

Report to Norwich highways agency committee
24 January 2013
Report of Head of city development services
Subject Objections received from recently advertised Bus layover facilities and other TROs in city centre

Item

7

Purpose

To inform members of the responses received in respect of the waiting restrictions advertised in November and request approval of recommended action in each case.

Recommendation

To request the head of city development to carry out necessary statutory procedures to:

- (1) Implement the following restrictions as advertised:
 - (a) Coach Parking 2 hour limited waiting as located on plans below:-
 - (i) Lower Clarence Road – Plan No. PL/TR/3356/127-3
 - (ii) Rouen Road – Plan No. PL/TR/3356/127-2
 - (iii) Wherry Road – Pan No. PL/TR/3356/127-1
 - (b) Amend the existing coach parking in the locations below to maximum stay of 15 minutes and for use by Demand Responsive Transport vehicles:-
 - (i) All Saints Green
 - (ii) Bank Plain – amended length of coach parking as detailed on Plan No. PL/TR/3356/127-12
 - (iii) Ber Street
 - (iv) Castle Meadow
 - (v) Palace Street
 - (vi) Theatre Street
 - (c) Demand Responsive Transport parking space on Castle Meadow as detailed on Plan No. PL/TR/3356/127-15 with a maximum stay of 15 minutes.
 - (d) Loading restrictions and loading bay on Surrey Street as detailed on Plan No. PL/TR/3356/127/-8b

- (e) Changes to disabled parking, bus stop/ hackney carriage stand, loading bay, coach parking and pay and display parking on Bank Plain as detailed on Plan No. PL/TR/3356/127-12.
 - (f) 24 hour taxi rank on the south section of Tombland as detailed on Plan No. PL/TR/3356/127-13a.
- (2) Advertise amendments to the previously advertised restrictions as detailed below:

Surrey Street – a 10m loading bay outside the Surrey Tavern as detailed on Plan No. PL/TR/3356/127/8b.

Corporate and service priorities

The report helps to meet the corporate priority to make Norwich a prosperous city and the service plan priority of delivering the Norwich Transportation Strategy Implementation Plan.

Financial implications

£45,000 is allocated in the Better Bus Area budget to cover these works

Ward/s: Mancroft and Thorpe Hamlet

Cabinet member: Councillor Bremner – Environment and development

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Background documents

Consultation returns to the first advert In November 2012

Report

Background

1. The proposed waiting restrictions as approved at Norwich Highways Agency Committee (NHAC) meeting on 27 September 2012 were advertised in the press on 9 November 2012. Nearby residents and businesses and other interested groups were written to and advised of the advert.
2. The advertised restrictions were:
 - Proposed bus layovers on:

Lower Clarence Road detailed on Plan No. PL/TR/3356/127-3

Rouen Road detailed on Plan No. PL/TR/3356/127-2

Surrey Street detailed on Plan No. PL/TR/3356/127-8a

Wherry Road detailed on Plan No. PL/TR/3356/127-1a

The above plans are attached as Appendix 1,2, 3 and 4 respectively.
 - Changes to existing coach parking restrictions on:

All Saints Green and Ber Street (Plan No. PL/TR/3356/127-11)

Castle Meadow (Plan No. PL/TR/3356/127-15)

Palace Street (Plan No. PL/TR/3356/127-16)

Surrey Street (Plan No. PL/TR/3356/127-8) and

Theatre Street (Plan No. PL/TR/3356/127-14)

The above plans are attached as appendix 5, 6, 7, 3 and 8 respectively.
 - Proposed DRT parking place on Castle Meadow detailed on Plan No. PL/TR/3356/127-15 and attached as appendix 5.
 - Proposed changes to disabled parking, bus stop, car club space, loading bay, pay and display, and hackney carriage stand on:

Bank Plain (Plan No. PL/TR/3356/127-12)

Surrey Street (Plan No. PL/TR/3356/127-8a) and

Tombland (Plan No. PL/TR/3356/127-13)

The above plans are attached as appendix 9, 3 and 10 respectively.
3. The consultation period ended on 3 December 2012 and 19 responses were received of which 15 were objecting to proposals. Objections or comments received

up to 17 December have been included. A summary of comments received is attached as appendix 11. Discussions were also held with local bus operators over the operational use of the proposed bus layovers.

Bus layovers

4. Ten spaces for bus layover were proposed. To find space on the road for these ten spaces it was necessary to consider replacing existing Pay and Display short term parking. To combat the reduced revenue from on street parking in the city, a payment scheme for use of the bus layovers was required.
5. Following the advertisement to the proposed bus layover spaces, bus companies were contacted. Anglian Bus were concerned with the times of operation of the bus layover spaces in Surrey Street and four operators expressed a concern at the need to display a permit as vehicles are often exchanged at short notice. The limited waiting time of 1 hour was also considered restrictive.
6. In all four objections and two agreements were received for the proposals of bus layovers. Two residents objected to the bus layovers on Surrey Street concerned with more buses using Surrey Street and two residents of Lower Clarence Road concerned with loss of evening parking and the implications of a newly proposed development.
7. When operators were requested to state how many permits they may need for their vehicles, three stated they would need none at present and only two gave a number adding up to 140 in total.
8. In consideration of the above, it appears the number of proposed bus layover spaces was excessive. As the two proposed on Surrey Street have limited time of operation due to the nearby Notre Dame, take up valuable P&D spaces and have also been objected to by two residents these would seem the best ones not to install.
9. By not replacing the P&D spaces on Surrey Street, the council will not need revenue from the bus layovers and therefore a permit scheme is not necessary.
10. In conclusion the best way forward would be to install coach parking spaces (which will act as a bus layover) with a limited waiting of two hours, on Lower Clarence Road, Rouen Road and Wherry Road as advertised. The bus companies will not need permits for the use of these spaces as they will be open for any bus / coach to use.

Coach drop-off and pick-up

11. It was proposed to have a consistent approach to all coach parking used as coach drop-off and pick-up points in the heart of the city centre. A maximum stay of 10 minutes with the restriction operational 24 hours a day, seven days a week was advertised on seven locations.
12. Concerns were received from the Notre Dame about the schools use of the existing coach parking space on Surrey Street. It is necessary for the bus to wait in the space for pupils between drop-off and pick-up which can easily run over 10 minutes.
13. The general manager of Theatre Royal was concerned with 10 minutes not being long enough for school children or elderly parties to be picked up from the Theatre and consider 20 minutes would be suitable. David McMaster of CitySightseeing, a

open topped tourist bus requested the time limit be extended to 15 minutes. Norwich School also expressed concerns of a 10 minute restriction on the coach parking area on Palace Street as they use this space to collect and return pupils from sport locations during the day.

14. In consideration of the above, it seems in practical terms 10 minutes maximum stay may be too short. It is still necessary to keep the time period short to make sure the spaces in the heart of the city centre have a good turn over and are not used as layovers. However a 15 minute maximum stay, with enforcement that recognises actively dropping-off or picking-up may take longer than 15 minutes and will be permitted, would be appropriate.
15. Surrey Street can be considered separate from the other locations. This coach parking space is not as close to main tourist attractions and is mainly used by the Notre Dame School. For this reason and the concerns expressed by the Head of the Notre Dame School, the existing restriction of 30 minutes maximum waiting time is more appropriate.
16. In summary it is proposed to install a 15 minutes maximum stay on the existing coach parking spaces on All Saints Green, Bank Plain, Ber Street, Castle Meadow, Palace Street and Theatre Street, and to allow DRT vehicles to use these spaces. It is proposed to leave the existing restriction of 30 minutes on the coach parking space on Surrey Street.

