

Appendix 5: Summary of feedback from former TRO consultation process

Thirty written responses were received during the formal Traffic Regulation Order (TRO) consultation in May/June, which included one letter signed by 36 residents of The Empire.

In addition, meetings were held with the traders/residents of Terrace Walk, Orange Grove and High Street to discuss the options.

The summary of comments received is as follows:

High Street

- Development of the area is positive
- Widened pavements are very welcome
- Concern about increased congestion as a result of extending the build out in the carriageway between the Corridor/Northumberland Place and the Guildhall to enhance pedestrian crossing
- Bus stops in front of the Abbey would block the view south from the top of High Street
- Access to Cheap Street for large delivery vehicles needs to be taken into account
- The Abbey would like a loading bay to help with deliveries for large events
- Disabled parking needs to be retained

Orange Grove

- Traders of Orange Grove oppose the removal of coaches, trade from which they feel is essential to their businesses. Two shops would not have signed leases if they'd know about the proposals
- Andrew Cooper, BID Chair, opposes the removal of coaches saying it will have a detrimental effect on B&NES' relationship with coach operators and will effect value & appeal of Orange Grove properties
- Residents of The Empire support the removal of coaches
- The Abbey Residents' Association supports the removal of coaches

- Traders of Orange Grove oppose taxis outside their shops – noisy, rude, aggressive & risk of damage/soiling of shop fronts due to drunk people using the rank at night time
- View from some stakeholders that taxis need shorter rank during the day and longer in the evening
- More enforcement and management of Orange Grove is needed

Terrace Walk

- Terrace Walk traders are opposed to coaches parking outside their shops – they will block light/shop frontages
- Pollution from coaches is an issue, particularly for food businesses
- Pavements are too narrow for a coach load of people to disembark/wait
- Moving the taxi rank will cause confusion to users and may result in loss of daytime trade
- Terrace Walk traders/residents don't want a night time taxi rank
- Short term parking outside shops will be lost if coaches are moved there
- Coach bays in North Parade would result in passengers crossing a dangerous road and increased noise for residents
- Terrace Walk is already congested – relocating coaches there would make it worse
- Concern about the ability of the vaults under Terrace Walk to support coaches
- City Sightseeing bus stop should be removed
- Current users don't appreciate it's one-way and often enter at the wrong end
- Reversing the flow would mean the turning circle for coaches is too tight
- More enforcement is needed

Other Issues

- Guildhall Market traders regularly given tickets for loading on Newmarket Row, using private vehicles
- Guildhall Market traders would be greatly helped if the Guildhall car park had a loading space for them
- Too many taxi licences are being issued so that supply exceeds demand