have been size-based rather than quality based, and insufficient weighting has been applied to 'informed' opinion.</p>	<p>Allow bus/coach/taxi and emergency vehicle access to Widemarsh St and High St or widen West St and improve turn into Broad St. Signage - a carefully planned and comprehensive set of signs on all approaches to Hereford and on all roads within Hereford city, regardless of which agency has responsibility for those roads. Provision of an adequate coach park, easily accessible from the cathedral and within easy access to the cathedral, with adequate facilities for coach drivers.</p>
Hereford City Council	Yes	<p>Provided adequate delivery arrangements are made outside 10.30 am - 4.30 pm</p>		<p>Yes, gates too far into Widemarsh St; area is being used as a drop off point.</p>
Hereford City Partnership	<p>In principle yes, but not in its current form</p>		<p>As the remaining north-south artery through the city, the total closure has a severe impact on business in the city overall - not just Widemarsh Street. Also the lack of access for disabled and elderly needs to be reviewed.</p>	<p>Coach access to cathedral, taxi access throughout the city and access to public transport are all more difficult. We would like to see a scheme that accommodates all users' needs to retain vibrancy of city centre.</p>
Herefordshire Association for the Blind	<p>Not specific (some people like it, some feel it should be either open or closed all of the time)</p>			<p>Disadvantages include loss of Widemarsh Street taxi rank, difficulty of access to Resource Centre, traffic light settings, delivery access and traffic entering Widemarsh St from Bewell St.</p>

**WIDEMARSH STREET PEDESTRIANISATION EXPERIMENT -
RESPONSES FROM STAKEHOLDER CONSULTATION**

Organisation	Do you/your group support the scheme	Please explain why you support the scheme	Please explain why you oppose the scheme	Please explain if you have experienced any technical problems with the scheme. Are there any improvements you would like to see?
Herefordshire Hackney Carriage and Private Hire Association	No		The views of the association are: (1) Lack of disabled and taxi access to city centre i.e. Buttermarket, Marks & Spencers etc; (2) Concerns with extra congestion on Ring Roads and West St; (3) Regeneration of the City Centre needs to be a complete package and Widemarsh Street should not be considered in isolation.	The closure is affecting the livelihood of taxi drivers. The closure is depriving disabled people from being dropped off at drop-off points within the closure area. Taxis that normally use Widemarsh Rank during the day are finding it difficult to find alternative ranks. I have seen ambulances at fist hand unable to access locked gates. <i>There is a long list of extra reasons separately attached.</i>
Herefordshire Primary Care Trust	No views either way			
K W Board Ltd, Coaches, Cinderford, Glos	Yes	I think that pedestrianisation is best for shoppers being the streets concerned are narrow and traffic can be dangerous to the public.		No problems with the proposed arrangement but we experience problems turning right out of West Street into Broad Street due to poor parking at the junction.
Ledbury Area Cycle Forum	No		The scheme excludes cycles. Hereford is not a particularly "cycle friendly" city at the best of times. There is only one "legal" way for cyclists to reach the city centre from the east and that is via the inner ring road. St Owen St, East St and Gaol St are all (at least in part) one-way west-to-east. Although Castle Street is available, the pedestrianised cathedral precinct is a barrier there. Closing Widemarsh St requires a further detour round the ring road and also excludes access from the north.	<i>There is a long list of suggested improvements - too many to include here. Available as a separate sheet</i>
Neville's Tours	Yes	Narrow streets difficult for coaches and all other traffic. Hazardous for pedestrians.		For this to work, coach set down and pick up areas in St Peter's Square/St Owen's Street must be kept clear - they are often obstructed by cars. Without clear coach areas the coach trade will disappear. Enforcement is essential.

**WIDEMARSH STREET PEDESTRIANISATION EXPERIMENT -
RESPONSES FROM STAKEHOLDER CONSULTATION**

Organisation	Do you/your group support the scheme	Please explain why you support the scheme	Please explain why you oppose the scheme	Please explain if you have experienced any technical problems with the scheme. Are there any improvements you would like to see?
Road Haulage Association Ltd	No		The members of the Road Haulage Association oppose it on 2 grounds - (a) Forcing HGVs to deliver at the busiest time of the day will increase congestion (b) Road safety - I.e. with regard to children returning from school at the busiest/most congested time of day.	
Royal National College for the Blind	No		The scheme makes independent travel difficult for people with a visual impairment (VI) for the following reasons: A person with VI needs to have clear facts on traffic flow before making a road crossing and the current situation is variable and changeable. When providing information to a person with a VI it is currently necessary to explain that the road is pedestrianised during certain hours only. Although Widemarsh St is said to be pedestrianised during the day, taxis and delivery drivers are still using the road and moving much faster now that the traffic flow is lighter. Clearly this presents a danger to a visually impaired pedestrian.	The current situation does not allow for a clear road crossing strategy for a person with a VI. It is confusing and ambiguous to say that a road is pedestrianised when there is still a traffic flow at any time of the day and a heavy traffic flow at certain times of the day.
Stagecoach West	No		The views of Stagecoach are that this road closure will mean that some of our customers will need to walk further to catch their bus. This will dissuade some people from using buses as the service may be less attractive with a revised route.	No technical problems, just prefer to operate the service through the city centre to maximise journey opportunities.
Worcester Police	Unknown	Not going to fill in Widemarsh Street Questionnaire - will wait for formal consultation		