Demand Responsive Transport

17. No objections were received from the advertising of the proposed demand Responsive Transport (DRT) space on Castle Meadow. One comment from Mr Williment of the Norwich Hackney Trade Association expressed an understanding of the need to replace an existing single taxi space with the DRT space.
18. As with the drop-off and pick-up points for coaches, it may be necessary for DRT to need extra time. It is proposed to increase the advertised maximum stay to 15 minutes to be consistent with drop-off and pick-up points in Norwich.

Miscellaneous changes to waiting restrictions on Bank Plain, Surrey Street and Tombland

Bank Plain

19. Two objections were received from local businesses, one concerned with the proposed changes to the loading bay and the other concerned for road safety and movement of traffic.
20. It is considered that the proposed arrangement of bus stop, pay and display, coach parking, loading bay and disabled spaces on Bank Plain make better use of the available road space. By moving the loading bay to the east it is more accessible to larger delivery vehicles. The narrow service road at the end of London Street is more suitable as a disabled parking area as smaller vehicles will be able to pass and there is a ramp up to footpath level.
21. In conclusion the restrictions in Bank Plain should be installed as advertised (Plan No.PL/TR/3356/127-12) except for the change to coach parking amended to a maximum stay of 15 minutes.

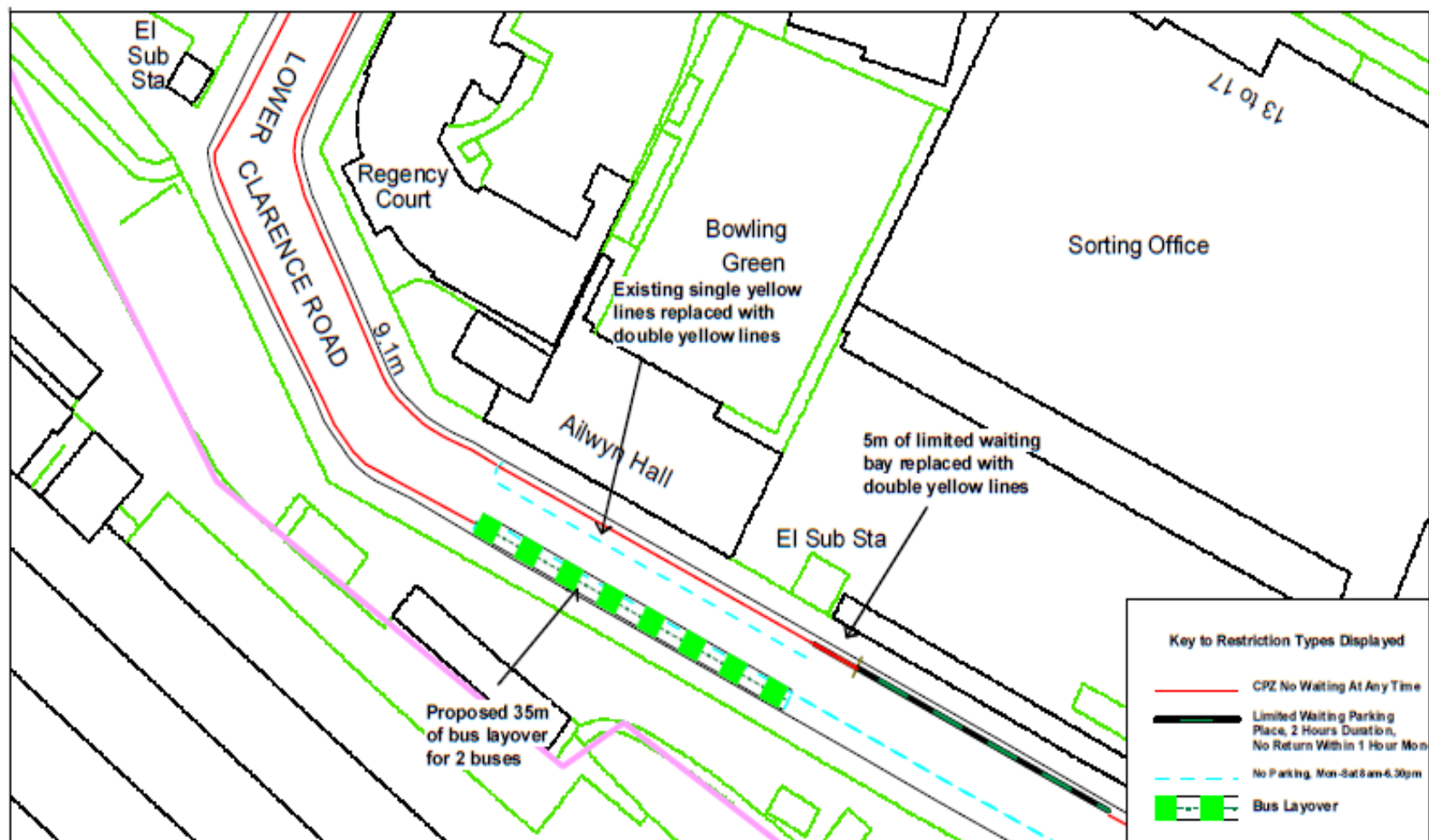
Surrey Street

22. It was proposed to install loading restrictions on all double yellow lines on Surrey Street from All Saints Green to Queens Road to allow free flow of traffic. To accommodate deliveries / loading a loading bay was proposed outside No 55.
23. Four objections to the Surrey Street proposals were received and one in support. Concerns expressed about the bus layover and coach parking facilities have been dealt with earlier in this report.
24. One communication was received from a resident who did not want a loading bay outside his property. The loading bay was positioned in the area where it would cause minimum congestion. As loading is not allowed in other areas of Surrey Street, it is felt necessary to include this bay.
25. One communication was from the director of Surrey Tavern who was concerned with deliveries to the property, especially heavy beer kegs. In discussion with the director, it was decided a second bay for loading would be necessary outside the Surrey Tavern. A 10m bay for loading is proposed outside Surrey Tavern, by Surrey Grove as detailed on Plan No. PL/TR/3356/127-8b attached as appendix 12.
26. In summary, it is proposed the advertised changes to restrictions on Surrey Street of replacing P&D spaces with bus layover, moving the car club bay and changing the maximum stay of coach parking will not be installed. The advertised loading restrictions and the loading bay outside No.55 will be installed and an extra loading bay outside the Surrey Tavern will be advertised and consulted on.

Tombland taxi rank.

27. It was proposed to replace the existing P&D short term parking areas on Tombland with a 24 hour taxi stand.
28. Four objections were received from local businesses and the Cathedral who considered there is insufficient need for a 24hour taxi rank at this location. Three communications expressed a need for delivery access to their properties and one restaurant manager was concerned with the loss of parking having negative effects on business. The Dean and Chapter of The Cathedral suggested having a delivery / drop off point in Tombland as delivery vehicles damage the Cathedral Gates when accessing The Close.
29. In the letter received from Mr Williment of the Norwich Hackney Trade Association he supports the proposal of a 24 hour taxi rank at Tombland and states a taxi stand needs to have space for a minimum of three taxis to work effectively.
30. In consideration of the comments received it would appear there is a need for deliveries in Tombland during the day. The existing P&D short stay parking does allow deliveries and also can be used by customers to nearby shops and visitors to Norwich School. However, a 24 hour taxi rank in this part of the city would be beneficial as there will be some lost taxi spaces elsewhere in the city due to this whole proposal. The proposals for extra P&D spaces on Bank Plain nearby will also help the situation.
31. In conclusion it is proposed to retain the northern section of P&D short term parking during the day and taxi rank at night on Tombland and replace the southern section of

P&D short term parking with a 24 hour taxi rank. This new 24 hour taxi rank is around 18m long which will hold three taxis. Details can be seen on Plan No. PL/TR/3356/127-13a. Attached as appendix 13.



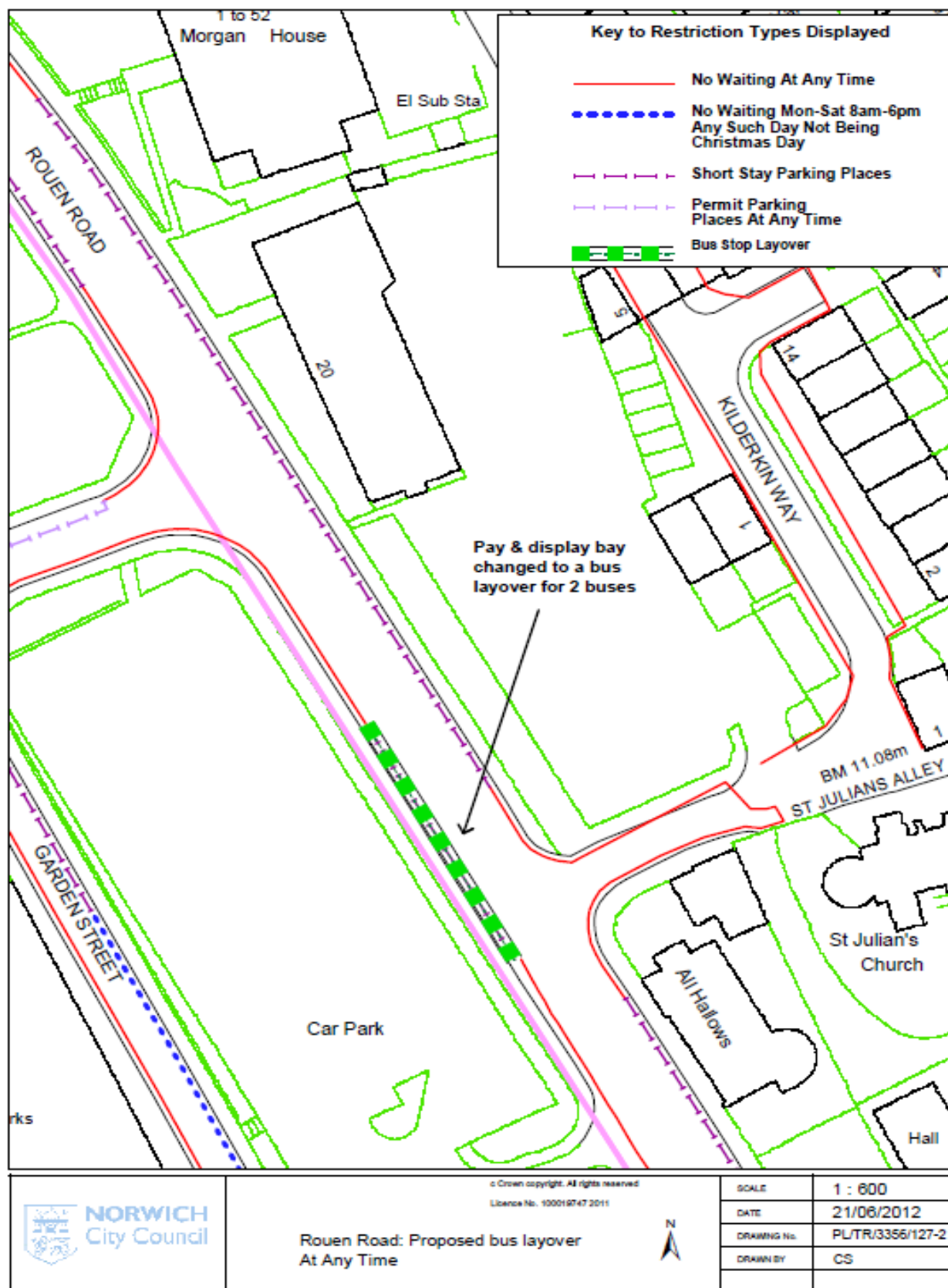
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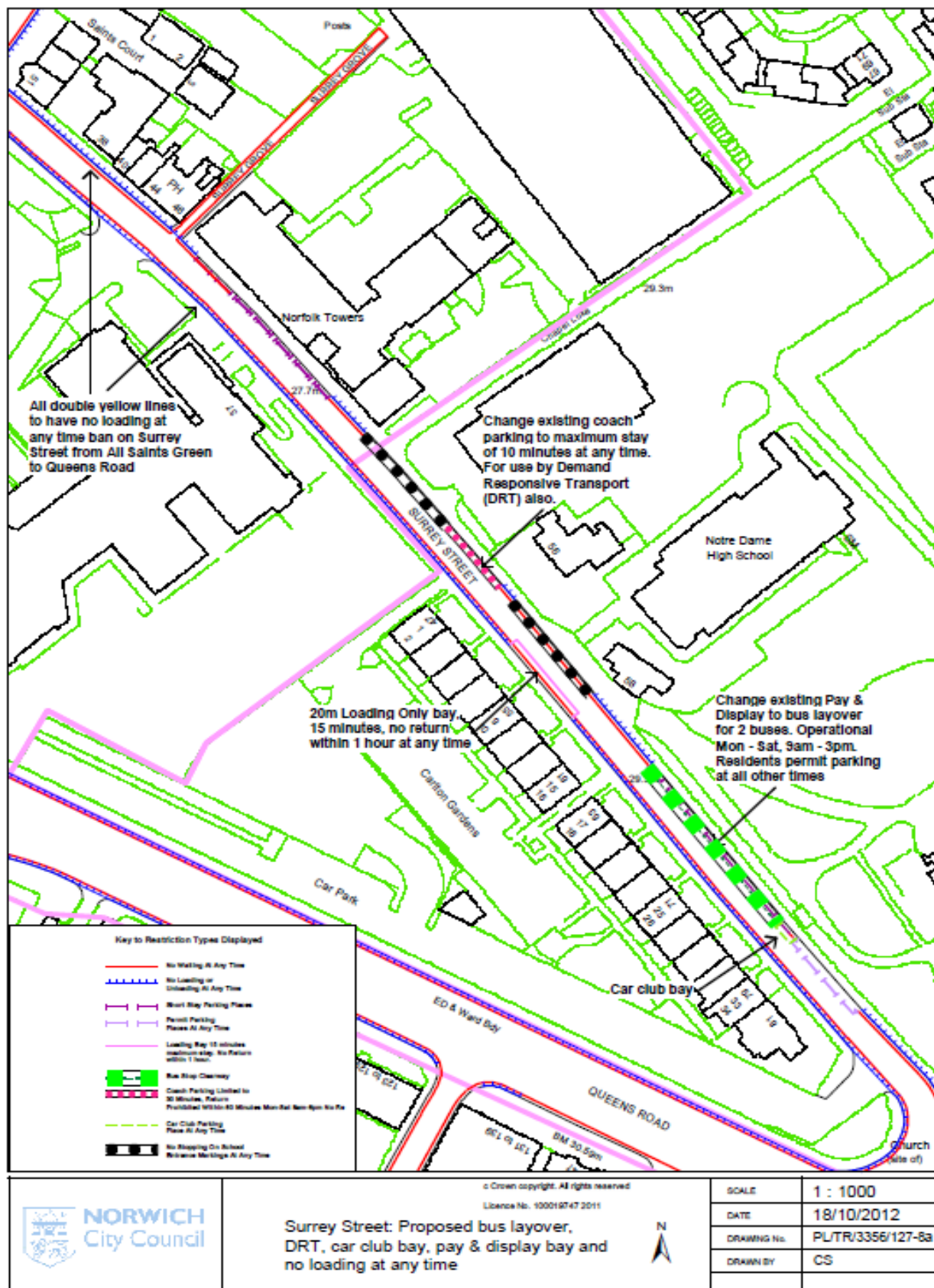
Lower Clarence Road: Proposed bus layover
operational At Any Time

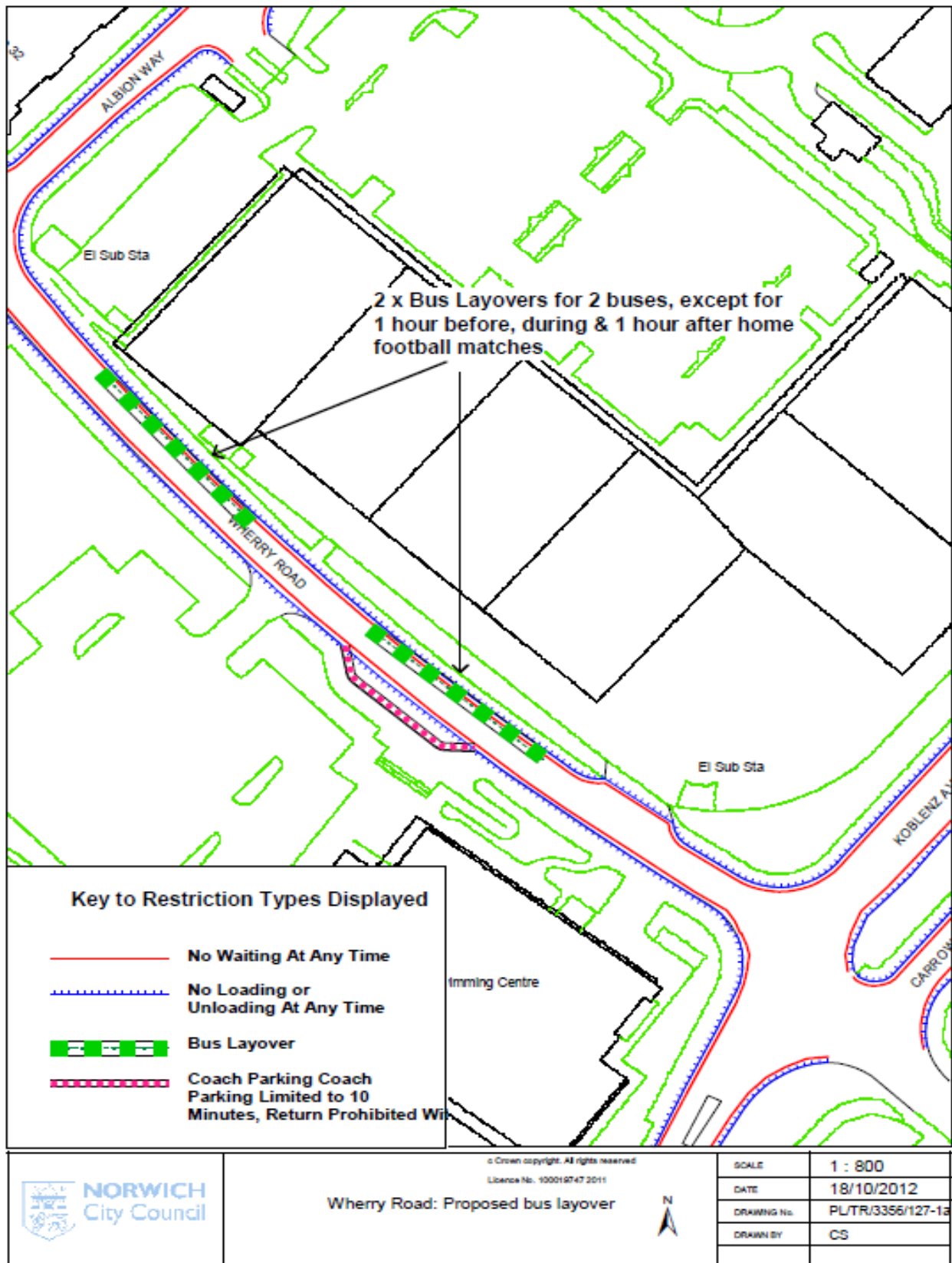
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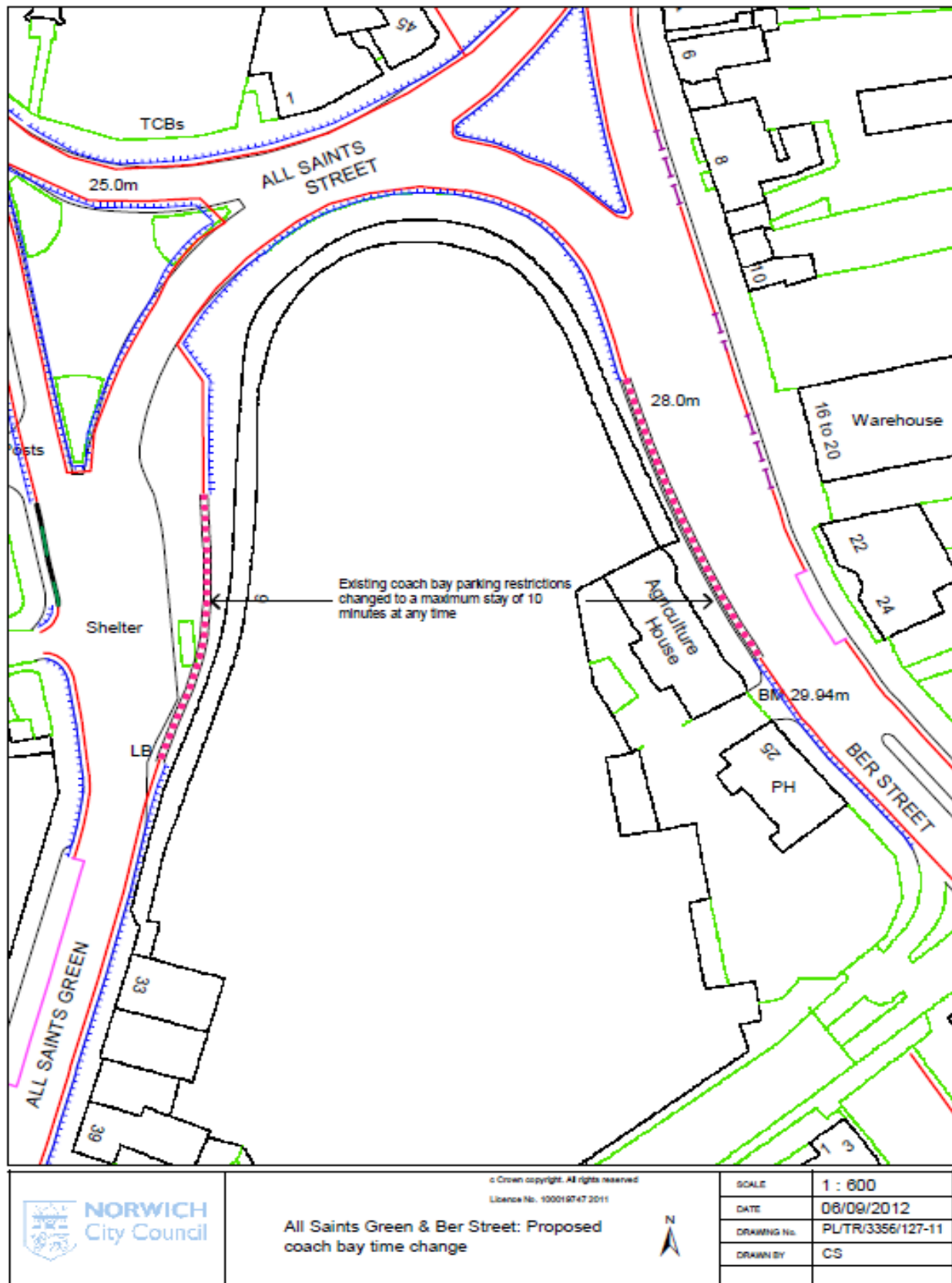


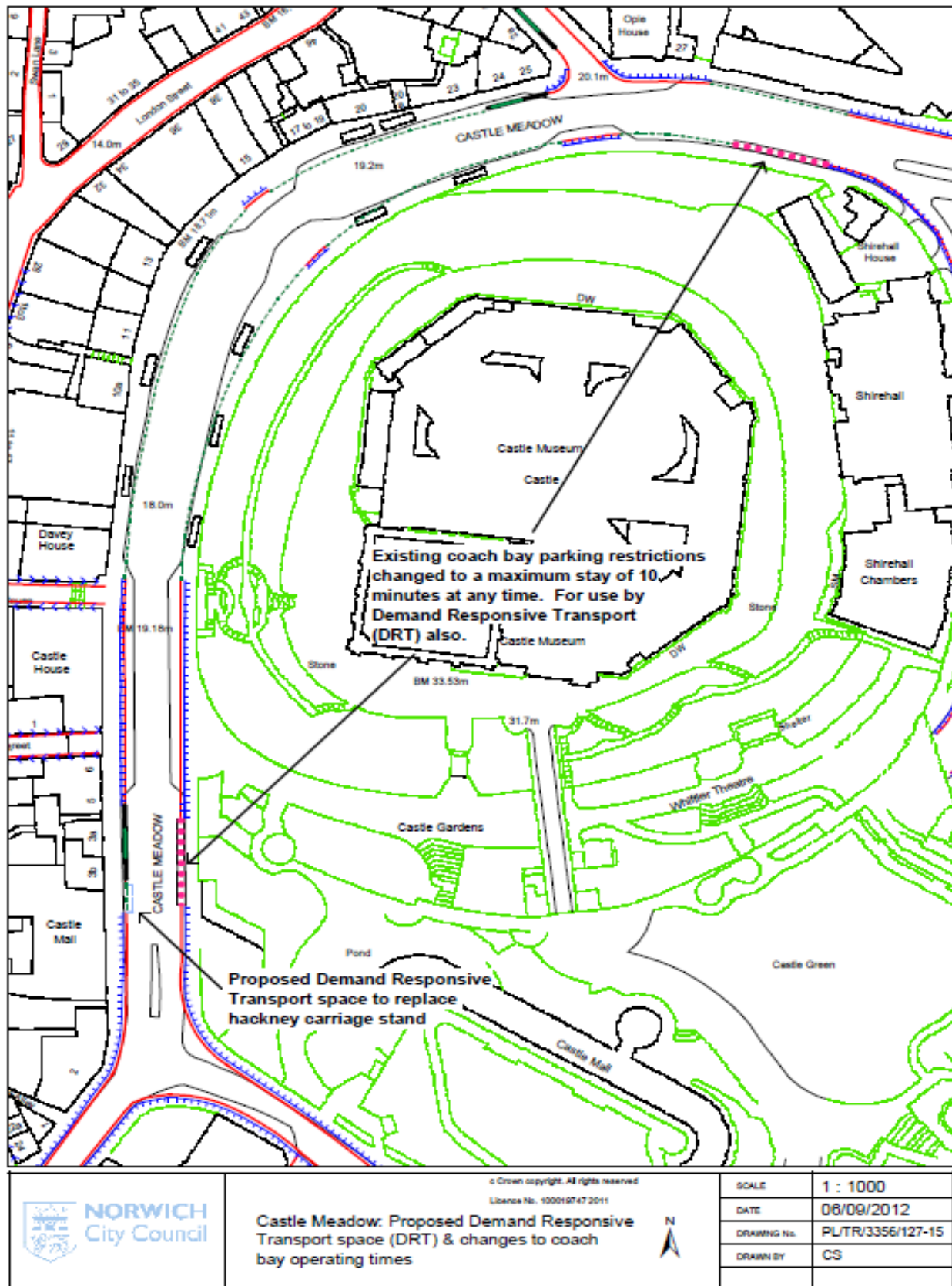
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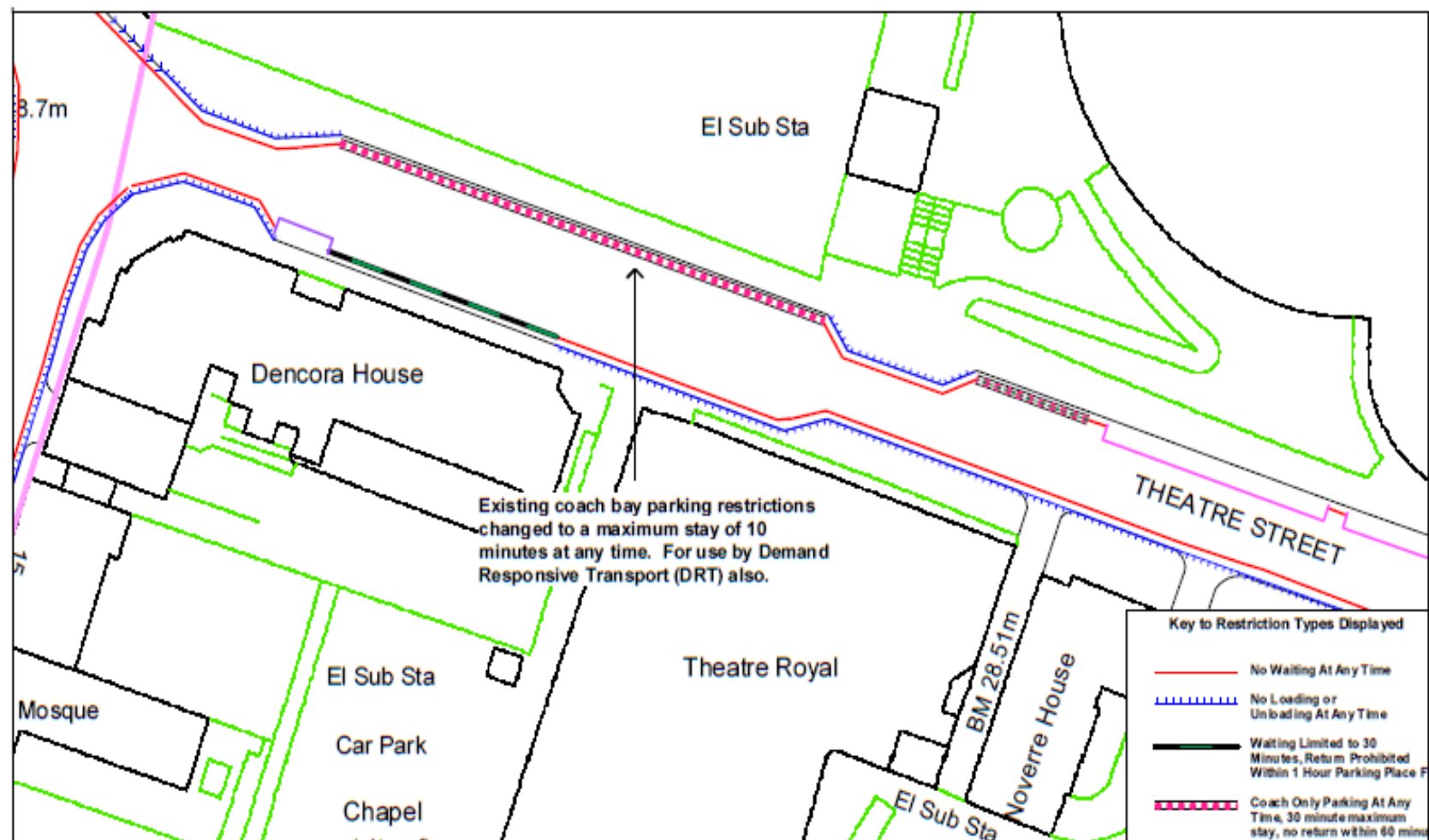












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Theatre Street: Proposed coach bay changes



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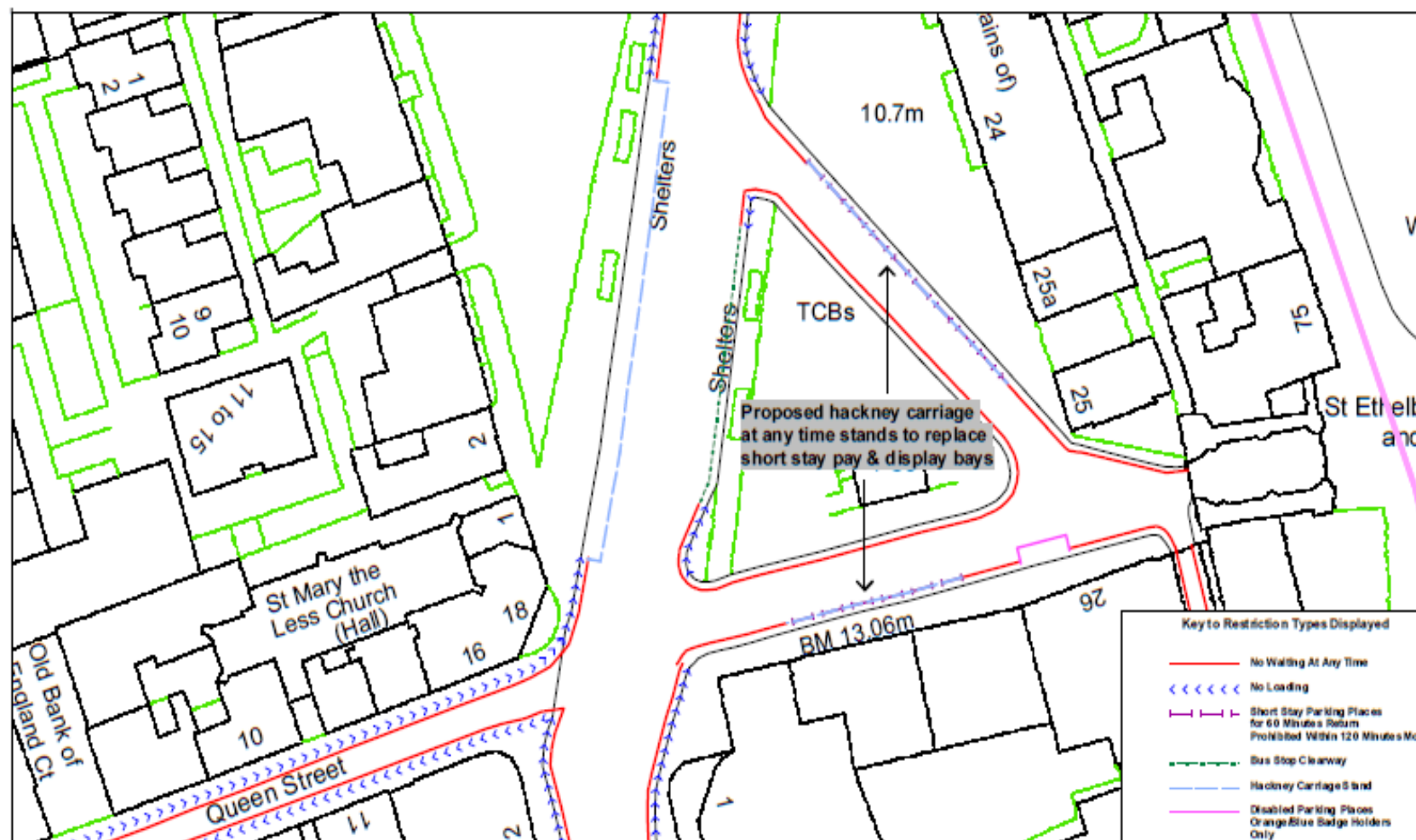
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Bank Plain: Proposed change to restrictions



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Tombland: Proposed hackney carriage stands

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Consultation Returns

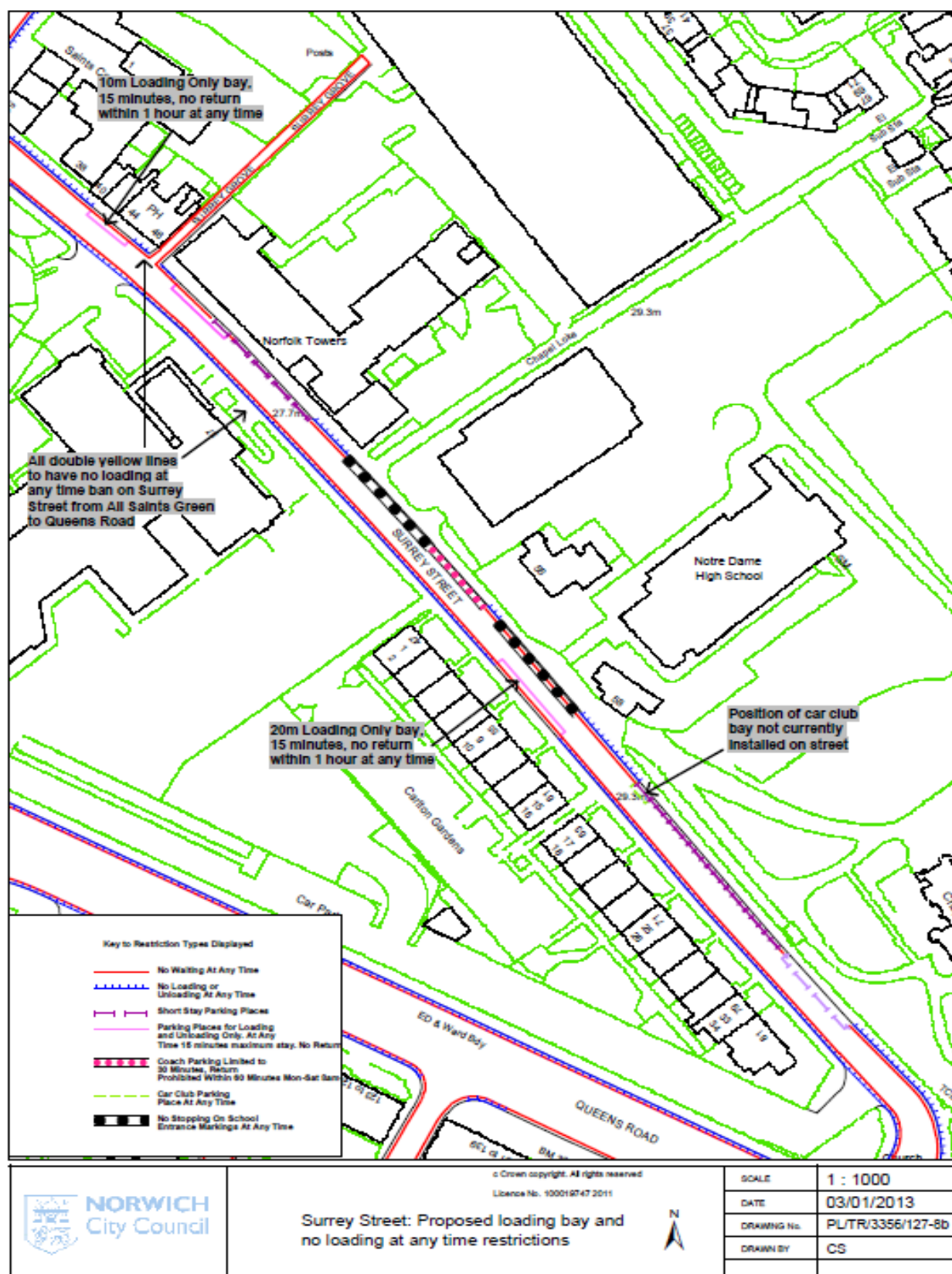
APPENDIX 11

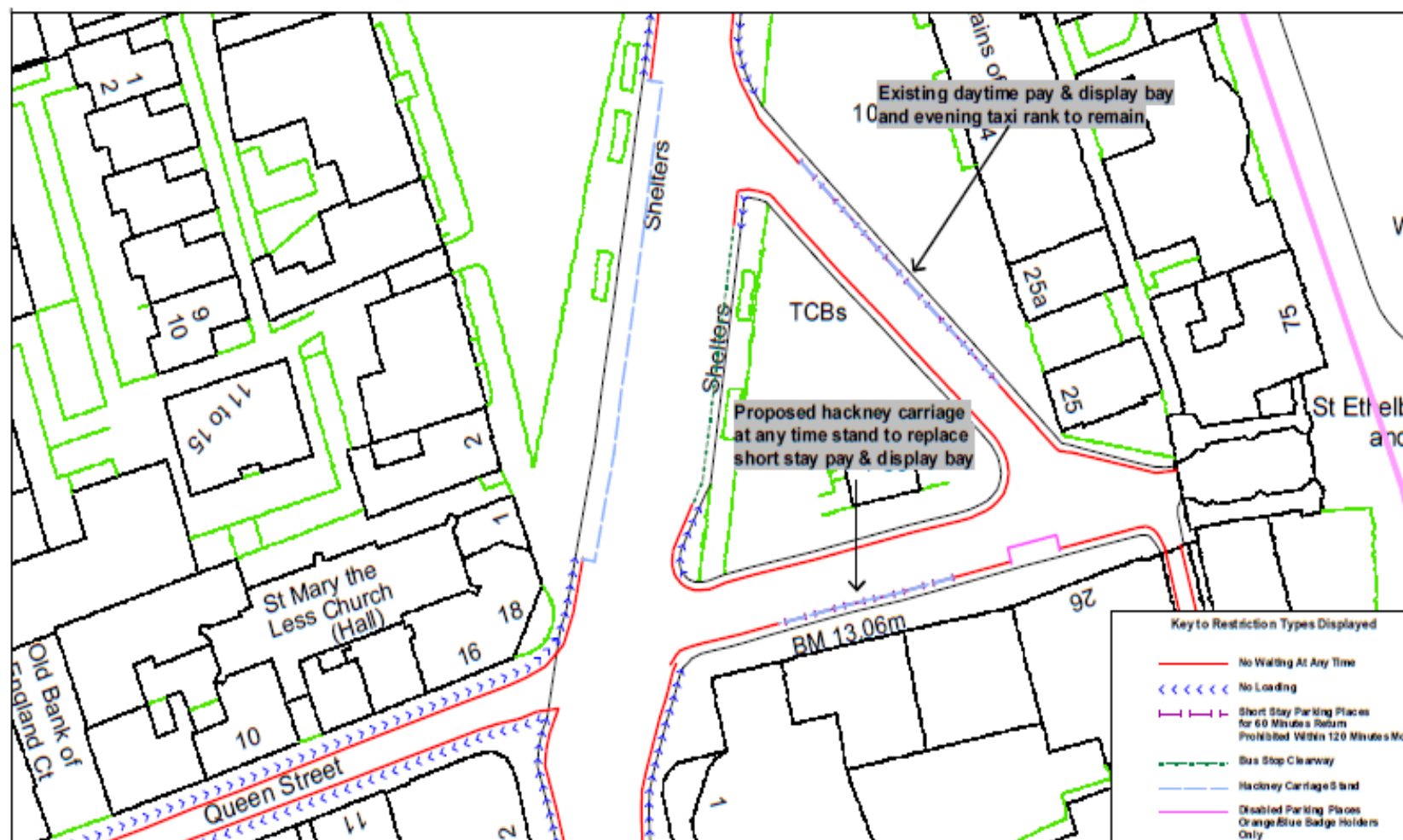
Road of TRO proposal	Address of contact	Objection	Objection / comment	Officer comment
Bank Plain	Bowhill & Elliott (East Anglia) Limited, 65 London Street	Yes	Disagrees with the repositioning of the loading bay, does not think the disabled parking bay is necessary and would like to see more loading spaces.	The existing loading bay is difficult for large vehicles to use. The proposed relocation will provide easier access for loading. Disabled spaces are necessary in this area.
Bank Plain	Fosters250, 19 Bank Plain, Norwich	Yes	Concerned that the extra Pay and Display parking on Bank Plain will reduce the width of the road and inhibit traffic. Bus drivers may have trouble using the shorter bus stop and a parked bus near to the junction with Bank Street could be difficult to pedestrians crossing Bank Plain. Concerned with a proposal for a local off-licence causing more traffic movements. agrees with disabled parking but is concerned with the existing pedestrian guard rail and bus shelter near the proposed loading area.	Bank Plain is considered wide enough to facilitate parking in the proposed areas. The proposed bus stop will be 19m long which is the recommended length for a bus stop to allow manoeuvring. Pedestrians have the option of crossing bank Plain at the signalled crossing.
Castle Meadow	Ponds Shoes, 21 Castle Meadow	No	Norwich City council is making a bus station of Castle Meadow and is not concerned of the effect on retailers or air quality.	This is an objection to the principles of Norwich Transport policy, but is not a direct objection to any of the proposed TROs.
Lower Clarence Road	8 Regency Court, Lower Clarence Road	Yes	Concerned with loss of parking for residents and visitors (short stay limited waiting and single yellow line).	The proposals will take out some evening parking but Lower Clarence Road has many areas of single yellow line further east with few private residences.
Lower Clarence Road	16 Regency Court, Lower Clarence Road	Yes	Concerned with proposed development of Ailwyn Hall and bus drivers leaving litter.	The proposed bus layover spaces should have no effect on access to the redevelopment site and bus companies will be required to ensure their drivers leave no litter on street.

Road of TRO proposal	Address of contact	Objection	Objection / comment	Officer comment
Palace Plain and Tombland	Norwich School, 71a The Close, Norwich	Yes	Concerned that the proposed 10 minutes waiting at the coach bay on Palace Street will not be enough to collect and return pupils from sport locations during the day. Also concerned that the existing pay and display parking places are needed by parents and visitors to the school.	Concerns noted. Any coach actively picking up or dropping off passengers will be given discretion on time limit and the waiting time will be increased to 15 minutes. Some Pay and Display parking will remain.
Rouen Road	32 Morgan House, Rouen Road	No	Agree with proposals, especially the need for buses to have engines turned off.	Support acknowledged
Surrey Street	34 Carlton Gardens, Surrey Street	No	Happy with the fact that the residents permit parking will not be affected and the extra spaces of permit parking after school hours.	Support acknowledged. Received via telephone (disabled resident)
Surrey Street	Notre Dame HS, Surrey Street	Yes	Concerned with 10 min waiting on coach parking. School bus needs more time.	As this coach parking space on Surrey Street is mainly used by the school and not convenient for most tourist buses, it is proposed to leave coach parking on Surrey Street as at present (30 mins). Head in agreement
Surrey Street	51 Carlton Terrace, Surrey Street	Yes	Considers the proposal will increase traffic, does not want the coach parking bay to run for 24hrs, concerned with enforcement of the engine switch off, concerned with Anglian buses using the facilities and does not like the position of the loading bay,	It is proposed not to install the bus layover, the loading bay has been positioned not to cause congestion.
Surrey Street	Surrey Tavern, 44-46 Surrey Street, Norwich	Yes	Concerned with the "no loading at any time" restriction outside the Surrey Tavern pub. Deliveries of heavy beer kegs would not be possible.	After further discussion, proposed to advertise an extra loading bay outside the Tavern.

Road of TRO proposal	Address of contact	Objection	Objection / comment	Officer comment
Surrey Street	77, Carlton Terrace, Norwich	Yes	Concerned that the proposals will bring more buses onto Surrey Street which could damage the environment, cause traffic congestion and road safety problems.	It is proposed not to install the bus layover; other proposals will have no effect on traffic numbers but will assist flow of traffic.
Theatre Street	Stone Cottage, Front Road, Wood Dalling, Norwich	Yes	Would like to see coach parking limited to 15 minutes to aid his bus schedule.	A 15 minute stop for dropping off and picking up passengers would be acceptable.
Theatre Street	Theatre Royal	Yes	Concerned with short stay for picking up and dropping off passengers. School children and the elderly could take longer. Would support 20 minutes and would like better enforcement.	Concerns noted. Any coach actively picking up or dropping off passengers will be given discretion on time limit and the waiting time will be increased to 15 minutes to aid enforcement.
Tombland	Norwich Cathedral, 12 The Close, Norwich	Yes	Considers there is insufficient need for a 24hr taxi rank in Tombland. Concerned that this may cause more delivery traffic to enter The Close through the historic Ethelbert and Erpingham Gates. In the past traffic has damaged these gates due to the limited room for access. The Close is also predominately pedestrian and would not like to see more vehicles amongst the high number of pedestrians. Would like to see the Taxi rank at night but a delivery/drop off point outside the gates during the day.	Concerns noted. It is recognised that the Tombland area need some form of loading / parking facilities. It is proposed to retain the existing Pay and Display parking on the northern arm of the Tombland "triangle" which will also allow loading/deliveries.
Tombland	Zizzi Norwich 739, Tombland	Yes	Loss of parking outside restaurant will have a negative effect on business. Many customers use this facility.	Please see above.

Road of TRO proposal	Address of contact	Objection	Objection / comment	Officer comment
Tombland	Cole & Co Solicitors, 23 Tombland, Norwich	Yes	Considers there is insufficient need for a 24hr taxi rank in Tombland. The existing parking is used by clients and delivery vehicles, removing such facility will have a detrimental affect on businesses of Tombland. The taxi rank will also have an environmental impact especially to the restaurant users sitting outside.	Please see above.
Tombland	Tombland Bookshop, Norwich	Yes	Considers there is insufficient need for a 24hr taxi rank in Tombland. The existing parking is used by customers especially when delivering books for sale, even though they could park on double yellow lines out of peak traffic times. If the parking is taken away, it will cause major problems to small businesses around Tombland.	Please see above.
Tombland, Bank Plain and Castle Meadow	Norwich Hackney Trade Association	No	The Tombland 24hrs taxi rank is welcomed. The retention of evening and night taxi rank in Bank Plain is welcomed. The removal of the single taxi stand in Castle Meadow is understood. For a taxi stand to work there needs to be a minimum of three spaces.	Support acknowledged





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Tombland: Proposed hackney carriage stand



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